

# Community Chef - Good Food For All C.I.C. Governance & Policy Pack

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## **Introduction to the Policy Framework for CC CIC**

This framework is intended to contextualise policy, policy development and procedure for Community Chef CIC and to explain how to use policy documents

### **Policy**

Policy Documents will follow the following structure

- Title
- Policy document number – for reference only
- The intended purpose of the policy document
- Who is the document aimed at eg. directors , providers of a service, service users, members of the public
- Who is responsible for implementation and review
- The Policy
- Date of agreement or review date
- Review period
- Date of review
- Linking documents, eg. Relevant procedure, other policy documents

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## **Membership and Directorship Policy**

CC CIC/MP01

### **Intended audience**

Directors, public, stakeholders

### **Responsibility**

Managing Director, Directors

### **The Policy**

This policy addresses and explains the way that Membership and Directorship appointments and terminations is addressed by Community Chef CIC.

### **Appointments**

Initially, Membership of Community Chef CIC is limited to the signatories to the Memorandum of Association as submitted to Companies House.

Upon registration Membership will remain with the initial signatories of the Articles of Memorandum, who will also be Directors of the Company, unless the Directors decide otherwise. In which case, the options to change membership will be open and may include invitation to particular individuals or opening up membership to any class of individuals (individual or bodies corporate as they shall decide by majority).

### **Termination of Membership**

Any Member may retire at any time by notifying the Company secretary in writing including by electronic means. Any person so doing will also be retiring from their role as a Director of the CIC and vice-versa. That person will remain a Member/Director until the change has been successfully registered with the Companies House.

A Member may also be dismissed by the majority of a meeting of Directors. The Subject of dismissal will have the right as a Director to speak on their behalf or representation. IF the vote is carried, the member will become an ex-member and ex-director and will have no more rights provided by either Membership or Directorship in the Company.

Agreement Date: **16.07.21**

Review Period 12 calendar months from date of agreement

Next Review Date: **16.07.22**

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## **Appointments of Company Secretary Policy and Procedure**

CC CIC/CS01

### **Intended audience**

Directors, public, stakeholders

### **Responsibility**

Managing Director, Directors

### **The Policy**

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Agreement Date: **16.07.21**

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**Diversity and Equalities Policy**  
CC CIC/EP01

**Intended audience:**

Members/Directors, Staff, Contractors, Partners and Public

**Responsibilities**

Managing Director, Directors

**Introduction**

This policy aims to outline the commitment of Community Chef CIC's to ensuring equality and fairness of opportunity and equal treatment for staff and workers, of Members/Directors and of the public in accessing any of its services. any organisation workers, Trustees, and customers in terms of employment and access to services; and to provide guidance on anti-discriminatory practice. This policy is non-contractual.

CC CIC values its community of staff, members/directors, partners and the public who use its services and it expects all to be treated in a respectful manner. Each has a responsibility to treat others with dignity and respect.

CC CIC aims to promote equality of opportunity, celebrate and value diversity and to eliminate discrimination both direct and indirect.

The CIC will not tolerate any inappropriate, violent or abusive behaviour from colleagues, other organisations or customers nor will we tolerate this behaviour in our organisation staff towards others.

The policy applies generally, and specifically to discrimination and equality of opportunity in respect of 'protected characteristics' as defined in the Equalities Act 2010. These are age, disability, Race, Sex, Religion or cultural beliefs, gender reassignment, marital status, sexual orientation, pregnancy and maternity. This policy applies across all other policies of the organisation.

The policy applies across the range of employment policies and practice, including those relating to Discipline, Grievance, Harassment and Complaints.

The Managing Director is responsible for providing or procuring advice when necessary and it is the responsibility of the MD to maintain and update this policy with the agreement of directors

The CIC will collect data regarding equal opportunities for any post to which we recruit or for any service which we supply or commission. The data will inform the MD and the CIC as to the effectiveness or otherwise of the implementation of this policy.

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## Safeguarding Vulnerable Adults Protection Policy

The term 'vulnerable adult' refers to any person aged 18 years and over who is, or may be in need of support "to retain independence, well-being and choice and to access their human right to live a life that is free from abuse and neglect" (*Sussex Multi Agency Policy and Procedures for Safeguarding Vulnerable Adults: 2007*). At Community Chef – Good For All CIC we are committed to the safeguarding of vulnerable adults that are involved in any way with the project, which applies to all volunteers and participants. At Community Chef – Good For All CIC all contact with vulnerable adults should be based on the following principles:

- The welfare of vulnerable adults is paramount.
- All vulnerable adults without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexual orientation or beliefs.
- Any concerns or allegations with regard to the abuse of vulnerable adults must be taken seriously by volunteers and dealt with appropriately (including appropriate adult social care services or, in emergencies, to the police).
- The project is committed to the safe recruitment of all volunteers and to their training with respect of this policy and the project's procedures for the safeguarding of vulnerable adults.
- All volunteers must recognise that they have an important role to play in respect of safeguarding vulnerable adults and protecting them from all forms of abuse. They are required to enact and support the principles set out in this policy and are responsible for following the project's procedures for the safeguarding of children and vulnerable adults.
- Respect for individuals: it is every person's right to live a life free from abuse and neglect. Vulnerable adults will be treated in a way that respects and promotes the human rights of all citizens under the Human Rights Act 1998. Actions taken to protect their interests will aim to respect their dignity, privacy and beliefs, whatever their race, religion, language, gender, disability, age or sexual orientation. An individual's communication needs will be considered at all times. All members of Community Chef – Good For All CIC will respect and value all volunteers and participants.
- Handling reports of abuse: all reports of abuse will be treated seriously.
- Capacity and consent: individuals will be assumed to have the capacity to make informed decisions, unless there is clear evidence to the contrary. Vulnerable adults should be supported to make their own decisions based on an awareness of the choices available.
- Risk: vulnerable adults having been made aware of any options available to them will be supported in making their own decisions about their lives. This will include the taking of reasonable risks as long as these do not threaten, harm, or put at risk other adults or children who may be involved.

Confidentiality and information sharing: Community Chef – Good For All CIC will always maintain the confidentiality of all our students. Information will only ever be shared when informed consent has been obtained on a 'need to know basis'. All volunteers should, where possible, respect the wishes of vulnerable adults who wish particular information or conversations to be kept confidential. But sometimes a balance has to be struck between respecting a vulnerable adult's wish for confidentiality and the need to safeguard the welfare and safety of that vulnerable adult. The safety and welfare of a vulnerable adult must be the overriding consideration, so volunteers must always consider safety and welfare when deciding whether information about them should be shared. If it is felt that information should be shared, the agreement of the vulnerable adult to that information sharing should be sought. ***But information should always be shared, without consent if necessary, if it is felt that the safety or welfare of a vulnerable adult is at risk.***

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## **Safeguarding and Child Protection Policy**

Community Chef – Good Food For All CIC believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice which protects them.

### **We recognise that:**

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

### **The purpose of the policy:**

- To provide protection for the children and young people who receive Community Chef – Good Food for All CIC's services, including the children of adult members or users.
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm. This policy applies to all staff, including senior managers and the directors, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Community Chef – Good Food for All CIC

### **We will seek to safeguard children and young people by:**

- valuing them, listening to and respecting them
- adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- providing effective management for staff and volunteers through supervision, support and training. We are also committed to reviewing our policy and good practice annually.

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## Health and Safety Policy

1. Community Chef – Good Food For All CIC has a responsibility to provide a safe environment for staff, volunteers, students, trainees and customers using the Lewes Community Kitchen
  
2. Community Chef – Good Food For All CIC aims to ensure that our office, kitchen and mobile and outreach training/demonstration environments and all associated equipment are maintained in safe order and that everyone is adequately trained and informed on health & safety issues. It is everyone's responsibility to help in this by using common sense and taking action and initiative where necessary.
  
3. Community Chef – Good Food For All CIC staff and volunteers commit to:
  - provide adequate controls of the health and safety risk arising out of their activities
  - prevent accidents and cases of work-related ill health
  - implement emergency procedures
  - co-operate with other staff and volunteers on health and safety matters
  - not interfere with anything provided to safeguard their health and safety
  - work to the highest possible standards of safety with regard to service users
  - report all health and safety concerns to a Director
  - all accidents or injuries must be reported to a Director
  
4. Community Chef – Good Food For All CIC fully acknowledges its legal responsibilities relating to food provision under The Food Safety Act 1990 and its subordinate legislation and regulations. These responsibilities extend to its suppliers fulfilling their legal obligations to the provision of safe food. These guidelines are designed to ensure all food preparation and production complies with the following legislation:
  - Food Safety Act 1990
  - The Food Hygiene (England & Scotland) regulations 2006
  - Regulation (EC) 852/2004 (Hygiene of Foodstuffs)
  - Reference has been made to the Catering Industry Guide to Good Hygiene Practice.
  - Reference has been made to the E.Coli cross contamination guidelines.
  - Health and Safety at work Act 1974
  
5. **Facilitator requirements** - Staff and sessional facilitators of community cooking programmes employed Community Chef Good Food For All CIC must have the following:
  - Proven track record of delivering community educational activities
  - Public Liability Insurance
  - Current DBS check (children and adults)
  - Details of provider infrastructure and capacity (equipment; transport; staff etc) for programme delivery

- Compliance with data sharing agreement for the purposes of evaluation and monitoring with CC-GFFA CIC in line with data sharing protocols
- Food Hygiene Certificate Level 2
- Cookery Leader Training

#### 6.1 **Risk assessments**

- A risk assessment will be conducted for each venue in addition to the health and safety checklist. Risk assessments will be updated annually and following any significant changes to the environment, give consideration regarding the capability of the user group or/and following any incident, including near miss incidents. Individual risk assessments to be carried out where appropriate to support additional needs of participants i.e. wheelchair users, learning disabilities etc.
- Dynamic risk assessments must be carried out by staff delivering food practical prior to and during each session

#### 6.2 **Incident reporting**

- Incidents and near-misses relating to CC-GFFA CIC activities are to be reported to a director.
- In addition, the facilitator must report all incidents/accidents/near-miss which have occurred during the food practical's to the staff on duty in the specific venue immediately

### 3. **Gas induction/Fire alarm testing**

CC-GFFA CIC staff and Facilitators must be familiar with systems to operate gas within individual facilities and venues and be aware of any planned fire alarm testing during practical sessions.

#### 6.4 **Safe use of knives and kitchen equipment**

- Knives must be securely and safely stored until required
- Facilitators to ensure they undertake a dynamic risk assessment prior to issuing knives and if they have any concerns, then knives must not be issued.
- Facilitators must explain the safe use of knives to participants.
- All pairing knives disseminated to participants must be counted in/out by staff prior to and at the end of each session
- Facilitators must ensure that any incidents/accidents or near miss incidents must be reported

#### 6.5 **Participants**

- It is the responsibility of the facilitator to ensure that the maximum participant number is not exceeded, this should be pre agreed with each venue. This will depend if the activity is a demonstration or cooking programme.
- All children must be supervised at all times by the parent/guardian who are ultimately responsible for their safety and wellbeing including their behaviour. The Facilitators will be expected to engage with participants re the need for safety around demonstration and preparation of meals especially when young children are in the immediate vicinity.

#### 6.6 **Data protection/confidentiality**

CC-GFFA CIC and Facilitators will not hold personal details on the participants other than what is required for the courses. This includes names, allergies or medical reasons or other information required by the facilitator to deliver cooking courses appropriately.

## 7 **Guidance on delivery before, during and after the delivery**

### 7.1 **Prior to the session**

Facilitators will:

- Be provided a list of participants with any allergy/dietary requirement information
- Check allergy/dietary requirements against the lesson plans and recipes to ensure participants are catered for.
- Conduct risk assessment

### 7.2 **Before the session starts**

Facilitators will:

- Adhere to guidance on food purchasing, transportation and storage
- Arrive at least 30 minutes prior to the start of the session to prepare the venue
- Obtain fire procedures locate first aid kit and procedures in the venue
- Conduct food hygiene and safety checklist
- Obtain housekeeping information from venue

### 7.3 **During the session**

Facilitators will:

- Provide housekeeping information to participant at the start of the session
- Ensure participants are aware of health and safety guidance on the safe use of knives, personal hygiene, hand washing, cleaning etc.,
- Apply Food Hygiene and Health and Safety training throughout the sessions
- Along with participants comply with REHIS Food hygiene training and legal standards when handling food, tasting foods and participants taking food home.
- Along with participants comply with REHIS food hygiene guidance for personal hygiene (hand hygiene, infection control e.g. colds, norovirus).
- Along with participants wash hands using bactericidal hand wash before putting on aprons and re-washing hands before and after preparing food. Facilitators will be vigilant for any visual signs of skin conditions and provide blue gloves for these participants.
- Ensure any spillages are cleaned up immediately and participants clean as they go.

### 7.4 **End of Session**

Facilitators will:

- Ensure participants follow cleaning guidelines and participants should clean equipment after use with antibacterial washing up liquid
- Ensure robust cleaning of protective aprons using antibacterial detergent/spray or laundered at a high temperature boil wash. If deemed necessary (e.g. brought into contact with broken skin/skin condition) discard the apron in compliance with waste disposal procedures. Disposal aprons should be discarded after use.
- Dispose of waste using cleaning and refuse management guidance.

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### **Complaints policy**

Community Chef CIC aims to provide a high quality service. If you have suggestions for how we might improve we would love to hear from you.

1. Initially, if you are not happy with something we would like to hear from you as soon as possible so that we can try and help. Please contact the Managing Director by phone **07766526217** or email [robin@communitychef.org.uk](mailto:robin@communitychef.org.uk) If the MD is unavailable he will return your call as soon as practicable.
2. If you are still not happy please let us have your complaint in writing either by email

[robin@communitychef.org](mailto:robin@communitychef.org)

or by post to

**Feedback, Community Chef Good food for All CIC at Unit 2, Phoenix Works, North St, Lewes East Sussex BN7 2PE**

The Managing Director will look into the issue you have raised and reply formally. He will copy your letter and his reply to the Board of Directors for their information.

3. If you are still not satisfied with the response from the Managing Director, you may ask the Board of Directors to reconsider. You will be told how to do this in your reply.

**We really welcome feedback both good and bad so please let us has your comments.**

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## Organogram

CC CIC/Org01

Job Title: Director
Tim Blare
Responsibility: With fellow Directors for overall strategic, financial and legal wellbeing and of the business Scrutiny of the MD

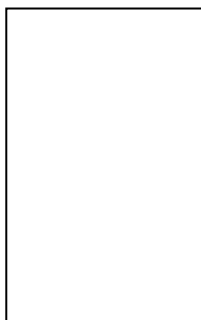
Job Title: Director	
Alex Moran	
Responsibility: Directors for overall strategic, financial and legal wellbeing and of the business Scrutiny of the MD	

Job Title: Managing Director
Robin Van Creveld
Responsibility: With fellow Directors for overall strategic, financial and legal wellbeing and of the business. Setting and implementing the strategic operational objectives of the CIC, setting and managing operational systems and objectives, recruiting and managing staff, partnerships and contracts on behalf of the CIC



Delivery partnerships

Contracted Staff



Employed Staff

Agreement Date: **16.07.13** Review Period: 12 calendar months from date of agreement; Next Review Date:

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## **Recruitment, Performance and Pay Policy**

CC CIC/EP01

### **Intended audience:**

Members/Directors, Staff

### **Responsibilities:**

Managing Director

### **Introduction**

This policy aims to outline the commitment of Community Chef CIC's to having a fair and appropriate structure in place to recruit staff, to ensure high performance and to make sure that staff are rewarded appropriately to maintaining a quality workforce committed to achieving and surpassing the goals of the organisation.

### **Recruitment**

The managing Director is responsible for making sure that any vacancies reach the right people for the job and, subject to the finances available should be advertised in appropriate media in an effective way and in a timely fashion. The *Diversity and Equality Policy* should be born in mind at all stages of the recruitment process.

Prospective applicants will be sent this document, the *Recruitment, Performance and Pay Policy*. In addition they will be sent or otherwise given access to, a job description, a person specification, and information on how the advertised role will help the CIC achieve its goals. The result of any application will be communicated, with feedback when requested, to all applicants.

On appointment, staff will have an induction process. Part of that process will be setting clear performance indicators for the new staff member.

### **Performance Management**

The intention of the CIC's Performance management approach is that staff understand what the CIC is trying to achieve and what their role is in achieving this. Staff understand what skills and competencies they need, the standards of performance expected of them, how they can develop their performance and contribute to the organisation.

All staff will be subject to periodic appraisals to evaluate their performance. In the case of the Managing Director, this should be at least annually and should be either by a competent Director, ideally the Chair, or by external evaluation at the behest of the Directors. In the case of all other staff this will be according to

All Staff will be given feedback. Where this includes areas for improvement these will be clearly laid out and identified and a date for review set. On review, If performance is not satisfactory the Capability procedure may be enacted.

### **Standards**

All Staff are expected to live up to high standards of behaviour. Where, in the opinion of the Managing Director, or in the opinion of the Directors (in the case of the MD) this falls short of what is expected, staff may be subject to the Disciplinary Procedure.

### **Pay and Reward**

Pay for all positions will be decided by the schema which will be managed by the Managing Director. The Pay of the Managing Director will be reviewed by The Board of Directors.

Each post will have a designated pay point. Pay will be reviewed annually or on review or change of job description. Pay for broadly equivalent jobs will be the same.

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## Capability Procedure

### CC CIC/CP01

#### Intended audience:

Members/Directors, Staff

#### Responsibilities:

Managing Director/Directors

#### Introduction

This policy sets out the procedure to be used when performance is found on review to be unsatisfactory and this procedure has been enacted. This procedure does not cover circumstances where employees fail to uphold standards of conduct. These are dealt with in the *Disciplinary Procedure*. The procedure aims to treat all employees fairly, consistently, promptly and with confidentiality.

#### Enactment

The employee will be given clear instructions and support for improvement and a review date.

#### Phase 1

If no improvement a formal meeting will be held. The staff member may choose to be accompanied, eg. by a colleague, friend or representative. This meeting will explain and record the reasons for invoking the procedure and the views of the employee. The meeting will set out the improvements to be made and /or standards of competence to be reached and the timescale. Training or other support may also be offered. A stage 1 warning will be issued.

#### Phase 2

If, on review, performance is still found lacking a second formal meeting will be held. This meeting will explain and record the reasons for invoking the procedure and the views of the employee. The Performance of the employee will be discussed. If the manager is not satisfied that sufficient progress has been made a stage 2 warning will be given and the member of staff will be given a deadline for improvement and that failure to meet the required standard may result in dismissal.

#### Dismissal

If performance has still not met the required standard by the deadline set, dismissal proceedings may be set. The employee may be invited to a meeting chaired by a Director. The staff member may choose to be accompanied, eg. by a colleague, friend or representative. The employee will be given reasons for his or her dismissal. The employee will be invited to respond. The Director will then make a decision.

#### Appeal

An employee may appeal but must do so within 5 working days of receiving the decision and should be heard within 10 working days of receipt of the Appeal, if possible. Appeals will be heard by different Director or by external review on request of the Directors

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## **Covid 19 Policy and protocols**

### **Intended audience:**

Members/Directors, Staff

### **Responsibilities:**

Managing Director/Directors

### **Introduction**

We are re-opened the community kitchen for workshops, activities and public hire on September 1<sup>st</sup> 2020. We have introduced a range of new operating procedures and protocols based on a full risk assessment. We will be re-starting outreach work in April 2021. See separate risk assessment for in house and public work.

### **Management Protocols**

**Personal Health** - We ask that no persons who may be COVID 19 symptomatic enter the property, this includes occupiers, employees, hirers, visitors and contractors. We ask that all hirers comply with this and manage their own visitors accordingly. Symptoms include fever, shortness of breath, sudden loss of smell or taste, and a continuous cough. If you live within a household that has anyone displaying symptoms then you must self-isolate.

**Signage** – A simplified list of protocols and other signs will be displayed by the front door and on the noticeboards in entrance and the office so that visitors can familiarise themselves with the kitchen protocols.

**Entrance / Exit** - All visitors will continue to enter and exit the property via the front entrance route. Door will be unlocked and open during occupancy hours to avoid the requirement to touch the handle. Hand sanitiser will be provided to the left of the front entrance for use on entry.

**Registration** - Please sign in to the registration book on the left of the front door. We require your name, the date and a contact number. This complies with data protection rules and your details will never be shared except in the event of contamination, in which case we will follow government track and trace guidelines.

**Capacity** - The number of people allowed in the building is now limited to no more than 5 people in the kitchen and 7 people in the office/training room.

**Social Distancing** - Please observe social distancing measures and try to keep 2m apart – in the kitchen, stations will be demarcated by a member of staff. The office/training room will be spaciouly laid out. Please seat yourself at a suitable distance from others.

**One Way System** - Please follow a clockwise flow in the kitchen and office. Please communicate with your fellow occupants should you need to leave the room and pass close beside of behind.

**Contact Points** - We will keep all doors between kitchen and office open as this will remove the need to touch the door handles. Coats and bags to be hung on coat stand at right of front door.

**Higher Risk Individuals** - You should not attend activities at the community kitchen if you have an underlying health issue or are living in a household where someone is being shielded.

**Hand Sanitiser Stations** - Sanitiser will be provided on the left hand side of the front door. And in the office. Please sanitize your hands on entry and exit of the building.



**Handwashing** - There are handwashing facilities in the kitchen and the office/training room toilet. Please wash your hands on entry of the kitchen and frequently wash your hands during the course of your activity.

**Personal Hygiene** - All staff, hirers and visitors must ensure a high level of personal hygiene at all times.

**Clothing** - Please wear your own apron and chef's clothing or ask a member of staff for a clean apron. Hats or hair nests must be worn in the kitchen.

**Laundry** – For staff and regular hirers, please place the used aprons, tea towels and dish cloths in the laundry bag under the kitchen sink.

**Personal Protective Equipment** - Please wear your own face mask/visor or ask a member for staff for a disposable mask. Disposable gloves are available on request. Please dispose of all used PPE in a responsible way. Bins are emptied daily.

**Ventilation and Extraction** – We ask that staff and hirers use the existing extraction system and open windows and doors to ensure a flow of air and adequate ventilation.

**Preparation of food for consumption on or off site** – Employees and hirers must keep a record of all food produced on site. If food is being consumed on site or stabilized and packaged for consumption off site, it must be done in accordance with HACCP standards.

**Cleaning** - Deep cleaning will be completed prior to opening each day, using chemicals that adequately eliminate the virus. We ask that all users and hirers of the kitchen adequately clean down workstations and tables after use. Cutlery and crockery should be washed in the dishwasher. We also request that door handles to be cleaned at the end of the day by the last user. Please see the cleaning guide on the notice board on the left of the entrance.

**Rubbish and Recycling** – Please can all staff and hirers ensure that the bins are changed at the end of your use of the kitchen and taken away with you unless by previous arrangement. We encourage all hirers to practice and deal with their own re-cycling.

**Hot Drinks** - The kettle and drink making facilities in the office/training room will remain accessible for making teas/coffees etc., visitors must be restricted to using disposable cups, or assigned their own cup.

Agreement Date: **01.09.21**

Review Period 12 calendar months from date of agreement

Next Review Date: **01.09.22**

This is the governance and policy pack for Community Chef - Good Food For All CIC

**Signed:**

Robin Van Creveld

Position: **Managing Director**

Date : **16.12.2021**