BAHRIA UNIVERSITY

Discovering Knowledge



BU Cafeteria Policy

(2022)

Copy No. _____

Record of Amendments

Amendment No.	Dated	Authority for Amendment	Articles Amended
1	02 Nov 2025	Director Admin	Para 5 (General Instructions): new items (u) Ethical and Sustainable Sourcing, (v) Plastic and Disposable Items and (w) Rights of Vendors' Workers added after item (t)

Note: Amendments are to be recorded, cross-checked and their incorporation in thedocuments authenticated (with name, designation and signature).

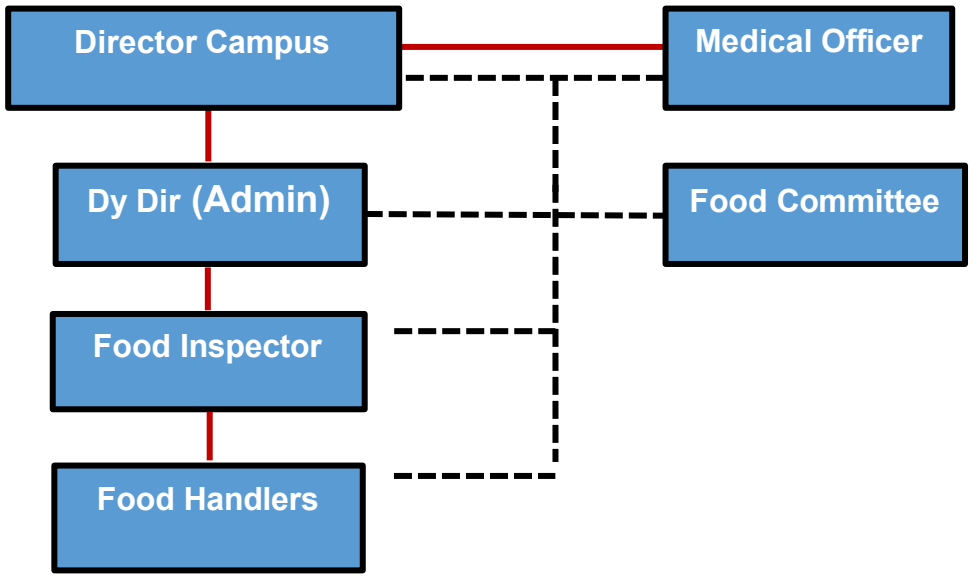
BAHRIA UNIVERSITY CAFETARIA POLICY

1. **Introduction.** Bahria University campuses have quite a large number of food consumers. Although the food service is well looked after by the campuses, still there is a need to standardise and formalise this important area of campus life to improve quality, hygiene and prices. An effort has been made through this policy to improve food management all across Bahria University campuses and Head Office. Active participation in improving food standards by all is solicited.

2. **Aim.** To postulate guidelines for food service at Bahria University in order to provide fresh, healthy and hygienic at affordable prices.

3. **Applicability.** The Cafeteria Policy shall be applying to all cafeterias, kiosks, hostels, pantries messes within Bahria University Head Office, campuses and Constituent Units.

4. **Food Management Hierarchy.** The food management organisation at campuses shall work under Director Campus/CU. The Food Inspector shall work directly under Deputy Director (Admin). The Medical Officer and Food Committee shall have linkages with Administration as shown in the following table.



Legend

Administrative Linkage ——

Function - - - -

5. **General Instructions.** Following instructions are hereby promulgated for guidance and compliance:

a. **Price Control.** The prices along with the weight /quantity/ quality of the food items should be included in the tender documents. For example, a samosa of 125 gms should not be sold at more than 20 rupees per piece. All out efforts be made to generate competition to bring down the prices.

b. **Tenure of Contract.** The maximum tenure of running a business inside Campus be restricted to two years to maintain competition and give an opportunity to newcomers.

c. **Subletting of Contract.** The subletting of the contract is strictly not allowed. The contract of the persons/companies involved in subletting be cancelled. The restriction on subletting is to be included as a clause in the contract.

d. **Food Committees.** To implement Cafeteria Policy, all campuses are to organize Food Committees. The Food Committee is to work under Director Campus through Deputy Director (Admin). Students and faculty volunteers may also be given representation in this committee. The mandate of the committee is as follows:

(1) Preparation of price list and keeping it up to date.

(2) Devise and implement Standard Operating Procedures (SOPs) related to the food safety, hygiene and availability in preparation, both in serving and take away at each campus including waste disposal.

(3) Indicate the food items that should be made available for the students through students' input. Seasonal changes are to be catered for in the menu.

(4) Suggest measures to the campus administration to improve food quality, hygiene and arrangements through market surveys. Various well-reputed universities may also be visited to improve the food facility.

(5) Attend to complaints regarding food made both by consumers and vendors.

e. **Food Inspectors.** All campuses are to nominate a Petty Officer or above from administration to act as Food Inspector for implementation of the Cafeteria Policy and various orders passed by campus administration from time to time. The Food Inspectors are to familiarise themselves with the procedures implemented in the civil and corporate sectors. Necessary training on the subject may be arranged for the nominated Food Inspector and the members of the Food Committee. A close liaison with the local Food Departments and Food Inspectors will help in updating the campus food service. Food Inspectors be empowered to impose fines up to reasonable limits (as decided by the campus administration) for violation of instructions by the food handlers. Major duties of Food Inspector are given at Annex A to this policy.

f. **Standardization of Food Prices.** Food items' prices and weights are to be standardized and promulgated to all concerned.

g. **Display of Price List.** All food vendors are to display the price list duly approved by the campus administration at a conspicuous place.

h. **Reduction in Prices.** All campuses are to take measures to reduce the prices of food items by either reducing the rent or generating competition. A greater number of small but high quality kiosks can help in generating healthy competition.

h. **Diversity in Food Items.** To bring in greater variety and diversity of food items, campuses may consider increasing the number of food outlets.

j. **Penalty for Violations.** Penalties for various violations and deviations are to be promulgated in writing.

k. **On-Campus Cooking.** Campus administration is to ensure that food items other than bakery items are cooked fresh at the campus.

l. **Disposal of Leftover Food.** Campus administration is to ensure that leftover food is taken out of the campus at the close of the day. No leftover food is served the next morning.

m. **Serving of Prohibited Items.** Campus administration is to ensure that banned food items, food from a dubious source, etc. are not served at the campuses. Consumption of Chalia, Gutka, Pan & Chewing gum etc. is to be strictly prohibited. In addition, the items declared unsafe for health by local food authorities should not be used at BU food outlets.

n. **Maintenance of Record and Vendors Profile.** The food inspector is to maintain a record of observations made during his inspections and prepare the vendors' profiles. The vendors with poor profiles should be barred from future contracts.

p. **Campus Medical Officer.** Campus/CUs Medical Officer is to ensure the implementation of the following measures:

(1) **Medical Checkup of Food Handlers.** Campus Medical Officer is to ensure that the medical fitness of food handlers is kept up to date at six-monthly basis by the campus Medical Officer.

(2) **Vaccination of Food Handlers.** Campus Medical Officer is to ensure that all food handlers are vaccinated against diseases as prescribed by the campus medical officer.

(3) **Quality of Potable Water.** High quality of potable water is to be maintained at all campuses. Water samples from all potable water outlets are to be tested in laboratories for fitness for human consumption on a quarterly basis. However, in case the sample of an outlet is unsatisfactory, the test is to be repeated after undertaking corrective measures.

(4) **First Aid Box.** First aid boxes installed in or in the vicinity of kitchens must contain medicine, first aid material concerning kitchen work like burns and cuts.

(5) **Sanitary Rounds.** Sanitary rounds are to be conducted monthly to maintain a high standard of personal and kitchen hygiene.

q. **Facilitation to Persons with Disabilities (PWDs).** All food outlets are to have arrangements to facilitate PWDs in access and serving both.

r. **Fumigation/Insecticide Spray.** The BUHO/ Campuses/ CUs administration is to arrange regular fumigation and insecticide spray in all food outlets. Special attention is to be paid to rats' infestation.

s. **Firefighting Arrangements and Training.** The kitchens are high fire risk areas. All campuses/CUs are to ensure that adequate firefighting arrangements are available at all cooking areas. Formal

training for the food handlers be arranged at each campus on regular basis.

t. **Provision of Items in First Aid Boxes.** The staff working in the kitchen are prone to burns, cuts etc. First aid boxes are to be installed in the kitchen or its vicinity for quick availability for kitchen staff.

u. **Ethical and Sustainable Sourcing.** Every vendor running a cafeteria, kiosk, hostel mess or pantry shall source food and supplies ethically, using fair trade or other ethical certification where available and preferring local producers, and shall serve fish and other seafood only from sustainably harvested sources certified by the Marine Stewardship Council or an equivalent scheme. Vendors shall keep supplier and certification records, the Food Inspector shall check them quarterly, and a breach is a ground for penalty under item (j) and for exclusion under item (n).

v. **Plastic and Disposable Items.** Every vendor running a cafeteria, kiosk, hostel mess or pantry shall comply with the bans on single-use plastic and disposable items in the Directive on Combating Plastic Pollution and in HSE para 6.17, including plastic bottles, polythene bags, plastic cutlery, crockery and straws, and shall use reusable or biodegradable alternatives. The vendor shall include the same requirement in every contract with its own suppliers. The Food Inspector shall check compliance, and a breach is a ground for penalty under item (j) and for exclusion under item (n).

w. **Rights of Vendors' Workers.** Every vendor running a cafeteria, kiosk, hostel mess or pantry shall give each of its workers pay no less than that of comparable University staff or the legal minimum wage, whichever is higher, paid on time; hours, rest days and leave no less favourable than those of comparable staff or the legal minimum, whichever is higher; safe working conditions under the HSE Policy; and freedom of association and collective bargaining within the law. No child below the minimum age set by law shall be employed. The vendor shall give the Food Inspector monthly proof of payment, and a breach is a ground for penalty under item (j) and for exclusion under item (n).

4. **Review.** All campuses and CUs are requested to implement the subject policy in letter and spirit. Suggestions for changes, amendments and new topics may be forwarded as and where required.

Annex A to
Cafeteria Policy

DUTIES OF FOOD INSPECTOR

1. Duties of Food Inspectors are given in the ensuing paragraphs.

2. **Perform.** The Food Inspector is to perform the following duties:

   a. Providing education about regulations, campus instructions and SOPs to food handlers in vogue in the civil sector.

   b. Reporting major violations from instructions to campus administration.

   c. Impose penalties for violations from instructions.

   d. Reporting unsanitary, unsafe or hazardous conditions to the campus administration.

   e. Maintain liaison with local food inspectors for implementation changes in Cafeteria Policy.

   f. Ensuring quality control of food items through surprise checks, drawing of samples and establishing their quality through laboratory tests.

   g. Personal Hygiene, dressing, and health standards of kitchen staff.

   j. Spot visits / checking of the quality and weights, rates of food items.

   k. Ensure that medical fitness certificate of all cafeteria employees is rendered before joining the cafeteria and repeated after every six months.

3. **Investigate.** The Food Inspector is to investigate following:

   a. Complaints regarding food quality, quantity and availability.

   b. Laboratory test reports of food items, if found unsatisfactory.

4. **Monitor.** The Food Inspector is to monitor following:

a. Ensure that a food handler is not be allowed to work if he is suffering from a communicable disease till his recovery. Contractor will be responsible to inform the cases to BU Management on immediate basis.

b. Ensure that the items with expiry dates have valid expiry time.

c. Hygienic conditions at kitchen, serving areas and waste disposal areas.

d. Monitoring kitchens and service areas of various vendors to ensure high standards of hygiene are maintained.

e. Check that crockery in use is neither broken nor cracked.

f. Ensure that the kitchen drains are covered with stainer and are not chocked.

g. All food items are kept covered.

h. Kitchen is not used for sleeping.

i. Kitchen staff is properly dressed (apron, cap, etc.) nails and hairs are not grown.

h. The kitchen floor is not slippery.

j. Kitchen exhausts fans are clean.

k. Kitchen is well lit.

l. There should not be any toilet in the vicinity of kitchen.

m. Kitchen walls and roofs are not dirty with oily exhaust.

n. There are no insects in the kitchen.

p. Deep freezers and refrigerators are kept clean.

q. The raw material used in cooking is not rotten or substandard.

r. Dust bins are kept covered.

s. Kitchen machinery is not dirty.

t. Kitchen knife, forks and other equipment is kept clean.

u. Kitchen is cleaned with chlorine water and dried out before closing.

5. **Respond.** The Food Inspector is to respond to following situations:

a. Resolution of complaints regarding quality of food items.

b. Resolution of issues regarding availability of food items.

Annex B to
Cafeteria Policy

INSTRUCTIONS TO FOOD HANDLERS

1. Avoid touching nose, mouth, hair and skin during food preparation.

2. Do not smoke in food premises.

3. Do not cough or sneeze directly onto food. Wash hands after coughing or sneezing.

4. Avoid wearing jewelry while handling and preparing food.

5. Avoid using strong perfumes/aftershaves.

6. Do not wear uniforms or aprons outside the food preparation area.

7. Cover all wounds or cuts on hands or arms completely with bright-coloured waterproof wound strip.

8. Wear disposable gloves if there is a wound on the hand. Change both gloves and wound strip regularly.

9. Cease work and report to the manager while ill.

10. **Hands must be washed before:**

    a. Working.

    b. Handling food and utensils.

11. **Hands must be washed after:**

    a. Wash your hands after blowing your nose.

    b. Using the toilet.

    c. Handling raw food.

    d. Coughing, sneezing, eating, drinking or smoking.

    e. Licking fingers.

    f. Every break.

    g. Touching pimples or sores.

    h. Handling waste.

j. Carrying out cleaning duties.

k. Changing soiled clothes.

l. Touching ears, nose, hair, mouth, or other bare body parts.

m. Any other unhygienic practice.