



## Emergency Management – Catering and meals

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VERSION 2

AUTHORISED BY Deputy Director General, Biosecurity & Food Safety

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### Policy Statement

This policy applies to the supply and management of meals during emergency operations. NSW Department of Primary Industries (NSW DPI) (a division of NSW Department of Industry) participates in emergency operations in accordance with the [NSW State Emergency Management Plan \(EMPLAN\)](#). Catering and provision of meals in emergency operations varies from normal business requirements.

### Scope

This policy only relates to meals organised for emergency operations by NSW DPI and excludes either prevention or preparedness emergency management activities.

Provision of wholesome, safe, cost effective and varied meals may be required for personnel working as part of an emergency operation. Personnel include government agencies and support organisations personnel, contractors, visitors, and students. Approved costs that comply with the current government allowances are recovered as part of the emergency management arrangements.

### Requirements

1. Using the emergency management arrangements (EMPLAN), the nominated agency of the Regional Emergency Management Committee (REMC) and/or Local Emergency Management Committee (LEMC) can assist to locate and organise “emergency” catering for operational personnel either initially or when other options are not available.
2. The emergency operation centre (EOC) that either rosters the personnel or hosts the visitors have the responsibility for providing suitable meals when those personnel are accommodated either away from their normal work location or where it is impracticable and detrimental to operational efficiency for personnel to either purchase or supply their own meals.
3. Personnel, who are entitled to a meal and purchase a meal, will be reimbursed the actual cost of the meal within allowance limits when catering arrangements have either not been established or when travelling directly to/from emergency operations work locations. Personnel purchasing meals or making their own arrangements outside the designated catering arrangements will personally incur that expenditure.
4. Either Logistics or a contracted service provider will manage the provision of meals, including those for personnel working outside normal hours. Meals include breakfast, lunch, dinner, drinks, and snacks. Supply must account for numbers required to be fed, work locations, facilities, catering resources available, time and shift hours of the operation, special food requirements, hygiene and cost. Consideration must be given to the nature of work being undertaking, weather conditions and safe food storage and handling practices.
5. Catering contractors must be engaged in accordance with departmental contractor arrangements. Where possible food should be sourced locally.
6. Personnel will be notified of the catering and meal provision for an emergency operation at induction for that operation and will be kept updated of any changes.

7. In accordance with the standard industrial award provisions, no personnel shall be required to work more than 5 hours without observing a meal break of at least 30 minutes duration.
8. All meals and facilities (used for preparing food) must meet the relevant regulatory requirements. A monitoring program should be in place to assess storage practices, personal hygiene and cleaning practices, food preparation and service, and compliance to contract (where applicable).
9. Meals provided must be safe and suitable for the dining, preparation, storage and disposal facilities available at a work location.
10. Personnel who are not required to be accommodated away from home will be compensated for meals in accordance with the overtime provisions of the *Crown Employees Conditions of Employment Award 2009* or other industrial agreement.
11. All catering expenses must be approved using a task request form to enable tracking and recovery of costs.
12. Personnel, where possible, should register for meals provided at the time the meal is taken to ensure accountability and reconciliation of catering invoices.

### Procedures

- [Catering in emergency operations](#)

### Roles and responsibilities

- Logistics – sourcing of meals/catering, payment of catering invoices and management of meals records
- REMC/LEMC – assist to locate/organise catering for initial deployment of personnel or when other options are limited

### Safety considerations

Suitable catering should be provided to enable personnel to operate efficiently, effectively and safely in emergency operations. Food provided must meet hygiene requirements and individual's personal requirements. Induction records identify personnel with allergies and food restrictions.

No alcohol is to be either provided or consumed at any work location or while on duty (including travel) during the operation.

### Delegations

- Financial delegations – Emergency response delegations

### Definitions

- EMPLAN: NSW State Emergency Management Plan
- EOC: Emergency Operations Centre
- LEMC: Local Emergency Management Committee
- NSW DPI: NSW Department of Primary Industries
- Personnel: Those people working in the response as coordinated by the EOC. These can be NSW Department of Industry and other government agency personnel, personnel from participating and supporting organisations, contractors, visitors, and students.
- REMC: Regional Emergency Management Committee

### Legislation

- [Food Act 2003](#)
- [State Emergency and Rescue Management Act, 1989](#)
- [Work Health and Safety Act, 2011](#)

### Related policies

- Emergency management - Accommodation policy
- NSW Department of Industry Travel policy (intranet)

**Other related documents**

- [NSW State Emergency Management Plan](#)
- [NSW Crown Employees \(Public Service Conditions of Employment\) Reviewed Award 2009](#)

**Superseded documents**

This policy replaces:

- EAD policy Catering at LDCC

**Revision history**

Version	Date issued	Notes	By
1	1 May 2002	For approval	
2	22 April 2015	New template; reviewed	Emergency Management Officer

**Review date**

30/04/2018

**Contact**

Manager Emergency Operations, Biosecurity and Food Safety, 02 6391 3771.