

Air University

Policy - Food Safety & Management

Introduction

1. Food safety is a scientific discipline that focuses on handling, preparation, and storage of food in ways that prevent foodborne illness. This includes a number of routines that should be followed to avoid potential health hazards. The tracks within this line is safety between market and the consumer. The usual thought is that food ought to be safe in the café and the concern is safe preparation, preservation and delivery of the food for the consumer. Food can transmit disease from person to person as well as serve as a growth medium for bacteria that can cause food poisoning. Air University take this discipline very seriously because thousands of students, faculty and staff members dine on daily basis from cafeterias , tuck shops and delivery of food from different food chains with in twin cities.

Key Principles by WHO

2. Food poisoning is 100% preventable, according to WHO following are the key principles:-
- a. Prevent contaminating food with pathogens spreading from people, pets, and pests.
 - b. Separate raw and cooked foods to prevent contaminating the cooked foods.
 - c. Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
 - d. Store food at the proper temperature.
 - e. Do use safe water and safe raw materials.

Benefits of Food Safety and Management

3. Improving the 'Food Safety and Management Culture' within your domains will provide some important benefits:-
- a. Contributes in the social wellbeing by reducing food borne illnesses
 - b. Areas that are known to be pest "hot spots" as well as prone to pollution can be avoided to reduce the risk of contamination.
 - c. Cleanable to a microbiological level
 - d. Hollow areas hermetically sealed

- e. No niches
- f. Validate cleaning and sanitizing protocols
- g. Pest and rodent's control

Waste management

4. Provide appropriate containers and suitable waste storage areas. Establish adequate procedures for the storage and removal of waste. This prevents build-up of waste and pests and reduces risk of contamination of ingredients, equipment and products.

Cleaning

5. Establish cleaning and disinfection programs to ensure the correct hygiene standards are met and reduce the risk of a foodborne illness outbreak. This includes properly cleaning and disinfecting food preparation areas as well as machinery and utensils used within the food processing cycle to eliminate the microorganisms that cause food poisoning. Air University take appropriate measures by removing potential food sources and insect breeding sites.

Personal hygiene

6. Installing the correct facilities for staff to ensure proper personal hygiene is met which contributes towards meeting food safety requirements. Following factors must be considered to ensure personal hygiene:

- a. **Hand Washing** — ensure that effective hand washing techniques are followed at appropriate times.
- b. **Minimize hand contact with food** — try to minimize direct hand contact with raw food by using appropriate utensils and safe use of disposable gloves.
- c. **Personal cleanliness** — cover hair; do not sneeze or cough over food; cover cuts and sores; and do not wear jewelry.
- d. **Wear protective clothing** — wear suitable clean protective clothing and handle appropriately to prevent cross contamination.
- e. **Exclude ill staff** — staff must report illnesses; exclude staff with vomiting or diarrhea.

Environmental & Personal Hygiene

7. Food production and preparation, food safety also has to be applied during handling, storage and transportation, for both incoming deliveries and products going out

to customers. A range of factors needs to be considered during these stages to ensure food products do not become contaminated. Temperature and humidity, hygiene of vehicles, containers and packaging, and even cyber security are all factors which need to consider during these stages of the food supply. Following are key practices are ensured by Air University Administration.

- a. Staff training
- b. Hand hygiene
- c. Safe food storage practices
- d. Safe food handling practices
- e. Cleaning for food safety
- f. Pest, flies and rodent's control
- g. Packaging in authorized packaging material.

Complaint System

8. Air University has online complaint system, any violation in food safety and management can be immediately reported by students, faculty and staff at any stage. University also encourages good suggestions to improve the overall quality of food and hygiene in the best interest of the community.

Conclusion

9. Compliance to food safety and management procedures is the responsibility of every one working under the umbrella of Air University. Proper hygiene, sanitation and clean environments can lead to a healthy society in general and Air University in particular. Efforts of all stakeholders is appreciated during Covid 19 pandemic scenario and Air University students, faculty and staff generally remained safe and healthy to the optimum levels.

Air University Cafeteria

Air University has implemented a comprehensive recycling and composting program, educating staff and students about proper waste sorting and providing clearly labeled bins to divert waste from landfills. Minimize the use of single-use items by opting for reusable or biodegradable alternatives like cutlery, plates, and cups. Encourage staff and students to bring their own containers for takeout or leftovers, reducing waste generation. Promote energy efficiency by using energy-efficient appliances, such as refrigerators, ovens, and dishwashers, in the kitchen and cafeteria. Install LED lighting throughout the cafeteria to reduce energy consumption. Develop an energy management plan with guidelines for staff to minimize energy usage during non-peak hours. Conserve water by installing low-flow faucets, toilets, and dishwashers.





Encouraging Food Management Awareness for Sustainable Practices

Air University's student affairs department has taken the initiative to educate students about food waste management and its consequences through the establishment of the Shoor Society. Through workshops and activities, the university aims to raise awareness about both national and campus food security. The Shoor Society's main focus is on sustainable development goals and meeting fundamental needs. The Air University Shoor Society successfully planted over 500 plants to contribute to the preservation of the environment and ensure food security.



Enhancing the Food Management Feedback System for Continuous Improvement

Air University's feedback system has been successful in gathering valuable information about customer satisfaction and the performance of food contractors. With high student participation, over 6500 out of 9000 students, the university demonstrates a commitment to continuous improvement and meeting community expectations. The majority of students expressed satisfaction with the food's hygienic conditions, reflecting the university's focus on cleanliness and food safety. More than 80% Faculty and staff also expressed high levels of satisfaction, indicating that the meals offered meet their expectations. The monthly feedback forms enable consistent monitoring and evaluation of food services, ensuring responsiveness to evolving needs. The university can use the feedback to identify areas for improvement and make necessary adjustments to enhance the quality of meals served.