

## Small-Scale Food Processing Development of Policies

### Operating Policies

A well developed operating policy manual will help the organization operate more efficiently and effectively. A policy manual gives your organization a tool to run the programs, facilities and events that are within your mission, goals and objectives.

The first step in the development of policies is to identify the task, problem, or issue. Then develop a written policy for how this will be addressed.

Example: See following page

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POLICY MANUAL \_\_\_\_\_ shared-use kitchen

Entrance Policy: The \_\_\_\_\_ food-processing kitchen is available for rent on an hourly basis to food processing entrepreneurs that have meet entrance criteria prior to start-up.

- Plans to process a food product that is approved under the license for the \_\_\_\_\_.
- Obtains \$1,000,000 in product liability insurance and names the center on the certificate of insurance.
- Agrees to complete a business plan within 6 months of start date.
- Agrees to participate in a minimum of 15 hours/year of business development and industry specific training
- Completes the application for admission and all other tenant forms
- Completes a 3-5 page business synopsis
- Completes the kitchen sanitation, safety, and equipment training
- Obtains the appropriate State of Wisconsin license
- Completes all required classes as determined by the Food Code.
- Agrees to participate in quarterly reviews for documentation of progress and production.

Rental Agreement: The \_\_\_\_\_ is a facility that provides access to a certified kitchen to those who meet the entrance criteria and complete all required applications, forms, and training and who obtain the appropriate license by the State of Wisconsin Dept. of Ag. & Consumer Protection to process food. A signed rental agreement must be completed prior to start-up.

Payment of Bill The tenant will be required to pay the rental fees after each days use unless on a weekly, monthly, or anchor rental as determined by the facility manager. All other bills for services will be billed monthly and tenant is required to pay within 15 days. Bills with a past due date of more than one month will result in termination of the rental agreement until the bill has been paid.

Liability The \_\_\_\_\_ shall not be liable for any damage to either person or property sustained by the tenant or by any third party arising in any way out of the use, operation, occupancy of premises, or sale or distribution of any product manufactured on the commercial kitchen property. The tenant covenants and agrees to indemnify, defend, and save harmless the \_\_\_\_\_ and its employees from all claims, costs, and liabilities arising from or in connection with: damage or injuries to persons (including death) or property in, upon, or about the \_\_\_\_\_ premises, any portion thereof, or resulting from the sale, distribution, and use of any product manufactured by the tenant on the \_\_\_\_\_ premises.

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Public and Product Liability Insurance Each tenant will maintain a minimum of \$1,000,000 of product liability insurance and general liability insurance with the \_\_\_\_\_ listed as added named insured. Proof of insurance and a copy of the insurance certificate must be on file at the \_\_\_\_\_ prior to start-up.

Volunteer Service To support the continuation of services, programs, and facility maintenance and upgrades, each business is required to commit to 20 hours of volunteer time per year based on a valuation of \$10/hour. Any volunteer time not completed will be billed at \$10/hour.

Schedule: The center manager and staff will be in charge of all scheduling of kitchen time. An on-line calendar is available for tenant review. Reservations may be made up to one year in advance.

Missed Appointments: The first scheduled time that is missed will not be charged. All other missed times will be charged at the normal rate with the exception of a documented emergency.

Fees: The tenant will be charged the hourly rate in accordance with the fee schedule approved by the board of directors. Dated: 12/09. The fees will be reviewed at times and adjusted. A one month notice of fee changes will be given to those renting the facility.

Access to facility: The facility is open to the public during normal business hours of 9a.m. to 5p.m. The food processing rooms are not open to public access. Only licensed processors or pre-approved individuals may be in the production areas. No one under the age of 16 is allowed in the food processing areas. Individuals working in the kitchen between the ages of 16-18 must be in the presence of an adult at all times. Unsupervised children under the age of 16 are not allowed in the facility.

Number of Tenants in the Kitchen: In order to prevent cross contamination and to minimize unsafe crowding in the kitchen, no more than four tenants will be allowed in the kitchen at a time. Two individual businesses can be approved for processing at the same time as long as it is agreeable to both processors, the types of processing are compatible, and all safety and sanitation policies are not compromised. The total number of individuals in the kitchen can not exceed four.

Code Entry Businesses who have obtained their food processing license and have completed all of the entrance requirements will be issued a building entrance code. They are not to pass the code on to others including delivery vendors. The assigned code is to be kept confidential and should not be released to others.

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Delivery of Inventory All deliveries are to be pre-approved with the building management. Arrangements for receiving deliveries must be made two days in advance. Deliveries must be paid in advance or by pre-established credit.

Storage of Equipment, Supplies, & Inventory. The center does not allow for long-term storage of inventory. A minimal amount of special equipment and inventory may be stored on site. The \_\_\_\_\_ assumes no responsibility for the security of any equipment, supplies, or inventory.

Inspection The \_\_\_\_\_ and its agents shall have the right to inspect at all times. The state licensing agency and food safety inspectors may inspect without advance notice.

Inspection Reports: A copy of every inspection report must be submitted to the FMK/LLH staff and will be kept in the on-site tenant file.

Food and Equipment Sanitation All tenants and their employees/assistants will be required to complete the \_\_\_\_\_ commercial kitchen usage course under the direction of the \_\_\_\_\_ staff. And to show proof of attendance at state approved food handler's course. All individuals using the kitchen must be in good health, and follow all required sanitation requirements as identified the DATCP including dress code, food handling, equipment sanitation, personal hygiene, hand washing, hair nets, gloves as required by Code.

Kitchen Forms: In order to make sure that the kitchen is safe and sanitary at all time, the tenant will be required to complete a kitchen use form indicating that all areas have been inspected by the tenant and found to be clean and equipment in working order for the following tenants. The hourly report and production report will be completed and turned in the day of use.

Products Produced All products produced must meet the approval of the \_\_\_\_\_ manager. All products must be processed, labeled, packaged, and warehoused according to the Food Code of the state of Wisconsin, Local Codes and FDA standards. Copies of all labels must be included in the on-site tenant file.

Ingredient & Packaging Records Sourcing of all ingredients and packaging used in the production of foods at the \_\_\_\_\_ facility must be identified and filed at the FMK/LLH facility in the on-site tenant file.

Notice of Recall, Claims, and Suits: The \_\_\_\_\_ staff must be notified immediately of any recall, claims, suits, or pending litigation.

HAACP Plans: Any kitchen client processing potentially hazardous foods (as defined by the FDA) must produce a HAACP plan as required by the FDA.

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Dismissal from Facility If the tenant fails to comply with contract requirements or policies established by the \_\_\_\_\_ dismissal from the facility may result. If the breach of contract or policy puts others at harm or risk, the dismissal will be immediate. Under other conditions failure to comply one time will result in a verbal reminder and warning. Failure to comply a second time will result in a written warning. Failure to comply a third time will result in suspension for three months. Tenant may return after three months on a probationary period with reviews after each use for three months.

Graduation Policy: Each tenant will conduct a quarterly review based on the business plan. Progress will be noted along with areas of need for additional services and support. Graduation from the facility will be determined on a case-by-case basis. Assistance in graduating will be provided by the facility staff and business assistance partners.