F

Shirdi Sai Rural Institutes

Arts, Science and Commerce College, Rahata

STANDARD OPERATING PROCEDURES
HANDBOOK

INTRODUCTION

Standard operating procedures (SOPs) are a set of step-by-step instructions compiled for SSRI to help the staff carry out complex, routine operations. These will ensure efficiency, quality output and uniformity of performance for seamless communication and compliance with relevant standards.

This handbook includes SOPs for:

€ GREETING

- **Guests**
- **Alumni**
- **Staff**
- **Students**

€ EXIT

- **Alumni**
- **Staff**
- **Students**

€ MEETING

€ ACADEMICS

€ STANDARDISATION OF TECHNOLOGY

€ STUDENT EXPERIENCE

€ TRAINING & PLACEMENT CELL

€ TRAINING & PLACEMENT SKILL DEVELOPMENT

€ SKILL DEVELOPMENT

€ TEACHERS

€ CATALOG DESIGN & PRINTING

€ INFRASTRUCTURE

€ KITCHEN

€ ENVIRONMENT MANAGEMENT SYSTEM

SOP: GREETING GUESTS

Standard Operating Procedure (SOP) for Greeting guests covers all steps for successfully handling the visit of a guest to an institution.

- **The head of the institution shall greet and welcome the guest with bouquet/ flowers.**
- **Provisions should be made in advance for light refreshments for the guest.**
- **The head of the institution or concerned person shall briefly introduce the guest.**
- **Information brochure of organization/institute shall be presented to guest.**
- **A short visit to each department of the institution shall be organized to familiarize the guest with the set up.**
- **Visit to the hostel/campus shall be organized to acquaint the guest with the hostel.**
- **Venue for interaction with concerned staff/ students should be made available in advance.**
- **All guests shall be presented with the same gift as a symbol of identity of the organization.**
- **Photographs/ videos of the event shall be shared with the guest after obtaining his/her contact details.**
- **Letter of Appreciation shall be awarded to the guest.**
- **Feedback of the visit shall be obtained from the guest in the visitor register.**
- **Provisions for travel/accommodation/dining of the guest shall be made if necessary.**

SOP: GREETING ALUMNI

Standard Operating Procedure (SOP) for Greeting Alumnus sets up the process through which alumnus visiting an institution in SSRI Arts, Science and Commerce College, Rahata shall be welcomed and entertained.

- **Invitation shall be sent to the alumnus.**
- **Details of the visiting alumnus shall be circulated to all institutions.**
- **Public Relations (PR) team shall get in touch with the alumnus for arranging travel/accommodation well in advance.**
- **Head of the institution shall ensure that the preparation for welcoming of alumnus is complete at least one week prior to the scheduled date of visit.**
- **Arrangements for snacks/meals shall be made.**
- **Alumnus shall be welcomed with a gift bearing the name of the organization.**
- **Alumnus shall be taken for a visit around the institution to showcase recent developments.**
- **In the event the alumnus is to deliver a lecture or conduct a session, arrangements shall be made well in advance by informing the target audience.**
- **Feedback shall be taken from the alumnus regarding their experience.**

SOP: GREETING STAFF

Standard Operating Procedure (SOP) for Greeting Sta" lays down the procedure for welcoming a new sta" member.

- **Human Resource (HR) section of the organization shall greet and welcome Level 1 officers, preferably by calling a meeting.**
- **HR section of the organization shall intimate the details of a new sta" member who is below the rank of level 1 officer to the head of the institution where he/she is assigned.**
- **Head of the institution shall greet & welcome a new sta" member who is below the rank of Level 1 officer, preferably by calling a meeting wherein the sta" member is introduced to other colleagues.**
- **Upon joining, the Information Technology (IT) department shall assign a specific email id to the new sta" member along with the official contact number for communication.**
- **HR section of the organization shall introduce the new sta" via an email to all institute heads. The email will briefly introduce the new sta" member and provide job description and contact details.**
- **Work station/cabin/quarters shall be assigned to the new sta" member and he/she will be provided the required support for smooth functioning.**
- **For ease of administration, the HR section shall organize a common induction program every month for sta" members who have joined in that particular month. A welcome kit shall be given to each new sta" member.**
- **Rules of service including rules related to leaves shall be discussed during the induction program through a presentation by the HR head.**
- **For Level 1 officers, an officer of higher rank shall be present during the induction program.**

SOP: GREETING STUDENTS

Standard Operating Procedure (SOP) for Greeting Students establishes the steps for welcoming new students.

- **Parents/guardians of the student shall be notified via written communication about the date of commencement of the academic term. An invitation for the induction day program shall be sent with the notification.**
- **A booklet containing the rules and regulations of the organization (Common Policies) as well as specific rules of individual institutions shall be intimated to the parents/guardians.**
- **Head of the institution shall ensure that the preparation for induction programme/welcoming of students is complete at least one week prior to the scheduled date of the event.**
- **An alumnus of the institution shall be invited as the Chief Guest for the event.**
- **Information Technology (IT)/Audio Visual (AV)/Menu check is to be performed at least two weeks prior to scheduled date for the event.**
- **A brief PowerPoint presentation about the institution, academic program, and rules and regulations shall be kept ready.**
- **Hierarchy of the members for stage function shall be determined at least one week prior to the event.**
- **Sequence of events for the stage function shall be finalized.**
- **Visit to various departments in the school: A short visit to each department of the institution shall be organized so that parents/students get familiar with the school set up.**
- **Visit to Hostel: A short visit to the hostel shall be organized so that parents/students get familiar with the same.**
- **Feedback shall be obtained from parents regarding their experience.**

SOP: EXIT ALUMNI

Standard Operating Procedure (SOP) for Exit Sta" describes the procedure to be followed when a sta" member is leaving the organization.

- **Recommendations shall be obtained from the alumnus about development of the institution.**
- **Head of the institution shall present a Letter of Gratitude to the alumnus.**
- **Arrangements for return travel shall be made well in advance.**
- **Feedback shall be obtained from the alumnus regarding their experience.**
- **Photographs and other details of the visit along with a thank you email shall be sent to the alumnus.**

SOP: EXIT STAFF

Standard Operating Procedure (SOP) for Exit Sta" describes the procedure to be followed when a sta" member is leaving the organization.

- **Human Resources (HR) department of the organization shall arrange the farewell event for the sta" member.**
- **Management shall send the invitation for the farewell event to the sta".**
- **An exit interview shall be organized prior to the farewell to obtain feedback from the outgoing sta" member.**
- **The process for clearance shall be intimated to the outgoing employee.**
- **The Higher Authority to Level 1 shall address the farewell event and showcase the contribution of the outgoing sta" member.**
- **The outgoing sta" member shall address the gathering and share his/her experience as an employee of the organization.**
- **Memento and relieving/appreciation letter shall be handed over to the outgoing sta" member by the concerned higher authority.**
- **An email shall be sent to all regarding the sta" member who has left the organization.**

SOP: EXIT STUDENTS

Standard Operating Procedure (SOP) for Exit Students explains the procedure to be observed when students are leaving the organization after completing their course.

- **Junior students shall be encouraged to plan the send o" event of senior students in association/under guidance of teachers.**
- **Event invitation shall be sent to all final year students.**
- **Head of the institution shall ensure that preparations are complete at least one week prior to the scheduled date of event.**
- **Information Technology (IT) / Audio Visual (AV) facility check shall be performed at least one week prior to the scheduled date of event. Any identified problems shall be brought to the notice of the central IT department for necessary action.**
- **Dining menu for the event shall be determined and intimation provided to the caterers along with the headcount.**
- **PowerPoint presentation detailing the journey of the outgoing batch in the institution along with photographs shall be prepared.**
- **A batch photograph along with the logo of the institution shall be gifted to each student and preparation for the same shall be conducted well in advance.**
- **Head of the institution shall address the event.**
- **Contact details of sta" members to be contacted for clearance form/transfer certificate/leaving certificate/transcripts and related documents shall be intimated to the outgoing students.**
- **Outgoing students will be asked to share their experiences as students in the organization.**
- **Feedback will be obtained from outgoing students.**

SOP: MEETING

Standard Operating Procedure (SOP) for Meeting lays down the procedure for conducting meetings in a smooth and organized manner wherein every member participates actively.

- **Cleanliness shall be maintained for the meeting room and equipment to reduce the risk of infection and pest infestation.**
- **Meeting agenda shall be circulated well in advance with the attendees.**
- **Uniformity shall be maintained for the meeting procedure and the format of minutes and resolutions.**
- **Provision for light refreshments should be made before or after the duration of the meeting, not during meetings.**
- **Use of mobile phones should be prohibited during meetings.**
- **Arrival and departure of members shall be recorded in the minutes of the meeting.**
- **Action lists shall be distributed within 2 working days of the meeting.**
- **Members are expected to prepare themselves thoroughly for the meeting by reading all related documents.**
- **Members are expected to participate actively in the deliberations of the committee.**
- **No one should be allowed to enter the meeting room without prior permission of the chairman of the session.**
- **Each board meeting should conclude with confirmation of the date of the subsequent meeting in order to provide reasonable notice period for the members.**
- **Common procedure as established by the SSRI Arts, Science and Commerce College, Rahata must be followed for felicitating members.**
- **Meeting should be concluded at the scheduled time.**
- **Minutes of the meeting shall be communicated to all members including those who were absent.**
- **Action Taken Report (ATR) of a meeting shall be discussed in the next meeting and documented in the minutes of the latter.**

SOP: TRAINING & PLACEMENT CELL

Standard Operating Procedure (SOP) for Training and Placement (T&P) Cell explains the process that students and the T&P cell sta" will go through for the purpose of campus recruitments.

- **Students from every institute should register themselves for placement through their respective departmental coordinators at the start of the final year. Department coordinator will submit the collected data to the T&P officer within one month.**
- **Based on the results of the skill assessment tests conducted for all the registered students, department specific training will be organized by the department coordinator. The following training is mandatory:**
    - **Communication and soft skills;**
    - **Interview skills: group discussion (GD) and mock interviews; and**
    - **Technical skills.**
- **On completion of training, students will be reassessed to identify areas for aptitude improvement.**
- **T&P officer and department coordinator shall prepare the Placement Brochure, promotional material and placement activities information to provide data to recruiting companies.**
- **Placement officer and department coordinators shall approach various companies, invite them for campus recruitment and schedule placement drives.**
- **Student database shall be shared with interested companies in the required format.**
- **Campus recruitment dates will be confirmed on days of mutual convenience.**
- **Placement officer and department coordinators will inform students about a company's recruitment visit three days in advance.**
- **All necessary arrangements shall be made at the respective institute one day before the scheduled campus recruitment.**
- **Results will be communicated to students at the end of the company's recruitment process.**
- **Students will be asked to submit a hard copy of company o"er letter to the department coordinator.**
- **Students selected for internship will submit the internship request form to the department along with the internship o"er letter received from the company.**

SOP: SKILL DEVELOPMENT

SSRI Institute of Skill Development will guide and monitor the progress of all skill development centres in each college. Skill development centres shall:

- **Register for the skill development scheme available for their respective field by studying the requirements of industry in the surrounding areas in order to provide employment to drop out youth.**
- **Conduct a Skill Mela for counseling drop out students in the surrounding areas, collecting drop out student data, and understanding the needs of local youth.**
- **Monitor the individual college which is completing the process of approval of the Training Center from the respective organization.**
- **Shall find dropout students and enroll them in affiliated courses.**
- **Shall appoint the sta" necessary to complete training of the students, use biometrics to verify attendance of trainees, and provide Quality Assurance.**
- **Distribute and utilize the grants received from a funding agency as per the existing norms.**
- **Enroll eligible students for assessment and pay their fees from the received grants.**
- **Complete the assessment and obtain the results from the respective assessment agency.**
- **Redo the assessment as per the procedure of skill agency if anybody fails in the same.**
- **Ensure 75% recruitment of certified students.**
- **Prepare and maintain the record of the recruited students as required by the skill development agency, and submit such updated records to the respective governing authority.**
- **Follow-up with the relevant agencies for 100% recovery of applicable grants.**

SOP: INFRASTRUCTURE

Standard Operating Procedure (SOP) for Infrastructure / Facility Management covers all the amenities that should be made available at various locations in the organization.

Student Hostel Facility: Should provide -

- **Separate standard dining hall, common room and washroom area within the hostel;**
- **Rooms well furnished with table, chair, cupboard and related items;**
- **Standard mess which operates thrice a day at breakfast, at lunch and dinner;**
- **Wi-Fi facility;**
- **Standard laundry services within the campus for resident students;**
- **Sweepers who clean the hostel rooms every day; and**
- **Full time rector and warden specially appointed to maintain students and visitor's records.**

Canteen: Should -

- **Serve a variety of eatables at moderate rates;**
- **Have standard elegant tables and cozy chairs, cold storage and drinking water facilities;**
- **Be inspected twice a week by a separate canteen committee; and**
- **Display a standard menu board.**

Library: Should provide -

- **Provide books, e-books, Journals and e-Journals;**
- **Have a standard separate well-furnished reading room for students and sta";**
- **Operate for eight hours from 9.00 a.m. to 5.00 p.m.;**
- **Operate from 6.00 a.m. to 11.00 p.m. during examinations for students' convenience;**
- **O"er Wi-Fi and standard internet facility with multimedia computer;**
- **Be fully automated and provide user services through computer; and**
- **Have separate resource centre for students to access desired information.**

Classroom:

- **Standard class room should be well-furnished and have modern modes of teaching with technological aids such as ceiling-mounted LCD projectors, roll-down screens, green boards and podium for faculty.**

Staff Room:

Staff room should be equipped with Wi-Fi enabled facility with a peaceful and standard infrastructure.

Seminar Hall: Should be equipped with

- **Audio-visual and recording facilities and an excellent sound system; and**
- **Projector screen, white board, and a podium.**

Sports Complex:

- **Standard indoor and outdoor stadiums;**
- **Separate courts for Badminton, Basket Ball, Volley Ball, Judo and other sports;**
- **Separate room for Chess and Table Tennis;**
- **Hockey cum Football field; and**
- **Dedicated areas for Running track, Kho-Kho, Cricket, Basketball, Net Ball, High Jump and Long Jump.**

Boardroom:

- **Institutes should have a standard, well furnished, fully air-conditioned, Wi-Fi and LCD enabled board room.**

Laboratories:

- **Standard departmental practical laboratories should be well equipped and furnished with standard LCD, ceiling fans and LED tubes.**

Health Centre:

- **Institute should have a basic health care unit with a visiting doctor and a full-time nurse to provide immediate medical assistance to needy students and sta" members.**

Gymnasium:

- **Institutes should have their own standard fitness centres with standard equipments for free weight exercises, bodyweight exercises, gym ball exercises, resistance band exercises, resistance machine exercises, stretching exercises and Yoga training.**

Utility Services:

- **Have extension counter of bank for transactions; and**
- **Provide transport facility to day-scholars and to arrange tours.**

Parking:

- Institutes should have separate parking lot in the campus as per vehicle categories with standard boards.

Waste Management: Institutions should -

- Place separate standard bins for dry and wet waste at di"erent locations in its premise; and Conduct waste management as per local government rules.

E-Waste Management:

- Institution should have designated space for temporary storage of all electronic waste.

Campus Garden:

- Institute should have standard, good looking garden wherein plants are labelled and which is maintained by a skilled gardener.

Reusable Energy & Power Saving:

- Institute should have standard, good looking garden wherein plants are labelled and which is maintained by a skilled gardener.

Water Harvesting:

- Institute should construct standard rain water harvesting system for water conservation.

Institute Logo:

- Institutes should have their own standard fitness centres with standard equipments for free weight exercises, bodyweight exercises, gym ball exercises, resistance band exercises, resistance machine exercises, stretching exercises and Yoga training.

Software:

- Institute should have standard, updated and licensed software.

Swimming Pools:

- Swimming Pool should be of international standard with coach and security measures.

Facilities for Differently-Abled Students:

- Institutes should have ramps and necessary facilities for differently-abled students.

Vigilance

- Campus should be under the surveillance of Close Circuit Cameras and guarded round the clock be dedicated security personnel.

Common Room

- Institution should have a separate common room for students.

SOP: SOFT SKILL DEVELOPMENT

Philosophy

In the area of career guidance, soft skills are the life skills that enable a person to obtain his/her desired professional goal. Soft skills are also essential in our daily lives. Therefore, one must develop and refine soft skills

Human beings are a social creature. It is precisely because of the need to socialize that people have lived in groups since the dawn of mankind. Soft skills have been important since time immemorial and will continue to be so for ages to come.

Moreover, soft skills help lead a peaceful, stress-free life.

The Training Program on Soft Skills has been created to identify the essential soft skills and to practically train students in these skills through various activities. Such training will pave the way for professional and social success of students.

Introduction to Soft Skills

Soft Skills are the set of skills that a person should possess in order to face life's daily challenges successfully and positively adapt to them. These skills will build an individual's the self-confidence.

In order to visualize a clearer picture on soft skills, let us now look at some more definitions:

- **Soft skills are a cluster of productive personality traits that characterize one's relationships in a milieu.**
- **Soft skills are a combination of people skills, social skills, communication skills, character of personality traits, attitudes, career attribute, social and emotional intelligence quotients among others that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills.**
- **It is a term used to refer to the more intangible and non-technical abilities that are sought from candidates. Soft skills relate to one's attitudes.**

This program will introduce several important soft skills that are vital to overcome challenges in life. The program will also discuss the importance of soft skills with the participants and arrange their ideas in an orderly manner.

Different soft skills are important at various levels:

SCHOOL LEVEL	JUNIOR COLLEGE LEVEL	GRADUATE AND POST GRADUATE LEVEL
• Communication	• Communication	• Communication
• Body language	• Body language	• Body language
• Grooming	• Grooming	• Grooming
• Etiquettes	• Etiquettes	• Etiquettes
• Motivational skills	• Motivational skills	• Interview skills
• Public speaking	• Public speaking	• Sales Ready
• Team work	• Team work	• Customer service ready
• Time management	• Time and stress management	• Motivational skills
• Inter personal skills	Leadership skills	• Public speaking
• Empathy	• Inter personal skills	• Team work
	• Goal setting	• Time and stress management
	• Conflict management	• Leadership skills
	• Emotional Intelligence and empathy	• Inter personal skills
		• Goal setting
		• Conflict management
		• Emotional Intelligence and empathy

Aims and Objectives

To create a generation of young employees who possess the soft skills expected at the workplace.

Objectives of the Training Program

- **To fulfill the demand of the corporate world by creating a labor force which have the soft skills and the ability to achieve workplace targets through practical team engagement.**
- **To raise awareness on how soft skills complement hard skills for productive workplace performance and everyday life competencies.**
- **To inform students on how soft skills are the di"erence between average candidates and ideal candidates.**
- **To help students know the tools, methods and the science for applying soft skills.**
- **To create a future generation of leaders, employers and employees for a profitable and responsible global business environment.**

Results

- Students will demonstrate better communication skills and learn to handle emotions including tolerance and behavioral responses.
- Students will develop a great leadership as well as great team player qualities to identify and achieve goals.
- Students will develop self-motivation, higher aspirations and belief in one's own abilities to define and commit to achieve one's goal.
- Students will develop an outstanding personality in the social and work environment by skillfully maneuvering individual emotions.
- Students will showcase their skills in a creative manner.

Soft Skills for Academics

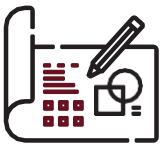
- Academics will incorporate soft skills in their daily lives.
- Academics will develop better relationships with students.
- Academicians will be able to understand the problems of the students with an open mind and e"ectively provide solutions.

Instructions and Prerequisites of a Trainer

Trainers determine the training duration based on the skills, knowledge and standard of the trainees. The program expects to achieve better results by conducting qualitative training by enriching the module with personal experiences and providing relevant responses to the participants' feedback.

Prerequisites of a Trainer

- The trainer needs to be an expert on the subject of training, preferably certified under the Train The Trainer program.
- The trainer should be able to set the objective of the training and mention its outcome.
- The trainer should think out of the box and encourage the trainees to do the same.
- The trainer should focus on improving the ability of the team members to work e"ectively.
- The trainer needs to be innovative while planning and conducting the session.
- The trainer should have a positive tone of voice and body language.
- The trainer needs to be able to communicate in the language commonly used by the participants.
- The trainer needs to be a good listener.



SOP: DESIGN OF CATLOGUE

Standard Operating Procedure (SOP) for Design of Catalogue provides the considerations for designing the catalogue and the information that should be included in it.

Letter Head: **Letter head of an institute should include**

- **Institute Name and Logo;**
- **Institute Address; and**
- **Institute Contact Number, Email-ID, Affiliation and Website.**

Courses: **Courses SOP of an institute should include the**

- **Institute Name and Logo;**
- **Institute Address; and**
- **Institute Contact Number, Email-ID, Affiliation and Website.**

Eligibility Criteria: **Specific eligibility criterion for each course (technical and nontechnical) of every institute should be mentioned clearly.**

Admission Procedure: **Admission procedure section of the catalogue must provide information on**

- **Admission Platform: online or o½ine;**
- **Documents needed for both online and o½ine admission procedures;**
- **Website portal details for online admission; and**
- **Sanctioned fee and Fee Regulating Authority.**

Scholarship: **Catalogue must guide readers on**

Various scholarship schemes available for students; and

Sponsoring Authority: Central Govt., State Govt., Non-Govt., Trust, Society, Merit.

Facilities / Amenities: **Catalogue must provide information on the various facilities and amenities available for students such as laboratories, class rooms, libraries, hostel, mess, sports grounds and infrastructure, and those for events and extracurricular activities.**

Photographs: **Photographs and images of an institute's infrastructure, facilities and various activities are the centrepiece of the catalogue. Great photos make the catalogue more appealing. Photos must be taken with great lighting and have good resolution for printing.**

Institute Outcomes: **Catalogue must include institute outcomes such as alumni success stories, esteemed alumni, and top placement in recent years.**

Audience Based Design: Catalogue design must appeal to the target audience. On audience basis the catalogue language should be considered. If the target is a diverseaudience, multiple design and language for the catalogue must be considered.

Budget: Catalogue design is based on the budget for printing. Budget also determines everything from type of paper to the printing techniques, quality, quantity, design charges and the like.

Brochure Type: Catalogue design is depends heavily on brochure type. Various brochure types include layers, folded, booklet and the like. Brochure type also influences font style, content sequence, color and much more.

Printing of Brochure: Factors to consider when printing a catalogue include size and format of paper, paper quality, page count, weight of catalogue, printing type, and ink options. Moreover, how customers feel also need to be thought out.

SOP: CONDUCT

Standard Operating Procedure (SOP) for Conduct defines the experience that students must ideally expect while studying at any institute of the SSRI Arts, Science and Commerce College, Rahata . The SOP also lays down the behavioural guidelines for students and sta".

STANDARD OPERATING PROCEDURES FOR STUDENT EXPERIENCE AT SSRI

- **Students should have an excellent Academic Exposure at SSRI. Academic exposure indicates students' interaction with the faculty during the teaching and learning process.**
- **E"ective student mentoring scheme will be implemented every fortnight wherein student should be allowed to share his/her academic and non-academic problems.**
- **No favouritism will be shown in academic and extracurricular activities.**
- **Institutes should work with students to design need based training for enhancement of their skills, competencies, attitudes, and values with a view to promote the possibilities for student's career success.**
- **Mandatory and e"ective internship and training policies shall be implemented and closely monitored.**
- **A Fee Schedule policy shall be made and made known at the beginning of each academic year.**
- **A student grievance redressal cell shall be developed.**
- **In order to deliver an amazing Campus Experience at PRES, in-campus services such as catering, hostel accommodation, sports facilities and other should be of standard quality.**
- **For students to have an outstanding Overall Experience at PRES, the institution will assist the student in obtaining employment.**
- **A policy of 20 hours library support to students will be e"ectively implemented.**
- **24/7 Internet facilities shall be provided to students.**
- **Reliable transportation facility shall be provided to students on request.**

CODE OF CONDUCT FOR STUDENTS

Campus Code of Conduct

- Students are expected to maintain the highest standards of discipline and dignified behaviour inside and outside the campus. They shall abide by the rules and regulations of the institute and should act in a manner that highlights the discipline and esteem of the institute.
- Students shall come to the campus wearing approved uniforms only. Students shall not make any alterations to the uniform issued by the college without the permission of the concerned Principal, HOD, or tutor. Any violation of this provision will attract a fine and repetition of the o"ence could result in suspension from the institute.
- Students shall wear their identity cards such that they are well displayed. Identity badge is a public document and any teaching or non-teaching sta" shall have the right to examine it.
- Students are expected to use the class rooms, library or the demarcated areas of the academic building for independent study. They shall not occupy staircases, corridors, and other passages meant for movement of people.
- Students are expected to maintain silence in the academic buildings. Deviant behaviour such as hooting, whistling, loitering etc. will be treated as an instance of indiscipline.
- Students are encouraged to make use of the library and common computing facilities as well as to involve in the activities of professional bodies or any program authorized by the institute beyond class hours. However, under normal circumstances, students shall retreat to their hostels or residences by 6.00PM.
- Access to academic buildings beyond the above mentioned timing and on holidays without written permission from the concerned faculty will be treated as a case of indiscipline.
- Students must maintain the cleanliness of the campus and should dispose waste in waste paper baskets only. Any violation of this provision shall invite a fine.
- Activities such as consumption of intoxicants / psychotropic substances in any form, smoking, or chewing gum or pan masala etc. are strictly prohibited.
- Students shall pay tuition fees, mess bills and other financial obligations in advance or in time in order to avoid financial penalties.
- Money collected from students as fine on instances of noncompliance with the rules and norms will be deposited in a separate account and will be utilized for purposes such as charity, scholarship or student co-curricular activities. In case of damage to property, the funds will be utilized for repair/maintenance of property.

Mobile Phone Policy:

- Students are not permitted to use mobile phones within the campus.
- Students residing in college hostels should not carry mobile phones to college.
- Day scholars carrying mobile phones to the college shall deposit the same in the designated place before entering the classroom/laboratory and can collect them after the working hours of the institute.
- Mobile phones shall be in silent mode while depositing at the designated place.
- All sta" members are empowered to confiscate mobile phones if students are found violating the above rules.
- Students violating the above rules will be fined and the confiscated mobile phones will be returned only after the completion of their course.
- Sta" members are allowed to use mobile phones in their respective cabins.

Students Leave Policy:

- Students can leave the campus during class hours only after getting a gate pass from the Principal, HOD, or the tutor and after making entry in the Gate Register maintained by the gate keeper.
- All leave applications (regular and medical) shall be submitted in time, for sanction by HOD and concerned teachers. Application for medical leave shall be accompanied by valid medical certificates.
- Students who intend to represent the college at intercollegiate events shall obtain prior permission from the concerned head of the department and selection will be based on parameters such as academic performance, attendance, character, existing academic pressure and competence of the student in the proposed event for participation.
- On-duty leave applications will not be entertained beyond 10 working days from the actual date of leave under any circumstance. The maximum number of on-duty leave is restricted to 10 days per semester.

Anti-Ragging Policy:

- Harassing juniors, ill treatment to other fellow students or any such form of ragging is banned and liable to be treated as criminal o"ence by the law enforcing agencies as per the directives of Hon'ble Supreme Court of India.
- Misbehaviour towards girl students, use of threat or violence against members of the sta" or fellow students will be considered a very serious case of misconduct. Any violation of the above rules will invite penalty in the form of warning or fine. The institute may also invite the parents of the misbehaving student to campus and explain the situation to them. Alternatively, the institute may initiate corrective measure found suitable by any sta" member or higher authority.

Classroom Code of Conduct:

- Students are expected to be present in the class on time. Late arrival will attract a fine.
- Late arrival will also result in loss of attendance for the corresponding lecture.
- Student shall not enter or leave the class room when the session is on without the permission of the teacher concerned.
- Students shall not wander or assemble in the veranda, corridor, and staircase etc. during class /practical hours. Similarly, students will not spend more than necessary time in canteen, co"ee shops etc.
- Students shall refrain from activities such as scribbling or noting on walls, door or furniture which could deface the college and destroy the academic ambience.
- Students are expected to optimally utilize the available academic, co-curricular and extracurricular facilities in order to be physically fit, academically competent, mentally alert and socially sensitive.

CODE OF CONDUCT FOR THE STAFF

- Sta" must maintain high standards of punctuality, honesty and professional ethics.
- Sta" should work in accordance with institutional policies and practices, so as to satisfy the vision and mission of the institute.
- Sta" must ensure that they are dressed decently and appropriately for the tasks they undertake.
- Sta" should co-operate and collaborate with colleagues and external agencies for thedevelopment of the college and students.
- Sta" should act in a professional and congenial manner with colleagues, irrespective of their relative position, gender or status within the institutional hierarchy.
- Sta" of the college should maintain harmonious relations with other sta" and students.
- Sta" should maintain confidentiality during the conduct of examination and when handling sensitive information, unless asked to reveal the same by the authorized institutional authority.
- Sta" should follow the instructions and directions issued by appropriate authorities.
- Sta" should constructively contribute toward the development of the college and university.
- Sta" should strictly adhere to the academic requirements of the institution and maintain the sanctity of academic environment.
- Sta" shall extend their services for the welfare of the community & society at large.
- Sta" should maintain proper records of their respective portfolio.
- Sta" should make an e"ort for continuous self development through training programs, workshops and research and development activities.

SOP: TEACHER

Standard Operating Procedure (SOP) for Teacher establishes the best teaching and behaviour practices that teacher must adhere to.

Professional Ethics: Teacher should:

- Sign and punch in the institute on time;
- Be well dressed and carry his /her identity card;
- Not leave the college campus without authorization during duty hours;
- Refrain from smoking or consuming gutkha and tobacco on campus;
- Keep cell phone on silent mode while on campus; and
- Wear helmet while riding a bike.

Punctuality in Communication: Teacher should:

- Respond every day to queries and raised issues via email, WhatsApp and Facebook.
- Follow meeting notices and attend meetings on time.

Teaching Strategies: Teacher should:

- Conduct theory and practicals as per schedule;
- Prepare teaching plan containing teaching points and related academic work, and submit it to the head of department (HoD); and
- Maintain a teaching record and get it regularly verified from the HoD and institute principal.

Learning Strategies: Teacher should:

- Utilize learning resources such as PowerPoint presentations, online lectures, audio – video lectures, chArts, slides, specimens and models; and
- Regularly visit the library to update knowledge.

Evaluation Strategies: Teacher should:

- Record student attendance regularly and get it verified from the HoD;
- Conduct tests and tutorials, and allot home assignments;
- Regularly assess practical record within schedule; and
- Conduct internal examination as per university guidelines and communicate the result.

Leave: Teacher should:

- Obtain prior permission to avail o"-duty and casual leave; and
- Produce Certificate of Fitness to resume duty after sick leave.

CURRICULAR, CO-CURRICULAR AND EXTRACURRICULAR ACTIVITIES

Curricular: Teacher should:

- Engage in ICT assisted learning;
- Develop modules for learning, activity based learning and experiential learning;
- Encourage self-learning by students; and
- O"er remedial classes and bridge courses.

Co-curricular: Teacher should:

- Arrange group discussion, field visits, study tour, workshops and seminars;
- Attend workshops, seminars and conferences;
- Conduct research and regularly publish articles in reputed journals.

Extracurricular: Teacher should:

- Involve and motivate students to participate in social activities such as Blood Donation, Tree Plantation, Aids Awareness, Swachh Bharat Abhiyan, Gender Issue events, Anti-Raging initiatives, Special Guidance Scheme, Girls Personality Development and Nirbhay Kanya Abhiyan etc.

Use of Social Media: Teacher should:

- Use email, WhatsApp, Facebook, Instagram, Google, LinkedIn, Snapchat and Twitter, Skype and YouTube to communicate his/her ideas, creations, participation in events, achievements and the like.

Follow Institutes' Rules and Regulations: Teacher should:

- Not leave the service of the institute without providing three month prior notice or depositing three month basic pay after completion of probation period;
- Undergo medical examination by the approved medical officer/ civil surgeon at the location of duty;
- Not conduct private tuition or coaching classes or engage in other employment without permission of the concerned authority;
- Know that appointment is subjected to minimum number of student and workload for the post;
- Understand that his/her services are transferable to any other college /institution run by the society;
- Know that continuous absence for more than 30 days without permission will lead to termination of services; and
- Be aware that if found guilty of violation of any terms and conditions, he/she will be liable for punishment.

Participation in Faculty Development Programme:

- Teacher should regularly attend Faculty Development Programmes, Skill Development and Syllabus framing workshops, and similar events.

Examination Duties:

- Examination duty as assigned by the respective institutions is mandatory.

STANDARD OPERATING PROCEDURE FOR CURRICULAR PLANNING AND IMPLEMENTATION

1. PREAMBLE

Planning of all academic tasks is a systematic process. When implemented correctly, it ensures the attainment of the letter and spirit of academic objectives within the overall goals of the organization and institute. The present Standard Operating Procedure (SOP) identifies the key stakeholders and lays down in exhaustive detail all aspects of this holistic process with a view to establish a vibrant learning culture.

2. CURRICULAR PLANNING

The Curriculum is prepared by the concerned Board of Studies (BOS) consisting of experts from the Industry, academia, members of BOS etc. The curriculum is finally approved by the academic council of University and displayed on the University website. At the beginning of each academic year, the affiliating University provides academic calendar and guidelines on the dates of commencement of the semester, end of the semester, In-semester and End-semester examinations, Online examinations, Oral, Practical examinations, holidays etc.

Principal receives inputs through IQAC, Department Advisory Board (DAB) and Academic co-ordinators etc. Based on these inputs, the Principal, Head of the Department (HOD), Institute Academic Coordinator (IAC), GSA committee members, and Head of Cultural activities discuss and prepare the academic calendar for the college. These are documented by IAC. It is then distributed to all the departments. Each department prepares their Department Academic Calendar in consultation with Head of the Department. Principal calls for a common meeting with all teaching and non teaching sta" before commencement of semester. Students are also made aware of commencement of semester through a common notice and an SMS sent through the ERP system.

Head of the Department is to conduct a meeting with all sta" before commencement of semester. The course allotment is conducted by Head of the Department and the teaching plan of each course is prepared in line with department academic calendar by individual course teacher in ERP. Planning and implementation of curriculum is monitored through Academic Monitoring Committee. This committee decides the role and responsibilities of Department Academic Coordinator (DAC), Guardian Faculty Member (GFM), Mentor, Subject Teacher etc.

2.1 ROLE AND RESPONSIBILITIES OF ACADEMIC MONITORING COMMITTEE (AMC)

The Academic Monitoring Committee (AMC) is responsible for all academic aspects to ensure the e"ective planning and implementation of curriculum. The AMC is headed by Principal and comprises of Heads of all departments (HODs), Institute Academic Coordinator (IAC), and Department Academic Coordinators (DAC). It is supported by Guardian Faculty Member (GFM), Subject Teacher and Mentor. Academic Monitoring Committee (AMC) is responsible for planning and monitoring of overall academic operations, activities, procedures, functioning and maintaining all relevant documents and files in association with various committee/coordinators of the department. Figure 1 depicts the organization structure of the AMC.

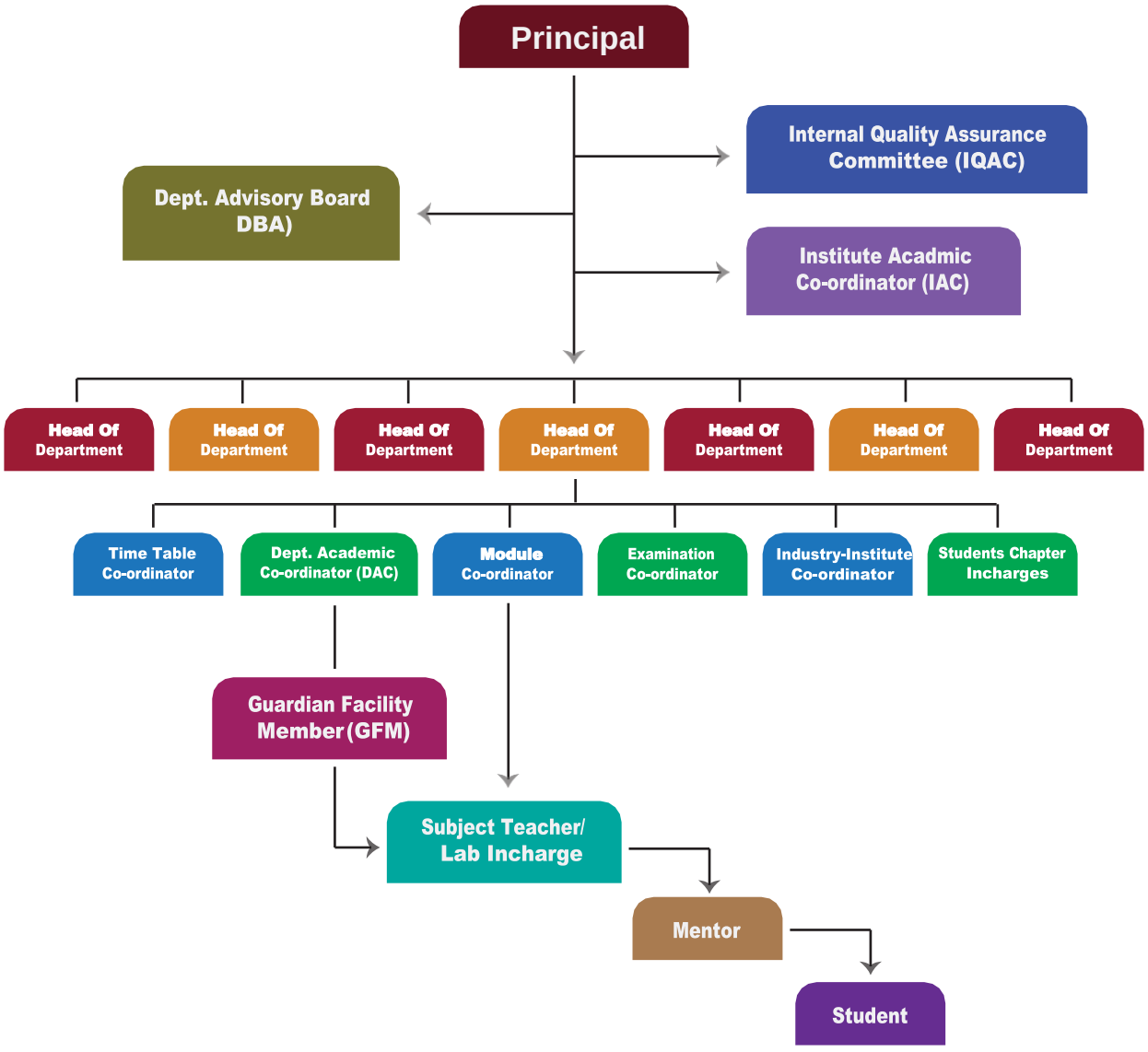


Fig. 1 Organization structure of academic monitoring committee

2.2 ROLE OF INSTITUTE ACADEMIC COORDINATOR (IAC)

- Forms an Academic Monitoring Committee comprising of Heads of all departments (HOD) and Department Academic Coordinators (DAC) in consultation with Principal and Heads of Department;
- Provides guidelines to department coordinators, collects information from them, and conveys the same to the Principal for corrective measures, if any; and
- AMC will prepare Academic Calendar and submit the same to Principal for approval and same is to be forwarded to all the departments at least 15 days before commencement of semester. In consultation with Principal and the Heads of Departments, IAC should collect the following information for smooth conduction of academics.
    - Term start and end dates.
    - Public Holidays.
    - Dates for Mid Term Tests, End Term Test.
    - Schedule of faculty feedback.
    - Schedule of Industrial Visits, Guest Lectures.
    - Dates for annual events (e.g. Shivanjali, Ashwamedh, Engineering Today etc.) vi. QIPs (short term courses, guest lectures, FDP, STTP, conferences, seminars) if any
- Term work submission dates.
- Guidelines for make-up-classes and remedial classes.

2.3 ROLE OF DEPARTMENT ACADEMIC COORDINATOR (DAC)

- Display of Class time table and timely distribution of individual time table;
- Activities of Guardian Faculty Member (GFM) for smooth conduct of academics;
- Students' Attendance through ERP;
- Syllabus coverage through ERP;
- Records of letters/SMS sent to parents regarding their wards' performance;
- GFM's and Mentor's records;
- Record of make-up classes;
- Display of monthly attendance, defaulter list, unit test marks etc.;
- Collection of departments' performance report and submission of a comprehensive report to the Head of Department and Principal;
- Conduct of GFMs' meeting or interaction with subject teachers (if required) and prepare minutes of meeting;
- Various feedbacks such as Turn-I (Mid Sem) & Turn II (End Sem) through ERP, Course end survey, Exit survey, student satisfaction report etc. related to academics;
- Execution of Academic Audit for each semester; and
- Forwarding information about faculty members who did not report or who reported late for lecture/practical to HOD/IAC/Principal for necessary action.

2.4 ROLE OF GUARDIAN FACULTY MEMBER (GFM)

- Maintain correct data for roll call list, batches, and contact details of students and their parents/ local guardians such as address, mobile number, email ids etc.;
- Collect and maintenance of Theory and Practical Attendance Record (through ERP) from subject teachers and to prepare fortnightly defaulter students list;
- Monitor lectures and practicals regularly, allot substitute teachers and make alternative arrangements if faculty is on leave, and ensure the faculty conducts extra lectures later. For substitute teacher arrangement, GFM will inform the Head of Department.
- Display defaulters list and preparing schedule for make-up classes;
- Communicate internal examination time table and other academic activities to the students well in advance;
- Prepare provisional and final detention list and displaying the same on the notice board in consultation with DAC and HOD;
- Monitor the syllabus completion (Theory and Practical) fortnightly and submitting the report to Department Academic Coordinator;
- Collection of records of make-up classes;
- Maintain informal feedback from students (if any);
- Conduct subject teachers meeting every Friday and maintaining records of the same; and
- Monitor late reporting students.

2.5 ROLE OF SUBJECT TEACHER

- Prepare and maintain course file, and marking attendance for each lecture/practical;
- Maintain daily attendance report and sending SMS to the parents of absent students;
- Provide subject notes, unit-wise question bank, and assignments to students;
- Periodically conduct internal examinations, make-up classes, lectures for slow learners etc.;
- Update personal files;
- Prepare knowledge wall;
- Contribute to holistic development of the students;
- Liaise with industry and arrange for training and visits;
- Develop teaching material and lesson plans, set up laboratories and experiments, arrange unscheduled teaching activities such student counselling, prepare and evaluate test papers, arrange and conduct tests, conduct Local/University examinations, and implement project for students;
- Curriculum Development due to the ever expanding demand for knowledge and the changing needs of the industry;
- Act as an adviser to student associations, co-curricular and extra- curricular activities.
- Provide departmental or institutional administration as member/convener of some committee;
- Participate in professional activities such as involvement in professional and technical societies;
- Conduct education activities (FDP/STTP/Seminars/Workshops/Expert Lectures etc.) as an organizer and/or participant;

2.6 OBJECTIVES AND ROLE OF A MENTOR COORDINATOR

Objectives of Mentoring

- To understand the students needs and potential;
- To personally help students to improve academics, soft skills, personal development etc.;
- To guide students to overcome problems in academics and personality development; and
- To enhance peer interaction.

Role of Departmental Mentor Coordinator

- Distribute the hard copy of required formats to the department mentors;
- Maintain a list of students and respective mentors;
- Monitor the records of all department mentors on the 2nd and 4th Friday of every month and report to the HOD;
- Collect records from all mentors at the end of every semester and maintain the same in the department with HOD;
- Hand over the mentor records of earlier semester to new mentors at the beginning of semester through HOD;
- Conduct a monthly meeting within department and maintain the minutes;
- Sign the telephone/mobile bills of individual mentors before sending the same to office through HOD for claims;

2.7 ROLE OF A MENTOR

- To collect a list of allotted students and formats for updating the students' records from HOD;
- To collect "student's information" from the respective GFM;
- To establish contact with the parents through telephonic discussion and appraise them about the development of their ward;
- Conduct meeting with students once every two weeks;
- To act as a Counsellor, Guide and Philosopher of the student;
- To encourage the student to have open dialogue;
- To record the observations about the student viz. achievements, doubts, fears, grievances;
- To evaluate students' ability, strengths and weaknesses;
- To help students overcome their weaknesses and strengthen the abilities to excel in his/her defined objectives;
- To submit all the completed files to the Head of Department (HOD) at the end of term. Mentors can collect those files from HOD before the start of next academic session;
- Update students' information on ERP;
- To report weak cases and those that require special attention to the Students' Counselling Cell through the HOD;
- HOD/Department coordinator of first year engineering shall hand over the Mentor Record to respective department HOD at the end of every academic year;
- To maintain utmost secrecy about the matters disclosed by the student during counseling; and
- To maintain the following records:
    - Student Information
    - Mentoring Record of students according to academic, psychological, and financial classifications
    - Student Attendance in mentor meeting

2.8 ROLE OF A LABORATORY INCHARGE

1. Disseminate of Vision, Mission statements in the laboratory;
2. Maintain dead-stock register;
3. Prepare laboratory manual.
4. Display information related to Lab time-table, Total laboratory cost, List of major equipment, Lab area, and Standard operating procedures (SOPs);
5. Display models, chArts, slides etc.
6. Monitor condition of equipment, conduct preventive and predictive maintenance, calibration, and annual maintenance contract of laboratory equipments;
7. Suggest new equipment to meet the needs of teaching, erection/installation and commissioning of new equipment, procurement of consumables etc. before the implementation of revised syllabus (if any);
8. Determine size of the batch, number of sets, demonstration kits etc. to be arranged;
9. Preparation of Continuous Assessment Sheet for allotted batch;
10. Preservation of sample journal copy;
11. Conduct mock practical or oral examination for allotted batch;
12. Maintain laboratory utilisation register and equipment utilisation for specific work;
13. Maintain testing and consultancy (if any) records conducted in laboratory;
14. Collect periodic feedback from students about working of instruments and special need;
15. Prepare laboratory budget; and
16. Monitor laboratory safety and cleanliness.

3. PROCESS OF EFFECTIVE CURRICULAR IMPLEMENTATION

Fig. 2 Effective curriculum planning and implementation process

Curricular is executed through a systematic procedure as shown in figure 2:

3.1 PREPARATION OF TEACHING PLAN

University prescribes the syllabus with the specified number of lectures, list of recommended books and assessment scheme for internal and external examinations. HOD distributes the teaching load by considering faculty competency and the subject choice form completed by the faculty members. Teaching Plan is created immediately after the end of the previous semester so that faculty members get sufficient time for preparation.

Every faculty member prepares a teaching plan of entire semester in line with the department's academic calendar. To prepare and maintain documentation, the institute provides the facility with an Enterprise Resource Planning (ERP) system. Detailed unit-wise and date-wise plan is prepared by individual faculty using ERP.

Schedules of Internal (Mid Term & End Term), Online, In-semester, and External examinations are displayed from time to time. Training, induction, and guidance are imparted to newly joined faculty for building and maintaining the institute's academic culture. An induction programme is conducted for First Year Engineering students before start of semester. Guidelines are provided for upgrading innovative and creative teaching learning processes, methodology, tools and techniques at periodic intervals by implementing advanced concept of pedagogy, ICT, learning management system, student centric methods, participative learning etc. as outlined in figure 2.

3.2 CURRICULUM DELIVERY

E"ective implementation of curriculum is ensured by supplementing classroom teaching with expert lectures, presentations/seminars, mini projects, in-house and industry supported projects, tutorials, group assignments, tutorials, case studies, industry visits, industrial training, internships, hands-in-sessions, e-learning, NPTEL lectures, MOODLE, knowledge wall, technical quiz, assignments, internal-tests etc. Training needs of faculty are identified by the HOD. Faculty is encouraged to attend short term training programs (STTPs), faculty development programs (FDPs), Seminars, Workshops, Industry Training etc. to bridge the requirement gap as highlighted in figure

Contents beyond curriculum are identified and taught both in the classroom and in the laboratory to expose students to recent industry trends.

Fig. 3 E"ective course deliveries

3.3 ACADEMIC MONITORING PROCESSES

Academic coordinator, HOD and GFM monitors the progress of syllabus coverage every fortnight through ERP. The number of lectures planned and the number of lectures actually conducted facilitates identification of gaps, if any, and necessary corrective actions are taken.

Following academic monitoring activities are carried out through ERP:

- **Timetable Preparation: for each class, laboratory, classroom, and individual;**
- **Teaching Plan Preparation;**
- **Attendance Monitoring: based on subject, class, and percentage;**
- **Syllabus Coverage Monitoring;**
- **Continuous Assessment;**
- **Internal Examination Schedule and Result Analysis;**
- **Uploading assignments, video lectures, class notes;**
- **Students Feedback; and**
- **Communication to parents through SMS.**

3.4 PROCESS TO IDENTIFY SLOW LEARNERS

Students are tracked during their academic journey in the college and special e"orts are made to bring slow learners (students with certain limitations) par with the average/above average group. Students with good background and skills are guided towards higher levels of achievements through challenging goals. FE learning level data is shared with the team of first year Guardian Faculty Members (GFM) and Mentors to classify student learning level as advanced or slow learner. GFM/Mentors analyze records available about students' levels, abilities, characteristics, skills, attitudes, examination results (internal and external) and current day to day interactions/experiences, and discuss the same in weekly meetings with all faculties of respective classes. Based on this evaluation, feedback is given to students and special programs/activities are undertaken.

Such data analysis conducted at entry stage is referred by GFMs/Mentors of FE classes and passed subsequently to GFMs/Mentors of next classes. Second year GFMs and Mentors continue FE activities at individual departments. Students attendance is monitored through ERP software every week and list of defaulters is displayed on department notice board. Attendance of students is regularly informed to their parents through SMS. College has made special provision for exhaustive soft skill training and exclusive counselling to mould the slow and advanced learners with a viw to plan their careers and placements. Through this process slow learner are identified and following activities are conducted for them:

- **Tutorial**
- **Question Bank**
- **Extra Practical Sessions**
- **Personal Attention in Teaching**
- **Mock Oral/Practical Examination**
- **Guidance for Seminar/ Project Presentation**
- **Special Notes**
- **Extra Lectures**
- **Re- test for Improvement**
- **Remedial and Make-up classes**
- **Counselling: special hints and techniques**
- **Assignments and Solving of University Question Papers**

3.5 ENCOURAGEMENT TO ACTIVE LEARNERS

Advanced teaching and learning methodologies are promoted to motivate learning and higher retention of knowledge through better understanding, increasing depth of knowledge, and developing positive attitude towards the subject through:

- **Active Learning: Involving students in the learning process more directly via:**
- **Activities on technical content of syllabus viz. brain storming, quiz, debate, group discussions, role play, games, model making, mini project, presentations, essay, elocutions, and case studies;**
- **Animation software and V-LAB;**
- **Hands on training;**
- **Challenging students to take up open ended problems requiring critical/creative thinking through active participation in state, national, and international level competitions such as BAHA, SUPRA, EPICYCLE, GO-CART, AVISHKAR, HACKTHON, etc.;**
- **Use of team based learning and participative learning to do some short term projects; and**
- **Brief demonstration, case studies etc.**
- **Collaborative Learning: By forming student teams working together to solve a problem, complete a task, or design a product. Activities include group projects, joint problem solving, debates etc.**
- **Inquiry-based Learning: Classrooms are made open systems where students are encouraged to search and make use of resources beyond the classroom for investigation of open questions/problems, developing critical thinking, and improving understanding levels through research papers review, surveys etc.**
- **Cooperative Learning: Through distributing tasks to small groups. Students work together to maximize their own and each other's learning in IE student chapter study circle and while performing various activities using think-pair-share, round table, and one minute paper technique.**
- **Problem-based Learning: Different tasks, assignments, portfolios, and activities are assigned wherein students engage in complex, challenging problems and collaboratively work toward their resolution using inter-disciplinary knowledge. Examples include the BAHA and Garudashwa projects.**

- **Peer Led Team Learning: Students engage in intellectual discussions and work in problem-solving teams under the guidance of a peer leader for designing and developing software for different competitions in our technical fest.**
- **Just-in-Time Learning: For some subjects, students perform pre-class activity and submit responses to the same. Responses are utilized to tailor the class to specific student needs.**
- **Experiential Learning: Field-based experiences, internship, practicum, cooperative education, service learning, and class-based experiential learning through activities such as role plays, games, case studies, simulation, virtual lab, presentations, and group work.**
- **Project-based Learning: Mandatory BE project is converted to a learning platform by using diverse project management tools, solving real time challenges, and providin the satisfaction of goal achievement.**

Activities for Advanced Learners:

- **Encouragement to complete NPTEL certification courses;**
- **Participation in incubation centre as Organic BOT;**
- **Induction in clubs for robotics, drones etc.;**
- **Implementation of research papers;**
- **Participation in seminars and conferences;**
- **Motivational guest talks;**
- **Paper publication and presentation;**
- **Workshop and seminar on current trends;**
- **Model making/building;**
- **Motivation and guidance for higher studies (GRE, GATE, competitive exams);**
- **Industry visits and industry sponsored research project;**
- **Patent filing process;**
- **In house mini-projects (outside the syllabus);**
- **Project competition viz. NDRF, AVISHKAR, BAHA, SUPRA, GO-CART, ET; and**
- **Promote participation in activities of professional bodies such as Institution of Engineers, SAE, IMechE, ISTE, CSI, TRIZ association of Asia activities etc.**

3.6 FEEDBACK PROCESS

Students are asked to leave feedback on teaching twice a semester through ERP system. Turn I feedback is taken after first 30 to 40 days of teaching. Corrective action is initiated after this feedback. Turn 2 feedback is obtained at semester end.

Following questionnaire is set for feedback:

Sr. No.	Performance Parameter
1	Planning & Organization • **Subject Organization in Logical Sequence** • **Syllabus Coverage** • **Subject Clearly Prepared**
2	Presentation/Communication • **Use of Simple Language** • **Interest Generated** • **Solved Conceptual Problems to Illustrate Theory** • **Questions to Test Knowledge** • **Clarity of Speech**
3	Students Involvement • **Questions to Promote Interaction** • **Encourage Question Asking and Discussion** • **Practical Applications**
4	Use of Media/Methods • **Use of Multiple Teaching Techniques viz. ICT, quiz, MCQ, etc.** • **Use of Text / Reference Books** • **Clarity of Writing on Black Board**
5	Class Management • **Punctuality** • **Class Control**
6	Assignment • **Provide Assignments** • **Punctuality in Assignment Return** • **Availability to Resolve Student Problems After Class**
7	Learning Resources • **NPTEL, MOOC, Models, Videos etc.**

3.7 EVALUATION PROCESS

Internal assessment is carried out through mid-term and end-term examinations, assignments, remedial tests etc. University examination i.e. external assessment is conducted as per schedule prescribed by the university. Both assessments are used for mapping of CO-PO-PSO.

Assessment Tools

- **Direct Assessment Tools: Continuous Assessment, Midterm Test, End Term Test, Retest, In-sem Examination and End-sem examination (University).**

- **Rubrics: are the criteria for providing grades / marks to student's work that help students develop, revise, and judge their own work.**

- **Indirect Assessment Tools**

- **Programme Level Statistics: At end-semester, statistics of students who have participated in professional bodies / student chapters / workshops / seminars / conferences / paper presentations / internships / industry visit etc. are prepared.**

This is considered to indirectly assess the POs.

- **Survey Reports: Course End Survey, Graduate Exit Survey, Alumni Survey and Employer Survey.**

3.8. INPUT FOR CURRICULUM DEVELOPMENT

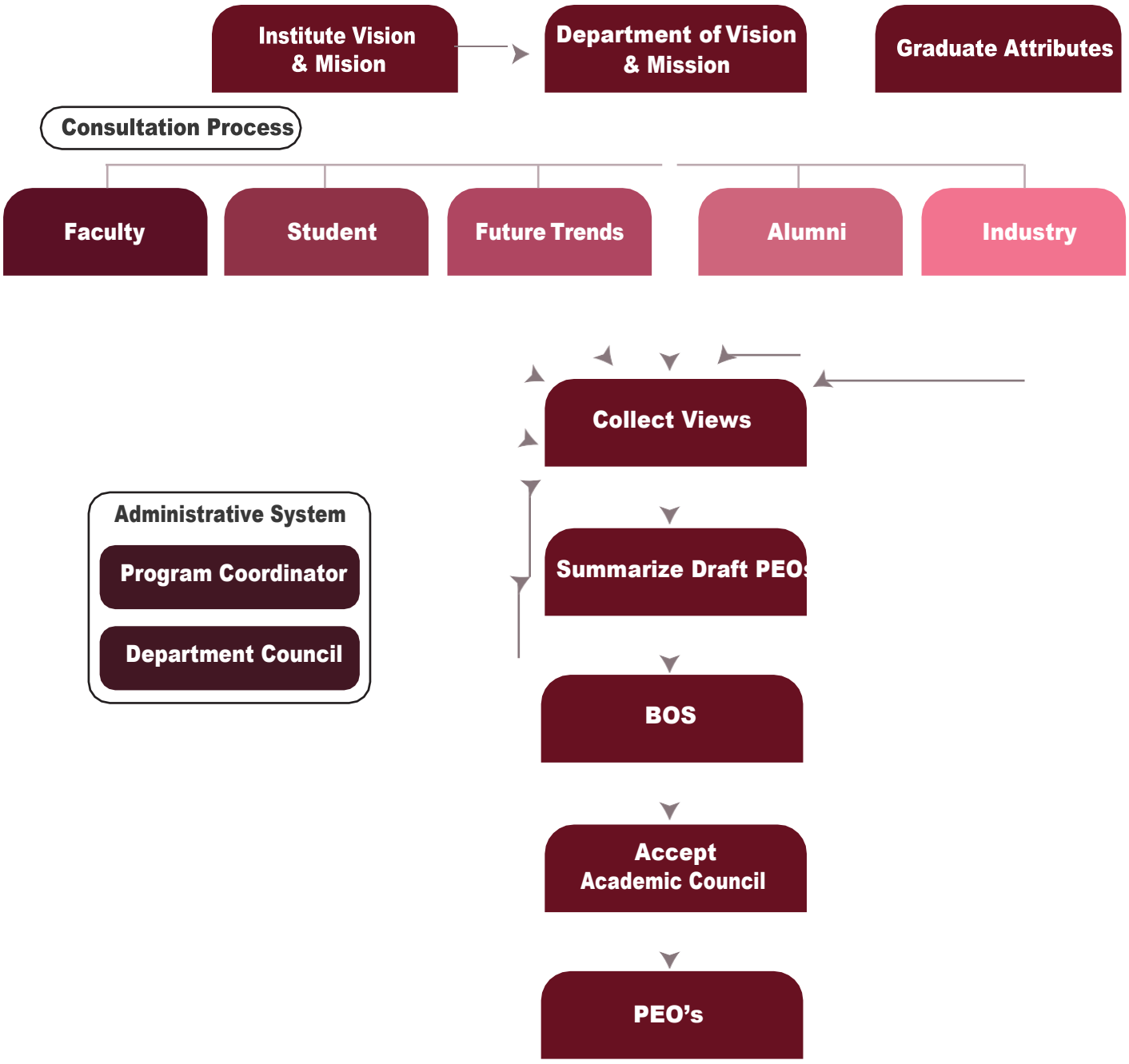


Fig. 4 Input for curricular development

Each course has defined course objectives (COs) that are mapped to the program objectives (POs). The POs are achieved through a curriculum that o"ers multiple core and elective courses. A set of performance criteria is used to quantitatively measure how well the COs are achieved. Mapping of COs with POs and program specific outcomes (PSOs) of the program are considered by the individual sta" and feedback is obtained from stakeholders such as, students, alumni, parents, employers, and teachers. The feedback is communicated to the Board of Studies (BOS) members to upgrade the syllabus accordingly. Suggestions provided by individual sta" are incorporated by BOS for curriculum enrichment.

4. SERVICE ACTIVITIES

For holistic student development, institute conducts service activities. Following administrative setup ensures the achievement of POs and PSOs:

- Gymkhana Cell
- Alumni Association
- National Social Service (NSS)
- Guidance and Counselling
- Industry-Institute-Interaction
- Entrepreneurship Development Cell
- Institution Magazine, Bulletins, Newsletters etc.
- Annual Day Celebrations and cultural activities
- Centre for Information, Training and Placement (CITP)
- Student Chapters of Professional Bodies and Students' Associations

4.1 CENTER FOR INFORMATION, TRAINING AND PLACEMENT (CITP)

PRES has an excellent and fully functional Centre for Information, Training and Placement (CITP) with adequate infrastructure comprising of seminar hall, discussion room, interview rooms, and computers with internet facility. CITP co-ordinator maintains a database of all the registered students and companies visiting the campus for recruitments. The number of students placed through campus recruitment is rising every year. CITP is assisted by faculty coordinators of each department. Institute has the distinction of being visited by core companies and those operating in the interdisciplinary area.

As part of the training activity, institute focuses on training for aptitude, technical tests, group discussions, interviewing techniques, psychometric tests, and soft skills training held through external agencies. Such training is provided to all pre-final and final year students who register with CITP. The Placement Officer regularly contacts IT-related and manufacturing companies and forwards details of eligible students to the industry as and when needed. Interactive sessions with recruited final year students are frequently arranged wherein students narrate their experiences during the interview process and provide facts/necessary information to add to other students' preparation. Industry visits are arranged regularly as part of career initiative.

4.2 COUNSELLING FOR HIGHER EDUCATION

Various programmes are organized for providing information to students about opportunities for higher education such as Expert Lecture on "Education & Career Opportunity in foreign Universities".

Fig. 5 Centre for Training Information and Placement

4.3 INDUSTRY INSTITUTE INTERACTION CELL

CITP helps department organize student internship. It provides an opportunity for the students to take up internships at reputed companies and academic institutions in India. Institute has been interacting closely with industry through the CITP. Institute has also started one-faculty-one-industry drive for targeted internships.

4.4 CO-CURRICULAR AND EXTRA-CURRICULAR ACTIVITIES INSTITUTE

“PRES Engineering Today”: Every year, the institute organizes technical competitions and symposia. These events provide students opportunity to prepare technical papers, quiz, model making, robo-race, and science exhibitions. Students also operate as volunteers for the organization of such events.

4.5 CULTURAL ACTIVITIES

PRES conducts state-level cultural events such as "Shivanjali", “Ashwamedh” and “Shahu Trophy” every year. PRES students actively participate and win prizes in cultural and literary events organized by other state level colleges. These events promote students’ overall personality development.

STANDARD OPERATING PROCEDURE FOR ENVIRONMENT MANAGEMENT SYSTEM (EMS)

ROLE OF SSRI GROUP OF INSTITUTIONS IN ENVIRONMENT MANAGEMENT

Increasing incidence of waste generation in all Institutions across the country and the globe calls for a scientific and systematic approach to preserve the ecological balance. Reducing, reusing/recycling waste to convert it into a valuable resource and, thus, embracing the motto of 'Waste to Wealth' is the call of the hour. Being a mature group of institutions that abides by the precepts of Educational Excellence, the SSRI Group will be adopting the Environment Management system. An environment friendly campus creates an ideal ecosystem for better learning outcomes while serving as a model for other institutions to adopt.

RESPONSIBILITY OF HANDLING THE SOP

1. Personnel Involved in Environment Management System in a Campus

A sanitation team along with a Team Leader or the Sanitation-in-Charge of the campus is responsible to maintain the campus in accordance with the SOP and take note of any changes made in the guidelines. If there is no fulltime Team Leader, the Head of the Institution shall nominate a responsible officer as the Incharge Team Leader.

2. Managers and Supervisors

Head of the Institution or the designated authority is responsible for ensuring their sta" complies with the SOP as well as for regular reviewing, auditing and revising of the SOP. To ensure compliance, proper training and education on the concept using the latest SOP.

STANDARD OPERATING PROCEDURES FOR ENVIRONMENT MANAGEMENT SYSTEM (EMS)

Purpose

To improve environmental performance of the Institution. Environmental Management System (EMS) refers to the management of an organization's environmental programs in a comprehensive, systematic, planned and documented manner. It includes planning, resource development, and implementing and maintaining policy for environmental protection.

Scope

This SOP lays down guidelines to be followed for handling the generated waste such as planning, sensitization of all stakeholders for active participation, segregation of waste as per the norms and treatment in accordance with the principle of 'Refuse, Reuse, Recycle, Recover and Regenerate' to achieve the goal of Eco-friendly and Eco- Sensitive Campus.

1. Green Campus: **The purpose of green campus is to reduce and control the carbon emission through proper management of spaces by developing and maintaining gardens/trees and their refuse. (Annexure 1)**

2. Collection and Segregation and of Generated Waste: **Three type of waste are mainly generated in the institutes viz. electronic waste (e-waste), chemical waste and biomedical waste, along with paper and plant waste. This SOP will describe the procedure for collection of waste generated in di"erent pArts of campus and its segregation for further disposal. (Annexure 2)**

3. Handling Dry Waste: **Dry waste collected from each source will be taken to the processing yard and further segregated as metals, bottles, plastic, etc. The segregated dry waste will be sent to recycling units or sold to agencies handling such materials. After resource recovery level segregation, the residue from the dry waste will be sent for incineration in an eco-friendly incinerator. This process, depending on quantum of waste, can be leveraged for generation of electrical energy by use of some simple technologies.**

4. Handling Wet Waste: **Wet waste aggregated from various sources shall be sent for processing to produce bio-gas through aerobic or anaerobic processes as designated in the plan. It may also be sent for composting via appropriate composting techniques. The success of the campaign is determined by e"ective segregation of wet waste at source, proper collection/aggregation without mixing and e"ective treatment. (Annexure 3)**

5. Handling Hazardous Materials: **After recovering the items that can be recycled / or sold to the recyclers, the residual reject which would mainly consist of hazardous material is to be sent for incineration or to designated, scientifically prepared sanitary landfills. (Annexure 4)**

6. Treatment of Biomedical Waste: **Segregated biomedical waste will be collected in coloured bags / appropriate containers in the premises in a safe, ventilated and secured location before sending to common Biomedical Waste Treatment and Disposal Facility operated by specialists as approved by the statutory body.**

7. Handling of Electronic waste (e-waste): **Electronic waste is generated almost by every department. There should be a provision of collection of e-waste at a designated place in the institute. All the e-waste collected should be audited prior to disposal. (Annexure 5)**

8. E-governance: **Sta" and students should be educated to minimize the use of paper for all types of communications unless very important. The institutes should instead use e-communication systems such as email and other electronic media for communication.**

9. Paper Waste: **Paper waste generated from all institutes should be collected by the care taker and handed over to the central agency responsible for recycling of paper waste after relevant audit.**

10. Bicycle and Pedestrian Master Plan: **Should be drawn by the campus authorities to create a pedestrian-friendly campus that encourages walking and biking.**

11. Energy and Water Efficiency: **Proper operation and maintenance of buildings and grounds improves energy and water efficiency. Proper use of material resources ensures occupant health and well-being at workspaces and residences. Such practices will eventually help attain energy and water efficiency and sustainability. (Annexure 6).**

12. Awareness Generation and Stakeholder Involvement: **Enabling an ecofriendly campus requires effective participation from all the stakeholders. Possible stakeholders are all residents, officials working, visitors, students, maintenance staff and other personnel offering various services on the campus. (Annexure 7)**

13. Giving back to Society: **All stakeholders should interact with the society in the surrounding areas. Institute should implement certain socially beneficial ecofriendly activities such as cleanliness drives, tree plantation events, creating water resources, providing alternative sources of energy, adopting a village etc. at least once a year and maintain proper records for the same.**

Date implemented: **By:**

Date reviewed: **By:**

Date revised: **By:**

ANNEXURE 1
GREEN CAMPUS

Purpose

Green campus management is an operational practice developed to control pollutant discharges by using routine maintenance procedures for mowing and debris control.

Maintenance of Garden/Green Area

STEP 1: Plants/Tree Care

Regular watering of plants and lawns.
Pruning of trees and plants/shrubs as and when required.
Regular mowing and sweeping of lawn.
Removal of garden refuse from garden to the designated place.
Conversion of garden garbage to compost its use as manure.
Encourage plantation of seasonal flowers and trees.
Report damage/compromise to landscape areas or bare areas void of vegetation that may result in sediment being transported o" site; prepare a repair schedule and implement repairs.

STEP 2: Lawn Care and Signage in Garden

Proper maintenance of garden benches, if any.
Educate students to respect the utility of the lawns.
Classify trees and plants by proper signage.

ANNEXURE 2
COLLECTION AND SEGREGATION OF GENERATED WASTE

1. Say NO to Plastics: **The first and most critical element for success of waste management is the rejection of non-biodegradable materials such as plastic covers and plastic bottles.**

2. Say Yes to Plastic Alternatives: **Instead of plastic, utilize biodegradable materials such as cloth bags, jute baskets, reusable bags, reusable glass bottles etc.**

3. Process for Replacing Plastic Bottles and Bags:

3.1. Assess the current usage of plastic bottles and bags through a survey form, observation from the collected waste and general usage across the institutions.

3.2. Deliver a one week notice to everyone in the institution to eliminate all their current non-recyclable plastic bottles and bags as well as to ban the carrying of plastic bottles or bags on the campus.
3.2.1 Arrange collection points at all convenient locations to collect discarded bottles and bags.

3.3. Arrange cloth and paper bag counters across the institution for anyone to purchase if required.

3.4. The Principles of 'Refuse' and 'Reuse' will be promoted for eliminating usage of plastic in the Institutions.

3.5. All the bags will be checked at the entrances of the Institution for any possible plastic bags or bottles being brought in and have them replaced with paper, cloth or jute bags
3.5.1. The members of the Institution should carry paper/jute/cloth bags while going out for purchases
3.5.2. Reject any plastic bags being provided and use your own non-plastic bags instead
3.5.3. A handmade paper unit may be setup in the campus for selling paper bags.

4. Segregation of Generated Waste: **Segregation of the waste at source i.e. primary segregation will be executed at the laboratory, household, hostel kitchen, hostel dining halls, and canteen levels.**
4.1 Appropriate bins should be placed at every feasible location in Institutions i.e. wet waste in green bin, recyclable waste in blue bin, and hazardous waste in the red bin. Have a hazardous materials logo on the red bin to prevent its use for disposing e-waste.

ANNEXURE 3
WET WASTE TREATMENT

Waste, particularly from kitchen, such as vegetable refuses, food scraps, etc. is wet waste. Wet waste is to be sent for composting using aerobic or anaerobic methods.

Aerobic Method: **Windrow composting, vermi-composting, and NADEP composting are some of the popular methods. A list of useful guides that explain each of these methods is provided in the web links below and ca be employed by the campus :**

€ http://nrega.nic.in/Circular_Archive/archive/MGNREGA_manualjuly.pdf

€ http://www.indiaenvironmentportal.org.in/files/file/Solid_Liquid_Waste_Management.pdf

€ http://vikaspedia.in/agriculture/farm-based-enterprises/vermicomposting

€ http://ecoursesonline.iasri.res.in/mod/page/view.php?id=149590

€ http://www.fao.org/docrep/007/y5104e/y5104e07.htm

€ http://www.fao.org/docrep/007/y5104e/y5104e08.htm

€ http://unossc1.undp.org/GSSDAcademy/SIE/Docs/Vol4/Nadep_method.pdf

ANNEXURE 4
HANDLING HAZARDOUS MATERIALS

1. Preparation of Sanitary Landfill

1.1 Landfill needs to be scientifically prepared without a"ecting groundwater and environment.

1.2 Certain types of non-bio-degradable wastes that cannot be recycled are to be sent to sanitary landfills. The main consideration while planning for a sanitary landfill is prevention of negative impacts on human health and environment.

1.3 A low-lying site away from human settlement is to be selected, a gravel bed is made so as to prevent leaching to and contamination of the surrounding soil.

1.4 After every filling or at periodical intervals, a sand cap or clay cap should be placed over the deposited material to prevents gases such as methane / carbon dioxide from causing air pollution.

OR

2. Hazardous chemical waste should be collected periodically and the institute should assign the disposal of this waste to a vendor who specializes in proper disposal of hazardous waste materials.

ANNEXURE 5
E-WASTE TREATMENT

1. Prepare Material Recovery Facility (MRF)

Each Institution to have one Material Recovery Facility (MRF) where noncompostable office waste can be temporarily stored in order to facilitate segregation.
Sorting and recovery of recyclables from various components of waste by authorized informal sector of waste pickers, recyclers or any other work force should be engaged by the Institution for the purpose before the waste is delivered or taken up for its processing or disposal.

OR

2. Extended Producer Responsibility (EPR)

One way is as mooted by the E-Waste Management Rules – 2016 i.e. Extended Producer Responsibility (EPR). Under EPR, manufacturers of computers and other electronic items should take back end of life products.
If some producers / manufacturers want to appoint a 'Producer Responsibility Organization' which on behalf of manufacturers, collect, dismantle and recycle end-of-life products that can be opted. Institution shall use such facility for the disposal of e-waste.

OR

3. The e-waste generated should be collected periodically by the institute and should assign the disposal of this waste to a vendor who has specialization in proper disposal of hazardous waste materials.

ANNEXURE 6
ENERGY AND WATER EFFICIENCY

1. Building Occupant Behaviour

- Turn o" office and laboratory equipment, lights, window air conditioners and/or any other energy consuming equipment when not in use;
- Shut fume hood sashes to appropriate safety levels when not in use;
- Turn o" lights and equipment in common areas at the end of the workday and over the weekend;
- Turn o" personal computers and equipment at the end of the workday and over the weekend;
- Utilize devices that power down automatically when not in use;
- Close windows and doors of conditioned spaces when the building is heating or cooling;
- Use task lighting and day lighting for office work rather than overhead lighting whenever possible; and
- The use of personal electric heaters in buildings or offices is prohibited unless authorized by Facilities Operations.

2. Lighting

- Minimize interior and exterior decorative lighting;
- Utilize in-board and out-board switching for lighting fixtures;
- Project design must maximize use of day lighting and day lighting controls; and
- Disconnect all beverage vending machine lamps and specify use of energy saving vending miser devices.

3. Water Efficiency

- Utilize water capturing and/or reuse systems, such as storm water collection and HVAC condensate recovery, for non-potable uses;
- Use low water use flush valves and flow restrictors on faucets and showers in shower facilities, labs, and restrooms;
- Do not use single-pass cooling water for mechanical equipment in new construction or remodels;
- Eliminate existing equipment that uses single-pass cooling water systems; and
- Report water leaks, dripping faucets and fixtures that do not shut o" to the Facilities Customer Service Center.

4. Renewable Energy

- Campus should support the development and installation of renewable energy sources on campus.

5. Housekeeping Practices

- Use eco-friendly chemical products that meet or exceed standards set forth by statutory bodies;
- Use products that contain no carcinogens, reproductive toxins, heavy metals or phosphates; have low VOC content; are readily biodegradable and nontoxic to humans and aquatic life;
- Use chemical dispensing stations that pre-measure chemicals and mix with water intended for equipment to protect worker safety and reduce water use;
- Use cleaning equipment that reduces noise levels, improves overall indoor air quality, and improves worker safety;
- Supplies will be selected to minimize waste at the source, promote use of recycled material, and to allow the materials to be recycled following use;
- Supplies will be selected to reduce the use of potable water; and
- Provide on-the-job training for housekeeping sta" to ensure continuous delivery of a clean and healthy environment for building occupants.

6. The procurement of the following is discouraged to the maximum extent feasible and within limitation of existing laws and regulations:
    - Asbestos-containing materials
    - Mercury-containing materials
    - Chlorofluorocarbons (CFCs)
    - Hazardous substances requiring special handling and disposal
    - Polystyrene products and packaging

7. Actively promote the reuse of surplus property available at the Surplus Property Office as an alternative to procurement of new products.

8. Transportation

- Sustainability measures should include ensuring safety and accessibility for all pedestrians, bicyclists, transit riders, parking customers and visitors who use the system; and
- For students and employees, the campus should promote transit and other transportation alternatives to reduce single occupancy vehicle trips to and from and around campus.

ANNEXURE 7
AWARENESS GENERATION AND STAKEHOLDER INVOLVEMENT

Depending on the type of stakeholders, appropriate strategy and awareness creation shall be implemented. The broad steps will be as follows:

1. **Preparation and display of awareness material, and continuous awareness generation activities for each stakeholder group;**

2. **Launching awareness generation activities including road shows, skits, posters, pamphlets, group meetings, and assembly announcements, etc.;**

3. **Display adequate sign boards at appropriate locations across the Institution to prompt action and thereby lead to continuous involvement of all the stakeholders for the plan to be successful;**

4. **Continuing activities at regular intervals to drive the focus and keep up the momentum; and**

5. **All members in the campus must be encouraged to participate in competitions such as gardening and beautification of lanes. This will encourage residents to develop kitchen gardens and use waste water for the same thereby creating a clean and green campus.**

STANDARD OPERATING PROCEDURES FOR KITCHEN IN CANTEEN

STANDARD OPERATING PROCEDURES FOR KITCHEN

1. Personal Hygiene SOP (For Details See Annex. I)
2. Washing Hands SOP (For Details See Annex. II)
3. Cleaning & Sanitizing Food Contact Surfaces SOP (See Annex. III)
4. Receiving Deliveries SOP (For Details See Annex. IV)
5. Using and Calibrating Thermometers SOP (For Details See Annex. V)
6. Cooking Potentially Hazardous Foods SOP (For Details See Annex. VI)
7. Cooling Potentially Hazardous Foods SOP (For Details See Annex. VII)
8. Kitchen Employee Training Policy (For Details See Annex.VIII)
9. Handling a Food Recall SOP (For Details See Annex.IX)
10. Preventing Cross-Contamination during Storage and Preparation SOP (For Details See Annex. X)
11. Using Suitable Utensils When Handling Ready-to-Eat Foods SOP (For Details See Annex. XI)
12. Washing Fruits and Vegetables SOP (For Details See Annex. XII)
13. Illness, Hazards and Pest Control SOP (For Details See Annex. XIII)
14. Serving Food SOP (For Details See Annex. XIV)

ANNEX-I
1. Personal Hygiene SOP

PURPOSE: **To prevent contamination of food by foodservice employees.**

SCOPE: **This procedure applies to foodservice employees and volunteers who handle and prepare food for the Canteen/Mess.**

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Follow the Employee Health Policy. Employee health policy is not included in this resource;**
3. **Report to work in good health while also being clean and dressed in clean attire;**
4. **Change soiled apron;**
5. **Wash hands properly, frequently, and at the appropriate times;**
6. **Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough;**
7. **Avoid wearing artificial fingernails and fingernail polish;**
8. **Wear single-use gloves if artificial fingernails or fingernail polish are worn;**
9. **Do not wear any jewellery except for a plain ring such as a wedding band;**
10. **Treat and bandage wounds and sores immediately. When hands are bandaged, wear single-use gloves;**
11. **Cover all lesions with a bandage. If the lesion is on a hand or wrist, wrap with an impermeable cover such as a finger cot or stall and a single use glove;**
12. **Eat, drink, use tobacco, or chew gum only in designated break areas where food or food contact surfaces may not become contaminated;**
13. **Taste food in the correct way:**
    - **Place a small amount of food into a separate container;**
    - **Step away from exposed food and food contact surfaces;**
    - **Use a teaspoon to taste the food. Remove the used teaspoon and container to the dish room. Never reuse a spoon that has already been used for tasting; and**
    - **Wash hands immediately;**
14. **Wear suitable and e"ective hair restraints while in the kitchen.**

MONITORING

1. A designated foodservice employee will inspect employees when they report to work to ensure that each employee is following this SOP; and
2. The designated foodservice employee will verify that all foodservice employees are adhering to the personal hygiene policy during all hours of operation.

CORRECTIVE ACTION

1. Retrain any foodservice employee found not following the procedures in this SOP; and
2. Discard a"ected food.

VERIFICATION AND RECORD KEEPING

Processing Coordinator will:

- Verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation; and
- Record any discarded food on the Damaged or Discarded Product Log. Records of the Food Safety Checklist and Damaged or Discarded Product Logs are to be maintained on file for a minimum period of 1 year.

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-II
2. Washing Hands SOP

PURPOSE: **To prevent food borne illness through contaminated hands.**

SCOPE: **This procedure applies to anyone who handles and prepares food for the Canteen/ Mess.**

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Follow the State and Local health department requirements;**
3. **Post hand washing signs or posters in a language understood by all foodservice sta" near all hand washing sinks, in food preparation areas, and restrooms;**
4. **Use designated hand washing sinks for hand washing only. Do not use food preparation, utility, and dishwashing sinks for hand washing;**
5. **Provide warm running water, soap, and a means to dry hands. Provide a waste container at each hand washing sink or near the door in restrooms;**
6. **Keep hand washing sinks accessible at all times near employees' work area;**
7. **Wash hands:**

- **Before starting work;**
- **During food preparation;**
- **When moving from one food preparation area to another;**
- **Before putting on or changing gloves;**
- **After using the toilet;**
- **After sneezing, coughing, or using a handkerchief or tissue;**
- **After touching hair, face, or body;**
- **After smoking, eating, drinking, or chewing gum or tobacco;**
- **After handling raw meats, poultry, or fish;**
- **After any cleaning activity such as sweeping, mopping, or wiping counters;**
- **After handling trash;**
- **After handling money; and**
- **After any actions that contaminates hands;**

8. Follow proper hand washing procedures as indicated below:

- Wet hands and forearms with warm, running water that is at least at 38 degree Celsius or 100 degrees Fahrenheit and apply soap;
- Scrub lathered hands and forearms, under fingernails, and between fingers for at least 10-15 seconds;
- Dry hands and forearms thoroughly with single-use paper towels; and
- Use paper towel to open door when exiting the restroom.

MONITORING

1. A designated employee will visually observe the hand washing practices of the foodservice sta" during all hours of operation; and

2. The designated employee will visually observe that hand washing sinks are properly supplied during all hours of operation.

CORRECTIVE ACTION

1. Retrain any foodservice employee found not following the procedures in this SOP;
2. Ask employees that are observed as not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately; and
3. Retrain employee to ensure proper hand washing procedure.

VERIFICATION AND RECORD KEEPING

Processing Coordinator will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified. Record of the Food Safety Checklist is to be kept on file for a minimum period of 1 year.

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-III

3. Cleaning and Sanitizing Food Contact Surfaces SOP

PURPOSE: To prevent food borne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.

SCOPE: This procedure applies to foodservice employees and volunteers who are working for the Canteen/ Mess.

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces. Refer to Storing and Using Poisonous or Toxic Chemicals SOP;**
3. **Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, cArts, and equipment:**

• Before each use;

• Between uses when preparing di"erent types of raw animal foods such as eggs, fish, meat, and poultry;

• Between uses when preparing or handling known allergens such as tree nuts, peanuts, gluten products, dairy, and soy ingredients; and

• Any time contamination occurs or is suspected.

4. **Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, cArts, and equipment using the following procedure:**

    • Wash surface with detergent solution;

    • Rinse surface with clean water;

    • Sanitize surface using a sanitizing solution mixed at a concentration specified on the manufacturer's label. Use premixed solution, and test with approved test strips at the start of each shift; and

    • Place wet items in a manner that allows for air drying.

5. When using the 3-compartment sink, setup and use the sink in the following manner:

- In the first compartment, wash with a clean detergent solution at or above 110 degrees Fahrenheit or 43 degree Celsius;
- In the second compartment, rinse with clean water; and
- In the third compartment, sanitize with a sanitizing solution mixed at a concentration specified on the manufacturer's label for 30 seconds. Use approved test strips to test the chemical sanitizer solution.

6. When using the dish machine:

- Refer the information on the data plate for determining wash, rinse, and sanitization rinse temperatures; sanitizing solution concentrations; and water pressure if applicable;
- Follow manufacturer's instructions for use; and
- Ensure that food contact surfaces reach a surface temperature of or above 160 degrees Fahrenheit or 71 degree Celsius.

MONITORING

Foodservice employees will:

1. During all hours of operation, visually and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean;

2. In a 3-compartment sink, on a daily basis:

- Visually monitor that the water in each compartment is clean;
- Note the water temperature in the first compartment of the sink by using a calibrated thermometer. Refer to Using and Calibrating Thermometers SOP; and
- Test the sanitizer concentration by using the approved test strips.

3. In the dish machine, on a daily basis:

- Visually monitor that the water and the interior pArts of the machine are clean and free of debris; and
- Continually monitor the temperature and pressure gauges to ensure that the machine is operating according to the data plate.

CORRECTIVE ACTION

1. Retrain any food service employee found not following the procedures in this SOP; and
2. Wash, rinse, and sanitize dirty food contact surfaces. Sanitize food contact surfaces that are not properly sanitized. Discard food that comes in contact with food contact surfaces that are not sanitized properly.
3. In a 3-compartment sink:

- Drain and refill compartments periodically and as needed to keep the water clean;
- Adjust the water temperature by adding hot water until the desired temperature is reached; and
- Add more sanitizer or water, as appropriate, until the proper concentration is achieved.

4. In a dish machine:

- Drain and refill the machine periodically and as needed to keep the water clean;
- Contact the FEED kitchen manager to have the machine repaired if the machine is not attaining the proper wash temperature indicated on the data plate;
- Retest by running the machine 2 more times. If the appropriate temperature is still not achieved, contact the FEED Kitchen manager. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired; and
- Check the levels of detergent and sanitizer for the dish machine, ensuring sufficient levels. Fill if needed, or contact the kitchen manager to refill the required chemical.

VERIFICATION AND RECORD KEEPING

Foodservice employees will record monitoring activities and any corrective action taken in the Food Contact Surfaces Cleaning and Sanitizing Log.

Processing Coordinator will:

- Verify that foodservice employees have noted the required temperatures and tested the sanitizer concentration by visually monitoring foodservice employees during the shift and by reviewing, initialling, and dating the Food Contact Surfaces Cleaning and Sanitizing Log. The log will be kept on file for at least 1 year.
- Complete the Food Safety Checklist daily. Records on the Food Safety Checklist are to be maintained for a minimum period of 1 year.

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-IV
4. Receiving Deliveries SOP

PURPOSE: To ensure that all food is fresh and safe when it enters the foodservice operation and to transfer food to proper storage as quickly as possible.

SCOPE: This procedure applies to foodservice employees who handle and prepare food for the Canteen/Mess.

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Schedule deliveries to arrive at designated times during work hours;**
3. **Post the delivery schedule, including the names of vendors, and days and times of deliveries;**
4. **Establish a rejection policy to ensure accurate, timely, consistent, and e"ective refusal and return of rejected goods;**
5. **Organize freezer and refrigeration space, loading docks, and store rooms before deliveries;**
6. **Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, clean loading cArts before deliveries. Refer to the Using and Calibrating Thermometers SOP;**
7. **Keep receiving area clean and well lighted;**
8. **Do not touch ready-to-eat foods with bare hands;**
9. **Label foods with the arrival date;**
10. **Compare delivery invoice against products ordered and products delivered; and**
11. **Transfer foods to their appropriate locations as quickly as possible.**

MONITORING

1. Inspect the delivery truck when it arrives to ensure that it is clean, free of putrid odours, and organized to prevent cross-contamination. Be sure refrigerated foods are delivered on a refrigerated truck;
2. Check the interior temperature of refrigerated trucks;
3. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is di"erent from what is indicated on the delivery schedule, contact the vendor immediately;
4. Check frozen foods to ensure that they are all frozen solid and show no signs of thawing and refreezing, such as the presence of large ice crystals or liquids on the bottom of cartons;
5. Check the temperature of refrigerated foods:

- The temperature of milk should be 45 degrees Fahrenheit or below;
- For packaged products, insert a food thermometer between two packages taking care not to puncture the wrapper. If temperature exceeds 41 degrees Fahrenheit, it may be necessary to record the internal temperature before accepting the product; and
- For eggs, the interior temperature of the truck should be 45 degrees F or below.

6. Check dates of milk, eggs, and other perishable foods to ensure safety and quality;
7. Check the integrity of food packaging; and
8. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

CORRECTIVE ACTION

1. Retrain any foodservice employee found not following the procedures in this SOP;
2. Reject the following:

- Frozen foods with signs of previous thawing
- Cans that have signs of deterioration, i.e. swollen sides or ends, flawed seals or seams, dents, or rust;
- Punctured packages;
- Foods with out-dated expiration dates; and
- Foods that are out of safe temperature zone or deemed unacceptable by established rejection policy.

VERIFICATION AND RECORD KEEPING

Processing Coordinator will:

- **Record the temperature and the corrective action on the delivery invoice or on the Receiving Log; and**
- **Verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Receiving Log at the close of each day. Receiving Logs are kept on file for a minimum of 1 year.**

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX- V
5. Using and Calibrating Thermometers SOP

PURPOSE: To prevent food borne illness by ensuring that the appropriate type of thermometer is used to measure internal product temperatures and that the thermometers used are correctly calibrated for accuracy.

SCOPE: This procedure applies to foodservice employees who prepare, cook, and cool food for the Canteen/Mess.

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Follow the food thermometer manufacturer's instructions for use. Use a food thermometer that measures temperatures from 0 degrees F (-18 degrees C) to 220 degrees F (104 degrees C) and is appropriate for the temperature being recorded.**

For example:

- **Bimetallic, dial-faced stem thermometer is accurate only when measuring temperatures of thick food. They may not be used to measure temperatures of thin foods, such as slices of pizza. A dimple mark located on the stem of the thermometer indicates the maximum food thickness that can be accurately measured; and**
- **Use only oven-safe, bimetallic thermometers when measuring temperatures of food while cooking in an oven.**

3. **Have food thermometers easily-accessible to foodservice employees during all hours of operation;**
4. **Clean and sanitize food thermometers before each use. Refer to the Cleaning and Sanitizing Food Contact Surfaces SOP for the proper procedure to follow; and**
5. **Store food thermometers in an area that is clean and where they are not subject to contamination.**

MONITORING

1. **Foodservice employees will use either the ice-point method or boiling-point method to verify the accuracy of food thermometers. This is known as calibration of the thermometer;**

2. **To use the ice-point method:**

- **Insert the thermometer probe into a cup of crushed ice;**
- **Add enough cold water to remove any air pockets that might remain;**
- **Allow the temperature reading to stabilize before reading temperature; and**
- **Temperature measurement should be 32 degrees F with a 2 degree variable (or 0 degrees C with a 1 degree variable). If not, adjust accordingly to manufacturer's instructions.**

3. **To use boiling-point method:**

- **Immerse at least the first two inches of the probe into boiling water;**
- **Allow the temperature reading to stabilize before reading temperature; and**
- **Reading should be 212 degrees F with a 2 degree variable (or 100 degrees C with a 1 degree variable). This reading may vary at higher altitudes. If adjustment is required, follow the manufacturer's instructions.**

4. **Foodservice employees will check the accuracy of the food thermometers:**

- **At regular intervals (at the start of their shift);**
- **If dropped;**
- **If used to measure extreme temperatures, such as in an oven; and**
- **Whenever accuracy is in question**

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP;**
2. **For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench;**
3. **For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to manufacturer's instructions;**
4. **If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated; and**
5. **Retrain employees who are using or calibrating food thermometers improperly.**

VERIFICATION AND RECORD KEEPING

Foodservice employees will record the calibration temperature and any corrective action taken, if applicable, on the Thermometer Calibration Log each time a thermometer is calibrated. Processing Coordinator will:

- **Verify that foodservice employees are using the calibrated thermometers properly by making visual observations of the employees during the calibration process and all operating hours;**
- **Review and initial the Calibration Log daily. The Calibration Log will be kept on file a minimum of 1 year; and**
- **Complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.**

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-VI

6. Cooking Potentially Hazardous Foods SOP

PURPOSE: To prevent food borne illness by ensuring that all foods are cooked to the appropriate internal temperature.

SCOPE: This procedure applies to foodservice employees and volunteers who prepare food for the Canteen/Mess.

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP;**
2. **If a recipe contains a combination of ingredients, cook the product to the highest required temperature; and**
3. **Fresh, frozen, or canned fruits and vegetable products that are cooked must be heated to 165 degrees F and maintained at this temperature for 15 seconds, before being chilled. Refer Cooling Potentially Hazardous Foods SOP.**

MONITORING

1. **Use a clean, sanitized, and calibrated probe thermometer; and**
2. **Record at least two internal temperatures from each batch of food by inserting the thermometer into the thickest part of the product, which usually is at the centre.**

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP; and**
2. **Continue cooking food until the internal temperature reaches the required temperature.**

VERIFICATION AND RECORD KEEPING

Foodservice employees will record product name, time, the two temperatures/times, and any corrective action taken on the Cooking and Reheating Temperature Log. Processing Coordinator will verify that foodservice employees have recorded the required cooking temperatures by visually monitoring foodservice employees and by preparing procedures during the shift and reviewing, initialling, and dating the temperature log at the close of each day.

Cooking and Reheating Temperature Log is to be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: **BY:** .

DATE REVIEWED: **BY:** .

DATE REVISED: **BY:** .

ANNEX-VII

7. Cooling Potentially Hazardous Foods SOP

PURPOSE: To prevent food borne illness by ensuring that all potentially hazardous foods are cooled properly.

SCOPE: This procedure applies to foodservice employees and volunteers working for the Canteen/Mess.

INSTRUCTIONS

1. Train foodservice employees on using the procedures in this SOP. Refer to Using and Calibrating Thermometers SOP;
2. Modify recipes, production schedules, and sta" work hours to allow for implementation of proper cooling procedures;
3. Prepare and cool food in batch sizes indicated in approved recipes;
4. Chill food rapidly using an appropriate cooling method:

- Place food in shallow containers, no more than 4 inches deep and uncovered on the top shelf in the back of walk-in or reach-in cooler;
- Use a quick-chill unit such as a blast chiller;
- Stir the food in a container placed in an ice water bath;
- Use ice wands;
- Add ice as an ingredient;
- Separate food into smaller or thinner portions; and
- Pre-chill ingredients and containers used for making bulk items, served cold.

5. Chill the cooked, hot food from:

- 135 degrees F to 70 degrees F within 2 hours. Take corrective action immediately if food in not chilled from 135 degrees F to 70 degrees F within 2 hours; and
- 70 degrees F to 41 degrees F or below in remaining time. The total cooling process from 135 degrees F to 41 degrees F may not exceed 6 hours. Take corrective action immediately if food is not chilled from 135 degrees F to 41 degrees F within the 6 hour cooling process.

6. Chill the prepared, ready-to-eat foods such as cut melons from 70 degrees F to 41 F or below within 4 hours. Take corrective action immediately if ready-to-eat food is not chilled from 70 degrees F to 41 degrees F within 4 hours.

MONITORING

1. Use a clean, sanitized, and calibrated probe thermometer to measure the internal temperature of the food during the cooling process; and

2. Monitor temperatures of products every hour throughout the cooling process by inserting a probe thermometer into the centre of the food and at various locations in the product.

CORRECTIVE ACTION

1. Retrain any foodservice employee found not following the procedures in this SOP;

2. Reheat cooked hot food to 165 degrees F for 15 seconds and start the cooling process again using a di"erent cooling method when the food is:

- Above 70 degrees F and 2 hours or less into the cooling process; and
- Above 41 degrees F and 6 hours or less into the cooling process.

3. Discard the cooked, hot food immediately if the food is:

- Above 70 degrees F and more than 2 hours into the cooling process; or
- Above 41 degrees F and less than 4 hours into the cooling process.

4. Discard the prepared ready-to-eat foods when the food is above 41 degrees F for more than 4 hours into the cooling process.

VERIFICATION AND RECORD KEEPING

Foodservice employees will record:

- Temperatures and corrective actions taken on the Cooling Temperature Log; and
- If there are no foods cooled on any working day by indicating “No Foods Cooled” on the Cooling Temperature Log.

Processing Coordinator will verify that foodservice employees are cooling food properly by visually monitoring foodservice employees during the shift, and by reviewing, initialling, and dating, the temperature log each working day.

Cooling Temperature Logs are to be kept on file of a minimum of 1 year.

DATE IMPLEMENTED:	**BY:**	.
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DATE REVISED:	**BY:**	.

ANNEX- VIII

8. Kitchen Employee Training Policy

PURPOSE: To prevent food borne illness by training employees on proper food handling techniques, cleaning and sanitizing, proper equipment function, and storage.

SCOPE: This procedure applies to all foodservice employees who work in any kitchens.

GLOSSARY

1. **Ready-To-Eat Foods: food products that are prepared in advance, and can be eaten as sold. Ex: eggrolls, carrot sticks.**
2. **Cross-Contamination: the process by which bacteria or other microorganisms are unintentionally transferred from one substance to another, with harmful e"ect. This is also used when referencing common potential allergens, such as: tree nuts, peanuts, gluten products, dairy products, and soy.**
3. **Food-borne Illness: any illness resulting from the consumption of contaminated food; and pathogenic bacteria, viruses, or parasites that contaminate food, including chemicals and natural toxins such as poisonous mushrooms.**
4. **Food Contact Surface: any equipment or utensil that normally comes in contact with food or that may drain, drip, or splash on food or on surfaces normally in contact with food. Ex: cutting boards, countertops, oven door handles.**
5. **Clean: free from dirt, marks, stains, food debris, or grease.**
6. **Sanitize: to make pathogen free, such as by cleaning and disinfecting with an approved sanitizer or hot water that exceeds 1600 F. Eg. treating with chlorine, quaternary ammonia, or iodine.**
7. **Calibration of Thermometer: the process of verifying the accuracy of a thermometer, using the ice-point method or the boiling-point method.**
8. **Temperature Danger Zone: the temperature range in which food borne bacteria can grow. This zone is the 41 0F to 135 0F range.**
9. **Material Safety Data Sheets: Formal manufacturer's information about toxic chemicals used in the kitchen.**
10. **Standard Operating Procedures: Organization's policy for food safety procedures. (SOP)**

INSTRUCTIONS

1. Every foodservice employee will be required to obtain a Medical Fitness Certificate before employment;

2. Before any employee at processing food in the kitchen, he/she must:

- Review all SOPs, demonstrate understanding of all SOPs by completing a quiz, and initial and date the Employee SOP Review Sheet as training is completed;
- Complete the Employee Health Policy Form; and
- Read, initial, and date the Shared-Use Kitchen Agreement.

3. All foodservice employees will be trained on how to operate and clean th kitchen equipment:

- A physical demonstration will be provided by the Processing Coordinator of each piece of equipment prior to employee use;
- Employees will be required to demonstrate their understanding of how each piece of equipment is operated and maintained;
- Online manufacturer's instructional videos are also available as resources to each employee; and
- Employees must initial and date the Equipment Training Log.

4. Employees must demonstrate knowledge of how to:

- Calibrate thermometers;
- Avoid cross contamination during food preparation and storage;
- Properly cool foods and document this process;
- Properly reheat foods and document this process;
- Properly wash their hands in designated hand sinks, and to determine the appropriate time to wash hands;
- Properly clean and sanitize all food contact surfaces;
- Prevent food from staying in the temperature danger zone any longer then necessary or longer than 4 hours;
- Maintain proper hygiene and kitchen attire;
- Properly label all foods;
- Properly receive deliveries and store foodstu"s;
- Properly handle ready-to-eat foods;
- Properly wash fruits and vegetables; and
- Proper use and storage of chemicals.

5. Employees will be provided detailed, standardized recipes, approved by the Processing Coordinator, which they will follow accurately; and

6. **Each employee will be supervised by the Processing Assistant, with physical demonstration until they:**

- **Have complete understanding of the project specifications;**
- **Can execute the recipe without error;**
- **Can complete the recipe in it's entirety, including final packaging;**
- **Can properly record cooking times, cooling times, production/batch information;**
- **Can store finished product according to protocol; and**
- **Can clean and sanitize food contact surfaces according to protocol without correction.**

MONITORING

During hours of operation, the Processing Coordinator will:

1. **Visually and physically inspect food products that all employees make;**
2. **Confirm cooking and cooling temperatures;**
3. **Visually and physically inspect that employees are cleaning and sanitizing all food contact surfaces;**
4. **Visually inspect employees for proper hygiene and hand washing;**
5. **Visually inspect that all employees date mark foods according to protocol;**
6. **Visually inspect that all employees handle ready-to-eat foods with appropriate utensils or single-use gloves;**
7. **Visually and physically inspect that all deliveries are put away in a clean and orderly fashion, preventing cross contamination;**
8. **Visually and physically inspect that all utilized thermometers are calibrated properly;**
9. **Visually and physically inspect that all fruits and vegetables are washed and stored properly; and**
10. **Visually and physically confirm that all toxic chemicals are stored and utilized properly, and that the sanitizer is at appropriate concentrations.**

CORRECTIVE ACTION

If at any time a foodservice employee is witnessed doing something that contradicts the SOPs, or requires corrective action:

1. **The foodservice employee will be notified of the violation;**
2. **The foodservice employee will be retrained immediately, and provided with physical demonstration and review of policy by the Processing Coordinator; and**
3. **If the foodservice employee understands regulation and proper protocol, but continues to have problems with violation; disciplinary action may need to be considered.**

VERIFICATION AND RECORD KEEPING

Foodservice employee will initial and date the training logs.
Processing Coordinator will:

- **Record all employee training activities; and**
- **Verify that the foodservice employees are fully competent with policy and procedure, including SOPs, and are actively complying with the same**

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-IX

9. Handling a Food Recall SOP

PURPOSE: **To prevent food borne illness in the event of a product recall.**

SCOPE: **This procedure applies to foodservice employees who prepare food for the Canteen/ Mess.**

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Review the food recall notice and specific instructions that have been identified in the notice;**
3. **Communicate the food recall notice to feeding sites;**
4. **Hold the recalled product using the following steps:**

- **Physically segregate the product, including any open containers, leftover product, and food items in current production that contain the recalled product; and**
- **If an item is suspected to contain the recalled product, but label information is not available, follow the procedure for disposal.**

5. **Mark recalled product "Do Not Use" and "Do Not Discard." Inform the entire Sta" not to use the product;**
6. **Do not destroy any recalled product until FDA provides written permission for the same;**
7. **Identify and record whether any of the product was distributed, locate product on feeding site, and verify that the food items bear the product identification codes and production dates listed in the recall notice;**
8. **Obtain accurate inventory counts of the recalled products from every feeding site, including the amount in inventory and amount used; and**
9. **Account for all recalled products by verifying inventory counts against records of food received at the feeding site.**

MONITORING

Foodservice employees and processing coordinator will visually observe that institution sites have segregated and secured all recalled products.

CORRECTIVE ACTION

1. **Retrain any food service employee found not following the procedures in this SOP;**
2. **Determine if the recalled product is to be returned and to whom, or destroyed and by whom;**
3. **Notify feeding site sta" of procedures, dates, and other specific directions to be followed for the collection or destruction of the recalled product;**
4. **Consolidate the recall product as quickly as possible, but no later than 30 days after the recall notification;**
5. **Conform to the recall notice using the following steps:**

- **Report quantity and site where product is located to manufacturer, distributor, or State agency for collection; and**
- **Complete and maintain all required documentation related to the recall including:**
    1. **Recall notice**
    2. **Records of how food product was returned or destroyed**
    3. **Reimbursable costs**
    4. **Public notice and media communications**
    5. **Correspondence to and from the public health department.**

VERIFICATION AND RECORD KEEPING

Foodservice employees will record the name of the contaminated food, date, time, and the reason why the food was discarded on the Damaged or Discarded Product Log.

Processing Coordinator will verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged or Discarded Product Log each day. Damaged or Discarded Product Logs will be maintained for a minimum period of 1 year.

DATE IMPLEMENTED: **BY:**

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ANNEX- X

10. Preventing Cross-Contamination During Storage and Preparation SOP

PURPOSE: To reduce food borne illness by preventing unintentional contamination of food.

SCOPE: This procedure applies to anyone who is responsible for receiving, storing, and preparing food for the Canteen/Mess.

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Wash hands properly. Refer to the Washing Hands SOP;**
3. **Avoid touching ready-to-eat food with bare hands. Refer to Using Suitable Utensils When Handling Ready- To-Eat Foods SOP;**
4. **Separate raw animal foods, such as eggs, fish, meat, and poultry from ready-to-eat foods, such as lettuce and cut melons during receiving, storage, and preparation;**
5. **Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods;**
6. **Use only dry, cleaned, and sanitized equipment and utensils. Refer to Cleaning and Sanitizing Food Contact Surfaces SOP for proper cleaning and sanitizing procedure;**
7. **Touch only those surfaces of equipment and utensils that will not come in direct contact with food;**
8. **Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator;**
9. **Designate an upper shelf of a refrigerator or walk-in cooler as the "cooling" shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling;**
10. **Clean the exterior of food containers, such as cans and jars, of visible soil before opening; and**
11. **Store damaged goods in a separate location. Refer to Segregating Damaged Goods SOP.**

MONITORING

A designated foodservice employee will continually monitor food storage and preparation to ensure that food is not cross-contaminated.

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP;**
2. **Separate foods found improperly stored; and**
3. **Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat, or raw poultry.**

VERIFICATION AND RECORD KEEPING

Foodservice employees will document any discarded food on the Damaged and Discarded Product Log.
Processing Coordinator will:

- **Visually observe that employees are following these procedures and taking all necessary corrective actions during all hours of operation;**
- **Periodically check the storage of foods during hours of operation and complete the Food Safety Checklist daily. The Food Safety Checklist will be kept on file for a minimum of 1 year; and**
- **Verify that appropriate corrective actions are being taken by reviewing, initialing, and dating the Damaged and Discarded Product Log each day. The Damaged and Discarded Product Log is to be kept on file for a minimum of 1 year.**

DATE IMPLEMENTED: **BY:**

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DATE REVISED: **BY:**

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ANNEX-XI

11. Using Suitable Utensils When Handling Ready-to-Eat Foods SOP

PURPOSE: **To prevent food borne illness due to hand-to-food cross-contamination.**

SCOPE: **This procedure applies to foodservice employees and volunteers who prepare and handle food for the Canteen/ Mess.**

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Use proper hand-washing procedures to wash hands and exposed arms prior to preparing or handling food or at anytime when the hands may have become contaminated;**
3. **Do not use bare hands to handle ready-to-eat food at any time unless when washing fruits or vegetables;**
4. **Use suitable utensil when working with ready-to-eat food. Suitable utensils may include:**
    - **Single-use gloves**
    - **Deli tissue**
    - **Foil wrap**
    - **Tongs, spoons, and spatulas.**
5. **Wash hands and change gloves:**
    - **Before beginning food preparation;**
    - **Before beginning a new task;**
    - **After touching equipment such as refrigerator doors or utensils that are not clean and sanitized;**
    - **After contacting chemicals;**
    - **When interruptions in food preparation occur, such as when answering the telephone or checking in a delivery;**
    - **When handling money;**
    - **Anytime a glove is torn, damaged, or soiled; and**
    - **Anytime contamination of a glove might have occurred.**

MONITORING

A designated foodservice employee will visually observe that gloves or suitable utensils are used and changed at the appropriate times during all hours of operation.

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP; and**
2. **Discard ready-to-eat food touched with bare hands.**

VERIFICATION AND RECORD KEEPING

Designated foodservice employee responsible for monitoring will record any discarded food on the Damaged and Discarded Product Log.
Processing Coordinator will:

- **Verify that foodservice workers are using suitable utensils by visually monitoring foodservice employees during all hours of operation; and**
- **Complete the Food Safety Checklist daily.**

Food Safety Checklist and Damaged and Discarded Food Log are kept on file for a minimum period of 1 year.

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED **BY:**

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ANNEX-XII

12. Washing Fruits and Vegetables SOP

PURPOSE: **To prevent or reduce risk of food borne illness or injury through contaminated fruits and vegetables.**

SCOPE: **This procedure applies to foodservice employees and volunteers who prepare food for the Canteen/ Mess.**

INSTRUCTIONS

1. **Train foodservice employees on using the procedures in this SOP;**
2. **Wash hands using the proper procedure;**
3. **Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with produce, such as cutting boards, knives, and sinks;**
4. **Follow manufacturer's instructions for proper use of chemicals;**
5. **Wash all raw fruits and vegetables thoroughly before combining them with other ingredients, including:**
    - **Unpeeled fresh fruit and vegetables that are served whole or cut into pieces; and**
    - **Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.**
6. **Wash fresh produce vigorously under cold running water. It is not necessary to wash packaged and/or ready-to-eat fruits and vegetables labelled as being previously washed;**
7. **Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose;**
8. **Remove any damaged or bruised areas;**
9. **Label, date, and refrigerate fresh-cut items; and**
10. **Serve all cut produce within 7 days if held at 41 degrees F or below. Refer to the Date Marking Ready-to- Eat, Potentially Hazardous Food SOP.**

MONITORING

1. **Processing Coordinator will visually monitor that fruits and vegetables are being properly washed, labeled, and dated during all hours of operation; and**

2. **Foodservice employees will check daily the quality of fruits and vegetables in cold storage.**

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP;**
2. **Remove any unwashed fruits and vegetables, and wash immediately before being packaged for serving;**
3. **Label and date fresh cut fruits and vegetables; and**
4. **Discard cut produce after 7 days.**

VERIFICATION AND RECORD KEEPING

Processing Coordinator will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP.

Food Safety Checklist is to be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX – XIII

13. Illness, Hazards and Pest Control SOP

PURPOSE: To have all canteen/ mess employees respond promptly to a complaint of a food-borne illness, foreign object in food, and incidence of pests in the canteen / mess premises; and treat the complainant with consideration.

SCOPE: This SOP applies to all employees and volunteers working in the canteen / mess.

A. FOOD-BORNE ILLNESS

INSTRUCTIONS

When a complaint is received related to a food borne illness, employees will:

- **Demonstrate concern for the individual who files the complaint and let that person know that the complaint will be referred to the manager;**
- **Contact the manager if she/he is on site; and**
- **If the manager is not on site, record the information about the complaint using the Food-borne Illness Incident Report.**

Manager will:

- **Talk with the individual making the complaint and obtain basic information required to complete the Food-borne Illness Incident Report;**
- **Try to resolve the complaint in house;**
- **Remove all food from service. Store suspected food item in refrigerator in separated, dated container labelled "DO NOT EAT"; and**
- **If a food borne illness outbreak is suspected, call the local Health Department to report the possibility of an outbreak and obtain assistance with the food borne illness investigation.**

DOCUMENTS

- **Symptoms;**
- **Names and phone numbers and address of students and employees a"ected;**
- **Physician's names and phone number; and**
- **Work with the media should they become involved.**

B. FOREIGN OBJECT IN FOOD

INSTRUCTIONS

All canteen/mess personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.

- **Apologize for the inconvenience of finding a foreign object in the food;**
- **Determine if the foreign object did any harm to the individual, such as broke a tooth, cut, etc.;**
- **Take the customer to the manager if there was physical harm to the customer;**
- **Save the object and the box/bag from which it came, if known;**
- **Record the manufacturer, codes, and dates listed on the box; and**
- **Report the incident to the manager, so appropriate follow-up can be conducted.**

Manager will:

- **Gather information about the foreign object in food from THE person affected, staff member preparing or serving food, and anyone else who was affected; and**
- **Complete the Physical Hazard Incident Report.**

C. PEST CONTROL POLICY

Efforts will be made to ensure that pests are controlled in the canteen/mess, including the use of a licensed pest control operator (PCO).

INSTRUCTIONS

Employees will use the services of an integrated pest management program (IPM) using the following steps:

- **Deny access to pests through use of reputed suppliers for all deliveries;**
- **Check all deliveries before they enter the canteen/mess;**
- **Refuse shipments that have signs of pest infestation, such as gnaw marks on cardboards containers;**
- **Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule;**
- **Report any signs of pests to the Manager;**
- **Report any openings, cracks, broken seals, or other opportunities for pest infestation to the floor manager;**
- **Deny pests food, water, and a hiding or nesting place;**
- **Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly;**
- **Store recyclables in clean, pest-proof containers away from the building;**
- **Place food and supplies after delivery as quickly as possible into storage;**
- **Keep all food and supplies at least 100 cm. o" the floor and 50 cm. away from walls;**
- **Refrigerate foods such as powdered milk, cocoa, and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 5° Celsius;**
- **Place other opened packages of cereals and grains in storage containers with tight fitting lids;**
- **Use FIFO (First In First Out) inventory rotation, so pests do not have time to settle into these products and breed;**
- **Clean the facility thoroughly and regularly. Careful cleaning eliminates the food supply for pests, destroys their eggs, and reduces the number of places pests can safely take shelter.**

USE AND STORAGE OF PESTICIDES

PCO should:

- **Decide if and when pesticides should be used in your establishment. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it;**
- **Store and dispose of all pesticides used in your establishment; and**
- **If any over the counter pesticides are stored on-site, follow these guidelines:**

€ Store pesticides in their original containers inside locked cabinets away from food-storage and food- preparation areas;
€ Store aerosol or pressurized spray cans in a cool place, for exposure to temperatures higher than 45º Celsius could cause them to explode;
€ Check local regulations before disposing of pesticides. Many are considered hazardous waste;
€ Dispose of empty containers according to manufacturers' directions and local regulations; and
€ Maintain a copy of the corresponding Material Safety Data Sheets (MSDS) on the premises.

Manager will:

- **Supervise daily cleaning routines;**
- **Monitor completion of all cleaning tasks daily against the master cleaning schedule;**
- **Review and change the master schedule every time there is a change in menu, procedures, or equipment;**
- **Request employee input in the cleaning program during sta" meetings;**
- **Conduct routine inspections;**
- **Review infestation and control issues with PCO, and take necessary steps to controlling and/or eliminating pests;**
- **Follow-up sta"'s reporting with PCO as necessary; and**
- **File PCO reports and sta" observations logs with HACCP records.**

DATE IMPLEMENTED: **BY:**

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DATE REVIEWED: **BY:**

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DATE REVISED: **BY:**

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ANNEX – XIV

14. Serving Food SOP

PURPOSE: To prevent food borne illness by ensuring that all foods are served hygienically.

SCOPE: This procedure applies to foodservice employees and volunteers who prepare food for the canteen / mess.

INSTRUCTIONS

1. **Wash hands before putting on gloves, each time the gloves are changed, when changing tasks, and before serving food with utensils;**
2. **Do not touch ready-to-eat foods with bare hands;**
3. **Handle plates by the edge or bottom; cups by the handle or bottom; and utensils by the handles;**
4. **Store utensils with the handles up or by other means to prevent contamination;**
5. **Hold potentially hazardous food at the proper temperature. Refer the Holding Hot/Cold Potentially Hazardous Foods SOP;**
6. **Serve food with clean and sanitized utensils, and store in-use utensils properly; and**
7. **Date mark and cool potentially hazardous foods or discard leftovers. Refer to the Date Marking Ready-to Eat, Potentially Hazardous Foods, and Cooling Potentially Hazardous Foods SOPs.**

MONITORING

A designated foodservice employee will visually observe that food is being served in a manner that prevents contamination during all hours of service.

CORRECTIVE ACTION

1. **Retrain any foodservice employee found not following the procedures in this SOP;**
2. **Replace improperly handled plates, cups, or utensils;**
3. **Discard ready-to-eat food that has been touched with bare hands; and**
4. **Follow the corrective actions as necessary for proper food safety protection.**

VERIFICATION AND RECORD KEEPING

Foodservice manager will periodically check employee practices and the storage and use of utensils during service.

DATE IMPLEMENTED: **BY:**

DATE REVIEWED: **BY:**

DATE REVISED: **BY:**