



## **Civil Aviation Authority of Sri Lanka**

# **REQUIREMENTS FOR ISSUE OF LICENCE / CERTIFICATE FOR THE PROVISION OF CATERING FOR PASSENGERS AND CREW OF INTERNATIONAL FLIGHTS.**

**02<sup>nd</sup> Edition - 2023**



**REQUIREMENTS FOR ISSUE OF LICENCE /  
CERTIFICATE FOR THE PROVISION OF  
CATERING FOR PASSENGERS AND CREW OF  
INTERNATIONAL FLIGHTS.**

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## FOREWORD


Sri Lanka as a Contracting State as a Signatory to the Convention on International Civil Aviation has an obligation to the international community to ensure that civil aviation activities under its jurisdiction are carried out in strict compliance to the national requirements.

As per the Civil Aviation Act No.14 of 2010 section 6, 10, 11 & 31(l) and Gazette Extraordinary No.1801/37 on 15th March 2013, and the Directive issued by the Hon. Minister who is in-charge of Aviation Ministry, it is a regulatory requirement to certify the provision of catering services to aircraft.

In order to issue a Catering Service Provider Licence or certificate, the Civil Aviation Authority (CAA) has to conduct an in-depth audit to assess whether the Catering service provider or self-caterer is maintained, in accordance with the required standards and the competency to maintain the Catering Operation procedures as per the regulatory requirements.

This manual mainly describes the requirements and procedures used by the CAASL to process applications for the issuance, renewal, suspension, cancellation or revocation of a Catering Service Provider Licence / Certificate. The manual further describes the procedure which should be followed by a Catering Service Provider / Self-Caterer for the application of a Catering Service Provider Licence / Certificate.

It is expected that the applicant of a Catering Service Provider Licence / Certificate will be benefited by this manual as it explains the administrative procedure involved so that process would be independent and transparent. This Authority may, without any prior notice, change the content of this manual as appropriate, to suit the administrative requirements followed by dissemination of such changes to the holders of the manual.

  
.....  
P.A. Jayakantha  
Director General of Civil Aviation &  
Chief Executive Officer

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**ABBREVIATIONS**

CAASL	-	Civil Aviation Authority of Sri Lanka
CCPs	-	Critical Control Points
DGCA	-	Director General of Civil Aviation
HACCP	-	Hazard Analysis Critical Point
IFSA	-	International Flight Services Association
IFCA	-	International Federation of Compliance Associations
IATA	-	International Air Transport Association
NCASP	-	National Civil Aviation Security Programme
NCASTP	-	National Civil Aviation Security Training Programme
SOP	-	Standard Operating Procedures
TCS	-	Temperature Controls for Safety
WHO	-	World Health Organization

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## Chapter 1 - General

### 1. Introduction

- 1.1. This guidance material is intended to assist in implementing the catering service provider / Self-Caterer certification regime. It describes the approval process and requirements which an applicant is expected to meet in order to be certified as a catering service provider / Self-Caterer.
- 1.2. The approval process, including the on-site inspection (also referred to as on-site validation), shall be carried out by the Civil Aviation Authority of Sri Lanka.
- 1.3. Internal quality control mechanism shall be established and implemented to cover the scope of operation in order to ensure the effective implementation of this document.
- 1.4. Key positions shall be established to cover following areas as a minimum to ensure continued compliance,
  - (i) Accountable Manager
  - (ii) Director Catering Operations
  - (iii) Director Security
  - (iv) Director Training
  - (v) Director Safety
  - (vi) Director Quality

The Civil Aviation Authority must be given notice of any intended change in above appointments or functions.

***NOTE: Some of the above positions may be combined depending on the size and complexity of the operation, if the management structure is acceptable to the DGCA.***

### 2. Criteria

- 2.1 The criteria for obtaining a catering service provider / Self-Caterer certification shall include, but not be limited to, the capability of an entity to:
  - (i) Provide secure facilities for acceptance, the application of security controls, which may include screening, the secure storage of aircraft catering supplies and stores and secure ground transport;
  - (ii) Properly recruit, select and train an adequate number of management and operational personnel, whether internal or contracted, for its operations;
  - (iii) Continuously demonstrate compliance with the security requirements for Catering operators, as established by CAA.
- 2.2 The approval process for a catering shall be site-specific.

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**3. Airline Catering Certification is based on:**

- (i) National Legislation Civil Aviation Act No. 14 of 2010
- (ii) The principles of the Hazard Analysis Critical Control Point (HACCP) approach to food safety
- (iii) IFSA/IATA/ WHO World Food Safety Guidelines
- (iv) Where possible and expedient legal requirements were included. I.e., Food Act
- (v) National Civil Aviation Security Programme (NCASP)

**4. Application**

4.1 Any entity eligible to apply for a catering operator certification shall complete an application form as prescribed by CAASL. The form shall be signed by the CEO or an Accountable Manager of the entity.

**Note : A Model Application form is attached in Appendix 1.**

4.2 An application form should contain, as a minimum, the following:

- (i) Entity Name;
- (ii) Registered Business Address;
- (iii) Contact information, including telephone and facsimile numbers and/or e-mail addresses;
- (iv) Details of Ownership of the Entity;
- (v) Description of the entity, including of core business or activities of the entity;
- (vi) Names, titles and contact details of senior management personnel;
- (vii) A declaration that the information provided is accurate, and agreement that false information will result in disqualification;
- (viii) Signature of the CEO or Accountable Manager; and
- (ix) Date of application.

4.3 Applications for a catering service provider/self-caterer certification shall be accompanied by a written catering service provider/self-caterer Operations Manual and security programme, detailing the policies, procedures and measures to be implemented by the entity, including recruitment, selection and training requirements for staff.

4.4 The following requirements, information or documents shall be submitted together with the application for review by CAASL at the beginning of the certification process:-

- (i) Operations Manual
- (ii) Catering Operator Security Programme including the Policy for Security restricted items (SRI)
- (iii) Standard Operating Procedures or Work Instructions
- (iv) Catering Operator Training Programmes

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- (v) Certificate of Incorporation
- (vi) Suppliers Register/List
- (vii) Customer Airlines' Register/List
- (viii) List of Contracted Transporters (if applicable)
- (ix) Details of Security Service Provider and Certification/Authorization from CAASL
- (x) Emergency Response Plan
- (xi) Certification fee

**Note: Prospective Catering Service Provider Pre-Assessment Statement (PCOPS) Form Appendix 2.**

- 4.5 The applicant shall submit the Declaration of Conformance to the published guidance together with the Application Form.
- 4.6 Records of all transactions regarding an application shall be maintained by CAA, including the decision to accept or reject an application.

**5. Application Review**

- 5.1 All application and accompanying documentation shall be thoroughly reviewed to determine their validity and accuracy, by contacting references listed on an application, either in person, by telephone or e-mail, or by verifying with the relevant issuing authority the validity and/or authenticity of any certificate, correspondence or document accompanying the application.
- 5.2 Security programmes shall be reviewed for compliance with National Civil Aviation Security Programme (NCASP) and to ensure that procedures outlined in the programmes are addressed in sufficient depth as to provide adequate information and guidance for staff to follow.

**6. Accepted Application**

- 6.1 If CAA is satisfied with the information contained on an application form and the security programme submitted by an applicant, the Authority shall notify the applicant in writing and may include a date and time at which the Authority will conduct an inspection of the applicant's facilities or premises.
- 6.2 If an application has been accepted, the records shall be retained on file for the period the entity holds a valid certification, and a period of at least one year after such a certification has ceased.

**7. Rejected Application**

- 7.1 The Authority shall deny acceptance or approval of an application if an applicant has failed to provide sufficient information or has provided incorrect information regarding its operations and/or personnel, or if an applicant has been previously rejected for security or other un-addressed concerns.

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- 7.2 If an application is rejected or not accepted by the Authority, the applicant shall be notified in writing the reasons for rejection, as soon as possible of the decision taken by the Authority. An appeal by the applicant against the decision taken by the Authority may be made with justification for reconsideration.
- 7.3 Rejected applications shall be retained on file for a minimum of 6 months and a maximum of one year.
- 8. On site Audit of Facilities**
- 8.1 Prior to issuing a catering service provider Licence/Self-Caterer certificate to an applicant, CAASL shall conduct an in-depth audit covering the scope of operation.
- 8.2 On completion of an audit, if the Inspector is satisfied that an applicant's Processes, procedures, SOP's, facilities or premises, security equipment and procedures, employment, training and certification records meet the CAASL requirements, approval of the application shall be recommended to DGCA in a report that shall be availed within 14 days of the audit to the operator.
- 8.3 If an inspector identifies areas that require remedial action, the applicant shall be given written notification that outlines the areas where the applicant has failed to meet the requirements for corrective action. If such areas of noncompliance are not significant or do not compromise the safety / security of aircraft and civil aviation, the approval process may continue simultaneously with the applicant's corrective action.
- 8.4 The process for approval shall not continue if the findings indicate major non-compliances and the applicant shall be required to address them first.
- 8.5 CAASL Certification Team Leader shall complete the Recommendations Memo Sheet for Issue/Renewal of Licence/Certificate for the provision of Catering for Passengers and Crew of International Flights.
- 9. Catering Operator Licence / Certificate**
- 9.1 Once the Team Leader's recommendation for certification of the applicant is approved by the DGCA, the Catering Service Provider/ Self-Caterer Licence / Certificate shall be issued upon verification of payment for a validity period of two years.
- 9.2 The issued Licence / Certificate is non-transferable.
- 9.3 The License / Certificate shall remain in force for 2 years or until it is suspended or revoked, by the DGCA, whichever is earlier.
- 9.4 Where a Catering Service Provider / Self-Caterer intends to have more than one site (branch), the sites shall be Licenced / Certified separately and each issued with its own Catering service provider Licence / Certificate.

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9.5 Renewal application shall be submitted 02 months prior to the date of expiry of the Licence / Certificate issued by the DGCA.

**10. Notification of Change**

Each Certified Catering Service Provider / Self-Caterer shall notify the Authority within a period of 30 days of any significant changes to its status or information provided on its Application form.

**11. Post-Certification Monitoring**

11.1 The Authority shall establish a monitoring programme for certified catering service provider / Self-Caterer to ensure that they continuously comply with CAASL requirements and those of their approved Operations Manual, and Security Programmes. This programme shall include the periodic conduct of inspections and tests of the Catering Service Provider/ Self-Caterer Licence / Certificate holder's facilities and operations, including training activities.

11.2 A proper emergency response programme including evacuation shall be established and regular exercises shall be conducted.

11.3 A detailed record of all inspections and tests conducted by the Authority, including the outcome and decisions or actions taken, shall be kept for each Catering Service Provider / Self-Caterer.

***Note: Any entity who wishes to conduct any assessment I Catering Operations shall obtain prior approval from CAASL. This office will examined your request and the approval would be granted for the said activity.***

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## Chapter 2 - Food Safety management System

### 1. HACCP Principles

There shall be a documented food safety management system based on Hazard analysis and critical control points (HACCP) principles.

### 2. HACCP VERIFICATION

Catering service provider / Self-Caterer shall have a verification programme for the HACCP system and the corrective action shall be taken and recorded.

### 3. HALAL VERIFICATION

Catering service provider / Self-Caterer shall have a Halal Management System in place which is certified by an Accredited Halal/ Muslim council.

### 4. BUSINESS CONTINUITY PLAN- BCP

Catering service provider / Self-Caterer shall have a BCP which takes into account all critical tasks and activities associated with delivering the service/s to customer. The BCP shall be reviewed and are updated with key Suppliers, Staff personnel, business areas, alternative sites.

### 5. FACILITY STRUCTURE, SIZE, LAYOUT AND DESIGN

The facility structure, size, layout and design shall have requirements which includes;

1. effective segregation between clean and unclean materials and processes;
2. effective cleaning and tidiness;
3. Clean and well maintained floors, walls and ceilings with smooth and washable surfaces;
4. floors which are inclined to drains. Drains are open, clean and with grates;
5. well lit areas;
6. Ventilation which is adequate to prevent excessive rises in air temperature in food preparation rooms;
7. clean and tidy facility, with no visible dirt and debris;
8. Hand wash facilities in each area with hot water, filled soap dispenser and single-use towels & signs for handwashing suitably placed.

### 6. PEST CONTROL

Catering service provider / Self-Caterer shall have an effective and documented pest management program which includes;

1. properly proofed building to prevent access of flying and crawling pests;
2. facility plan, bait locations, list and type of eradication devices, list of approved insecticides/pesticides, material safety data;
3. Records for inspection, findings, treatments and corrective actions taken;
4. No signs of pest infestation.

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**7. PRODUCT RECALL PROCEDURE**

There shall be a product recall procedure which is tested and documented to ensure preparedness and effectiveness.

**8. FOOD SAFETY COMPLAINT PROCEDURE**

There shall be a documented procedure for effective receipt, recording and management of food safety which includes;

1. related complaints;
2. Investigations are carried out and recorded;
3. Recorded action which is taken to prevent recurrence.
4. Follow up inspections

**9. INSTRUMENT CALIBRATION**

Measuring equipment used to monitor CCPs and SOPs shall be calibrated annually / pre-defined intervals of less than one year with records.

**10. CONTROL OF HAZARDOUS MEAL INGREDIENTS**

There shall be a procedure in place for control of potentially hazardous meal ingredients. A list of hazardous meal ingredients shall be available and considered during menu design process, procurement and production. Sustainable food policy shall be available.

**11. SUPPLIER APPROVAL**

There shall be an effective approval process for high-risk ready-to-eat food suppliers and the Catering service provider / Self-Caterer shall have the list of Nominated or approved suppliers.

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## Chapter 3 - Receiving & Storage

### 1. FOOD RECEIVING

- a.
  - (i) Temperature of purchased refrigerated foods shall be 5°C (41°F) or less at receiving. (Fish on ice, minced meat or prepared raw meat not more than 4°C/39°F)
  - (ii) Purchased frozen foods shall be hard frozen and without signs of previous thawing at receiving.
  - (iii) Temperature of hot food shall be min 60°C (140°F) at receiving.
- b. The followings shall be verified for each delivery at the time of receiving:
  - (i) Temperature for refrigerated products
  - (ii) Surface of frozen products
  - (iii) Weight/Size
  - (iv) Packaging
  - (v) Labelling
  - (vi) Organoleptic (sensoric, visual check, free of visual contamination, insects etc.)
  - (vii) Cleanliness/Temperature of transport vehicle
- c. If the above conditions are not met, corrective action shall be taken and recorded. The record forms shall be used clear target and reject temperature guidelines which includes Delivery date/Supplier details/Product description.
- d. Deliveries shall be recorded with product batch code/use by dates.
- e. Product quality shall be checked upon delivery e.g. packing integrity, appearance etc.
- f. Corrective action shall be taken and recorded when outside guidelines/specifications.
- g. Records shall be up to date
- h. Calibrated measuring devices shall be available in the area. eg. scales and thermometers

### 2. HALAL PRODUCTS RECEIVING

The HALAL Product receiving process shall have requirements which includes;

- a. A separated Halal receiving facility
- b. Separated delivery time for Halal and Non Halal deliveries
- c. Dedicated color/ labeled bins for Halal foods
- d. Dedicated Weighing scales OR clean & sanitize process for the scales
- e. Valid Halal certificate or logo on product labels

### 3. PRODUCT HOLD PROCEDURE

There shall be a procedure for delivery products ON-HOLD which is tested to ensure preparedness and effectiveness. The location shall be chilled and dry, identified for ON-HOLD/ Non-compliant goods

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**4. FOOD STORAGE**

**4.1 Temperature control of freezers**

- (i) Temperature of all freezer units has to be maintained below -18°C (0°F).
- (ii) The temperature is monitored twice daily
- (iii) If temperature exceeds -18°C (0°F) and foods show any sign of thawing corrective action has to be taken:
- (iv) If food surface temperature exceeds -15°C (5°F) transfer all food in a freezer which shows acceptable temperature limits.

**4.2 Food Temperature during Thawing:**

- (i) Food temperature must not exceed 8 °C (46°F), during the thawing process.
- (ii) Thawed products have to be used within 72 hours based on the start of thawing

**5. FOLLOWING CRITERIA SHALL BE MET**

- a. Records shall be kept and corrective action taken when critical limit is not met
- b. There shall be a robust control system to ensure food is consumed within its shelf-life
- c. Foods shall be date-marked or color-coded and correctly rotated (no out-of-date foods)
- d. Foods shall be covered to protect from contamination
- e. There shall be a process which controls in-house freezing of products
- f. The temperature shall be checked twice a day
- g. There shall be clear target and reject temperature guidelines on the record forms used
- h. There shall be an employee accountability for record keeping e.g. initial/signature
- i. All the products shall be stored off the floor minimum 6 inches
- j. The equipment breakdown or maintenance procedures shall be in place and documented

**6. HALAL PRODUCTS STORAGE**

There shall be a dedicated chiller rooms for Halal food storage or an area separated and clearly labelled.

**7. DRY GOODS STORAGE**

There shall have a dry goods storage with following requirement;

- a. Food are labelled with expiry dates and correctly rotated
- b. Storage areas are not overloaded and within maximum storage levels
- c. Procedures in place to avoid mixing and cross contamination

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## Chapter 4 – Production

### 1. Controls of Food Handling

Thawing shall be performed in a way which prevents the growth of pathogens and cross contamination (e.g. under refrigeration). If not records shall be kept when defrosted in the chiller. The record shall include start time and date & final temperature and time.

Product surface temperature: - Target: 8°C / 46°F

Products shall be used within acceptable time - 72hours from going into the chiller or 24 hrs once thawed. Separate areas shall be allocated for thawing.

### 2. Washing and Disinfection of Raw Vegetables and Fruits:

- (i) Raw vegetables and fruit likely of being contaminated with foreign bodies, insects and soil shall be washed prior to portioning and delivery.
- (ii) Raw vegetables and fruit likely of being contaminated with harmful microorganisms (organically grown) shall be disinfected in addition to washing.
- (iii) Wash / disinfection in a solution of a chemical disinfectant of appropriate type and concentration. Disinfectant chemical must be approved for use on food.
  - (a) If chlorine is used the concentration shall be between 50-100 ppm.
  - (b) Exposure time shall be 1 – 5 minutes.
  - (c) For all other chemicals, concentration and exposure time must be as per manufacturer's specifications.

### 3. Protecting Food Items against Air-Borne Contamination

All food items in Food Storage Areas shall always be appropriately covered so as to prevent contamination from chemical/physical hazards and the transfer of bacteria, odour and taste from other foods.

### 4. Date Marking and Rotation of Foods

All foods shall be date marked at all times throughout Food Handling and use of expired foods shall be prevented.

### 5. HALAL production

- i. Dedicated equipment ( knives, cutting boards) etc/area/place clearly marked for Halal foods only
- ii. Halal butchery area for meat and chicken preparation
- iii. Documented washing and sanitizing process
- iv. Each batch of raw vegetables and fruits are washed in clean and potable water and sanitized, with records kept
- v. Where permitted, sanitiser with correct concentration is used with records kept
- vi. Instructions/signages, water levels, test strips, timers used to verify
- vii. Appropriate segregation of washed and unwashed products
- viii. High risk packaging material removed and products transferred in clean bins

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- ix. Production done by a dedicated production team

**6. Cooking**

- i. Foods shall be cooked to safe core temperature with records keeping.
  - Refer to CCP 3 of WFSG for minimum cook core temperature requirements.
- ii. The cooking record shall state product cooked, time of cooking and core temperature.
- iii. Meal components shall be cooked less than 72 hours from cooking to consumption (incl. max 24hrs as assembled item) before STD. Time and temperature shall be recorded within the guidelines.

2. MINIMUM REQUIRED INTERNAL COOKING TEMPERATURE FOR RAW ANIMAL FOODS – GUIDELINES			
Food Group	Internal Cooking Temperature	Holding Time	Reference
Fish, Pork and Meat	63°C / 145°F	15 seconds	FDA Food Code (2017 page 732) Chart 4-A Summary Chart for Minimum Cooking Food Temperatures and Holding Times Required by Chapter 3
Intact Meat			
Commercially Raised Game Animals, Rabbits			
Eggs (not prepared for immediate service)	70°C / 158°F	<1 second	
Comminuted Meat, Fish, or Commercially Raised Game Animals	68°C / 155°F	17 seconds	
Comminuted Raised Game Animals	66°C / 150°F	1 minute	
Mechanically Tenderized Meats	63°C / 145°F	3 minutes	
Injected Meats			
Poultry	74°C / 165°F	Instantaneous	
Wild Game Animals			
Stuffed Fish, Meat, Pork, pasta, ratites and poultry			
Stuffing Containing Fish, Meat, Ratites and Poultry			

**7. Control of Allergy-related Special Meals:**

Passengers who are allergic or intolerant to specific substances in specific foods may order allergy – related special meals (SPML) for the flight. These substances are generally referred to as food allergens. When such a request received, licence / certificate holder shall ensure that the order is fulfilled accordingly.

**8. BLAST CHILLING shall have following requirement;**

- i. foods cooled safely
- ii. food core temperature is reduced from:
  - 60°C / 140°F to 10°C / 50°F in 4 hrs, OR
  - 60°C / 140°F to 5°C / 41°F in 6 hrs, provided it reaches 21°C / 70°F in 2 hrs."
- iii. record made with time of blast chilling and final temperature
- iv. products labelled and stored to avoid cross contamination

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- v. records are kept (SPML records as well) and corrective action taken when critical limits are not met.

**9. STORAGE PRIOR TO LAYUP/ ASSEMBLY**

Products shall be controlled from cross-contamination and labelled. Products temperature in storage shall be within limits  $< 8^{\circ}\text{C}$ . There shall be a Separate Blast chiller for Halal foods/ or a segregation process. Halal products shall be stored in separate chiller or identified labelled area.

**10. HANDLING OF READY-TO-EAT FOODS shall have following requirement;**

- i. Food exposure time does not exceed 90 mins when ambient temperature is higher than  $5^{\circ}\text{C}/41^{\circ}\text{F}$  but less than or equal to  $15^{\circ}\text{C}/59^{\circ}\text{F}$
- ii. Food surface temperature does not exceed  $15^{\circ}\text{C}$  and max time 45 mins when ambient temperature is higher than  $15^{\circ}\text{C}/59^{\circ}\text{F}$
- iii. records kept and corrective action taken when necessary

**11. PORTIONING & TRAY SET UP**

**11.1 Food Temperature / Time during Portioning & Tray Setting:**

**(i) Ambient temperature  $> 21^{\circ}\text{C}$  ( $70^{\circ}\text{F}$ )**

Temperature of chilled high-risk ready-to-eat food must not exceed  $15^{\circ}\text{C}$  ( $59^{\circ}\text{F}$ ) during handling *and* Exposure time to ambient temperature of chilled high-risk ready-to eat food must not exceed 45 minutes

**(ii) Ambient temperature  $> 15^{\circ}\text{C}$  ( $59^{\circ}\text{F}$ )  $< 21^{\circ}\text{C}$  ( $70^{\circ}\text{F}$ )**

Exposure time to ambient temperature of chilled high-risk ready-to eat food must not exceed 45 minutes

**(iii) Ambient temperature  $\leq 15^{\circ}\text{C}$  ( $59^{\circ}\text{F}$ )**

Exposure time to ambient temperature of chilled high-risk ready-to eat food must not exceed 90 minutes.

**11.2** Following also shall be met,

- I. Room temperature has to be recorded twice daily.
- II. Portioning shall start no longer than 24 hrs prior to STD.
- III. Assembly start and finish temperature shall be recorded.
- IV. There shall be clear target and reject temperature guidelines on the record used.
- V. There shall be employee accountability for record keeping.
- VI. Record shall be clearly indicated products name and airline to be used.
- VII. Record shall be kept for batch codes or Use by dates for ALL tray set items.
- VIII. Meal specification shall be adhered while portioning and assembly
- IX. Portion controls shall be in place (scales, scoops etc)
- X. Dietary meals shall be handled separately to avoid cross contamination & to be clearly labelled.
- XI. Dietary Tray sets shall be correctly labelled with meal codes and trolleys identified.
- XII. Responsible staff shall be available with responsibility for product quality/ specification checks.

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- 12.** HALAL shall have following requirement;
- i. Food portioning and assembly separated from Non-Halal foods
  - ii. Dedicating staff for Halal food handling
  - iii. Halal equipment are clearly label and store separately

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## Chapter 5 – PERSONAL / FOOD HYGIENE, CLEANLINESS AND BEHAVIOUR

### 1. Personal Hygiene

#### 1.1. Prevent microbiological and physical food contamination

To prevent microbiological and physical food contamination from food handlers and to ensure adequate protection measures by employees and visitors,

- (i) All employees shall be informed of their legal obligations and the company's policy on personal hygiene prior to commencing work, with periodic updates as necessary.
- (ii) All personnel shall be appropriately trained in food hygiene disciplines, relevant to the job they do. This training shall encompass the requirements of personal hygiene, the reasons why they are so important and an explanation that they are a requirement. Additionally 'on the job' training shall be given to staff in order that they fully understand their responsibilities and the need to follow written instructions and procedures.
- (iii) All Production and Quality Assurance personnel shall be fully trained in the principles of Good Manufacturing Practice and comprehend the tasks assigned to them.
- (iv) All personnel shall enter the food handling areas by a specific entrance, to a dedicated changing area where showering, hand washing and toilet facilities are available, and where outer garments are exchanged for work wear.
- (v) All food handling personnel who enter production areas for any reason, shall be provided with clean protective clothing which must be worn at all times. This includes engineers, management and other casual visitors.
- (vi) All personnel shall be of clean appearance. This includes daily bathing or showering, brushing of teeth, and clean hair.
- (vii) Fingernails shall be kept short, clean and unvarnished since it presents a potential foreign body risk to the product. False fingernails are not permitted. Visitors shall be asked to wear gloves if wearing false fingernails or nail varnish.
- (viii) Strong perfumes shall not be allowed because of the possibility of taint.
- (ix) Gloves, if worn, shall be suitable, disposable, changed frequently and their disposal controlled to avoid product contamination.
- (x) Cuts and grazes on exposed skin shall be covered with a company-issued waterproof dressing.
- (xi) Sufficient hand-wash stations shall be provided in toilet areas and at each entrance to the production area for the number of staff employed on site. Notices reminding staff of the hand washing requirements shall be posted in each toilet, and by the urinal area, in break/canteen areas, at the hand wash sinks, and on every entrance door to the production areas.

#### 1.2. Hand Washing

- (i) before commencing work and / or before entry into the production / food handling area
- (ii) after handling raw food and before handling cooked food and vice versa

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- (iii) after breaks, visiting toilets, eating, drinking
- (iv) sneezing / coughing and smoking
- (v) after handling chemicals
- (vi) after handling garbage
- (vii) in all other instances where cross contamination may be an issue

### 1.3. Each hand washing facility shall be provided with

- (i) constant hot running water (optimum 41 0C / 106 0F)
- (ii) hands free taps
- (iii) detergent combined with a disinfectant
- (iv) disposable towels

### 1.4. Protective clothing

Issued uniforms shall be worn. They shall be changed regularly and laundered. Uniforms shall only be worn within the catering unit. These standards apply to staff, visitors and suppliers alike.

### 1.5. Staff Changing Facilities

- (i) Personal lockers shall be provided for both male and female staff to secure personal possessions. Lockers shall be used for the storage of external personal clothing.
- (ii) Clean or soiled protective clothing shall not be stored inside lockers. Regular checks shall be carried out by Hygiene & Quality Assurance staff to ensure compliance.

### 1.6. Protective Hair Covering

- (i) Disposable protective hair covering shall be worn by all persons working in or entering areas for handling of open food.
- (ii) The headwear provided shall retain all hair and conceal ears. Hairgrips or metal clips to hold headgear in position shall not be allowed. Headwear shall be of generous size and comfortable. Beards shall be covered with snoods.

### 1.7. Jewellery

All employees shall observe company rules on jewellery when in food production areas. Personal effects such as jewellery, watches, pins or other items shall not be worn (except a plain wedding band) or brought into food handling areas if they pose a threat to the safety and suitability of food.

### 1.8. Behavior

People engaged in food handling activities shall refrain from behaviour which could result in contamination of food.

- (i) Smoking - Smoking is prohibited within the company premises

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- (ii) Spitting
- (iii) Chewing or eating - staff and visitors shall be advised that eating and drinking is strictly restricted to designated areas e.g. staff canteen
- (iv) Sneezing or coughing over unprotected food.

### 1.9. Visitors

- (i) Visitors to processing or handling areas shall wear protective clothing and adhere to the other personal hygiene described above.
- (ii) There shall be adequate screening of all visitors to the company. On arrival, they shall report to security entrance and complete a detailed questionnaire.

## 2. Cleaning & Sanitizing

To ensure that food contact surfaces are visually clean and sanitized and to ensure that non-food contact surfaces are visually clean.

Cleaning procedures include three main cleaning areas, namely:

- (i) Cleaning of kitchen equipment and utensils (Pot wash)
- (ii) Cleaning of airline tray equipment, trolleys and liquid containers (Dish wash)
- (iii) Manual cleaning of main surfaces and fixed equipment of food handling areas.

### 2.1. Pot Washing

- (i) The purpose of the pot wash is to ensure safe wash and disinfection of food equipment and utensils. Pot wash is performed by both manual procedures or by use of washing machines. The wash process includes a step of disinfection/sanitizing by use of both heat and chemicals.
- (ii) Disinfection by use of heat is verified by reaction of 71 °C / 160 °F thermo label.
- (iii) Disinfection by chemical is verified by monitoring and recording of the chemical concentration.
- (iv) Disinfection is also verified by microbiological analysis taking the swab samples

### 2.2. Ware-Washing

- (i) The wash process includes a step of disinfection/sanitizing by use of both heat and chemicals.
- (ii) Disinfection by use of heat is verified by reaction of 71 °C / 160 °F thermo label.
- (iii) Disinfection by chemical is verified by monitoring and recording of the chemical concentration.
- (iv) Disinfection is also verified by microbiological analysis taking the swab samples

### 2.3. Storage of Clean Equipment

Equipment shall visually check to ensure cleanliness and stored as to permit quick drying. Containers shall store upside down and, in a manner, to avoid risk of contamination. Visibly dirty equipment shall removed for soaking.

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## 2.4. Manual Cleaning

Cleaning is carried out by the separate or the combined use of physical methods, such as heat, scrubbing, turbulent flow, vacuum cleaning or other methods that avoid the use of water, and chemical methods using detergents, alkalis or acids.

Cleaning procedures involve, where appropriate:

- (i) removing gross debris from surfaces; applying a detergent solution to loosen soil and bacterial film and hold them in solution or suspension
- (ii) rinsing with water to remove loosened soil and residues of detergent
- (iii) dry cleaning or other appropriate methods for removing and collecting residues and debris and
- (iv) where necessary, disinfection with subsequent rinsing unless the manufacturers' instructions indicate on scientific basis that rinsing is not required.

## 2.5. Availability and condition of cleaning equipment and methods

- (i) Plastic or metal handled utensils are used in production areas.
- (ii) When not in use, equipment are kept in the storage area provided.
- (iii) All brooms and hand brushes are maintained in good condition, free from deterioration and soiling. Brushes shall have colored, easily detectable, synthetic bristles which cannot easily become detached or break away through continuous use. Wood is not used in production areas.

## 3. Preventive Maintenance:

- 3.1. To ensure that all the equipment (cold stores /freezer, oven, blast chillers, air chilling, pot / dish wash machines, refrigerated trucks etc.) which have direct impact on food safety are under a preventive maintenance programme in order to secure that they are functioning consistently.
- 3.2. A preventive maintenance programme that includes the periodic maintenance plan of the food safety related equipment shall be prepared and implemented.
- 3.3. Preventive maintenance programme shall include the daily, weekly, monthly, three (03) monthly etc. maintenance work for the concerned equipment.

## 4. Analysis of Food, Water, Hands and Surfaces:

To verify the effectiveness of the control measures by use of microbiological tests.

## 5. Health Monitoring:

- 5.1. Control at recruitment and subsequent employment to prevent the transmission of pathogenic microorganisms from infected employees to food;

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- (i) Applicant/ employee shall complete medical questionnaire and screened before employment. The medical includes obtaining a health history and a stool test (to test for pathogens).
- (ii) If applicant / employee confirms to be suffering from or suspected to suffering from any disease that can be transmitted through food or which makes it likely that they can cause microbiological contamination, they shall not be employed for food handling until examined and subsequently cleared by a medical professional.

### 5.2. Re-examination

Re-examination is carried out on a yearly basis and this includes a stool test. The staff is made aware of their obligation to report if they return from known leave outside the country.

### 5.3. Preventive measures

- (i) A sickness reporting procedure shall be in place.
- (ii) The staff shall not work with food when they are suffering from or are suspected to suffering from a disease which can be transmitted through food or which makes it likely that they can cause microbiological contamination. When an employee suffers from any infection or symptom listed below, he/she shall be excluded from the workplace;

#### Infections

- Cholera
- E. coli O157:H7
- Hepatitis A virus
- Norwalk and Norwalk-like viruses (virus that causes diarrhea)
- Salmonella species
- Salmonella typhi / paratyphi (typhoid / paratyphoid fever)
- Shigella species (bacteria that causes diarrhea)
- Staphylococcus aureus (bacteria that causes food intoxication, skin infection)
- Streptococcus pyogenes (bacteria that can cause strep throat)

## 6. Food Hygiene

### 6.1. Prevention of Microbial Contamination of Ready-to-Eat Foods from Raw Food

- (i) Worktables for preparation and handling of raw foods of animal origin must not be used for preparation or handling of raw foods of vegetable origin or ready-to-eat foods
- (ii) Cutting boards for preparation and handling of raw foods of animal origin shall be identified by specific colour or mark and must not be used for handling of other foods.

### 6.2. Prevention of Contamination of Ready-to-Eat Foods from Food Handlers

Food handlers shall be trained in food safety issues relevant to their job

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**6.3. Prevention of Microbiological Contamination of Ready-to-Eat Foods from Food Handling Equipment**

Food handling equipment shall be cleaned and disinfected after each use and thereafter reused or stored clean and dry

**6.4. Prevention of Microbiological Contamination from Environment**

Food handling environment shall be maintained and kept clean in order to prevent unsafe chemical, physical and microbiological contamination from the food handling environment.

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## Chapter 6 - Dispatch

1. The control of temperature during dispatch, loading and aircraft catering will prevent the growth of pathogens in time / Temperature Control for Safety food (TCS foods).
  - (i) **Dispatch:**
    - (a) **Cold Food:** Ensure that surface temperature prior to dispatch does not exceed 5°C / 41°F;
    - (b) **Hot Food:** Ensure that surface temperature prior to dispatch is not lower than 63°C /145°F
  - (ii) **Transportation and Loading:**
    - (a) **Cold Food:** Food surface temperature does not exceed 10°C / 50°F;
    - (b) **Hot Food:** Food surface temperature is not lower than 60°C / 140°F.
2. Transportation of food to the aircraft shall be in refrigerated trucks to maintain the temperature of food. When a refrigerated truck is not provided, food temperatures shall be maintained using dry ice or an equivalent cooling method.
3. Licence / Certificate holder shall ensure that all refrigerated trucks are clean and empty prior to loading. No outbound food should be loaded onto a vehicle that has in-bound food on-board. Garbage removal mechanism shall be established.
4. Loading bays temperature shall be controlled with air curtains/ docking system.
5. If the ice is made in house, ice machines and scoops shall be clean and well-maintained.
6. There shall be a sufficient regular monitoring and recording of food temperature at loading to show compliance with the above requirement. Record shall be indicate time and temperature of meals checked & airline.
7. Dry stores kits shall be correctly packed and stowages labelled

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## Chapter 7 - Security

Implementation of security measures of controls shall be in line with approved catering service provider's security programme.

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## Chapter 8 – Training

1. The catering service provider / Self-Caterer shall have a process to ensure personnel with duties and/or responsibilities in catering operations (Food Safety / Security / Operational) complete initial and recurrent training as applicable to their individually assigned function(s).
2. Such training shall be in accordance with the catering service provider / Self-Caterer general training program and function-specific training programs as applicable.
3. If the catering service provider / Self-Caterer outsources catering operations and/or associated functions to external catering service providers at the station, the catering service provider / Self-Caterer shall have a process to ensure the operational personnel of such external providers complete initial and recurrent training in accordance with requirements of the Provider's general and function specific training programs, as applicable to the operational functions conducted by the external provider.

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## Chapter 9 – GSE

1. If the catering service provider / Self-Caterer operates GSE at the station, the catering service provider / Self-Caterer shall have functional specifications that govern the use of GSE in station catering operations.
2. If the catering service provider / Self-Caterer maintains GSE, the catering service provider / Self-Caterer shall have a program to ensure such equipment is maintained in accordance with the Provider's GSE maintenance program.
3. If the catering service provider / Self-Caterer maintains GSE at the station, the catering service provider / Self-Caterer shall have procedures to ensure such maintenance is documented in records, and such records are retained for a period in accordance with the Provider's GSE maintenance program.
4. If the catering service provider / Self-Caterer operates GSE at the station The catering service provider / Self-Caterer shall have procedures that ensure GSE is subjected to a pre-movement inspection prior to being utilized in operations.

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## APPENDIX 1- Model Application Letter for Catering Service Provider / Self-Caterer Certification

(Name of Applicant) (Registered Business Address)

[Ref]

[Date]

The Director General of Civil Aviation and Chief Executive Officer  
Civil Aviation Authority of Sri Lanka  
152/1, Minuwangoda Road  
Katynayake.

RE: APPLICATION FOR A CATERING SERVICE PROVIDER LICENCE

This is a formal application for a Civil Aviation Authority of Sri Lanka (CAASL) Catering Operator Service Provider Licence / Self-Caterer certificate.

(Name of Applicant), intends to be certified and operate as a catering Service Provider Licence / Self-Caterer certificate under the Sri Lanka Civil Aviation Act No.14 of 2020. We intend to use handling and/or catering facilities located at (location).

Our company will have its principal base of operation and corporate offices located at (appropriate address).

Our management personnel are as follows (indicate as appropriate/applicable):

- (a) Accountable Manager -
- (b) Director Catering Operations -
- (c) Director Security -
- (d) Director Training -
- (e) Director Safety -
- (f) Director Quality -

Enclosed herewith is the Catering Service Provider/Self-Caterer Operations Manual together with the compliance statement to SLCAP 4310, Security Programme, Emergency Response Programme and other documents required by the Authority.

I understand that submission of incomplete or falsified information or documents will result in disqualification.

Sincerely,

Chief Executive Officer / Accountable Manager

\*Enclosures

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**APPENDIX 2 - PROSPECTIVE CATERING SERVICE PROVIDER/Self-Caterer PRE-ASSESSMENT STATEMENT (PCSPPS)**

<b>SECTION 1:</b>				
<b>(To be completed by an Applicant for a Catering Service Provider Licence/Self-Caterer certificate)</b>				
<b>Section 1A.</b>				
1.	Name and mailing address of company (include business name if different from company name):		2. Address of the principal (main) base where operations will be conducted:	
3.	Proposed Start-up Date ( <i>for new operations</i> ):			
4.	Management and Key Staff Personnel:			
	Name (First / Surname)	Title	Telephone & email address	
<b>Section 1B. (Tick as appropriate):</b>				
5.	Proposed type of operation ( <i>Check as many as applicable</i> ).			
	Catering Service Provider Licence/self-caterer certificate applicant intends to:			
	<input type="checkbox"/> Receive, Handle and Process Aircraft Catering stores and supplies from Suppliers			
	<input type="checkbox"/> Designate suppliers			
	<input type="checkbox"/> Perform surveillance and inspections of catering stores and supplies and associated tasks to be performed by others involved in the operations			
	<input type="checkbox"/> Other related operations ( <i>describe</i> )			
<b>Section 1C.</b>				
6. Catering Service Provider Licence/self-Caterer certificate Applicant's Customer Airlines / Own Airline				
No	Name of Customer Airline	Type of Operation of Customer Airline (indicate If Scheduled or Non-Scheduled)	Nature of Supplies of Stores provided to airline	Contact Telephone and/or Email



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### 7. Catering Service Provider / Self caterer Applicant's List of Suppliers (where any)

No	Name of Supplier	Location	Nature of Goods received from Supplier	Contact Telephone and /or Email

### Section 1D.

9. Additional information that provides a better understanding of the applicant's proposed operation or business (*attach additional sheets, if necessary*).

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10. The applicant hereby acknowledges that the statements and information contained on this form is true and denote an intention to apply for a Sri Lanka Civil Aviation Authority's Catering Operator Licence /Certificate.

Name & Title		Signature:	Date & Stamp:
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Remarks:
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