



BAKI ALI NEFT MƏKTƏBİ

BAKU HIGHER OIL SCHOOL

Dining Facility Management Policy

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1. Purpose

The purpose of this policy is to ensure that the University's dining operations function in a safe, sustainable, and student-centred manner. It establishes a unified framework that guides how food services are delivered on campus, ensuring that all activities are conducted in accordance with national food safety regulations, institutional sustainability commitments, and general operational standards. The policy seeks to guarantee the provision of high-quality food services that meet the nutritional needs of students and staff while adhering to rigorous safety protocols to prevent contamination and foodborne illnesses. Moreover, the dining facility is committed to minimizing its environmental footprint by prioritizing sustainable practices throughout the supply chain, from sourcing ingredients to waste disposal. This holistic approach ensures that all operations are conducted responsibly, fostering a safe, healthy, and environmentally friendly dining environment that aligns with both local legislation and global sustainability standards.

2. Scope

This policy applies to all dining operations on campus that are managed by the University through a Contracted Dining Services Provider. It covers the daily provision of meals, food preparation processes, procurement activities, hygiene requirements, environmental sustainability measures, and the responsibilities of all parties involved in the management, oversight, and delivery of dining services. Additionally, this policy covers the environmental impact of the dining facility's operations, requiring sustainable practices such as the elimination of disposable plastics, the use of eco-friendly transportation methods, and the proper management of waste. The policy is applicable to all university stakeholders who interact with or support the functioning of the dining facility.

3. Disclosures and Definitions

Contracted Dining Services Provider - the external food services company that has been formally engaged by the University to operate the campus dining facility and provide all related services.

Dining Facility - all physical spaces, equipment, and service areas used for the preparation, storage, and distribution of food within the University.

Administrative and General Services Affairs Department - the University department responsible for monitoring dining operations, addressing operational needs, and ensuring that contracted services comply with institutional requirements.

Food Safety Agency - the national authority responsible for conducting routine inspections and ensuring that all food preparation and distribution activities comply with the food safety standards of the Republic of Azerbaijan.

Waste Management - the process of handling and disposing of waste generated by the dining facility, including food scraps, packaging, and materials, ensuring compliance with environmental standards and sustainability goals.

4. Procedure

4.1 The dining facility sources ingredients from trusted suppliers, ensuring high-quality, fresh products while reducing environmental impact through direct deliveries and minimized transportation. Meals are prepared daily on-site using cooking stoves, without freezers, guaranteeing freshness and alignment with sustainability goals. All meals are served in reusable earthenware or glass dishes, and disposable items are used only during large-scale university events.

4.2 Between 25–30 different meals are prepared daily using fresh ingredients cooked on-site. No freezers are used, ensuring all meals meet freshness and nutritional standards. All meals are labeled with allergens such as gluten, dairy, nuts, and seafood, and dietary accommodations are provided for vegetarian, vegan, halal, diabetic, and other medically necessary diets. Staff are trained to prevent cross-contamination and ensure safe meal provision.

4.3 All products are delivered directly by the Contracted Dining Services Provider, eliminating third-party logistics and reducing environmental impacts associated with transportation. This streamlined approach minimizes carbon emissions and reduces the overall ecological footprint of the dining facility's operations, aligning with the university's commitment to sustainability.

4.4 In the dining facility, all meals are served using earthenware and glass dishes, contributing to sustainability by minimizing waste. Glass dishes and cups are used consistently, and disposable items, such as plastic water glasses, are used only during large-scale events hosted by the university. By prioritizing reusable glass dishes, the university actively reduces the negative environmental impact of plastic use. No plastic or disposable dishes are used in the daily operations of the dining facility, further emphasizing the institution's commitment to environmentally responsible practices.

4.5 Waste management aligns with the university-wide Waste Management Policy. Food scraps are segregated, cooking oils are responsibly collected and disposed of, and packaging materials are minimized. Surplus food is distributed to students and staff from low-income households, and inedible food is provided as feed for domestic animals on-site. These practices reduce the facility's environmental footprint and support a culture of sustainability.

4.6 All suppliers must comply with ethical sourcing standards, including no child labor, adherence to national labor codes, safe working conditions, and environmental compliance. Preference is given to local suppliers with certifications for fair-trade or environmentally responsible practices.

5. Responsibilities

Contracted Dining Services Provider is responsible for:



- Procuring fresh ingredients from trusted suppliers while ensuring ethical sourcing, including no child labor, adherence to national labor codes, and environmental compliance.
- Preparing and serving meals in line with health and safety regulations, allergen labeling, and accommodating special dietary requirements.
- Implementing hygiene protocols and conducting regular staff training on food safety, sustainability, allergen awareness, and proper waste management.
- Ensuring that no environmental damage occurs during transportation, including minimizing carbon emissions and optimizing delivery routes to enhance sustainability.
- Avoiding the use of disposable plastic dishes and ensuring all utensils and serving dishes are made of earthenware or glass, thereby promoting sustainability and reducing waste.
- Prioritizing suppliers with sustainable and socially responsible sourcing certifications.

The university's Administrative and General Services Affairs department oversees the contract, ensures compliance with this policy, and periodically evaluates performance and adherence to established standards.

6. Compliance and Oversight

The Administrative and General Services Affairs department monitors daily operations of the dining facility and ensures the contracted provider adheres to agreed standards. This includes evaluating sustainability initiatives, assessing supplier compliance with environmental and ethical requirements, and monitoring operational effectiveness. Additionally, the Food Safety Agency of the Republic of Azerbaijan conducts bi-annual inspections to verify adherence to national food safety and hygiene regulations. Together, these oversight measures reinforce the university's commitment to providing safe, high-quality, and environmentally responsible dining services, ensuring full compliance with national standards and supporting the institution's broader sustainability goals.

7. Training and Awareness

Dining facility staff are trained in food hygiene, preparation, allergen awareness, special dietary accommodations, and waste management practices. The university conducts regular awareness programs to ensure all staff understand and adopt sustainable practices, including minimizing waste and avoiding single-use plastics. Training is designed to instill a culture of environmental responsibility and operational excellence across all facility personnel.

8. Enforcement

Non-compliance with this policy may result in corrective measures, including retraining, fines, or contract review for the dining services provider. Staff failing to follow hygiene, dietary, or sustainability protocols may face disciplinary actions. Enforcement ensures alignment with the university's sustainability objectives and maintains safe, responsible, and high-quality dining operations.

9. Policy Review

This policy is reviewed annually by the Administrative and General Services Affairs department to ensure alignment with university goals, legal requirements, and sustainability standards. Reviews assess waste management effectiveness, dietary accommodation processes, supplier compliance, and operational quality, with necessary adjustments implemented to enhance outcomes and maintain best practices.