

JSP 456

Defence Catering Manual



Volume 4
3rd Edition 2010

**CATERING, RETAIL AND
LEISURE**

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RECORD OF AMENDMENTS

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FOREWORD

1. JSP 456, Defence Catering Manual (DCM) provides an amalgam of regulations, instructions, advice and a point of reference for Service caterers to assist them in the delivery of the catering function across the entire range and diversity of Armed Forces catering. The DCM is split into 4 Volumes for ease of Reference:

JSP 456 Volume 1 – Catering Management

JSP 456 Volume 2 – Catering Accounting Regulations

JSP 456 Volume 3 – Food Safety Management

JSP 456 Volume 4 – Catering, Retail and Leisure

2. The content of each of the Volumes has been agreed through consultation between staff representing the Defence Food Services Team (DFS Team) and the lead Commands of each of the 3 Arms of Service and, whilst common processes and practices have been adopted where appropriate, individual Service requirements are included as necessary. Additional chapters will be added as standard procedures and convergence, common to the 3 Services, develops.

3. Instructions and regulations detailed in this publication supersede all single Service catering instructions. Where accounting procedures unique to either one or a combination of the Service Arms exist, their applicability is covered within this manual and where extracts from this manual are printed in single-Service publications; they are to be reproduced verbatim.

4. Editorial responsibility for the DCM is vested in DFS Team COS and responsibility for each of the Volumes is as follows:

Volume 1 – PCIS 4

Volume 2 – PCIS 4

Volume 3 – PCIS 1

Volume 4 – PCIS 3

Proposals for amendments or additions to the text should be forwarded, through the single-Service Commands, to **DFS Team**, for the attention of the appropriate Editorial Officer.

5. Changes of the CRL policy are to be notified to commercial partners through two channels:

a. Front Line Commands.

b. Change Control Working Group (CCWG).

6. Contracts/Service Level Agreements (SLA) let prior to the formal acceptance of the policy laid down within this JSP should, where possible, negotiate amendments to the contract/SLA to reflect the policy. Where this is not possible these contracts/SLAs take precedence. All contracts/SLAs negotiated since the promulgation of this JSP must reflect its requirements and contain caveats against future policy changes.

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PUBLICATION DETAILS

1. The DFS Team have endorsed the production of the JSP 456 DCM Volume 4 – Catering, Retail and Leisure (CRL). This Volume contains Tri-Service rules for the delivery of CRL and is to be used as the authoritative document for all CRL related business.
2. All future amendments will be released through the Food Services Chain of Command and CCWG.

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GLOSSARY OF ABBREVIATIONS

Whilst it is fully recognised that some of the abbreviations listed below are not mentioned within this publication they are commonly used terminology within the CRL environment so therefore have been included.

AFI	Annual Formal Inspection
A&E	Assurance and Evaluations
AFPAA	Armed Forces Personnel Administration Agency
AFPRB	Armed Forces Pay Review Body
AFOPS	Armed Forces Overarching Personnel Strategy
AG	Adjutant General
AO	Authorising Officer
ARTD	Army Recruitment & Training Division
AWF	Accumulated Welfare Fund
BCDP	Business Case Development Plan
BEMS	Building Energy Management System
CAF	Central Amenities Fund
CAO	Contracts Authorising Officer
CBA	Cost Benefit Analysis
CCM/CMM	Core Catering Manpower/ Core Military Manpower
CCRT	Commodities Cluster Restructuring Team
CCWG	Change Control Working Group
CD (C&C)	Commercial Director (Command & Centre)
CDL	Chief of Defence Logistics
CDT	Compulsory Drug Testing
CEG/CEQ	Career Employment Group/Career Employment Qualification
CM/BOI	Court Martial/Board Of Inquiry
CMT	Contract Management Team
CO	Commanding Officer
CoC	Chain of Command
CPI	Catering Price Index
CRL	Catering, Retail and Leisure
CSA	Customer Supplier Agreements
CVWW	Council for Voluntary Welfare Work
DAMO	Duty Air Movements Officer
DAS	Defence Accommodation Stores
DAVRS	Director Army Veterinary and Remount Services
DBA	Defence Billing Agency
DBAS	Declared Baseline Availability Schedule
DCDS Pers	Deputy Chief of Defence Staff Personnel
DE	Defence Estates
DFC	Daily Food Charge
DFM (FMPD)	Director Financial Management (Financial Management Policy Development)
DFS	Defence Food Services
DFV	Defence Food Vote
DGFM	Director General Financial Management
DGFM SSC	Director General Financial Management Shared Services Centre
DMB	Defence Management Board
DMR	Daily Messing Rate
DO	Designated Officer
DoQ	Denomination of Quantity
DSO	Deputy Supervising Officer

DTR	Defence Training Review
EAT	Employment Appeals Tribunal
EMC	Extra Messing Charge
EMI	Extra Messing Income
EPAFF	Expert Panel for Armed Forces Feeding
EPOS	Electronic Point(s) Of Sale
FC	Food Charge
FLC	Front Line Commands
FMSSC	Financial Management Shared Service Centre - formerly Defence Bills Agency (DBA)
FSI	Fully Serviced Infrastructure
GFE/M/F	Government Funded Equipment/Materials/Facilities
GFI	Government Funded Information
GPP	Gross Profit Percentage
HA	Hospitality Assured
Hd Comm(C&C)	Head of Commercial (Commands & Centre)
HATS	High Activity Training Supplement
HLB	Higher Level Budget
HMRC	Her Majesty's Revenue and Customs
HR	Human Resources
IC	Intelligent Customer
IPT	Integrated Project Team
IDT	International Defence Training
ITN	Invitation To Negotiate
JBA	Joint Business Agreement
JOP	Joint Operations Picture
JRC	Junior Ranks/Rates Club
KSF	Key Success Factors
KPI	Key Performance Indicator
KUR	Key User Requirements
MAC	Multi Activity Contract
MC	Medical Centre
MCTC	Military Correctional Training Centre
MFPI	Measurement of Fighting Power Inspection
MHS	Mess Hotel Services
MO	Medical Officer
MOR	Movement Occurrence Report
MOU	Memorandum of Understanding
MRS	Mountain Rescue Service
MRT	Mountain Rescue Team
MSR	Managing the Supplier Relationship
MWD	Military Working Dogs
NET	Non-Entitled Tariff
NNIA	Not Notified In Advance
NRTA	Naval Recruitment Training Agency
OPS	Operational Performance Standard
OS	Other Services
PACE	Police And Criminal Evidence
PAYD	Pay As You Dine
PB	Project Board
PCBC	Platoon Commanders Battle Course
PCIS	Policy, Concepts and Information Systems
PEG	Project Executive Group
PFI	Private Finance Initiative
POS	Point Of Sale

PPD	Partnering Principles Document
PPE	Personal Protective Equipment
PPO	Principal Personnel Officers
PPP	Public Private Partnership
PQQ	Pre Qualifying Questionnaire
PR	Performance Review
PRP	Performance Related Pay
PRI/PSI	President Regimental Institute/President Service Institute
PRT	Procurement Reform Team
PSBC	Platoon Sergeants Battle Course
QA	Quality Assurance ABC
QAR	Quality Assurance Reviews
QM	Quartermaster
QRs	Queens Regulations
QRA	Quick Reaction Alert
QT	Quantity Table
RAB	Resource Accounting and Budgeting
RAC	Resource Accounting Code
RBM	Resource Balancing Mechanism
RCWO	Regimental Catering Warrant Officer
RMT	Relationship Management Team
ROR	Requirement Of Response
RPC	Regional Prime Contract
SA	Subsistence Allowance
SAC	Secondary Accounting Code
SAR	Search and Rescue
SARDA	Search and Rescue Dog Association
SCBC	Section Commanders Battle Course
SDR	Strategic Defence Review
SI	Seriously Ill
SIF	Service Institute Fund
SLA	Service Level Agreement
SLAM	Single Living Accommodation Module
SMAC	Super Multi Activity Contract
SNITS	Special Notice Instructions To Tender
SNPF	Service Non-Public Funds
SO	Supervising Officer
SOR	Statement of Requirement
SPEG	Service Personnel Executive Group
SPP	Service Provision Payment
SPB	Service Personnel Board
SPS	Staff and Personnel Support
SUPS	Service Personnel Under Sentence
TF	Trading Funds (as in TLB)
TLB	Top Level Budget
TUPE	Transfer of Undertakings Protection of Employment
UCM	Unit Catering Manager
VFM	Value for Money
VSI	Very Seriously Ill
VAT	Value Added Tax
WRVS	Women's Royal Voluntary Service

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Common CRL/PAYD Terminology

Whilst not exhaustive, listed below are common terminologies associated with CRL/PAYD.

Wardroom	Royal Navy Officers 'Mess.
Crown Feeders	Personnel entitled to be fed at Crown Expense ie through the Defence Food Vote (DFV).
Trading Period	Set period of time usually in conjunction with either the Fiscal or Gregorian calendar months.
Daily Food Charge	Monetary figure paid by service personnel as set annually by the AFPRB.
Core Meal	A selection of meal choices set to MoD minimum specifications also referred to as Service Special.
Field Conditions	Specific provision allocated to those personnel who qualify to set criteria. See Chap 2A for more information.
Partnering	Where 2 or more organisations develop a close and generally long term working relationship which has top level commitment and is based on mutually agreed objectives under which all partners have an interest in each others success. See Chap 6 for more information.
CCM/CMM	Military caterers which includes; chefs, ration accountants/ stores persons, mess managers/stewards/catering managers(chef), catering managers,caterers. See Chap 6 for more information.
Partner	Usually the contractor supplying the CRL service.
JPA	Joint Personnel Administration military computerised administration system.
Unit Orders	Working instructions for military units.
Active Duty	A non-sleeping, working duty.
Working Day	As published on unit Orders.
JSP404	MoD Catering Manual (more commonly referred to as MACS Manual).
EMI/EMC	Locally agreed monetary amount paid by specific mess members for an enhanced quality of food items.
Foodstuffs/Rations	All edible components inclusive of beverages.
Dining In/Out	Usually a formal welcoming/farewell event.
Wider Defence Community	Military Personnel/Dependents/MoD Civilians/Contractors and Co-workers

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