

SCALE 41
NAAFI FAMILIES SHOP AND MESSING STORE (UK ONLY)

1 This scale is to be read in conjunction with Scales 1, 17, 40, 47, and 51. It relates to self-service Families Shops designed to serve 50 or more entitled families and to Messing Stores catering for the single element of units in excess of 100 all ranks. For units with a single element of 100 or less, arrangements will be made for messing requirements to be obtained from the Families Shop, for which no increase in scale is allowed. Messing Stores will not be provided for the Royal Navy.

2 Areas for Families Shops are to be based on the total families quarter entitlement authorised for all ranks, including accredited civilians where applicable. Areas for messing stores are to be based on 100% of the single element of the establishment.

3 The Families Shop and Messing Store will normally be combined and sited in relation to the families quarters area. Where due to exceptional circumstances, the Families Shop cannot be sited within reasonable distance of all families quarters, the provision of a supplementary shop for the excluded quarters will be considered.

4 In areas where adequate civilian facilities are not reasonably available the provision for other services, e.g. butchery, clothing, footwear, and durables will be subject to

MOD approval. The requirement for selling space, preparation, refrigeration, etc for such services will be determined by the type and extent of service to be given.

5 Where necessary for the provision of an efficient service an agreed number of staff quarters may be provided. The standard of accommodation is to be as laid down in Scale 51 and the following conditions are to be met:

a Quarters for the manager and chargehand, normally to be attached or adjacent to the shop/store, are to be planned to permit the simple conversion to a flat to accommodate a man and wife as manager and assistant manager or chargehand.

b Female staff sleeping accommodation is to be provided with, and in addition to, that authorised for the social club staff.

c Dining facilities for male and female staff are to be provided in the staff dining room in the social club.

d Where distance and circumstance render this arrangement impracticable, dining and sitting room facilities are to be provided with the shop to the scale authorised for the social club staff.

6 The building is to be made adequately secure for its purpose. This will normally be achieved by the installation of a suitable burglar alarm system in accordance with British Standards Specification BS 4737 (latest edition). This system may be linked to either:

a the Guard House with direct cable, or

b the BT (999) emergency service and with audible alarm after a short delay - not in excess of 7 minutes (The telephone link is a NAAFI responsibility).

7 In certain circumstances and where requested or agreed by NAAFI, constructional security measures may be taken in lieu of a burglar alarm system. This would normally entail the provision of security locks or sliding metal grilles on all external doors entrances and external display windows, and security bars on all external windows and roof lights. Extra protection is to be provided for areas of high risk; i.e. secure stores for valuable durables, wines/spirits and tobacco area.

8 In areas where food is handled, the walls, floors and ceiling finishes are to be dust-free and hygienic.

9 M & E installations in public areas.

a Particular attention should be paid to those areas open to the public where heavy demands are placed upon air freshness and air movement during periods of peak shopping. Maximum benefit should be derived from natural ventilation supplemented by local mechanical extract.

b Lighting should be designed to produce a low glare factor and be in keeping with the architectural styling for the shop display area.

c During silent hours and non-shopping periods separate arrangements should be considered to maintain a satisfactory internal environment so that stocks do not suffer deterioration caused by extremes of temperature or humidity.

10 The list of shop fittings and ancillary items which may be provided under the works service on an as required basis is in Annex A.

11 It is important that the relevant Fire Officer is consulted at an early stage on all matters relevant to fire precautions and particularly compliance with current Building Regulations and MOD fire prevention policy.

12 - 20 Spare

Accommodation	Area	M & E Services	Planning Notes, Special Fittings, etc.
(a)	(b)	(c)	(d)
21 Entrance/Draught Lobby No of families Up to 50 51 - 150 151 - 200 201 - 250 251 - 350 351 - 500 501 - 600 601 - 800 801 -1000	Approx. No of Pram Spaces m ² 9.0 11.0 14.0 16.0 20.0 23.0 27.0 31.0 36.0	Illumination - 175 lux Heating - 16.0° C. Heating units to be positioned to protect checkout operators from draughts.	To be lockable. With approach ramp for prams, wheelchairs and pushchairs. Doors to be wide enough to admit double buggy.
22 Foodhall	Up to 120 families: 67.0m ² (minimum area) Over 120 families: 40.0m ² plus 0.23m ² per family. Checkout counters: Up to 250 families - One (included in above area). Over 250 families - add one checkout counter for every 250 families or part thereof at 7.0m ² each.	Illumination - 500 lux warm white fluorescent strip lighting. Supplementary lighting over cash registers and for display windows where required Electric Power - One 13A double socket outlet for every 3.0m run of counter for display lighting. One 13A double socket outlet to every 12.0m run of wall; supply to all items of powered	Division between foodhall and Support Store should be demountable partition fixed from floor to ceiling, which must provided a minimum 1 hour fire resistance. Plate glass display windows near entrance. Self- service fittings and ancillary items as required (see Serial 10). Condensing units are to be sited outside the building and

(a)	(b)	(c)	(d)
22 contd		equipment and to external sign, to be agreed with NAAFI. Heating - 18.5 ⁰ C	suitably protected (Housing of the units is to be provided out of area addition). Display refrigeration as under: (1) DEEP FROZEN FOODS Up to 100 families - 4.0 ² Over 100 families - add 0.7m ² per 100 families or part thereof. Operating temperature -21 ⁰ C to -18 ⁰ C. (2)PROVISIONS Up to 200 families -5.0m ² of display area 201 - 700 families 7.5m ² of display area plus 0.5m ² for each additional 100 families or part thereof. Operating temperature +3 ⁰ C to +6 ⁰ C.

(a)	(b)	(c)	(d)
23 Shop Support Store	80% of Serial 16 excluding area for additional checkout counters Minimum area 55.7m ²	<p>Illumination - 215 lux</p> <p>Electric Power - One 13A double socket outlet to every 12.0m run of wall, 13A socket outlets for pre-packing benching, as required, supply to all items of powered equipment to be agreed with NAAFI. Supplies for cold stores and associated safety equipment.</p> <p>Heating - 13.0°C. Supplementary overhead radiant heating for pre-packing benching. If area is sub-divided, the temperature required in each area is to be specified, e.g. the beer store and provision room to have frost precautions only.</p> <p>Water Supply - Hot and cold.</p>	<p>May be sub-divided to provide lock-up stores e.g. beer store, wines and spirits, cigarettes, provision room.</p> <p>High level windows.</p> <p>Shelving, racking, duckboards/pallets as required.</p> <p>When considered necessary, a pre-packing (preparation) room with sink and fitting for towel cabinet (NAAFI Supply) is to be provided adjacent to the preparation room out of the basic area.</p> <p>Storage refrigeration is to be provided as detailed at Annex B.</p>

(a)	(b)	(c)	(d)
24 Fresh Produce Store	<p>4.6m² plus 0.04m² per family Minimum area 18.6m²</p> <p>NOTE: For isolated Army and RAF units, where mess requirements are provided through the shop, calculation is to be based on full establishment.</p>	<p>Illumination - 150 lux Heating - Frost precautions only. Water Supply - Hot and cold.</p>	<p>Army and RAF - Normally sited with the Messing Store. When the Messing Store is not combined with the Shop a Fresh Produce Store of 9.3m² is to be added to the Support Store. In these circumstances the area of the Fresh Produce Store to be provided with the Messing Store will be the scaled area less 9.3m² - minimum area 18.6m². Royal Navy - Scaled area to be additional to Support Store. Stainless steel sink(s) with draining board, fitting for Towel cabinet (NAAFI Supply). Shelving and duckboards/pallets as required. Floor drainage with curbed surround.</p>

(a)	(b)	(c)	(d)
<p>25 Messing Store (Not provided for Royal Navy; see also Serial 1)</p> <p>a Messing Issues</p> <p>b Lock-Up Store</p> <p>c Provision Room</p>	<p>0.1m² per person in the Single element. Where the Messing Store is separated from the Families Shop, the Minimum area is to be 69.7m² including the facilities below.</p> <p>Within above area.</p> <p>Within above area; 2.3m² plus 0.1m² per person; minimum area 9.3m².</p> <p>Within above area; 2.8m² plus 0.01m² per person; minimum area 7.4m².</p>	<p>Illumination - 150 lux Electric Power - One 13A double socket outlet to every 12.0m run of wall; 13A double socket outlets for pre-packing bench; supply for refrigeration equipment, when fitted.</p> <p>Heating - 13.0°C for messing issues, frost precautions only for lock-up store and provisions room.</p> <p>Supplementary overhead radiant heating over packing area.</p> <p>Water Supply - Hot and cold.</p>	<p>External access for vehicles. High level windows. Shelving, metal racking, duckboards/ pallets, benching and binning as required. Free-standing bench for pre-packing.</p> <p>See Annex B for details of refrigerated storage space to be provided.</p> <p>Messing Issues - Counter 2.5m long, including 0.5m flap.</p> <p>Lock-up store - No external windows; ventilation be air-brick, high and low level. Door to be fitted with security lock and metal lined side. Metal racking as required.</p> <p>Provision Room - to be sited so as to obviate solar gain, otherwise to be heat insulated. Free standing bench, wash basin, fitting for towel cabinet (NAAFI Supply).</p>

(a)	(b)	(c)	(d)
26 Offices	9.3m ² for manager 4.6m ² for each additional office staff member plus 0.9m ² per clerk for cabinets and office machinery. 15.0m ² minimum total office area.	Illumination - 350 lux Electric Power - Two 13A double socket outlets for every occupant. Heating - 18.5°C. Internal and external lighting control panel(s) to be sited in or near to the manager's office. Burglar alarm control equipment, where fitted, to be sited in the manager's office (see Serial 7).	To be planned in association with the Foodhall and Messing Store. When the Messing Store is not located with the Families Shop, offices may be provided at each location. Glazed hatches as required. Floor level to be 0.5m above normal floor level, and clear glazed demountable partitions, 1.5m from Foodhall floor. Secured safe (NAAFI Supply).
27 Staff Toilet Area	Provided out of area addition		Leading off respective rest rooms. Refer to Scale 1 Annex B
28 Staff Changing and Rest Rooms (Male and Female)			Refer to Scales 40 and 47. Independent external access required. Sink accessible from both rest rooms. One locker (NAAFI Supply) for each staff member. Mirror in each rest room.

(a)	(b)	(c)	(d)
29 Customer Toilet Area for Families Shop only (To be provided only if facilities are not available in the vicinity).	One WC and one wash basin for each sex.		Leading off main shop entrance. Refer to Scale 1 Annex B
<p>30 Yard and Outbuildings</p> <p>a Flammables Store: Separate Stores for: LPG/Aerosols Flammable Liquids/Lubricants</p> <p>b Empties Store</p> <p>c Refuse Area</p> <p>d Covered space for Baling Press if required</p> <p>NOTE for Reference Cost purposes the area of the out-buildings is to be treated as Scheduled Area</p>	<p>Maximum area 100m² (including buildings) Up to 20% of the area of the yard may be covered accommodation to include a, b, c, and d as required.</p> <p>Minimum area of bins 4.6m².</p>	<p>Illumination - 100 lux for outbuildings and covered loading bay, 10 lux for yard.</p> <p>Electric Power - supply for Baling Press if required. Bell Push to communicate from entrance to office (Serial 26).</p> <p>Water Supply - Cold.</p>	<p>Yard to have minimum width of 3.7m, vehicle access and lockable gates, with 4.0m headroom clearance and covered loading bay. Access to the yard from service road must allow sufficient room to manoeuvre for a vehicle with a 27m diameter turning circle.</p> <p>a Oil store - Double doors; racking for oil drums.</p> <p>b Empties Store - Lockable and entered from yard.</p> <p>c Refuse Area - Covered compound for refuse bins with flyproof doors, raised concrete floor and nearby standpipe for hose connection.</p> <p>d baling press NAAFI Supply.</p>

(a)	(b)	(c)	(d)
31 Car Park			See Annex C
32 Cleaners Room			Refer to Scale 1 Annex B
33 Calorifier Room (if Required)			Refer to Scale 1 Annex B
34 Meter Cupboard	To be provided out of area addition		

SHOP FITTINGS AND ANCILLARY ITEMS PROVIDED UNDER THE WORKS SERVICE (SERIAL 10)

ANNEX A

Check Out	Gondola Unit - Half, Durables	Ancillary - Barrier Rail Assembly
Check Out - Return Panel and Door	Gondola Unit - Durables	Ancillary - Trolley Return
Check Out - Moving Belt	Gondola Unit- Durables/Gifts	Ancillary - Bag Rack
Wall Unit - Grocery	Gondola Unit - Half, General/Grocery	Ancillary - Turnstile
Wall Unit - Fruit and Vegetables	Gondola Unit - General/Grocery	Ancillary - Shelf Bin
Wall Unit - Confectionery	Gondola Unit - End, General/Grocery	Ancillary - Glass Counter Screen
Wall Unit - Internal Corner, Grocery	Counter - Display	Ancillary - Basket Display Unit Mobile
Wall Unit - External Corner, Grocery	Counter - Tray	Ancillary - Basket Display Unit
Wall Unit - Durables	Counter - Display/Tray	Ancillary - Garment Rail
Wall Unit - Audio	Counter - Solid Top and Front	Ancillary - Suspended Show-case Unit
Wall Unit - Internal Corner, Durables	Counter - Display Solid Top Glass	Ancillary - Base Showcase Unit
Wall Unit - External Corner, Durables	Front	Ancillary - Cupboard Unit
Wall Unit - Greetings Cards	Counter - Display Glass Top and Front	Ancillary - Base Cabinet
Wall Unit - Durables or Gifts	Counter - Fruit and Vegetables	
Wall Unit - Durables or Clothing	Counter - Scales	

STORAGE REFRIGERATION FOR SHOP SUPPORT STORE (SERIAL 23)

ANNEX B

1 Storage refrigeration, as under, is to be provided to satisfy basic numbers up to 100 families. The 1.98m³ for provisions and 1.2m³ for deep frozen foods are to be increased by 1m³ for provisions and 0.5m³ for deep frozen foods for each additional 100 families or part thereof. Fresh milk refrigerator of 0.12m³ for up to 100 families, to be increased by 0.12m³ for each additional 100 families or part thereof.

a Provisions cabinets - Operating temperature 1°C to 3°C

b Deep Frozen foods cabinets - Operating temperature - 21°C to -18°C

c Fresh milk refrigerator - Operating temperature 1°C to 3°C

2 The Messing Store may be co-located with the Support Store. The basic Scale for the Messing Store is:

4.2m³ of provision refrigeration;

4.2m³ of deep freeze storage,

with increments of 0.75m³ for each additional 500 on strength.

3 When the calculated storage space requirement for any of the applications detailed above exceeds that which can be provided by a reach-in cabinet, a walk-in cold room is to be supplied for that application. Access for the user is to be in addition to the usable storage volume. Alternatively, where warranted on grounds of economy or utilisation, a cold chamber with air-lock may be provided instead of the separate facilities detailed at Serial 1 a, b, and c above. The cold chamber is to be divided into sections in the same proportions as at Serial 1 and the sections are to operate at the temperatures prescribed therein.

CAR PARKING FACILITIES (SERIAL 31)

ANNEX C

1 In the UK, car parking facilities for Families Quarters estates supporting services, (i.e. NAAFI Shops, Community Centres, FQ Estates Accommodation Exchange Stores) are to be assessed comprehensively and wherever possible they should be provided in one location. If the supporting services are dispersed then the assessed total entitlement of car parking spaces should be allocated according to local needs.

ENTITLEMENT

2 The maximum number of car parking spaces that may be provided for users of Families Quarters estates supporting services should not exceed 10% of the "net number of families" served by the supporting services. The "net number of families" is the total number of families served by the supporting services less the number of families living in families quarters which are located within one quarter of a mile walking distance (each way) of the supporting services.

COST FACTOR

3 Having calculated the maximum entitlement of car parking spaces the total cost limit for the provision will be arrived at by multiplying the total permissible number of spaces by the prescribed cost per place, which will be calculated by normal cost control procedures. If the total permissible number of places can be provided within the total cost limit then that number may be provided, otherwise the number of places authorised will be limited to the number which can be provided within the total cost limit.

STAFF

4 Car parking facilities for the staff of NAAFI Families Shops and Married Quarters Estates Accommodation Exchange Stores will be assessed separately using the provision details for civilian staff in Scale 17
