

Lunchroom and Meal Vendor Policy

April 12, 2013

Contents

1.1	Background.....	3
1.2	Objectives	3
2.0	Guiding Principles	3
3.0	Lunchroom Rules	4
4.0	Ambience Standards.....	5
4.1	General Meal Area Set Up	5
5.0	Stakeholders	5
5.1	Selection of Lunch Room Committee	6
5.2	Committee Roles & Responsibilities of Vendor Appraisal Committee	6
6.0	Vendor Management.....	7
6.1	Vendor Selection Process	7
6.2	Vendor Appraisal.....	7
6.3	Vendor Contract Termination	8
7.0	Daily Management	8
8.0	Policy Review	8

1.0 Approval Page on Lunch Room Policy for Wapic Insurance Plc. (Version 0001)

Role	Name	Designation	Signature	Date
Prepared By	Adeniyi Fasoro	ITQM Officer		
Reviewed By	Titilope Olubiyi	Head, Corporate Communications & Brand Management		
Reviewed By	Sola Soetan	Head, General Resource Management		
Reviewed By	Peter Ehimhen	Chief Risk Officer		
Reviewed By	Chioma Etuk	Head, Human Resources		
Reviewed By	Richard Adewole	ED, Finance & Investments		
Approved By	Segun Balogun	Managing Director		

Comments Lines

Review		
Review	Version	

1.1 Background

This policy is designed to standardize the Company's lunchroom experience for the benefit of members of staff and any external stakeholders who may have access to the lunchroom. Recognizing that the lunchroom is a critical impression point, the goal is to design and ensure the delivery of an experience that is elevated, consistent and differentiated.

By this policy, the lunchroom will be transformed into an experiential impression point void of atmospheric contaminants, dirt, noise, or any other hazard produced within or around the work area. The content herein also outlines the process for caterer selection as well as the expected minimum service standards.

1.2 Objectives

The objectives of the policy are to achieve the underlisted:

1. To define the minimum ambience requirements for the lunchroom.
2. To raise the overall experience at the lunchroom.
3. To articulate the criteria for lunchroom vendor selection as well as the process for administering vendor rotation.
4. To outline the roles and responsibility of vendors and expected daily operation of the lunchroom
5. To provide a detailed lunchroom management manual suitable to guide all parties involved in working in the lunchroom.
6. To create an environment that is supportive of healthier meal choices which make the healthier choice the easier choice and increases the likelihood that employees will choose healthier options.

2.0 Guiding Principles

- 2.1 Ambience - The meal area must be 100% smoke free in compliance with the Company's staff handbook. Therefore, the sale of tobacco products or accessories for smoking is prohibited in the meal area.
- 2.2 Nutrition and Healthy Eating – The meal area must provide a variety of healthy foods, including grain choices, vegetables and fruit, and lower-fat options. Packaged food product sold in vending machines and in grab-and-go stations will not be encouraged. Caterers must be professionally qualified and must be adept in the tenets of balanced diet.
- 2.3 Food Safety - The Caterers selected must have excellent track records in food safety based on NAFDAC standards and at least one full-time food service employee certified in safe food handling.
- 2.4 Economy – Pricing of meals at the lunchroom must be reasonable and economical. ITQM and General Resource Management will negotiate and agree

the average meal price per time while HR will communicate to staff as may be required.

2.5 Rotation – To enrich staff experience, food vendors shall be rotated on a monthly basis across the Company's network. The rotation is to be determined by the vendor selection, review and appraisal committee.

2.6 Location: Lunchroom must be appropriately sited and in a location which does not obstruct normal operations.

3.0 Lunchroom Rules

1. The lunchroom shall be open to all staff at 7am and become inaccessible by 8pm daily including weekends and on public holidays. The caterer/vendors will not be available during public holidays and over the weekends except in instances where the company has special programmes.
2. Staff who use personal utensils/cutlery in the lunchroom must remove such from the meal area. Staff found responsible for leaving unwashed/used personal utensils in the lunchroom will have their name published in HR's hall of shame.
3. Beer, Alcohol and Cigarette must not be sold, bought or consumed within the Lunchroom at any time of the day. The lunchroom is regarded as part of the organization's business premises and must be treated as such.
4. The lunchroom must not be used for the following purpose:
 - a. Sleeping
 - b. Loafing
 - c. Watching football (especially during work hours)
 - d. Gossiping or jesting on Company time
 - e. Sale of wares (clothings, jewelry, shoes, bags etc)
5. All staff who use the lunchroom for such unfit purposes will be required to offer tenable explanation to management in writing. Applicable disciplinary actions from the company's sanction grid will be applied.
6. The lunchroom shall be accessible and open to all cadres of professional and non-professional staff. However, all employees shall conduct themselves properly and observe all the guidelines and rules with respect relating to the use of the lunchroom
7. Staff behavior at this critical impression point shall be closely monitored and the Sanction Grid applied where there are erring officers.
8. There shall be no display of physical or verbal violence within the lunchroom. Staff found engaging in such will be sanctioned in line with the Sanction Grid.
9. Lunchroom may be used for Team Bonding as well as celebratory activities such as staff birthdays or anniversaries provided prior approval is obtained from the CEO or the designated officer with the concurrence of ITQM.

10. Religious flier, brochures and pamphlets must not be visibly placed or advertised in the lunchroom. Only the company's product fliers or approved Wapic publications may be so displayed.

4.0 Ambience Standards

1. Every Wapic business premises will have a dedicated meal area which will be called a lunchroom.
2. Across the Company's network of branches lunchrooms must be comfortable; having appropriate furniture (tables and chairs) as well as utilities to enhance staff experience (i.e. suitable means for boiling water and heating food). Such meal areas should also be well ventilated and equipped. It is also required that a refrigerator be provided.
3. GRM shall ensure that all lunchrooms have sufficient floor space to cater for at least 8 members of staff having a meal at any one time. GRM shall also ensure that the meal area is properly maintained and kept clean at all times.
4. Aside from designated storage areas within the lunch room, it must not be used for storage of stationery, forms, or materials of any form. Cupboards should be provided within the lunchroom for stowing foodstuffs and crockery in order to protect them from dust and vermin.
5. The meal rooms must be isolated from the rest room area.

4.1 General Meal Area Set Up

1. Walls: The walls of the lunchroom shall be painted in the Company's approved interior décor colors. Additionally, the walls may be adorned with stately artwork as well as the Company's corporate philosophy to reinforce internalization of same. A television as well as digital displays may also be hung provided it does not violate the visual architecture of the lunchroom.
2. General Layout: GRM will ensure that proper, aesthetically appealing and brand compliant canteen furniture are used in the main meal area. However, waiting-room style furniture (Sofa or Cushion Chair) and coffee tables can be used for the coffee area.
3. Safety: The lunchroom area should have a minimum of two exit doors and must be equipped with fire extinguishers. The table legs must not obstruct the walkway in the meal area for safety reasons as staff/users may stumble over a protruding table leg/joint.

5.0 Stakeholders

The successful off-take of this policy is predicated on the effective co-operation of all units responsible for Staff Experience, Culture and Facilities Management. These units must work in tandem to ensure adherence to the provisions contained herein and coordinate efforts to enforce conformity across the organizations network.

The committees of stakeholders which will be set up for management of this policy are as follows:

(1) Lunchroom Committee

- a. Innovation and Total Quality Management
- b. Human Resource Department,
- c. General Resources Management
- d. Brand Management
- e. Internal Control

(2) Vendor Appraisal Sub-Committee

- a. Innovation and Total Quality Management
- b. Human Resource Department,

(3) Ambience Sub-Committee

- a. Innovation and Total Quality Management
- b. General Resources Management
- c. Brand Management

5.1 Selection of Lunchroom Committee

The members of this committee shall represent spectrum of staff, to be nominated by the Group Head of the listed Units on the request of ITQM on an annual basis.

In the event that a member is on leave or leaves the employment of Wapic; a relief or replacement officer should be communicated to ITQM by the Group Heads.

5.2 Committee Roles & Responsibilities of Vendor Appraisal Committee

The terms of reference of each of the committees are as follows

5.2.1 Vendor appraisal committee shall:

- Conduct oral interview and appraisal
- Conduct monthly appraisal assessment
- Determine the types and cost of meals to be served

5.2.2 Lunchroom Committee shall:

- Oversee the vendor selection process and make recommendations to management.

5.2.3 Ambience Committee shall:

- Ensure compliance with sections 2.0 and 3.0 of this Policy.
- Appraise the quality of the lunchroom ambience on a quarterly basis and make recommendations to management

ITQM shall be responsible for the daily operations of the lunchrooms. This include ensuring adherence to service times, ensuring the quality of food delivered, maintaining the ambience of the lunchroom at all times and closely monitoring the standard performance of the lunchroom at all times.

6.0 Vendor Management

Wapic's food vendor management program will facilitate the underlisted:

- Ethical and professional business practices with vendors
- Clear understanding of process and risk reduction
- Fair and competitive pricing of meals in the lunch room
- Appropriate level of due diligence and subsequent reviews

6.1 Vendor Selection Process

1. Committee Formation - Innovation and Total Quality Management will initiate approvals for the set-up of a Lunchroom Committee across the organization. This committee will comprise of one (1) representative from:
 - a. Human Resource Department,
 - b. General Resources Management
 - c. Brand Management
 - d. Internal Control
2. Vendor Source: ITQM will shortlist and issue RFPs to notable outdoor catering / food vendors. These vendors are expected to have pedigree of service to high profile clients.
3. ITQM and Internal Control will review all proposals based on pre-define parameters including the Company's profile, profile of vendors' clients, NAFDAC license, quality of menu, nutritional balance, pricing, capacity, logistics, experience and certifications. Following this, vendors who meet the basic criteria will be shortlisted for an interview with the Lunchroom Committee.
4. After the interview, representatives of the Lunchroom Committee will pay an impromptu site visit to the considered candidate to ascertain the quality of equipment used, hygiene level etc. The purpose of this visit is to ensure quality control.
5. The top four vendors will be invited for briefing with head of HR and a representative of ITQM in line with the Committee's assessment based on (3) and (4) above
6. A contract letter will be issued to the vendor after which the vendor will be required to sign a Service Level Agreement drawn up by the Legal department.

6.2 Vendor Appraisal

On a monthly basis the ITQM and HR shall conduct a vendor appraisal session. This shall be conducted individually at any time of the month. There shall be a

standard format which ITQM department can amend and deploy across the network for consistency. In addition, staff survey shall be deployed by ITQM on a monthly basis to enhance a wholesome feedback process.

6.3 Vendor Contract Termination

The Vendor's contract will be terminated if the monthly assessment falls below 70% or in cases such as:

- Poor hygiene resulting in food poisoning or food decay
- Proven cases of rudeness or poor customer service
- Unsatisfactory quality and quantity of food

7.0 Daily Management

The daily operations of the lunchroom will be the sole responsibility of the ITQM department through designated lunchroom managers. These staff shall pay impromptu visits to all other branches of Wapic insurance to monitor compliance with the standards contained herein.

8.0 Policy Review

This document shall be reviewed periodically. The subject matter shall be discussed and approved by the Lunchroom Committee before adoption and implementation. Any review version of this document shall be numbered after the previous one. It shall also carry the current review date.