

JSP 456

Defence Catering Manual



Volume 4
3rd Edition 2010

**CATERING, RETAIL AND
LEISURE**

(INTENTIONALLY BLANK)

(INTENTIONALLY BLANK)

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 contrac/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.

(INTENTIONALLY BLANK)

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.

(INTENTIONALLY BLANK)

CONTENTS

Title Page	i
Amendment Sheet	iii
Foreword	v
Introduction	vii
Contents	xv
Abbreviations	
Chapter	Paragraph
1. Catering, Retail and Leisure Concept	
Introduction	0101
Background	0102
CRL/PAYD Aim and Vision	0103
Policy Intent Statement	0104
Core Meal	0105
Single Living Accommodation Module (SLAM)	0106
Arm Forces Pay Review Body (AFPRB)	0107
CRL Terminology	0108
2. Catering Accounting Regulations for Service and Civilian Personnel	
Introduction	0201
Monitoring of Crown Expenditure	0202
Payment	0203
Meal Entitlement	0204
Individual Personnel Entitled to be fed at Crown Expense	0205
Service Personnel Involved on a Unit Exercise	0206
Royal Guard Ballatar/Royal Guardrooms London	0207
Compulsory Drugs Testing (CDT)	0208
Service Personnel Held Under Police and Criminal Evidence Act (PACE) and Detainees Under Sentence (DUS)	0209
Duty Passengers	0210
Hospital In Patients and Next Of Kin (NOK) (Refer to Chapter 3)	0211
International Air Cadet Exchange Association (IACE)	0212
Field Conditions (Food) (FC(F)) (Refer to Chapter 4)	0213
Reserve Forces	0214
Courts Martial and Board of Inquiry	0215
Aircrew on a Continuous 24-hours Standby Duty- Search And Rescue Units (SAR)	0216
Duty Aircrew and Ground Crew (Issued with Prepared Cooked Meals)	0217
Aircrew and Ground Crew (Preparing and Cooking own Meals)	0218
Quick Reaction Alert (QRA) Duties – Aircrew/Groundcrew on a Continuous 24-Hours Standby Duty.	0219
In Flight	0220
Military Working Dogs	0221
Supply of Dog Rations	0222
Personnel/events not Entitled to be Fed at Crown Expense	0223

Chapter	Paragraph
----------------	------------------

Payment to be Met by Other MOD or Civilian Agencies

Introduction	0224
Emergency Services Personnel (Civil Police, Fire and Ambulance Crews) - Operations and Exercises (Op/Ex)	0225
Recruitment Visits	0226
Meal Requests	0227
Cadet Organisations	0228
Memorandum of Understanding (MOU) Cadet Organisations	0229
International Students/Exchange Personnel	0230
Wider Markets	0231

Officers of 1-Star Rank and above Including Commanding Officers (CO)s Accommodated in Official Residences at CRL Unit

Officers of 1-Star and above including COs	0232
Official Entertainment.	0233

Food Supply Transfer on Implementation of CRL

Introduction	0234
Closure of Catering Accounts	0235
Transfer of Residual Stock	0236

Catering Accounting Regulations for Service Personnel Paying the Daily Food Charge

Introduction	0237
Phase 1 Recruits (and Phase 2 Trainees paying the DFC)	0238
End of Trading Period	0239

Director General Financial Management Shared Service Centre (formerly Defence Bills Agency) Branch Code Procedure

Introduction	0240
Instructions	0241
Annex A DFS Crown Account Form VAT Applicable	02A-1
Annex B DFS Crown Account Form VAT Non-Applicable	02B-1
Appendix 1 to Annexes A and B	
Annex C BX 164	02C-1
Annex D CX 460	02D-1
Annex E CX 730	02E-1

3. Hospital, Rehabilitation And Medical Reception Centre Messing

Hospital Daily Food Charge (HDFC)	0301
Sources of Food Supply	0302
Medical Comforts	0303
Alcoholic Drinks	0304
Aeromedevac Patients	0305
Drinks for Operating Theatre Staff	0306
Specialised Food for Diet Supplement	0307
Maternity Supplement (Home and Overseas)	0308

Chapter	Paragraph
Further Treatment for New Born Babies	0309
Visits by Relatives	0310
Accounting for meal provided to relatives	0311
MRS and RMC Daily Supplement	0312
Regional Rehabilitation Centres (RRC)	0313
Issues to Medical Dispensaries	0314
Reserve Rations – Medical Reception Station (MRS) / Regional Medical Centre (RMC).	0315
Annex A Weekly Aeromedevac Feeding Record	03A-1
4. Field Exercise Catering	
Accounting for PFM Rations on Exercise in a Catering Retail and Leisure (CRL) Environment	0401-4
Notification to DFS	0405
Annex A Unit Exercise Register	04A-1
5. Crown Account Supplements	
Introduction	0501
Monitoring of Crown Expenditure	0502
Drinks Supplements	0503
Divers Drinks Supplement	0504
Divers Meal Supplement	0505
New Entry Recruits Training Supplement (NERTS)	0506-8
Accounting for NERTS	0509-14
Special Forces Supplement (SFS)	0515
SFS – Applications	0516
Mountain Rescue Teams (MRT)	0517-19
Personnel On Duty Outside Normal Working Hours	0520
Officer and Aircrew Selection Boards	0521
Packed Meals	0522
Packed Meals for Personnel Paying the DFC	0523
Juniors Milk Supplement	0524
Accounting for Juniors Milk Supplement	0525
Miscellaneous Food and Beverage Issues	
Introduction	0526
Splice the Mainbrace	0527
Accounting	0528
Operational Ration Pack Supplement	0529
HM The Queen’s Birthday Parade and Rehearsals	0530
Muslims – Additional Foods During Ramadan	0531
Survival Training Allowance	0532
Issues to Medical Centres/Special Diets	0533
Bottled Water and Ice	0534
Cookery Training Allowance (CTA)	0535
6. Menu Policy and Food Input Standards	
Introduction	0601
Entitlement	0602
The Menu Offer (Retail & Core)	0603

Chapter	Paragraph
Healthy Eating/Nutritional Requirements	0604
The Core Offer	0605
Choice	0606
Restricted Service Days	0607
Breakfast Menu	0608
Lunch Menu	0609
Dinner Menu	0610
Night Duty Meals	0611
Duty Packed Meals	0612
Container and Hotlock	0613
Special Diets	0614
Retail Options	0615
Food Supply	0616-18
Shopping Basket (Refer to Chapter 12 Para 1218)	0619
Menu Evaluation	0620-23
Enhanced Core Offer (ECO)	0624
Annex A 14 Day Menu Cycle	06A-1-3
7. Function Definition.	
Introduction	0701
Formal(Official) Function	0702
Informal(Unofficial) Function	0703
Private Function	0704
Official Entertainment	0705
Use of Core Catering Manpower	0706
Foodstuffs	0707
Beverages	0708
Cost Pricing Expectations	0709
Alternative CRL(refer to chapter 15)	0710
8. Inspections and Audits	
Introduction	0801
Financial Management and Corporate Governance	0802
Food Safety	0803
Joint Business Agreement (JBA)	0804
Role of TLBs	0805
9. The Employment of Core Catering/Military Manpower	
Introduction	0901
Cohesion and Identity	0902
Command and Leadership	0903-5
CCM Availability	
Introduction	0906
Transition Workshop	0907-8
Availability	0909-12
Day to Day Activities	
Audit Trail	0913-17

Chapter	Paragraph
Additional Employment/Miscellaneous	
Private Employment	0918
Minor Awards/Staff Incentive Schemes	0919
Staff Feeding	0920
Training Responsibilities	0921-23
Annex A AM & DBAS Examples	09A-1
Annex B RBM Diary	09B-1
Annex C RBM Process	09C-1
10. Payment Systems	
Introduction	1001
Service Personnel Unable to Pay	1002
Service Personnel Unable to Pay – Payment Recovery	1003
Service Personnel	1004
Recovery of Payment to the Contractor	1005
Chain of Command Responsibilities	1006
Annex A CRL Core Meal Repayment Voucher	10A-1
11. Equipment and Infrastructure	
Introduction	1101-2
Standards	1103-5
Assets – Buildings	1106-8
Replacement of Assets	1109
Contractors Assets	1110
Transfer of Assets	1111
Catering Retail and Leisure Assets	1112
Category A Assets	1113
Category B Assets in Junior Rank/Rates Messes	1114
Category B Assets in Officers' and SNCOs' Messes	1115
Category C	1116
Maintenance and Cleaning	
Building Responsibilities	1117-19
Cleaning	1120
Utilities	1121-22
Ex NAAFI Accommodation	1123
Public Funded Initiatives (PFIs)/Public Private Partnership (PPPs)	1124
Defence Estate Leases	1125
Assets/Buildings Overseas	1126
Annex A Assets Terms and Conditions	11A-1
Annex B Responsibilities	11B-1
Annex C Leases Process	11C-1
12. Catering Retail and Leisure Management	
Introduction	1201-02
Generic Management Structure	1203
Designated Officer (DO)	1204
Authorising Officer (AO)	1205
Supervising Officer (SO)	1206-07

Chapter	Paragraph
Guidance for Completing Statement Of Requirement	1208-09
Quantity Tables	
Components of Managing the Contract	1210-11
Key Performance Indicators	1212-13
A Service Credit	1214-16
Measurement of KPIs	1217
Food Benchmarking	1218
Customer Satisfaction	1219-20
Consumer Satisfaction	1221-24
Performance Review	1225
Contents of the Performance Review	1226
Evaluation Criteria	1227
In-month Management Activities	1228
Meeting Routines	1229
QA Responsibilities of the Contractor	1230
Authority Process Reviews	1231
Finance Planning and Control	1232
Authority Staff – Terms of Reference (TORs)	1233
General Responsibilities	1234
Specific Duties	1235-36
Food Complaint Procedure	1237
Comments/Suggestions	1238
Annex A CRL Partnering Relationships - RAF	12A-1
Annex B CRL Partnering Relationships - Army	12B-1
Annex C CRL Partnering Relationships - Army (CCM)	12C-1
Annex D Management In Month Partnering Activities	12D-1
Annex E Performance Review Criteria	12E-1-2
13. Catering Retail and Leisure Training	
Introduction	1301
Scope	1302
Phases	1303
Steady State Phase	1304
Commanding Officer	1305
Suggested Training by Rank, Grade and Position	1306
Annex A Operating Guidelines for Commanding Officers	13A-1
14. Gainshare	
Introduction	1401
Current and Future Sources of Welfare Funding	1402-04
Inward Investment	1405
Gaming Machine Revenue	1406
Self-help	1407
Gainshare	1408
Proposed Allocation of Gainshare	1409-10
Calculating Gainshare	1411
15. Alternative CRL Provision	
Introduction	1501
Private Traders	1502
Women's Royal Voluntary Service (WRVS)	1503

Chapter	Paragraph
Council for Voluntary Welfare Work (CVWW)	1504
Service Encroachments	1505
Impact of Alternative CRL Activity	1506
Impact of Legislation on Alternative CRL Provision	1507-08
Additional CRL Services	1509
Additional CRL Services in with the Core CRL Business Stream	1510
Additional CRL Services (Private Traders, Voluntary Organisation)	
Out with the Core CRL Business Stream	1511
Additional CRL Services (Service Run Encroachments)	
Out with the Core CRL Business Stream	1512
16. Gaming Machines	
Introduction	1601
Management and Maintenance	1602-04
Customer/Supplier Relationship	1605
Cost and Management Fee	1606-07
Cash Floats	1608
Monthly Management Information	1609
Responsibility for Cash	1610
Queries	1611
17. VAT	
Introduction	1701
The Law	1702
Daily Food Charge	1703
Registration	1704
CRL	1705
Application of VAT and Local Taxes at Overseas Units	1706
Units Overseas Exempt VAT	1707
Service Personnel Unable to Purchase Meals	1708
Packed Meals, Container Meals at Crown Expenditure	1709
Supplementary Meals and Drinks	1710
Phase1 Training Units VAT Dispensation	1711
Phase1 Training Units VAT Dispensation (Invoicing Action to be taken by the CRL contractor)	1711a
Phase1 Training Units VAT Dispensation (Actions by the Authority)	1711b
Phase1 Training Units VAT Dispensation (All supplementary claims)	1711c
Sales in Retail and Leisure Outlets	1712
Bulk Issues	1713
Messes not Previously Registered for VAT	1714
Deductions of Grants for Mess Functions	1715
18. Service Provision Payment	
Introduction	1801-02
Determining SPP	1803-05

(INTENTIONALLY BLANK)

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

(INTENTIONALLY BLANK)

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

(INTENTIONALLY BLANK)