

MANLY EAGLES BASEBALL CLUB

Canteen Policy and User Guide

Food service, volunteer operations and shift checklists • 2026 Review

Our commitment

MEBC will operate the canteen as a safe, welcoming and well-controlled service for players, families, officials and visitors. Food safety, allergen awareness, responsible service, volunteer wellbeing and accurate handling of Club money come before speed or convenience.

Policy owner	MEBC Board
Operational owner	Board-appointed Canteen Manager
Food safety lead	Food Safety Supervisor, if legally required or appointed by MEBC
Applies to	All canteen managers, rostered volunteers, suppliers and authorised helpers
Approval date	To be inserted
Next review	Annually before the season, and after any material incident or legal change
Related documents	MEBC Clubhouse and Equipment Policy; venue conditions; liquor licence/permit; emergency procedures; cleaning, temperature, incident and cash records

Complete before adoption: Insert the Canteen Manager, Food Safety Supervisor status, emergency contacts, approved suppliers, cash float, EFTPOS process, liquor authority and record locations.

Part A — Canteen Policy

1. Purpose and scope

This policy governs access to and operation of the MEBC canteen, including purchasing, receiving, storing, preparing, displaying and selling food and drinks; cleaning; money handling; volunteer supervision; and opening and closing the canteen.

It applies whenever the canteen is operated by or on behalf of MEBC. Venue requirements, food law, liquor conditions and directions from an authorised regulator or venue representative prevail where they impose a higher or different standard.

2. Access and supervision

- Only rostered or specifically authorised people may enter the canteen or access stock, money, keys, appliances, knives, chemicals or records.
- At least one nominated shift supervisor must be present whenever the canteen is operating.
- A person under 18 may assist only when authorised, directly supervised by a responsible adult and allocated age-appropriate duties. Juniors must not sell or supply alcohol, handle restricted equipment, work alone or perform tasks prohibited by law or Club requirements.
- Visitors, players and unrostered members must remain outside the service and food-preparation area unless the shift supervisor authorises entry for a proper purpose.
- Closed-toe, non-slip footwear and clean clothing suitable for food work must be worn. Long hair must be tied back.

3. Roles

MEBC Board	Approves policy, delegations, budgets and major suppliers; confirms regulatory and liquor arrangements.
Canteen Manager	Rosters shifts, orders stock, controls access, maintains procedures and records, and escalates issues.
Food Safety Supervisor	Where appointed or required, oversees food-safety practices, provides guidance and keeps certification current and available.
Shift supervisor	Opens and closes, briefs volunteers, allocates duties, checks temperatures and hygiene, reconciles takings and reports incidents.
Rostered volunteer	Follows this guide, works within training and authority, asks when unsure, and immediately reports hazards or food-safety concerns.

4. Food-handler health and hygiene

- Do not handle food when experiencing vomiting, diarrhoea, fever, jaundice, a diagnosed foodborne illness, or an uncovered infected sore. Tell the shift supervisor before starting.
- Wash hands with soap and running water, then dry with a single-use towel: before starting; after using the toilet; after touching raw food, waste, money, phones, face or hair; after cleaning; and whenever contamination may have occurred.
- Gloves do not replace handwashing. Change gloves between tasks and whenever torn, dirty or contaminated.
- Cover cuts with a waterproof, highly visible dressing and wear a glove when handling exposed food.
- Do not eat, smoke, vape, chew gum, cough over food or store personal items in food areas.
- Use utensils, tongs or food-grade barriers for ready-to-eat food wherever practicable.

5. Food purchasing, receiving and storage

- Purchase only from approved, reputable suppliers and retain invoices or delivery records as required.
- On receipt, reject food that is damaged, leaking, infested, contaminated, past its use-by date, improperly labelled or outside safe temperature control.
- Keep chilled potentially hazardous food at 5°C or colder and hot food at 60°C or hotter, unless a documented lawful time-control method is being used.
- Store raw food below and separate from ready-to-eat food. Keep chemicals and personal items away from food and food-contact items.
- Label opened or prepared food with the item and date. Follow use-by dates, stock rotation and any approved discard period. Never sell food past its use-by date.
- Keep food covered, off the floor and protected from pests, dust, splash and customer handling.

Temperature danger zone

Potentially hazardous food held between 5°C and 60°C can allow bacteria to grow quickly. If temperature control is lost, stop sale and ask the shift supervisor—do not guess.

6. Preparation, cooking, cooling and reheating

- Separate raw and ready-to-eat food by space, time, utensils and cleaned/sanitised surfaces.
- Follow approved recipes and cooking instructions. Use a clean, sanitised probe thermometer for safety checks; measure the centre or thickest part.
- Do not partially cook food for later completion unless an approved process controls the risk.
- Cool cooked food only under an approved procedure that meets legal time and temperature requirements. Record checks where required.
- Reheat food rapidly to the approved safe temperature and only once. Do not use a bain-marie or hot display to slowly reheat food.
- Discard food if its safety, history or temperature control cannot be verified.

7. Allergens and customer information

MEBC must provide accurate information and avoid making promises it cannot support. When a customer asks about an allergy:

- Stop and take the request seriously. Ask the shift supervisor to assist.
- Check current packaging, recipes and supplier information every time; ingredients can change.
- Do not guess, rely on memory or say an item is 'allergen-free' unless MEBC has a verified process supporting that claim.
- Explain that shared storage, equipment, fryers, utensils and preparation areas may create cross-contact risk.
- If MEBC cannot provide reliable information or safely meet the request, say so clearly and do not serve the item as suitable.
- Use clean hands, utensils, surfaces and fresh ingredients when an approved allergy order is prepared, and identify it through to handover.

Possible allergic reaction

Treat breathing difficulty, throat or tongue swelling, collapse or rapidly worsening symptoms as an emergency. Call 000, locate the person's adrenaline injector if available, follow trained first-aid directions and notify the event lead. Do not leave the person alone.

8. Cleaning, sanitising and pests

- Clean means removing dirt and food. Sanitise means reducing microorganisms after cleaning. Food-contact surfaces generally require both.
- Use only approved chemicals at the labelled concentration. Never mix chemicals or store them in food containers.
- Follow the cleaning schedule for benches, boards, utensils, appliances, fridge seals, sinks, floors, bins and high-touch points.
- Use separate cleaning equipment for toilets and food areas. Keep cloths and brushes clean, dry and fit for purpose.
- Report pests or evidence of pests. Protect food, stop using affected areas or stock, and do not apply pesticides unless authorised.
- Dispose of broken glass, sharps, hot oil and waste safely. Never place hands directly into a waste bag.

9. Equipment and burns prevention

- Use appliances only after instruction and a visual pre-use check. Keep leads, plugs, gas equipment and hot surfaces dry, stable and clear.
- Do not use faulty equipment. Switch off if safe, isolate it, label it 'OUT OF SERVICE' and report it.
- Use dry oven cloths or suitable gloves for hot items. Turn pan handles inward and announce when moving hot food or liquids.
- Keep knives controlled, sharp and stored safely. Do not leave knives in sinks or concealed under items.
- Children and unauthorised people must be kept away from hot, sharp, electrical and chemical hazards.

10. Sales, cash, EFTPOS and stock

- Sell only approved products at current displayed prices. Do not provide unauthorised discounts, credit, complimentary stock or personal tabs.
- The opening float must be counted by the shift supervisor and recorded. Keep cash secure and out of customer reach.
- Use individual EFTPOS credentials only as authorised; do not share passwords or record customer card details.
- Refunds, voids and discrepancies must be recorded and approved under the current financial procedure.
- At close, two authorised adults should count cash where practicable, reconcile it to sales records, record differences and secure the deposit as directed.
- Record wastage, spoilage, breakage and stock shortages. Club stock must not be taken for personal use.

11. Alcohol

This guide does not itself authorise alcohol sales or supply. Alcohol may only be handled when venue approval and the applicable licence or permit allow it, and under the direction of an authorised person.

- Only a person legally permitted and authorised by MEBC may sell or supply alcohol; current RSA competency must be held where required.
- Never sell or supply alcohol to a person under 18, an intoxicated person or a person affected by a refusal or exclusion.
- Check acceptable proof of age whenever required. If in doubt, do not serve and refer to the authorised supervisor.
- Follow licence conditions, approved trading hours, service-area limits, signage, drink restrictions and incident-record requirements.
- Canteen volunteers must not consume alcohol while working if it may affect safe food handling, money control, supervision or responsible service.

12. Incidents, complaints and stop-work authority

- Any volunteer may stop a food, equipment or service activity where they reasonably believe there is an immediate safety, contamination, allergen, security or liquor risk.
- For immediate danger or serious illness, call 000 and follow emergency procedures.
- Report injuries, near misses, suspected foodborne illness, allergen incidents, contamination, refrigeration failure, pests, violence, theft, cash discrepancies and serious complaints to the shift supervisor and Canteen Manager.
- Preserve relevant packaging, labels, food samples, temperature records, receipts or CCTV information when directed. Do not admit liability or post details online.
- The Canteen Manager will determine required notification to the Board, MWDBA, Council, insurer, NSW Food Authority, Liquor & Gaming NSW or Police.

13. Quick response guide

Situation	Immediate response
Fridge above 5°C	Keep door closed; stop using affected potentially hazardous food; label/isolate it; record time and temperature; contact shift supervisor.
Power failure	Stop opening cold storage; note time; isolate unsafe equipment; contact venue representative and Canteen Manager; assess food before sale.
Suspected contamination	Stop sale; isolate food and related equipment; retain packaging/records; clean and sanitise only when authorised; report.
Allergy question	Pause order; involve shift supervisor; check current written information; explain cross-contact; do not guess.
Allergic reaction	Call 000; follow trained first aid and the person's action plan; locate adrenaline injector if available; notify event lead.
Burn or cut	Stop work; provide first aid within training; call 000 if serious; discard contaminated food; record incident.
Faulty appliance	Switch off only if safe; isolate and label; do not repair; report.
Aggressive customer	Do not escalate; seek event/security support; maintain distance; call 000 for immediate danger; record incident.
Cash discrepancy	Recount with another adult; check voids/refunds; record difference; notify Canteen Manager—do not replace it personally.
Suspected foodborne illness complaint	Take contact and purchase details; preserve food/packaging/records; do not admit liability; immediately notify Canteen Manager.

14. Approval and amendment history

Version	Review date	Effective date	Summary
1.0	13/08/26	13/08/26	Newly consolidated MEBC Canteen Policy and User Guide.

Prepared with reference to current NSW food-business, food-handler, temperature-control and allergen guidance, and NSW liquor controls. This document is operational guidance and not legal advice.