



# Good Practice Guide



Factory Improvement Programme

## TIDY AND CLEAN CANTEENS

Factory canteens are where workers have their meals and relax. Having a tidy and hygienic canteen is important for worker health, and also demonstrates to workers that their management cares about them. Providing a quality canteen can help workplace cooperation.

### PROSPECTIVE USERS:

All members of a factory must be involved in improving and maintaining the condition of the factory canteen. While it is the management's responsibility to set up the appropriate space and facilities for the canteen, workers have to participate in keeping the canteen in good condition.

This practice can be applied to all kinds of factories.

### PROBLEMS ADDRESSED

A canteen in poor condition can adversely affect the quality of workers' meals, and indirectly affect the factory's productivity and workers' motivation.

### PROCESS

Improving conditions in a factory canteen consists of several actions including: improving the food ordering and serving process; ensuring a well-ventilated and cool room for the canteen; sufficient facilities such as tables and chairs, fans and lights, wash basins and drinking water. It also includes continuous efforts to keep the canteen clean and tidy from both the canteen staff as well as workers.

### Steps in implementation

1. The management of the factory should provide a large room with sufficient space so all the workers can be served at the same time.
2. The room should be wide and well-aired with enough windows. It should also be equipped with sufficient light - both natural sunlight and electric lighting.
3. A ventilation system should be in place, preferably ceiling fans or air conditioning, to ensure that the canteen is cool and well-aired.
4. The floor of the canteen should be made of an appropriate type of material which is easy to clean, quick dry and non-slip. Keep the canteen floor clean and dry at all times.
5. The tables and chairs should be arranged in an orderly way.
6. An information board should be set up to inform workers of daily menus and other relevant information. Menus can also be placed on each table listing the available food.
7. Canteen regulations should be developed and announced on the information board, at the canteen entrance and along the canteen walls. The regulations should state how the workers are expected to behave in the canteen, the operation times of the canteen, the queuing rules for the workers, the process of ordering and receiving the food, and whether workers are required to clean their own dishes.
8. The easiest queuing system, as stated in the canteen regulations, is a "first come, first served" approach. A device to provide workers with queuing tickets can be considered to support the queuing system
9. If possible, a simple map should be provided explaining the process of ordering and receiving food. This may include key steps such as taking a queuing ticket, waiting in line to be served, choosing food, choosing a table, having the meal, cleaning the table and dishes after the meal and so on.
10. Canteen staff should be well trained in food preparation hygiene, food service, and have good skills and service attitude.
11. Canteen staff should wear uniforms which are different from other workers' uniforms. Cooks and other kitchen staff should also wear masks to ensure that food is kept clean and safe.
12. Always keep the table surfaces clean and provide enough clean utensils such as plates, bowls, cutlery and chopsticks, cups and napkins. Remember to replenish supplies when these run out.
13. Provide sufficient clean drinking water for workers. Drinking water can be in a separate place from the eating tables or provided close to the eating tables.
14. Provide enough bins for waste and used dishes. After their meal, instruct workers to bring their used dishes to put into a bin for washing, and waste to another recycle bin. Self-service and cleaning by workers should be encouraged.
15. Canteen staff should ensure that tables are cleaned immediately after every meal.
16. A sufficient number of wash basins with soap should be available for hand washing. These basins should be kept clean.
17. Keep the kitchen clean and tidy at all times.
18. Raw materials, especially the fresh food, should be kept in suitable containers, preferably in a refrigerator.
19. Cooked food should be kept hot using bain maries or similar heated bowls.
20. Regular inspections from the management or trade union are required to ensure the operations of the canteen are according to regulations.



### RESOURCES REQUIRED

- Efforts of the human resources, logistics and trade union personnel
- Canteen regulations
- Food ordering and receiving process map
- A room with sufficient space, light and air
- Sufficient equipment and tools for the canteen
- Supervision of management or trade union.

### CHALLENGES AND PITFALLS

- Investment for canteen room and facilities
- Ensuring worker discipline in queuing habits and cleaning up after their meals.

### POSITIVE IMPACT

- Improved meals for workers
- Improved morale
- Improved productivity
- Improved workplace cooperation.

### INDICATORS FOR MONITORING

- Canteen room with sufficient space and adequate facilities for the number of workers using it at the same time
- Clear and easy to understand canteen regulations and process map
- Clean and tidy floor
- Clean and tidy tables
- Fast and efficient cleaning by canteen staff
- Self-service and cleaning by workers.

### Further Information Available:

FIP References:

Module 1 - Workplace Cooperation

Module 6 - Health and Safety

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