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Welcome

Welcome to Outland Camps. We’re happy that you’ve joined the Outland team. We’ll be providing a face-to-face orientation before your project starts; however, we think it’s important for you to understand our company policies and procedures before you begin work.

Outland operates a variety of catering and camp projects across the country for the oil and gas and mining industries, and for the government. We’re an employee-owned company with managers who take a very hands-on approach in all our operations.

We provide superior service and a friendly atmosphere to our customers at all times. We expect, both from ourselves and from you, actions that result in safe, professional, and efficient operations.

Outland is a different kind of remote catering company. We have worked in remote operations since our inception and understand the challenges you face day in and day out.

You’re asked to read this entire document and proceed to the online test at the end. You need to score at least 85% to pass the test. If you do not, you’ll need to re-take it. We ask that you review the entire document even if you work in only one of the departments. It’s always good to have an idea of what your co-workers duties are. Please note, you need to only complete the test associated with your department.

We are excited to have you on board and look forward to working with you.

Brief History of Outland

Outland has been catering and maintaining remote camps across Canada since our inception in 1985. Outland is known for its ability to complete challenging projects in challenging environments. Our list of long term clients across the country is a testament not only to our ability to provide quality camp and catering services to a variety of industries but also a clear indication we can get the job done.

We are not only a catering company but we are a fully integrated camp supply company (installation and construction), reforestation company (largest in the country), vegetation management company (servicing the utilities industry), and forest fire fighting with crews in Ontario, Quebec, and Alberta.

We understand what it is to feed a work force that works in the toughest conditions Canada has to offer. We understand that in firefighting, there are constant fluctuations in schedule, weather and therefore workforce. We build into all our catering programs contingency plans to deal with these situations in a professional and courteous manner.
We are currently managing, operating and catering remote camps from Alberta to Northern Quebec and into Nunavut. Outland provides catering services to government and a variety of industries.

Outland handles a diverse range of projects depending on clients’ needs. Outland Camps can handle setting up turn-key accommodations ranging from a prospector’s tent camp of 10 people to full dormitory module and trailer camps housing as many as 1200 workers.

We have a deep staff list with fully trained Chefs, head cooks, assistant cooks, janitors, housekeepers, rovers, catering managers, food service managers, and regional managers that are all uniquely aware of the standards that we must meet in order to satisfy our clients.

Location of Safety Manuals and procedures

The information you are about to read in this Employee manual is a selection of important information based on Outland’s policies and procedures.

We have multiple manuals located in your supervisor’s office and in relevant areas throughout the facility that include.

- **Outland Safety Manual**: This includes all of Outland’s policies and procedures and is available to staff for reference.
- **Outland Camps and Catering Binder**: This includes our food safety policies and procedures.
- **MSDS Binder**: Material Safety Data Sheets located in binders throughout camp near chemicals and in supervisor office.

Professionalism

In all of our operations we ask our staff to work with a sense of pride not only in their job but in Outland. Professionalism is a critical part to you succeeding in your job.

Being professional comes down to basic things:

- Being polite
- Wearing a clean uniform daily
- Always wearing your PPE in designated areas
- Being on time for your shift
- Helping others
- Leading by example
- Reporting problems to your supervisor
- Following the outlined rules and regulations of Outland, the client, and the government.
- Keeping your workplace constantly clean.

Working in remote environments requires all our staff to demonstrate an exceptional level of professionalism. The people you are working with are your second family; working well together is critical.
Communication Protocol

- Please communicate all questions to your direct supervisor
- Avoid communication after hours unless it is an emergency. If it can wait until business hours please hold off.
- Communicate with your direct report (supervisor).
- Always be courteous and polite. “Thank you” goes a long way.

Gossip

- Gossip can be an operation killer. Do not gossip about others amongst fellow staff. This can be very destructive and ruin the dynamic of a team. If you have an issue please bring to your direct supervisor. Please respect other employees and avoid gossip. By not doing so disciplinary action will be taken.

Workplace gossip can be very serious depending upon the amount of power that the gossiper has over the recipient, which will in turn affect how the gossip is interpreted.

Some negative consequences of workplace gossip may include:

- Lost productivity and wasted time,
- Erosion of trust and morale,
- Increased anxiety among employees as rumors circulate without any clear information as to what is fact and what isn’t,
- Growing divisiveness among employees as people “take sides,”
- Hurt feelings and reputations,
- Jeopardized chances for the gossipers' advancement as they are perceived as unprofessional, and
- Attrition as good employees leave the company due to the unhealthy work atmosphere.

http://en.wikipedia.org/wiki/Gossip
Senior Management

People you will encounter during your time with Outland.

Regional Manager

- Direct contact to client
- Direct contact for all higher level staff when appropriate – Chefs and CMs
- Manage All Outland management and support staff

Operations Managers

- In field operations and daily contact with field and site management.

Executive Chef

- Manage Chefs
- Manage all Kitchen operations
- Review budgets and staffing levels/rolls for Kitchen employee

Site Management

Catering Manager (CM)

- Maintain ongoing communication and a working rapport with all Outland customers or clients. Ensuring that the client or customer is satisfied with the overall service, cleanliness, and maintenance of Outland facilities.
- Working with Regional Manager to achieve personal and company goals.
- Providing supervision, guidance and support to all Outland housing staff and kitchen management.
- Acting as a communication liaison between field staff and Regional Manager and Human Resources.
- Maintain schedule of all staff and regular rotations
- Ensuring that all Outland staff complies will all safety policies and procedures. Safety meetings must be held on the 1st and 15th of each month and meeting minutes must be sent to the main
office. Use the “Weekly Safety Meeting” form to assist in safety meetings, and ensure that all staff report any accidents, safety concerns, and work hazards.

**Chef**

- Oversight of all kitchen operations.
- Planning menus in accordance with the Client contract, respecting Outland’s food budget.
- Making food orders while managing costs within Outland’s budget. Managing waste and inventory.
- Proper portioning of food items in accordance with Client contract and Outland policies and procedures.
- Ensuring that the client is satisfied with the overall service, cleanliness, and maintenance of kitchen and dining facilities.
- Working with the Camp Manager, Regional Manager and Regional Chef to achieve personal and company goals.
- Providing supervision, guidance and support to all Outland kitchen employee. This will include, but is not limited to: scheduling shifts, training and development through coaching and mentoring, delegation of assigned job tasks, direction and assistance with personnel problems, and employee evaluation and performance management.
SAFETY

Industrial Health and Safety Policy

Safety Values and Objectives

Our goal is to supply and operate remote camps that are accident and illness-free. We recognize that the safety and continued good health of our employees, guests and the public is vital to our success. Maintaining health and safety is a top priority at Outland - our ultimate goal is zero lost workdays due to accidents or injury.

We, as a company, ensure that management provides a safe work site and information about and access to proper safety equipment and work habits; and works to ensure that physical and health hazards are guarded against or eliminated.

We have designed an Occupational Health and Safety Program to avoid unsafe situations and to increase the safety and comfort of our workers, designed to comply with all government laws and regulations. In it, each employee is given the means, resources and opportunity to become a full partner in our health and safety system, and is given a role, responsibility and accountability for safe work performance and hazard reporting and correction.

We ensure camp managers and head cooks properly instruct staff to do their work safely. They ensure that the First Aid attendant and First Aid equipment are available to the workers. They also ensure that regular meetings are held and records kept.

We ensure that employees work in a responsible manner so as to not endanger themselves or their fellow workers. They report unsafe situations to their supervisor and wear all appropriate safety gear as directed.

We ensure that visitors and contractors obey all safety regulations as posted, wear the appropriate safety gear as directed, and act in a manner so as not to endanger themselves or others.

We pledge that through continuous, cooperative and joint efforts, a positive climate towards health and safety will exist, and health and safety goals will be achieved.

Dr. Simon Landy
Director/Owner, Outland
Workplace Harassment, Violence and Discrimination Policy

At Outland we are committed to providing a safe and respectful work environment for all staff and customers. No one, whether manager, employee, contractor, or member of the public, has to put up with harassment at Outland, for any reason, at any time. Likewise, no one has the right to harass or discriminate against anyone else, at work or in any situation related to employment. This policy is one step toward ensuring that our workplace is a comfortable place for all of us.

Harassment is against the law

The Canadian Human Rights Act and the Canada Labour Code protect us from harassment. The Criminal Code protects us from physical and sexual assault. You have a right to live and work without being harassed, and if you are harassed, you can do something about it. This policy tells you what to do if you experience harassment at work, or if you, as a manager or an employee, become aware of a harassing situation.

Outland promises to treat all complaints of harassment seriously, whether they are made informally or formally. We undertake to act on all complaints to ensure that they are resolved quickly, confidentially, and fairly. We discipline anyone who has harassed a person or group of people. We discipline managers who do not act properly to end harassment. At Outland, we do not put up with harassment.

Sincerely,

Jeff Taylor

Director, Outland
Employee’s Roles and Responsibilities for Health and Safety:

• Work in compliance with legislative requirements and basic work standards as outlined by Outland
• Participate in required health and safety training and be competent to perform your job.
• Use or operate equipment in a manner that will not endanger yourself or others.
• Report any unsafe condition or health and safety hazard immediately to your supervisor.
• Report any injuries, near-miss incidents, fires, spills, property damage accidents to your supervisor immediately.
• Notify your supervisor if feeling physically unfit to perform your work safely.
• Be responsible for your own safety
Consequences for Non-Compliance:

- Failure to work in compliance with legislative requirements and basic work standards will result in disciplinary action

Personal Protective Equipment:

- Personal protective equipment to be used and maintained in good condition
- Safety gloves to be used when cutting and using slicing/cutting equipment and anywhere there is a risk of cuts from sharp edges
- Rubber gloves when working with solvents or corrosives
- Safety glasses if using equipment which requires them

General Operation:

- Equipment are only operated by competent persons in a safe manner and in accordance with instructions. Employees must notify supervisor if they feel physically unfit to perform work safely.
- Equipment/tools are to be inspected prior to use to ensure safe operating condition. Any defects are to be reported to supervisor immediately. Any equipment or tools with defects that may result in injury or damage are not to be used

Accident/Incident Reporting:

- Any accidents resulting in personal injury, near-miss incidents, fires, spills, or property damage accidents are to be reported immediately to your supervisor. Health and safety committee to do follow up investigation
- All incident investigations are forwarded to the head office within 24 hours of incident. Incident reports are forwarded immediately to Toronto office

Housekeeping

- Work areas, materials, equipment, vehicles, cabs, and tools are to be maintained in a clean, orderly manner free of debris. All equipment, tools and materials are to be stored properly after use
Safety Equipment:

- First aid kits, spill kits, & fire extinguishers are to be checked and maintained monthly to ensure minimum standards met. Garbage is not to be on shop floor or in yard area.

Procedure for Non-Routine Jobs:

- First hold a discussion with all people involved in the non-routine job.
- Decide who is in charge of the task.
- Define the job to be done and each person's responsibilities.
- Ensure that you have qualified personnel and proper equipment and tools required for the job.
- Evaluate the task to be done and anticipate any possible safety hazards.
- Agree on action plan and consider timing, darkness, special needs and consequences of events.

Develop a contingency plan in case of unexpected problems.

- Ensure that everyone understands the communication procedure and that the operation will cease if other people become involved.
- Task is to be carried out constantly monitoring progress and any safety hazards developing, remembering communications is the key.
- Housekeeping must be considered during the job and everything cleaned up on completion of the task.
- Critique results with all involved to improve procedure for the next time.
- Communicate the results.

Use of Tools and Equipment:

- Service and repairs are to be carried out with company and personal tools/equipment which are:
  - correct for the tasks
  - in good condition
  - used in the proper safe manner
  - equipped with all original guards and safety features. If a guard must be removed to perform an operation it must be replaced as soon as the operation is completed.
- No person shall operate any company power tool (including air tools, grinders and metal working tools, torches, all power saws, drill press, welder, overhead hoist, etc.) unless:
  - they have been trained on the piece of equipment by qualified company personnel
  - are aware of, and are using all required personal protective equipment
  - all guards and safety features of the tool are in place.
  - Work area is free of hazards and flammable materials.
Working Alone:

- A supervisor or other employee is to be notified when it is necessary for an employee to work alone. Arrangements must be made for contact to be made with employee at regular intervals or upon return to ensure employee’s well-being.

Fire Protection

- Employees must have an operational knowledge of fire suppression systems/extinguishers. If smoke is noticed on equipment, check for fire. If fire is found, initiate fire suppression actions. Before leaving shop at end of shift, ensure at least 30 minutes, cleanup/monitoring time where there is to be no sparks and all areas of shop monitored for smoke/fire.
Handling Hazardous Materials:

- Employees will follow established handling procedures under WHIMIS, recognize hazards from labels/symbols and follow safe handling instruction as provided on labels and in MSD sheets.
- All staff working in Kitchen must be inducted and sign off on use of materials.
- Visitors (eg. Contracted service people – propane serviceman, electricians etc.) must be informed of Kitchen work standards and wear required personal protective equipment when working in Kitchen.
Return to Work Program and Light Duties

Policy:

When an injury occurs in the course of employment we will provide support and assistance to ensure that the injured worker is able to return to work at the earliest time possible in partnership with the local provincial or territorial Workplace Safety organization. This includes having an injured worker return to work to perform modified duties or to work a modified schedule until he/she has healed to the point where normal duties and schedule can be resumed.

We will take all reasonable efforts to assist an injured employee in returning to work as soon as possible. Both the employee and the employer are responsible for taking all the necessary steps to facilitate the return to work efforts.

Procedure:

1. When an injury has occurred that requires medical attention by a medical practitioner, the medical practitioner is to complete a Functional Abilities form. A copy of the form is to be provided to the company and reviewed with the injured worker to determine the worker's ability to perform work.

2. Where necessary, the employee may be asked to authorize a consultation between the employee's medical practitioner and the employer regarding such limitations and the appropriateness of workplace accommodation. This does not include information regarding the actual diagnosis.

3. The employee's supervisor and the employee will discuss and agree upon alternate work or modifications to the employee's pre-injury position which will allow the employee to return to work. This may include a phased return to work schedule where the employee works progressively longer hours as the injury permits until the employee is able to return to his/her pre-injury full time, or other equivalent full-time position. The agreed schedule will be documented in a “Return to Work Plan” and be signed by both parties. The employer and/or supervisor are to monitor and record the injured worker’s progress in their modified hours and duties.

4. In the event that the injured worker is unable to return to any form of work, the supervisor is responsible for establishing a contact schedule with the worker. Failure of the worker to comply with the established schedule may result in disciplinary action being taken.

5. Employees will be encouraged to attempt modified tasks, but will not be asked to engage in work that could aggravate or impede healing of the existing injury. The employee is responsible for keeping the employer informed of progress, the success of the alternate work or modified work options, ongoing difficulties, etc.
CATERING OPERATIONS

Qualities of a Good Kitchen employee

A good Kitchen employee must work quickly and efficiently so that our speed of service objectives are met while preparing food that meets our high standards of quality and plate presentation.

Since speed of execution is so important so is maintaining and organized work area. A good Kitchen employee keeps a sufficient level of product ready in the right storage areas. A good Kitchen employee has the right tools and equipment ready when needed.

A good Kitchen employee must be able to think quickly on his/her feet with multiple activities going on at once. A good Kitchen employee doesn't get flustered easily and even enjoys the challenge of an extra busy shift.

A Kitchen employee’s work is placed directly in front of our guests. The type of job performed by our Kitchen employees influences our clients entire experience. Good Kitchen employees takes great pride in serving great food and follows our high standards of quality and consistency on every product that leaves their station. A good Kitchen employee is always aware of what's happening on the line and in the kitchen and is ready and willing to help others get the job done.

Always be a Team Player
General Job Guidelines and Responsibilities for Kitchen employee

- Prepare a variety of meats, seafood, poultry, vegetables and other food items for cooking in broilers, grills, fryers and a variety of other kitchen equipment.
- Assume 100% responsibility for quality of products served.
- Know and comply consistently with our standard portion sizes, cooking methods, quality standards and kitchen rules, policies and procedures.
- Stock and maintain sufficient levels of food products at line stations to assure a smooth service period.
- Portion food products prior to cooking according to standard portion sizes and recipe specifications.
- Maintain a clean and sanitary workstation area including tables, shelves, grills, broilers, fryers, sauté burners, flat top range and refrigeration equipment.
- Prepare items for broiling, grilling, frying, sautéing or other cooking methods by portioning, battering, breading, seasoning and/or marinating.
- Follow proper plate presentation and garnish set up for all dishes.
- Handle, store and rotate all products properly.
- Assist in food prep assignments during off-peak periods as needed.
- Close the kitchen properly and follow the closing checklist for kitchen stations. Assists others in closing the kitchen.
- Attend all scheduled employee meetings and bring suggestions for improvement.
- Perform other related duties as assigned by the Chef or manager-on-duty.
Kitchen employee Job Functions

• Always arrive at least 5 minutes before your scheduled time.
• Always come to work with clean clothing.
• Immediately ask the Chef or manager-on-duty about menu specials and any other product, menu issues you should be aware of.
• Always observe and complete opening and closing checklists.
• Count your opening product inventory; place all products in its proper location.
• Clean and organize your area.
• Stock your food products and any equipment needed for station. Rotate products so that product from the prior shift is used first.
• Make certain you have all the products need to assure a smooth service period. Notify the Chef or the manager-on-duty if you lack any products needed.
• Set and prepare station area and be ready for orders 15 minutes prior to service.
• Check thermostat settings of grills, ovens, fryers and other kitchen equipment and adjust if necessary.
• Double check your product levels to ensure that you won't have to leave your station during peak periods.

• Clean as you go - maintain a clean station and work area THROUGHOUT THE DAY.
• Follow recipe instructions EXACTLY as they are stated - ensure the quality, portion size, cooking time and consistency of every item that leaves your station.
• Be available to perform prep work during slow periods. Check in with the Chef for a prep work assignment during slow periods.
• Be a team player - support and assist your fellow team members whenever possible in whatever functions are required.
• Ensure that all cooking equipment used is operating correctly and at the proper temperature.
• Report any broken or malfunctioning equipment to the (Chef or manager-on-duty).
• ALWAYS follow safe food handling practices.
• Know and follow proper plate presentation and garnish set up for all dishes.
• Use our product labeling system to label, date, rotate and store all food products.
• Prepare only what is on the Daily Prep List.
• Do not work more than scheduled hours unless directed by the Chef or manager-on-duty.
• Always check with Chef or manager-on-duty prior to checking out.
A few tips from our Chef

1. What cut is that you ask?

2. A salad mixed with a thick dressing is called a bound salad.

3. Acids on help dissolve the connective tissue protein

4. What things must you do before using a meat slicer?
• Use guards and glides at all times
• Ensure the slicer is in the proper setting before cutting
• Secure meat properly in the slicer
• Unplug the slicer before cleaning, and before removing the guards
• Turn the slicer off after use
• Use cut resistant glove when removing and cleaning the blades

5. Final seasoning is usually done at the end of cooking time of the cooking process.
6. During the simmering process of Meat the liquid is: Allowed to bubble gently
7. Blanching meat results in: Removal of impurities and strong flavours
8. Food must be stored at these temperatures

9. The fat content of fish ranges from 0.1 percent for haddock to 20 percent for eel. This single characteristic has a great effect upon the cooking method chosen for a fish. Lean fish are those that are low in fat, such as flounder, sole, cod, red snapper, bass, perch, halibut and pike. Fat fish are those which are high in fat, such as salmon, tuna, trout, butterfish and mackerel. Lean fish, having almost no fat content, can easily become dry, particularly when overcooked. Fat fish contain enough fat to enable them to tolerate more heat without becoming dry.
10. True dry heat fish baking can be done only with: Fat fish
11. The best dry heat cooking method for lean fish is: Pan frying

12. If a customer reports an allergic reaction, you should:
   • Ask them what they ate
   • Inform the person in charge immediately
   • Call emergency

13. Potentially hazardous cold foods must be maintained at an internal temperature of 4 Degrees C or lower to prevent rapid bacterial growth:

14. From receiving to storing, preparing, cooking, holding, serving, cooling and reheating is called the: Flow of food
Quality Assurance and Food Safety

Outland’s priority is to provide a workplace where no one gets hurt; where property, the public and the environment are protected; and where our operations meet environmental, occupational safety and food safety regulations.

In connection with its goal of providing a safe environment for its customers and employees, Outland has specific programs and policies to address food safety, occupational health and safety, environmental compliance, and regulatory compliance.

Quality Assurance Programs

Outland is committed to providing and maintaining a safe and healthful environment for all customers and employees at all its site camps. Site-specific Occupational Health & Safety procedures are developed to protect our employees and customers and to ensure compliance with internal guidelines.

Food Safety (HAACP)

To address the risk of food-borne illness, Outland has implemented a standard two-level approach to ensuring the safety of our food items. The first level consists of our food safety programs relating to:

- The facility in which the food is prepared
- The equipment used for preparation
- The individuals producing the food
- The general sanitation and pest control systems that are in place
The second level is the Hazard Analysis and Critical Control Point (HAACP) management system. As a general overview, HAACP is a system designed to reduce, prevent, or eliminate food hazards. This approach was developed by, among other companies, Pillsbury, to produce food items for use by NASA in the space program. The system works by identifying potential hazards in food handling, then setting up steps to control each one. Training guides are utilized by Outland management to ensure employees are versed in safe practice.

Outland food service managers are required to successfully complete a provincial or regional food safety course, providing them with the knowledge and tools to train hourly employees to the highest standards. The courses introduce ways to prevent food-related illnesses and to develop and implement a food safety system.
Cost Control

In order for our kitchens to be successful, we not only have to serve great food and deliver outstanding service but we also have to control our costs. Controlling costs is everyone’s business and responsibility.

Here are some of the ways you can help to control costs and reduce waste:

Rotation
- Improper rotation is a double-edged sword. When product don't get dated or aren't rotated properly they are more often subject to spoilage. Even worse, improper rotation increases the risk that we might serve something less than fresh, high quality food, which could mean a dissatisfied (or even sick) guest. Always label, date and rotate!

Portion Control
- Always use the correct portioning and measuring tools (scoops, ladles, spoons, cups, scales). Don’t over or under portion. Consistency is the name of the game!
- Always get as much as possible from all produce, cans and jars. Be careful not to send good, usable product to the trash can.
- Always follow proper cool down procedures. Not cooling down products properly before placing them in the refrigerator can cause spoilage. Cover products properly to keep them fresh and good tasting.
- Always use a rubber scraper (spatula) on cans, jars, containers, etc., to get it ALL! This is a low margin business and those small amounts add up and make a difference.
Receiving, Storage and Distribution Areas

Delivery Dock

Delivery schedules are dependent on several factors: the site location; the seasonal ability to access the site; and designated resources to efficiently unload deliveries and place products immediately into the appropriate storage areas. The receivers review all products to ensure proper handling.

- Products are purchased from approved sources
- Frozen products are received below – 15°C
- Chilled products are received below 5°C
- Product packaging is intact with no signs of infestation

Cold Storage

- Chilled products are stored at or below 5°C
- Inventory is processed following the FIFO (First In, First Out) principle

Frozen Storage

- Frozen products are stored as to maintain the core temperatures at or below – 15°C
- Inventory is processed following the FIFO (First In, First Out) principle

Thawing

- Frozen products requiring thawing will be thawed in chillers at or below 5°C
Production Program and Quality Assurance

Cold Preparation
- Food handlers wash and sanitize hands prior to contacting foods
- Food handlers sanitize utensils and equipment prior to food contact
- Ingredients are prepared separately to avoid cross-contamination
- Ingredient temperatures are maintained below 10°C within two hours of preparation
- Cold preparation areas are designated for fruit and vegetables products only or for cooked meats, cheeses and dessert finishing only

Chef’s Cooler
- Chilled products are stored at or below 5°C
- Inventory is processed following the FIFO (First In, First Out) principle
- Picked product may be stored here prior to cooking

Hot Kitchen Re-thermalization
- Food handlers wash and sanitize hands prior to food contact
- Food handlers sanitize utensils and equipment prior to food contact
- Strict adherence to all cooking times and temperatures relating to specific products
- Hot boxes are pre-heated prior to loading in order to maintain required product core temperature
**Hot Serving Area**
- Hot food is maintained at a temperature above 60°C for up to four hours
- All products are served directly to customers from the serving area
- All food served at the hot food serving area is protected at the counter by suitable protective sneeze guards
- Food handlers wash and sanitize utensils and equipment prior to food contact
- Food items are appropriately labeled, identifying the item, major ingredients, and the nutritional values
- All leftovers are documented and discarded immediately upon the end of service.

**Cold Serving Area**
- Cold food is maintained at a temperature of 5°C or below in storage
- Cold food is maintained at a temperature of between 5°C below and 10°C for up to four hours at the serving area
- Food handlers wash and sanitize hands prior to food contact
- Food handlers sanitize utensils and equipment prior to food contact
- Ingredients are prepared separately to avoid cross-contamination
- All food served at the cold food serving area is protected at the counter by suitable protective sneeze guards and/or packaging
- Food items are appropriately labeled, identifying the item, major ingredients, and the nutritional values
- Product is self-served, and appropriate serving utensils are provided
- All leftovers are documented and discarded immediately upon the end of service
Pot Wash
- All hot boxes are returned to the pot wash area for cleaning and sanitizing prior to being loaded
- All service ware is sent to the pot area for cleaning and sanitizing prior to being used
- All food scraps either in hot boxes or service ware are to be discarded at this point

Waste
- All product that has come in contact with either hot or cold servers must be discarded at the end of service

Hygiene and Cleaning Requirements (Kitchens, Dining Room and Other Applicable Areas)

In recognition that hygiene and cleaning play an important role in any food safety program, Outland maintains detailed programs to assure safe practice is followed. The outline below summarizes several of the hygiene and cleaning programs employed by Outland.

Hand Washing Policy

The goal of the hand washing policy is to assure that proper hand washing procedures are followed for the protection of customers and employees. It recognizes that the best method to prevent cross contamination of food and potential spread of bacterial or viral illnesses is to practice thorough hand washing.

The policy calls for thorough hand washing practices to be followed after using the restroom, beginning of shift, after a break and prior to and during preparing and serving of food. Additionally, after an employee uses the restroom and wash their hands, they must wash hands their hands again in the
kitchen or hand washing area before returning to their workstation. The hand washing protocol demanded of Outland employees:

1. Turn on warm/hot water, wet hands.
2. Apply soap to hands and scrub soap over tops and palms of hands, between fingers and fingernails. Scrub hands for about 20 seconds.
3. Rinse hands thoroughly under running water.
4. Dry hands with paper towel.
5. Turn the faucet off with the paper towel.

**Glove Policy**

Outland requires plastic gloves be worn when handling raw foods that will not be cooked, or when handling cooked products that will not be reheated. This policy recognizes that while plastic gloves can provide an effective barrier to the transmission of food-borne illness, there is no substitute for properly practiced hand washing techniques. The policy sets forth the following hand washing guidelines to prevent potential cross-contamination:

- Wash hands thoroughly before putting on gloves.
- Gloves must be changed at any point when you would normally wash your hands (when they are dirty or when moving from handling raw products to cooked food items).
- Hands must be washed and gloves replaced after using the restrooms.
- Throw away dirty gloves when leaving work area. Wash hands and put on new gloves prior to returning to work.
- Always wash hands after using gloves. This will assist in eliminating bacteria that grow in the warm, damp environment provided by gloves.

**Employee Health and Hygiene**

The health and hygiene of employees who handle and prepare food for Outland are critical to ensuring the safety of our customers. Staff is expected to adhere to the following standards, as well as to guidelines detailed in the food safety program.

- Employees with symptoms of vomiting or diarrhea must be excluded or restricted from handling food.
- All employees must practice effective hand washing frequently.
- All hand washing stations must be accessible and have hot water, soap, and paper towels at all times.
- Employees should wear disposable gloves when preparing and handling ready-to-eat foods. Gloves should be changed frequently.
- All employees should shower or bathe daily.
- All employees must wear clean clothes and change into clean uniforms at work.
- All employees must wear clean hair restraints.
- Wearing jewelry is restricted.
• Open wounds or cuts should be antiseptically bandaged and the bandage covered with a waterproof protector.
• Employees should trim and clean fingernails.
• No smoking or eating is permitted on the job.
• Bathroom and locker rooms should be accessible and well maintained.

Measuring Quality Assurance

Outland’s quality assurance protocol is constantly and consistently enforced and updated using a variety of tools and to obtain full compliance in food safety.

Audits

Regular as well as random audits of all areas of production and service ensure our employees maintain the highest level of food safety at all times. Positive reinforcement and guidance to our employees, performance-based rewards and recognition help to create an environment conducive to great customer service.

Checklists

Managers and supervisors are equipped and trained in the use of various checklists which allow them to maintain consistently high food quality and service standards.

Management Structure

Our managers ensure that policies and procedures are consistently and effectively achieved by providing guidance, assistance and advice on a continuing basis.
Training

Outland’s in-house trainers supply instruction to hundreds of front line staff every year, including government certified Food Safe training, customer service training, WHMIS, OH&S, and management and human resources training.

Our reporting structure enables our management team to assess and evaluate problem areas quickly, and implement immediate corrective action. A thorough system of follow-up action plans ensures that best practice is followed and successes are shared and emulated.

1. Training – making sure that employees understand their role in safe food production
2. Guidelines – making sure food service employee are healthful and hygienic
3. Supply Chain Management – making certain the food we purchase is safe
4. Pest Control – making sure the facilities are free of disease-causing pests
5. Standard Operating Procedures – reducing the risks in our food production
6. Sanitation Standard Operating Procedures – cleaning and sanitizing to control risk

Measuring & Portioning Tools (cups, spoons, scoops, ladles)

- Always use the "correct" measuring/portioning tools consistently. Always use level measurements.
- Knives
  - Sharpen regularly, usually daily. Clean and sanitize after each use. Hand wash only (never put through dish machine). Hang knives with blades down.
- Recipe Books
- Don’t think you can memorize. Always use the Recipe Book. Measure precisely, don’t approximate.
• Lexans and Cambros
  • Used to store food  Always date, label and rotate when holding food Always wash in dish area and store upside down
• Scales
  • Clean and sanitize after use  Use consistently  Calibrate regularly using a separate weight Always carry by base, never by platform
• Sanitizing Solution & Spray Bottles
  • Make available throughout kitchen in prep and line areas
  • Use regularly on knives, utensils, counters, cutting boards and equipment

Kitchen Counters & Sinks

• Clean and sanitize regularly  Use for food preparation only  Do not use chemicals
• Can Opener
• Clean after each use  Located on prep table
• Slicer
• Know proper settings for each product. Never leave unattended. Always keep hands away from
blade. Keep clean, sanitize after every use. CUT GLOVES must be used when cleaning!
• Pots, Pans and Holding Containers
• Store in proper locations, always upside down. Send through dishwasher
• Cutting Boards
• Wash by hand only. Clean and sanitize after each use. When using, keep a damp towel
underneath to keep from sliding
• Utensils
• Serving spoons - used for stirring or serving
• Ladles - used for accurately portioning products. Tongs - long or short handles. Perforated or
slotted spoons - used for stirring or serving. Whisks used to stir, whip or mix products.

In addition to a clean and sanitary environment, Outland Camps provides a safe environment. One of
our primary goals here at Outland Camps is to operate accident-free kitchens. A safe kitchen takes
teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive
training on the use of those products.

Daily safety meetings will also be held to review and reinforce information presented from the initial
training and to discuss additional safety and security issues as necessary. Management's role is to
provide the daily monitoring of safe work practices developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately.
Safety begins with you. Here are guidelines for safe procedures:

When Cleaning Stationary Equipment
• Unplug equipment; make sure hands are dry.
• Disassemble.
• Wash removable parts in dish machine, or three-compartment sink.
• Wash and rinse stationary parts.
• Sanitize food contact surfaces with sanitizer.
• Air dry before reassembling, without touching food contact surfaces.

Preventing Falls
• Wipe up spills immediately.
• Use "wet floor" signs.
• Wear shoes with non-skid soles and heels.
• Keep isles and stairs clear.
• Walk; do not run.
• Follow established traffic patterns.
• Do not carry anything that blocks your vision.
• Keep drawers closed.
• Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
• Use handrails on stairs. (three point rule)
• Turn lights on to see.

Preventing Electric Shock
• Never touch electrical equipment with wet hands, or while standing in water.
• Unplug equipment before cleaning or disassembling, to avoid shock.
• Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
• Report damaged and worn plugs and cords to your supervisor.

Lift Properly
• Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
• Get ready. Spread feet apart, shoulder width. Put one food slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
• Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
• Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
• Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

Moving a Cart Properly
• Push rather than pull.
• Spread feet wide, one in front of the other with your front knee bent.
• Keep back straight.
• Slowly push into the cart with your body weight, using your leg muscles to do much of
  the pushing.
• Push slowly and smoothly. Avoid sudden motions or twisting your back.

Preventing Cuts
• Know how to operate equipment.
• Pay attention when using sharp equipment. Never touch edges of sharp blades.
• Use guards when provided on equipment.
• Use tampers to push food into equipment.
• Turn equipment off before adjusting.
• No loose sleeves, ties, or dangling jewelry should be by equipment
• Carry dishes and glassware carefully.
• Sweep up broken glass; do not use your hands.
• Use special container to dispose of broken glass, dishes, and other sharp objects.
• Remove can lids entirely from cans, then dispose of them.

Knife Handling
• Do not use knives or operate any cutting or mixing equipment without proper training.
• Use the correct type of knife for the job. If you don’t know, ask the Chef or the Manager-on-
  Duty.
• Never cut towards yourself - always away from yourself and others
• Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
• Use cut gloves when using a knife for slicing or dicing.
• Carry knives down at your side when walking through the kitchen.
• Let a dropped knife fall. Never try to catch a falling knife.
• Clean and sanitize knife after each use.
• Always return knife to proper storage location after use. Never place a knife in a sink.

Preventing Burns
• Pay attention when working around hot equipment.
• Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND
  YOU."
• Avoid overcrowding range tops.
• Use dry oven mitts.
• Keep pot handles turned in from the edge of the range and open flames.
• Avoid overfilling containers with hot foods.
• Get help lifting heavy pots of hot foods.
• Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam
  burn.
• Stir foods with long-handled spoons.
• Warn others of hot surfaces.
• Let equipment cool before cleaning, and do not use wet rags.
• Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
• Strike match before turning on gas equipment, to avoid a flare-up.
• Wear closed-toe and closed-heel shoes that do not absorb liquids.
• Metal containers, foil or utensils should never be used in microwaves.
• Warn guests of hot dishes.

Preventing Fires
• Smoke only where allowed.
• Do not turn your back on hot fat, as it may burst into flames.
• Keep equipment and hoops from grease build up because grease causes many food service fires.
• Do not set the fryer at too high a temperature.
• Store matches in a covered container, away from heat.
• Keep garbage in covered container, away from heat.
• Store chemicals away from heat because many chemicals are flammable.
Specific – Example of kitchen equipment you may be using

**SOP - General-Use Equipment**

**Target Group** - All staff performing work activities in kitchen.

**Equipment**

- Alto-Shaam Combination Oven Steamer
- Alto-Shaam Banquet Cart
- Alto-Shaam Holding Cabinet
- Alto-Shaam Quick Chiller
- Coffee Maker – Bunn-O-Matic
- Food Processors
- Gas Charbroiler
- Gas Fryer
- 20 and 80 Quart Mixer
- Slicer
- Electric Power Tilt Skillets
- Six Burner Oven

**Alto-Shaam Combination Oven Steamer**

**Safe Operating Procedures:**

- Safe release of compartment steam, initially open the door approximately 2” (50mm) only. STAND BEHIND DOOR AS HOT STEAM RELEASES.
- Use attached hand-held hose to spray INTERIOR of combitherm oven compartment.
- Do not use the spray hose in a hot cooking compartment. Allow the oven to cool to a minimum of 150F (66C)
- Do not handle pans containing liquid or semi-liquid products positioned above eye level of the operator
- Use appropriate hand protections when removing hot pans

**Alto-Shaam Banquet Cart**

**Safe Operating Procedures:**

- Do not handle pans containing liquid or semi-liquid products positioned above eye level of the operator
- Use appropriate hand protections when removing hot pans
- Disconnect unit from power source before cleaning or servicing
- Interior should not be steam-cleaned, hosed down, or flooded with liquid of any kind. SEVERE DAMAGE OR ELECTRICAL HAZARD COULD RESULT
Alto-Shaam Holding Cabinet

Safe Operating Procedures:
• Do not handle pans containing liquid or semi-liquid products positioned above eye level of the operator
• Use appropriate hand protections when removing hot pans
• Disconnect unit from power source before cleaning or servicing

Alto-Shaam Quick Chiller

Safe Operating Procedures
• To maintain sanitation control, all foods for quick-chill or quick-freeze processing must be at a temperature above 140F (60C) and must be covered tightly
• Adequate spacing must be allowed between pans for proper air circulation for both processing and subsequent holding
• Never stack pans directly on top of each other
• Disconnect unit from power source before cleaning or servicing
• Interior should not be steam-cleaned, hosed down, or flooded with liquid of any kind. SEVERE DAMAGE OR ELECTRICAL HAZARD COULD RESULT

Coffer Maker – Bunn-O-Matic

Safe Operating Procedures
• Caution hot surface
• Remove funnel slowly, hot liquid
• Warning – very hot water

Food Processors

Safe Operating Procedures
• Blades are sharp. Handle with care
• Never place cutting blade or disc on base without first having put the bowl properly in place
• Keep hands, clothing, utensils away from moving blades or discs while processing food.
• Do not put base in or near liquid
• UNPLUG from outlet when not in use, before putting on or taking off parts, before removing food from work bowl, and before cleaning
• Never feed food by hand, always use food pusher
• Be sure cover is securely locked in place before operating

Gas Char broiler

Safe Operating Procedures
• Griddle surface will be very hot when in use
• Do not operate if the smell of gas is present
• Do not store any flammable or combustible material near, open flame can cause such materials to ignite
• Never attempt to force or repair a stuck control valve

Gas Fryer

Safe Operating Procedures
• Never melt blocks of shortening on top of burner tubes, this will cause fire
• Do not operate if the smell of gas is present
• Do not store any flammable or combustible material near, open flame can cause such materials to ignite

20 and 80 Quart Mixer

Safe Operating Procedures
• Keep hands, clothing, and utensils away from the beater while in operation
• UNPLUG from outlet when not in use, before putting on or taking off parts, before removing food from work bowl, and before cleaning
• Be sure safe guard is securely locked in place before operating

Slicer

Safe Operating Procedures
• UNPLUG machine power cord and turn the index knob fully clockwise before cleaning the slicer
• Slicer BLADE is very sharp; use extreme caution when working near the blade
• The tilting braising pan and its parts are hot. Use care when operating, cleaning and servicing the tilting braising pan
• Do not tilt braising pan with lid down
• Caution hot surface

Six Burner Oven

Safe Operating Procedures
• Contact with hot surfaces will cause severe burns
• Do not operate if the smell of gas is present
• Do not store any flammable or combustible material near - open flame can cause such materials to ignite
HOUSEKEEPING

The following outline is meant to give an introductory overview of the Housekeeper’s average day. Timelines and tasks may vary according to each camp’s needs/daily circumstances and each Housekeeper must be prepared to adapt accordingly.

Housekeeping Daily Overview (Example—will vary by project)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am</td>
<td>Daily Meeting with Catering Manager or Head Housekeeper</td>
</tr>
<tr>
<td></td>
<td>Attendance sign-off done</td>
</tr>
<tr>
<td></td>
<td>Receive daily room counts and status updates (check-ins/outs)</td>
</tr>
<tr>
<td></td>
<td>Receive keys for assigned dorms</td>
</tr>
<tr>
<td>7:30ish am</td>
<td>Top-up cart according to daily tasks</td>
</tr>
<tr>
<td></td>
<td>Collect daily laundry</td>
</tr>
<tr>
<td></td>
<td>Start cleaning rooms according to daily, weekly and check-out duties</td>
</tr>
<tr>
<td>10:00 am</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>10:15 am</td>
<td>Continue with cleaning duties</td>
</tr>
<tr>
<td>12:00 pm</td>
<td>Lunch Break</td>
</tr>
<tr>
<td>12:30 pm</td>
<td>Continue with cleaning duties</td>
</tr>
<tr>
<td>3:00 pm</td>
<td>Coffee Break</td>
</tr>
<tr>
<td>3:15 pm</td>
<td>Continue with cleaning duties</td>
</tr>
<tr>
<td>4:30ish pm</td>
<td>End of Day Wrap Ups</td>
</tr>
<tr>
<td></td>
<td>Clean laundry room</td>
</tr>
<tr>
<td></td>
<td>Stock housekeeping cart for next day</td>
</tr>
<tr>
<td></td>
<td>Ensure utility room clean and organized</td>
</tr>
<tr>
<td></td>
<td>Check shelf supplies for inventory (5 days for supplies to arrive!)</td>
</tr>
<tr>
<td></td>
<td>- write a list (what and how much?)</td>
</tr>
<tr>
<td></td>
<td>Remove garbage and bring to dumpster/ Recycling to appropriate location</td>
</tr>
<tr>
<td>5:00 – 5:30ish pm</td>
<td>Return completed dorm sheets to main office or Outland Catering</td>
</tr>
<tr>
<td></td>
<td>Manager - report any relevant info./issues from the day</td>
</tr>
<tr>
<td></td>
<td>Return any master keys in your procession</td>
</tr>
</tbody>
</table>
DAILY TASKS & ASSIGNMENTS

Depending on the overall size of a camp, varying staff-levels, and each dorm’s occupant level, the Catering Manager and/or Head Housekeeper will determine daily dorm and cleaning assignments. The responsibility of cleaning common camp areas, such as the dining hall and general recreation spaces, may be assigned to any member(s) of the housekeeping team. In some operations, a janitor may have the designated responsibility of these areas.

For the dorms, weekly tasks and check-out task-lists, are to be completed in addition to daily duties. Housekeepers will be informed of check-outs/turnovers by their Catering Manager/ Head Housekeeper, each morning, and on the dorm-sheets issued daily. Weekly tasks may involve detailed or “deep cleaning” of particular areas, such as the dusting of all hallways light-sconces or all door frames etc.

Time-Management

As Housekeepers, you will work much of the day without direct supervision. Appropriate time management is a must for completing additional tasks, in addition to daily duties, and is a key responsibility the job in general. Some days you will have time to take an extra 5-10 minutes at lunch...some days you will not. Expectations for daily duty completions will be clearly communicated to each Housekeeper, by the Catering Manager and/or Head Housekeeper.

Varying occupancy levels, staggered check-in/check-out dates, as well as any unanticipated additions to daily duty lists should always be taken into consideration when organizing for the day. Make note of your task assignments for the day - occupancy, number of check-ins/outs, sheet changes, dayshift/nightshift - and develop a loose plan of how to absorb the extra duties into your shift. It is the responsibility of each individual Housekeeper to accurately track and record his or her weekly task completions.
**DORM ROOM CLEANING TASKS**

<table>
<thead>
<tr>
<th><strong>DAILY</strong></th>
<th><strong>WEEKLY</strong></th>
<th><strong>TURNOVERS/ CHECK-OUTS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEDS</strong></td>
<td><strong>BEDDING</strong></td>
<td><strong>BEDS</strong></td>
</tr>
<tr>
<td>- Make bed every day (do not move guest belongings)</td>
<td>- Machine wash <strong>ALL</strong> bedding once a week (Pillow cases, fitted sheet, flat sheet and top blanket – <strong>ALL</strong> must be washed!)</td>
<td>- Lift mattress against wall to see bed-base and mattress bottom</td>
</tr>
<tr>
<td>- Vacuum or wipe bed frame when necessary</td>
<td></td>
<td>- Wipe clean the mattress and bed base/frame (incl. inside drawers and under the bed)</td>
</tr>
<tr>
<td><strong>GENERAL</strong></td>
<td><strong>GENERAL</strong></td>
<td><strong>GENERAL</strong></td>
</tr>
<tr>
<td>- Wipe down &amp; sanitize all touch-surfaces (light switches, t.v. &amp; remote, door knobs, drawer &amp; closet handles, mirrors &amp; window panes, surface-tops and ledges (do not move any guest belongings)</td>
<td>- Wipe/down &amp; sanitize desk chair (incl. legs),</td>
<td>- Sweep base with hand-brush or vacuum</td>
</tr>
<tr>
<td>- Wipe door (inside and out) – esp. any foot marks/scuffs on kick plates</td>
<td>- Cupboard doors (inside and out)</td>
<td>- <strong>ALL</strong> linens and towels must be washed!</td>
</tr>
<tr>
<td>- Change garbage - if contents are loose/dry dump garbage out of bag into larger bin, if not replace entire bag.</td>
<td>- Bed frame (incl. all handles)</td>
<td></td>
</tr>
<tr>
<td><strong>FLOORS</strong></td>
<td><strong>WALLS</strong></td>
<td><strong>T.V.</strong></td>
</tr>
<tr>
<td>- Sweep entire room - incl. under/behind bed &amp; desk</td>
<td>- Wipe all walls – under desk, around bed, beside doors and behind door</td>
<td>- Disinfect remote control/ check all batteries work</td>
</tr>
<tr>
<td>- Empty dirt from boot mat and wipe/mop the mat clean</td>
<td>- Wipe/dust all baseboards and outlets</td>
<td>- Sanitize buttons on t.v.</td>
</tr>
<tr>
<td>- Mop floor</td>
<td></td>
<td>- Dust screen/ whole unit</td>
</tr>
<tr>
<td><strong>BEDDING</strong></td>
<td><strong>GENERAL</strong></td>
<td><strong>FLOORS</strong></td>
</tr>
<tr>
<td>- Lift mattress against wall to see bed-base and mattress bottom</td>
<td>- Wipe down &amp; sanitize all touch-surfaces (light switches, t.v. &amp; remote, door knobs, drawer &amp; closet handles, mirrors &amp; window panes, surface-tops and ledges, sides, shelves and legs)</td>
<td>- Same as daily, PLUS...</td>
</tr>
<tr>
<td></td>
<td>- Disinfect garbage cans - clean first then replace with new bag</td>
<td>- Dust all light covers, bulbs and outlets*</td>
</tr>
<tr>
<td></td>
<td>- Dust all light covers, bulbs and outlets*</td>
<td>- Dust all light covers, bulbs and outlets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Wipe room door (inside and out) – clean all finger/ foot marks, muddy thresholds, scuffs on kick plates etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Change garbage – always replace with a new bag</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*CAUTION! – ALWAYS be aware while dusting or changing light bulbs - they may be HOT! ALWAYS turn-off all switches and allow bulbs to cool before changing or cleaning! Never clean a light bulb with a wet rag, or change a bulb with wet hands.*
# GENERAL DORM CLEANING TASKS (Daily)

<table>
<thead>
<tr>
<th>HALLWAYS, BOOT-ROOMS &amp; ENTRYWAYS</th>
<th>LAUNDRY ROOMS</th>
<th>LINEN/ SUPPLY CLOSETS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL</strong></td>
<td><strong>GENERAL</strong></td>
<td></td>
</tr>
<tr>
<td>• Empty dirt from boot trays and wipe clean</td>
<td>• Wipe down light switches and all common touch-surfaces</td>
<td>• Whenever possible, all cleaning supplies should be kept in designated storage rooms and closets, NOT in the laundry room</td>
</tr>
<tr>
<td>• Replace any wet or muddy cardboard</td>
<td>• Dust/wipe pipes or cords*</td>
<td>• Whenever possible, all housekeeping supply carts should be stored in designated storage rooms/closets, NOT in the laundry room or hallways</td>
</tr>
<tr>
<td>• Sweep and mop, or vacuum floor mats</td>
<td>• Empty garbage daily</td>
<td>• Constant regular inventory checks – note and report all re-supply needs to your supervisor</td>
</tr>
<tr>
<td>• Sweep and mop side-hallways emergency exit routes</td>
<td>• WASHING MACHINES &amp; DRYERS</td>
<td>• Always ensure doors are locked when not in use</td>
</tr>
<tr>
<td>• Vacuum entire hallway</td>
<td>• Wipe inside and out - clean all knobs, in and around lid/ door</td>
<td>• Ensure MSDS Binder and First Aid Kit are present</td>
</tr>
<tr>
<td>• Wipe down any dusty wall sconces and fire extinguisher bays</td>
<td>• Clear all lint and debris from lint trap</td>
<td>• Ensure a step-ladder is easily accessible, and properly stored</td>
</tr>
<tr>
<td>• Vacuum/ sweep all maintenance and electrical rooms (in accordance with the camp access policy)</td>
<td>• Ensure bleach and detergent cups clean</td>
<td>• Ensure all linens and towels are folded neatly, and organized efficiently</td>
</tr>
<tr>
<td>• Empty main garbage and recycling – bring directly to main dumpster (do not leave bags sitting in boot-rooms or entryways)</td>
<td>• Ensure detergent/ fabric softener fully stocked for shift changes, and other peak periods</td>
<td></td>
</tr>
<tr>
<td>• Wipe down all benches, shelves and hooks in boot room</td>
<td>• Clean all detergent spills and leaks</td>
<td></td>
</tr>
<tr>
<td><strong>FLOORS</strong></td>
<td><strong>LAUNDRY/ MOP SINKS</strong></td>
<td></td>
</tr>
<tr>
<td>• Sweep between and behind machines - use vacuum if necessary</td>
<td>• Clean and rinse of debris and residue</td>
<td></td>
</tr>
<tr>
<td>• Mop floor - use wet floor sign</td>
<td>• Clear and empty drain gates</td>
<td></td>
</tr>
<tr>
<td><strong>LAUNDRY/ MOP SINKS</strong></td>
<td>• Ensure shelves above sinks are clear, organized and wiped clean</td>
<td></td>
</tr>
<tr>
<td>• Wipe down any dusty wall sconces and fire extinguisher bays</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*CAUTION! - NEVER use a wet rag to wipe around electrical cords or outlets. ALWAYS dry-dust around any wiring!"
# BATHROOM CLEANING TASKS

<table>
<thead>
<tr>
<th>DAILY</th>
<th>WEEKLY</th>
<th>TURNOVER/ CHECK-OUT (for VIP and J&amp;J Dorms)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SINKS</strong></td>
<td><strong>GENERAL</strong></td>
<td><strong>GENERAL</strong></td>
</tr>
<tr>
<td>• Wipe/disinfect: sink bowl, faucet, handles, all countertop surfaces, soap dispenser and surrounding area</td>
<td>• Wash/wipe-down shower/change-area curtains</td>
<td>• Turnover (deep) cleans should be done when either one of an adjoining J&amp;J checks-out</td>
</tr>
<tr>
<td>• Clean and wipe all mirrors</td>
<td>• Clean/disinfect toilet areas – base boards, exposed pipes, between stall posts, porcelain base (around screws)</td>
<td>• Turnover (deep) cleans should be done in VIP rooms every time someone checks- OR times-out</td>
</tr>
<tr>
<td>• Fill soap dispensers</td>
<td>• Check urinal puck</td>
<td></td>
</tr>
<tr>
<td>• Stock paper-towel (fill dispenser)</td>
<td>• CLR all shower heads</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Disinfect garbage cans</td>
<td></td>
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<tr>
<td><strong>SHOWERS</strong></td>
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</tr>
<tr>
<td>• Wipe walls and ledges clean; empty drain gate</td>
<td></td>
<td></td>
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<tr>
<td>• Wash stall floor (move curtain)</td>
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<td></td>
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<tr>
<td>• Replace or clean bath mat</td>
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<td></td>
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<tr>
<td>• Wipe down curtains or squeegee glass</td>
<td></td>
<td></td>
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<tr>
<td><strong>TOILETS</strong></td>
<td></td>
<td></td>
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<tr>
<td>• Scrub/disinfect bowl, seat and tank</td>
<td></td>
<td></td>
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<tr>
<td>• Wipe down stall- and/or side-walls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Stock toilet paper – *incl. two extra rolls on top of tank</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FLOORS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sweep under sinks, around toilet, shower area, step-ups and behind doors</td>
<td></td>
<td></td>
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<tr>
<td>• Pay attention to any dirt/mildew build-up around base-boards and outlets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Mop floor surfaces – everywhere!</td>
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</tbody>
</table>
Night Shift Rooms

In most camps, there will be a percentage of dorm rooms occupied by night shift workers – both clients and Outland staff. It is important to keep these workers in mind, both in organizing your time management, and in being vigilant to the noises your cleaning routine may create throughout the day.

Certain duties, such as vacuuming, will inevitably create some amount of disturbance and so efficiency is key when completing these tasks.

Keeping the night-shift workers in mind while completing your dorm duties will go a long way to ensure workers get the proper rest they need and deserve, as well your vigilance will help avoid any confrontations with an over-tired Miner or Cook!

In the majority of camps, night-shift workers are not housed in separate dorms. Thus, it is the responsibility of individual Housekeepers to ensure night-shift rooms are properly cleaned, with minimal disturbance to the sleep pattern of its occupants.

The following are a few key points to keep in mind, while organizing/completing your daily cleaning duties:

- Have laundry machines available by shift changes - Laundry should be done throughout the morning/day.
- Wait for night shift to get up/leave for their shift - you can start on the first persons room while the other(s) are still sleeping or still in their rooms.
- Touch up bathrooms before day shift returns
- Finish vacuuming dorm halls once all night shift have left, and before day shift goes to bed (this can be done in the morning at SOME camps depending on the workers schedule)
- Be mindful of cart placement in halls – be courteous to traffic in the dorms at this time. Tools Of The Trade

HOUSEKEEPING CARTS

Each dorm building has a supply cart that holds the majority of equipment/supplies you will need throughout the day. Your cart should be re-stocked at the end of each day, to be ready to go for the following morning.

What Should Be In Your Cart:

- Broom/ dust pan
- Mop/ mop bucket
- Door-stop
- Rags
- Swiffer
- Garbage bags (big and small)
- Recycling bags (as needed
- Anti-bacteria/air freshener
- Clip board/Pen • Linen change sheet
- Dorm sheet
- Daily dorm checklist
- Blank paper
- Spray Bottles • Multipurpose
- Sanitizer
- Glass Cleaner
- Sheet bundles – look at sheet changes for the day, as well as check-outs

Supplies Checklist:

- Toilet paper
- Paper towel
- Handsoap
- Rags
- Cleaners/disinfectants/ magic eraser
- Soap scum/ film remover
- Glass cleaner
- Scrub brush
- Protective gloves
HEALTH & SAFETY

All of Outland’s general Health and Safety policies, are covered in the beginning sections of this manual, however it is important to highlight the particular hazards and risks that housekeeping staff are exposed to, during daily cleaning routines.

Bodily Fluids

The term *bodily fluids*, or *biofluids* refers to liquids originating from inside the bodies of living people. They include fluids that are excreted or secreted from the body as well as body water that normally is not, such as human blood, saliva and nasal secretions, urine, feces and vomit, as well as tissue and organs. Cleaning staff in particular, risk direct contact with bodily fluids, especially when cleaning washroom facilities and personal living quarters.

In order to best protect yourself from any direct or risked exposure, it is critical the proper steps and action are taken, when cleaning-up any bodily-fluids etc. However unpleasant, it is the responsibility of the housekeeping to clean-up any contamination of bodily fluids. Once discovered, no bodily fluids should ever be left for someone else to address – such situations can be hazardous to the general health of all camp occupants, and should be addressed as soon as possible.

The best course of action when cleaning bodily fluids, is to:

1) Restrict the area, and inform management.
2) ALWAYS wear gloves
3) Wear any and all personal protective equipment (PPE) deemed necessary - mask, goggles, long-sleeves etc
4) Use disposable cloths or towels to clean, and immediately dispose of any soiled articles, in a separate garbage bag and dispose of immediately in main dumpster.
5) Ensure thorough disinfection of area (using bleach etc), after initial cleaning is complete
6) Wash your hands thoroughly and remove/ wash any clothing or articles, that may have come in direct contact with any bodily fluid substance

Hand Washing Policy

The goal of Outland’s hand washing policy is to assure that proper hand washing procedures are followed for the protection of customers and employees. It recognizes that the best method to prevent cross contamination of food and potential spread of bacterial or viral illnesses is to practice thorough hand washing.

The policy calls for thorough hand washing practices to be followed after using the restroom, beginning of shift, when changing tasks, end of shift and before eating or going on break. Proper employees hand-washing protocol is:

1. Turn on warm/hot water, wet hands.
2. Apply soap to hands and scrub soap over tops and palms of hands, between fingers and fingernails. Scrub hands for about 20 seconds.
3. Rinse hands thoroughly under running water.
4. Dry hands with paper towel.
5. Turn the faucet off with the paper towel.

**Upset Conditions**

*Upset Conditions* include, but are not limited to:

- **Biohazards:** vomit/bile, blood, urine, feces, other bodily fluids, etc
- **Vandalism:** broken or damaged furniture/fixtures, writing on furniture/walls, persistent negligence of common hygiene practices
- **Presence of prohibited items:** liquor bottles (full or empty), illegal drugs/drug paraphernalia, concealed weapons, stolen property
- **General maintenance needs:** ceiling light changes, plumbing/wiring/electrical issues etc

If at any point throughout the day, you encounter an *upset condition*, report it to your Outland Catering Manager and/or a Head Housekeeper immediately. Appropriate steps for documenting and dealing with the situation will be taken by management.

Any concerns over irregularities or prohibitive activities, should be reported to the Catering Manager or available Outland Supervisor immediately. Failure to properly comply with these procedures may result in disciplinary action or termination of employment. This includes, knowledge or clear evidence of illicit drinking and drug use, procession of stolen property, violations of camp occupancy rules (outside visitors etc).
Measuring Quality Assurance

Outland’s quality assurance protocol is constantly and consistently enforced and updated using a variety of tools and to maintain the highest degree of health and service standards.

Audits

Regular as well as random audits of all areas of production and service ensure our employees maintain the highest level cleanliness. Positive reinforcement and guidance to our employees, performance-based rewards and recognition help to create an environment conducive to great customer service.

Depending on the operation, third party camp managers may also request/require inspection audits either regularly scheduled and/or at random.

Checklists

Housekeeping checklists - dorm sheets, cleaning logs, inventory sheets etc. – are used not only as health and safety records, but should be used as a tool by housekeeping staff to guide and track their daily/weekly task completions.

In addition to the standard checklists provided by Outland management, a planned and systematic approach to cleaning can save time and energy, and reduce many frustrations in the long-run. Top-to-bottom and back-to-front, are always the best methods to employ when cleaning any room or space. Diligent attention to detail is also key, to ensuring no task will have to be done over.

Trust and Confidentiality

In every camp operation, as with any hospitality operation, the responsibility and trust given to housekeeping and janitorial staff is tremendous. They are given access to the personal spaces and belongings of clients and fellow staff members that often, no other individual on-site has - except for senior management. No member of the housekeeping team should take this responsibility lightly or without respectful regard.

The following policy and procedures should always be adhered to, whether on- or off-shift. These policies not only ensure best customer-service practices, but help protect staff from undue accusation or suspicion. It is unfortunate to admit, but housekeeping and general cleaning staff, are more often than not, the first to be suspected, when client belongings go missing. By following the general simple rules and procedures staff can easily protect themselves from any suspicion.

Master Key Policy

Master keys are the principle way in which cleaning staff are able to access many of the areas required for daily cleaning. In any camp, the most vulnerable of these spaces are the personal living quarters of those staying on-site. For this reason, when entrusted with the use of a master-dorm or -facility key, every Outland staff must:
• **Never** leave the key unattended or out of your procession. **Never** leave your master key on your housekeeping cart, even if you are in a room “for only a second.” **Always** use the wrist or neck lanyard provided, or keep in your pocket, where it will not fall out, and can be checked for often.

• **Never** use your master key to let anyone into any personal room, for any reason, at any time. Even if you know the client, or you cross-check their name on a dorm sheet, Outland staff are never authorized to grant access to a room, except to senior management (e.g. if required during an inspection). **Always** politely and respectfully explain the policy of not opening guestroom doors to anyone who has requested your assistance, and direct individuals to the main office for help.

• **Always** return your master to the Camp Office or Catering Manager at the end of every shift. No cleaning staff should ever be in procession of a master-key, outside of working hours.

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**Client Belongings**

At no time, should any Outland employee seek to touch, move, look through or take any client’s belongings from their dorm room and/or any common area, either during a stay or after checkout. If clothes are left on a bed, the bed cannot be made. If luggage or belongings are all over the floor, the floor cannot be swept or mopped properly. Cleaning staff are expected to use sound judgment and discretion, when evaluating such circumstances (e.g. a single sock on the ground, does not mean the rest of the floor cannot be swept).
Some clients may not be familiar with the “no touch” housekeeping policy however, as many standard hotel-services, tidy everything from your bed to your shoes. An easy way to avoid any misunderstanding and ensure the best service possible, is to leave a small note for any client, who may not have their room properly cleaned due to the hindrance of personal items. You should also notify your Supervisor, and record on your dorm sheet, when tasks, such as making the bed, are not able to be completed. By doing so, management can then address any follow-up issues with the client directly, if necessary.

**Left Items/ Lost-and-Found**

If any personal items are left in client rooms (e.g. after check-out) or are found in common areas (e.g. rec.rooms, dining hall, etc), always bring the items to the camp office and/or lost-and-found at your earliest opportunity.

- If found in a common area, always notify management where and when you found the items.
- If left in a dorm room, place all items in a bag, and attach a label showing the date they were found, what room and dorm they were left, and a list of the contents.
- Never assume articles left behind were done so on purpose, and never assume a client will not be returning for the articles at some point in the future.

By bringing all items directly to the office, you not only relinquish further responsibility for any lost articles, but you will also help ensure the easiest way for people to locate their missing belongings.
Head Cook

DEPARTMENT: KITCHEN
DIRECT REPORT: CAMP MANAGER/REGIONAL MANAGER

Reporting to the Camp Manager, the Head Cook position is responsible for the proper and timely preparation of meals including, but not limited to, food service, food safety and supervision of kitchen employee.

Primary Responsibilities:

• Meet daily with Camp Manager for menu preparation and production strategy.
• Coordinate and be responsible for the handling, preparation, production, and timely service of all meals in accordance with methods and standards approved by Camp Manager.
• Coordinate all kitchen employee involved in the preparation and serving of meals.
• Prepare meals as per menu plan provided by the Camp Manager. Ensure adequate quantities of the menu choices are prepared as per the menu plan, and follow all production quotas as set down by the Camp Manager.
• Ensure food is prepared as close to consumption time as possible. Supervise all portioning to meals on serving line to ensure all clients are receiving amounts specified by Outland standards and the Camp Manager.
• Prepare and serve all food items in accordance to HACCP (Hazard Analysis Critical Control Point) and Food Safe standards.
• Ensure proper storage and rotation of all food supplies as per HACCP and Food Safe standards. Defrost all food supplies required for food preparation by HACCP and Food Safe standards.
• Ensure all expired food supplies are properly disposed of as per HACCP and Food Safe standards. Empty and disinfect all garbage containers daily.
• Assist in the unloading and storage of food supplies in accordance with Outland Food Service standards. Wash, clean, and wrap produce before storing away.
• Ensure menu boards are updated daily.
• Ensure personal hygiene and work area is clean and sanitized at all times. Ensure that kitchen areas and equipment are cleaned as per Outland cleaning schedules.
• Ensure all temperature charts and food temperature charts are recorded on a daily basis.
Secondary Responsibilities:

- Assist with the shut-down of each Outland facility when required. This will include, but is not limited to: inventory reports, overall cleaning duties.
- Comply with all HACCP, Food Safe, and WHMIS standards
- Comply with all Outland policies and procedures.
- Any other duties as assigned by Camp Manager, Field Supervisor, Regional manager.

Staff Supervisory/Management Responsibilities:

- Head Cooks are responsible for the coordination and supervision of all kitchen employee members involved with food preparation, production and safety in Outland facilities. The number of employees under supervision is dependent upon the particular Outland facility assigned, and fluctuates to match business needs.

Physical Demands

- Lift, carry, push, or pull up to 50 lbs
- Climb ladders, step stools or stairs
- Stand, walk, squat, kneel, or sit according to task
- Perform repetitive hand work requiring full use of both hands
- Perform work with arms at full length
- Work with arms above shoulder height

Working Conditions and Environment:

Head Cooks work on a rotational schedule. They may be expected to work weekdays, weekends, and general holidays. They may be required to work split shifts. They generally work in a very remote location where there is limited access and extended travel is required to get to and from the site (this travel may be provided by Outland). Head Cooks are required to perform duties both indoors and out. Head Cooks must be able to work in cold/freezing environments (fridges) and in hot environments (kitchens).
Second Cook

DEPARTMENT: KITCHEN
DIRECT REPORT: HEAD COOK

Reporting to the Camp Manager, the second cook acts in a non-supervisory role and is responsible for overall menu preparation and maintenance conducted daily at Outland Facilities.

**Primary Responsibilities:**

- Meet daily with Head Cook to discuss menu preparation and production strategy.
- Oversee the preparation and maintenance of the salad bar for both lunch and dinner meals. The salad bar should include adequate variety (4 to 6 selections minimum) of the daily choices available, as well as cheese, meat, pickle, vegetable, and fruit trays.
- Assist the Head Cook in the preparation of all menu items as needed.
- Replenish desserts and condiments as required.
- Ensure proper storage and rotation of all food supplies as per HACCP (Hazard Analysis Critical Control Point) and FOODSAFE standards. Defrost all food supplies required for food preparation by HACCP and FOODSAFE standards.
- Ensure all expired food supplies are properly disposed of as per HACCP and FOODSAFE standards. Empty and disinfect all garbage containers daily.
- Assist in the unloading and storage of food supplies in accordance with Outland Food Service standards. Wash, clean, and wrap produce before storing away.
- Ensure menu boards are updated daily.
- Ensure personal hygiene is maintained and work area is clean and sanitized at all times.

**Secondary Responsibilities:**

- Comply with all HACCP, FOODSAFE, and WHMIS standards.
- Comply with all Outland policies and procedures.
- Perform any other duties as assigned by Head Cook, Field Supervisor, Human Resources or Regional Manager.
Physical Demands

- Lift, carry, push, or pull up to 50 lbs
- Climb ladders, step stools or stairs
- Stand, walk, squat, kneel, or sit according to task
- Perform repetitive hand work requiring full use of both hands
- Perform work with arms at full length
- Work with arms above shoulder height

Working Conditions and Environment:

Second Cooks work on a rotational schedule. They may be expected to work weekdays, weekends, and general holidays. They may be required to work split shifts. They generally work in a very remote location where there is limited access and extended travel is required to get to and from the site (this travel may be provided by Outland). Second Cooks are required to perform duties both indoors and out. Second Cooks must be able to work in cold/freezing environments (fridges) and in hot environments (kitchens).
Housekeeping Support Staff

DEPARTMENT: Housekeeping
DIRECT REPORT: Head Housekeeper (Or Camp Manager)

Job Description:

The Housekeeping Support Staff act in non-supervisory roles and are responsible for maintaining a clean, orderly and safe work environment. The Housekeeping Support Staff report to the Head Housekeeper (or Camp Manager),

Primary Responsibilities:

Meet daily with the Head Housekeeper or Camp Manager to discuss daily work and cleaning assignments, and to report any damages or repairs required.

Perform, among other duties, the following as required, in areas that include but are not limited to the front entrance, hallways, washrooms, recreation rooms, office complexes, boot rooms, laundry room and utility rooms:

- Clean floors by sweeping, mopping, scrubbing and vacuuming
- Dust furniture, walls, machines and equipment
- Gather and empty trash, and disinfect garbage containers
- Clean and polish fixtures and furniture
- Clean windows, glass partitions and mirrors
- Do laundry (bed linens, towels, etc.)
- Make adjustments and minor repairs to heating, cooling, ventilating, plumbing and electrical systems
- Keep inventory of cleaning supplies and advise the Camp Manager of weekly orders
- Receive cleaning supplies and distribute them as needed to bunk houses.
- Prepare cleaning solutions according to specifications, in compliance with WHMIS and safety procedures
- Ensure all chemicals and cleaning products are safely stored in proper containers and areas, in compliance with WHMIS (Workplace Hazardous Materials Information System) policy.
- Receive and distribute clean linen to individual bunk houses; remove all soiled linen and garbage from individual bunk houses.
- Keep entrances and boardwalks clear of snow and hazards; keep the site area clean at all times

Secondary Responsibilities:

- Assist with daily room counts as required.
- Complete duties as required by the Head Housekeeper or Camp Manager.
- Assist with the shut-down of an Outland facility when required, including, among other duties: completing inventory reports and performing general cleaning duties.
• Comply with all WHMIS, HACCP, and FOODSAFE standards.
• Comply with all Outland policies and procedures.
• Perform any other duties as assigned by the Camp Manager, Field Supervisor, Human Resources or Operations Manager.

Physical Demands

• Lift, carry, push, or pull up to 50 lbs
• Climb ladders, step stools or stairs
• Stand, walk, squat, kneel, or sit according to task
• Perform repetitive hand work requiring full use of both hands
• Perform work with arms at full length
• Work with arms above shoulder height

Working Conditions and Environment:

Housekeeping Support Staff work on a rotational schedule. They may be expected to work weekdays, weekends, and general holidays. They may be required to work split shifts. They generally work in a very remote location to which there is limited access. Extended travel may be required to get to and from the site (this travel may be provided by Outland). Housekeeping Support Staff are required to perform duties both indoors and out, primarily working alone with little or no supervision.
TEST

Thank you for reading Outlands policies on catering. This is just the beginning of the learning process with us. We will have face to face orientation with you as well to ensure you are aware of your job description and understand the potential hazards of working in remote catering operations.

Please click on the link provided. Once you complete your test you will be notified as to whether you passed or not. Your results will be sent to our head office and kept on file.

Click this link to go to the test. Your mark will be sent to you and our head office will receive it as well:

http://www.outlandplanting.ca/Online_Training/Training_Container.aspx?tcid=1

Remember, you will need to achieve at least 85% on the test in order to pass.

Good luck!