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Construction Catering Services Health, Safety and Quality Management Plan

- 1. Introduction
- 2. Purpose
- 3. Catering Policy
 - 3.1. CCS Management Responsibility
 - 3.2. Food Premises
 - 3.3. Food Preparation
 - 3.4. Food Storage
 - 3.5. Food Handling
 - 3.6. Purchasing Food Ingredients
 - 3.7. Temperature Control and Regulations
- 4. Food Safety Management System (FSMS)
- 5. Hazard Analysis, Critical Control Point (HACCP)
- 6. Duties
- 7. Staff Food
- 8. Staff training
- 9. Process for Monitoring Compliance and Effectiveness
- 10. References
- 11. Review

Appendices:

Appendix A: Food Handler Training

Appendix B: Internal Catering Audit Tool

Appendix C:

INDEX:

- 1. INCOMING GOODS
- 2. CLEANLINESS
- 3. FOOD HYGIENE
- 4. TOILETS AND WASHING FACILITIES
- 5. FLOORING
- 6. LIGHTING
- 7. VENTILATION
- 8. MACHINERY AND EQUIPMENT
- 9. CHEMICALS
- 10. PROTECTIVE CLOTHING
- 11. FIRST AID
- 12. ACCIDENTS AND ILLNESS
- 13. FIRE PRECAUTIONS
- 14. GAS SAFETY
- 15. FOOD SAFETY
- 16. TRAINING
- 17. WASTE DISPOSAL

1 Introduction

Food Safety is fundamental in all areas of CCS and we are responsible for complying with food safety law - Food Safety Act 1990 and EEC Food Hygiene Regulations 852/2004. All CCS employees and premises from which food is sourced, stored, prepared, or distributed or served, must comply with the regulations under the relevant Acts and remain compliant with updated legislation.

2 Purpose

The purpose of the Policy is to set out the procedures to be followed by all employees of CCS when delivering the food service whatever the location. It also applies to private contractors, agency staff and volunteers working on CCS sites.

The objectives of the policy are to;

- Reduce risk to the lowest possible level by providing the highest possible standards of Food Safety Management and Practice within the limitations of available resources
- To provide nationally and locally adapted guidelines as statements of good practice which incorporate policies, procedures and guidelines to achieve compliance with the Food Safety Act 1990 and EU Food Hygiene Regulations 852/2004.
- To generate Food Safety monitoring data and feedback results to relevant parties in order to strengthen due diligence, determine non-compliance, improve practice and reduce the risk of a food related infectious outbreak.
- To audit practice in relation to food safety control policies.
- To ensure an ongoing, appropriate training programme to meet the needs of all food handlers in order that they understand how to control the food hazards associated with their jobs. To ensure all staff know how to access the food safety management system (HACCP) and policy.
- To ensure that the responsibility for food safety is embedded at all levels of CCS
- To ensure that suitably qualified and appropriately trained catering personnel are resourced to provide food safety advice and that food safety training is provided by qualified and registered food safety trainers.
- Ensure that all staff working within the scope of this policy are aware of their responsibilities to maintain high standards of hygiene and cleanliness and their obligations under CCS catering policies.
- To ensure that all staff working under the scope of this policy are aware of the course of action to take in the event of a breach of procedures under the food safety management system.

3 Catering Policy

3.1 CCS Management Responsibility

CCS management are responsible for ensuring that its catering services are managed by someone with the appropriate qualifications and experience in all matters relating to catering, nutrition, food hygiene, cost control and budget management.

3.2 Food Premises

Regulations require that all food premises/businesses be registered with the local authority. A 'food business' is one which sells or supplies food and includes the preparation, treatment and storage.

3.3 Food Preparation

All food preparation, processing, manufacturing, distribution and transportation must be carried out in hygienic conditions:

- i. All CCS kitchens receiving or preparing food must have their own individual FSMS based on HACCP principles. The Catering Manager will provide the documentation required.
- ii. All food premises must be kept clean and in good condition and must be designed and constructed so as to permit good hygiene practices, including the prevention of contamination.
- **iii.** There must be an adequate number of hand-washing and changing facilities for staff anti-bacterial soap must be used for hand-washing.
- **iv.** There must be facilities for cleaning and disinfection of work tools and equipment and all CCS kitchens units must have up to date, and easily accessible, Control of Substances Hazardous to Health (COSHH) safety data sheets and risk assessments.
- **v.** All deliveries must be checked for damage and contamination, infestation, date codes and temperature control; all of which must be referred to in FSMS documents.
- vi. Food waste must not be allowed to accumulate in food rooms. No food waste to be put in bin bags. All food waste to be disposed in the kitchen waste disposal unit
- vii. There must be an adequate supply of potable water.

3.4 Food Storage

- i. All foods must be stored in appropriate conditions (as below) and be protected from contamination and deterioration, including protection against pests. Again, this must be shown on FSMS documentation.
- **ii.** Food must be stored in the appropriate conditions for its type, for example, refrigerator, freezer, dry stores etc.
- **iii.** Dry goods storage areas must be kept clean and tidy to minimize 'foreign body' hazards and to prevent harbouring pests. Packs must be handled with care to prevent damage that may allow contamination. All open packs must be decanted into sealed rodent proof containers. Non-food items may present a safety hazard if they contaminate food (e.g. cleaning materials). These must be stored away from food and packed in such a way that they cannot contaminate or taint the food.

- **iv.** Chilled storage areas and refrigerators must be run at suitable temperatures between 0oC and 8oC to comply with temperature control regulations. Twice daily temperature checks must be taken and the results recorded. All records to be kept for 6 months. Catering Managers are responsible for ensuring that this happens.
- v. Raw foods, which may be liable to contamination, must be kept away from ready to eat foods such as fruit and vegetables. Again, this must be shown on FSMS documentation.
- vi. To comply with Food Labelling Regulations, food labelled with 'Use By' dates must be used by the expiry date and must not continue to be stored past this date.

3.5 Food Handling

- i. All food handlers must maintain a high standard of personal hygiene. A 'food handler' is a person who handles or prepares food whether open (unwrapped) or packaged. Food includes drinks and ice.
- **ii.** All people working in a food handling area must wear suitable protective clothing. Standards of clothing may differ depending upon the duties carried out. Personnel preparing open food must wear clean overalls, tunic, uniform or similar, plus head covering.
- iii. People working in food handling areas must also practice good hygiene. This includes:
 - 1. Ensuring they have clean hands when handling food.
 - 2. No smoking in food handling areas.
 - 3. No eating or drinking whilst handling food.
 - 4. Not wearing jewellery (a plain wedding band is acceptable), false nails or nail varnish.
 - 5. Covering wounds likely to cause risk of contamination of foods.
 - 6. Staff who report for duty with a dressing on should have it changed before they enter a food area. Any loss of dressings must be reported immediately.
 - 7. Employees with boils or septic cuts must be excluded from food handling areas e.g. production kitchen/ward kitchen.
 - 8. Food handlers known or suspected of suffering from, or carrying, any food transmitted disease must be prohibited from working with food if there is a risk of the food becoming contaminated with pathogenic micro-organisms.

3.6 Purchasing Food Ingredients

CCS will ensure there are written purchasing specifications for all ingredients which comply with standards based

upon authoritative sources such as those set by:

- The Meat and Livestock Commission.
- The Sea Fish Authority.
- EEC Class 1 (for fresh fruit and vegetables)

The quality and grade of ingredients must be professionally acceptable and the use of processed perishables must be kept to a minimum.

Where raw eggs have to be purchased they must have the 'Lion' quality mark, be stored in a refrigerator and be used before their expiry date.

3.7 Temperature Control and Regulations

All foods, including raw materials, ingredients, intermediate products and finished products must be kept at temperatures, which comply with regulations. This states that 'any person who keeps any food at or in food premises at a temperature above 8°C shall be guilty of an offence'. This includes any food item that requires refrigeration. CCS is, therefore, required by law to ensure that certain foods (including those which are classified as high risk or have a 'use by label') are kept at a temperature, which does not result in a risk to an individual's health.

The regulations incorporate the following requirements:

- i. Food to be kept at a temperature of between 0 and 8oC. The temperature of the food itself is controlled rather than the storage facility.
- ii. Canned foods to be subject to temperature control once opened and decanted into another (sealed) container and labelled. The regulations allow, where necessary, food to be outside temperature control for a defined limited period to accommodate food handling, transport, storage, display and service of food.

The regulations exempt certain food from the 8oC temperature requirement. This includes food, which needs to be kept hot in order to control the growth of pathogenic micro- organisms or the formation of toxins (minimum 63oC). Where food is transported to external units, its temperature on arrival must be checked and recorded as per FSMS documentation (see below for more details).

4 Food Safety Management System (FSMS)

The regulations include the following principles, which require not only identification of hazards but also control. This is known as a FSMS:

- (a) Identifying any hazards that must be prevented, eliminated or reduced to acceptable levels.
- (b) Identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels.
- (c) Establishing critical limits at critical control points, which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards.
- (d) Establishing and implementing effective monitoring procedures at critical control points.
- (e) Establishing corrective actions when monitoring indicates that a critical control point is not under control.
- (f) Establishing procedures, which shall be carried out regularly, to verify that the measures outlined in (a) to (e) above are working effectively.

 AND
- (g) Establishing documents and records commensurate with the nature and size of the food operation to demonstrate the effective application of the measures outlined in (a) to (f) above. When any modification is made in the product, process, or any step, the Catering Manager must review the procedure and make any necessary changes to it.

5 Hazard Analysis Critical Control Point (HACCP)

Article 5 of Regulation (EC) No.852/2004 of the European Parliament and the Council on Hygiene of foodstuffs requires that food businesses have in place, implement and maintain procedures based on Hazard Analysis Critical Control Point (HACCP).

This is a formal food safety management system which provides direct instruction of procedures which have been implemented following an assessment of hazards and their required controls.

6 Duties

Duties within CCS

The management have a responsibility for:

- Ensuring there are effective and adequate resources available for the development and implementation of the Food Safety Management
 System
- Ensuring that the positions and roles set out in the catering structure are staffed by appropriately qualified and competent persons.
- Ensuring appropriate systems are in place to ensure that Catering and food policies are communicated effectively to all food handlers.

The business support and facilities team have a responsibility to:

- Implement and maintain control of catering and food Safety management systems, procedures and policies.
- To monitor, audit and report non-compliance on all Food safety Management policies, procedures and guidelines to appropriate persons defined in the management structure.
- To challenge and report deviations from CCS food safety management procedures and policies to the appropriate parties.
- Report directly to the management on breach food safety management.
- To assess the impact of existing and new policies and procedures on Food Safety management, update and renew where required.
- To work with Environmental Health officers on breaches of food safety and assist with implementing their recommendations.
- To Identify and control potential food borne risks and to assist the relevant infection control departments and appropriate staff during their investigations following a food related incident.
- To ensure the provision of training for all grades of food handlers appropriate to their level of responsibility.

Catering teams and non-catering employees have a responsibility to;

- Adhere to and implement relevant CCS Policies, Procedures, guidelines, Catering and Food Safety Management Systems.
- Act on and report at the earliest opportunity, conditions or incidents that may be deemed inappropriate or contravene current legislation, CCS policy, procedures or guidelines.
- Make documented evidence available for inspection by appropriate parties including The Environmental Health Officer, and trust representatives.
- To deal with customer complaints in an appropriate and professional manner and in accordance with CCS policy.
- To ensure they are suitably updated on current practices, CCS policy, procedures and legislation according to their role.

These guidelines and responsibilities are based on recommendations of recognised national bodies and include;

The Department of Health
Food Standards Agency
Health and Safety Executive
Local Authorities – Environmental Health Officers
The Chartered Institute of Environmental Health

7 Staff food

- Foods brought into the CCS for consumption by employees should be stored in separate facilities from CCS food and eaten in a designated staff rest area. All food brought into CCS premises should be stored in an appropriate container with staff name and date clearly marked on the packaging.
- All employees are responsible for the safe storage and preparation of their own food and drink brought in to CCS premises and should ensure that food is not left on site in an unsatisfactory condition or outside of its "use by" or "best before" date.
- Employee food which is found to be out of date may be disposed of by anyone responsible for maintaining cleanliness in the area of storage or by anyone responsible for the monitoring of that area.

8. Staff Training

- The Food Safety Act 1990 states that Food safety training is an integral part of the management of the food service business. CCS management ensures that all food handlers receive supervision, instruction and/or training in food hygiene matters commensurate with work activities and appropriate to the level of risk.
- This policy aims to define "appropriate" and clearly indicates the level of training that should be undertaken and achieved by various levels of staff.
- Records of all training activities including dates and type of training must be kept and readily available to all relevant parties including Environment Health officers and internal auditors.
- Training may be in the form of e-learning from a recognised governing body e.g. Chartered Institute of Environmental Health, classroom based certificate with an approved and registered trainer, or approved external organisation.

9. Process for Monitoring Compliance and Effectiveness/ Audit programme.

Activities to demonstrate that Food safety Management is an integral part of CCS governance will include:

- i. Formal unannounced internal annual audit of practice carried out by management of all Food Production areas.
- ii. User surveys of food satisfaction to be carried out monthly on site by relevant CCS employees.
- iii. Food Production areas included in the Health and Safety Annual Audit.
- iv. Food Production areas and practices inspected annually by the Local Authority Environmental Health Officer.

10. References

Control of Substances Hazardous to Health 2002. Food Safety Act 1990. HSG (96) 20 - Management of Food Hygiene & Food Services in the Regulation EC 852/2004 on the hygiene of foodstuffs. Chartered Institute of Environmental Health- http://www.cieh.org/Department of Health - http://www.dh.gov.uk/en/index.htm

11. Review

This Policy will be reviewed every 3 years.

Appendix A:

Level of Training
Advanced Food Hygiene Certificate HACCP Certificate. Group Trainers Certificate. Food safety Trainer Registration. Member of HCIMA (Hotel, Catering and Institutional Management association)
Advanced Food Hygiene Certificate. HACCP certificate Group Trainers certificate Food safety Trainers registration.
Intermediate Food Hygiene Certificate
Level 2 Food safety Certificate
Level 2 Food Safety Certificate
Level 2 Food Safety Certificate

Appendix B:

CCS INTERNAL QUALITY AUDIT

The catering Quality assurance systems effectiveness will be monitored by carrying out a system of scheduled, planned and documented internal audits.

	·
a) Is there a documented procedure for the audit of all areas and activities?	Yes No Comments
areas and activities?	Comments
b) Are the audits carried out in accordance with a documented	Yes No
plan or programme?	Comments
c). Are audit frequencies established and adjusted?	Yes No
cstablished and adjusted:	Comments
d). Do audits cover all functions in the catering department?	Yes No
the outering department:	Comments
e) Are audit results and subsequent follow up actions	Yes No
recorded and are these available	Comments
for inspection?	
f) Are the audit results brought to the attention of the personnel	Yes No
responsible for the area being assessed?	Comments
g) Do responsible persons take timely corrective actions on	Yes No
deficiencies found in this and other audits?	Comments
h) Is the effectiveness of the	Yes No
corrective action verified?	Comments
i) Are audits of the quality system	Yes No
carried out by qualified personnel, independent of those having direct responsibility for the area being audited?	Comments

Appendix C:

INDEX:

- 1. INCOMING GOODS
- 2. CLEANLINESS
- 3. FOOD HYGIENE
- 4. TOILETS AND WASHING FACILITIES
- 5. FLOORING
- 6. LIGHTING
- 7. VENTILATION
- 8. MACHINERY AND EQUIPMENT
- 9. CHEMICALS
- 10. PROTECTIVE CLOTHING
- 11. FIRST AID
- 12. ACCIDENTS AND ILLNESS
- 13. FIRE PRECAUTIONS
- 14. GAS SAFETY
- 15. FOOD SAFETY
- 16. TRAINING
- 17. WASTE DISPOSAL

1. INCOMING GOODS

Yes No	Scores out of what:
Comments	
Yes No Comments	
Yes No	
	Yes No Comments

2. CLEANLINESS

a). Are all work surfaces, wall and floors kept clean and tidy, and are they maintained in good repair? (including kitchen canopies and ventilation canopies)	Yes No Comments	
b) Are all surfaces non porous, non- toxic, non-flaking, light colours and easy to clean?	Comments	
c) Are all sinks and drains working correctly, not blocked and without odour?	Yes No Comments	
d).Is there a dishwasher or double sink provided for dish washing only?	Yes No Comments	
e) Are there separate hand washing facilities provided, and are they labelled "hand wash only"?	Yes No Comments	
f). Is the kitchen a "restricted area" to catering staff only?	Yes No Comments	
g) Is there an on going pest control programme in operation. (both monitoring and eradication) Is this	Yes No Comments	

recorded and the records available for inspection?		
h) Are there kitchen hygiene plans in use and are they reviewed (cleaning schedules)	Yes No Comments	
i) Is there a hot and cold water supply from a known source?	Yes No Comments	

3. FOOD HYGIENE

a) Are refrigerators clean, well sited, and working properly? (temp range +1 deg C - 5 deg C)	Yes No Comments	
b) Are deep freezers clean, well sited and working properly? (temp range -18 deg C 21 Deg C)	Yes No Comments	
c) Are food storage areas clean and pest free and in a good state of repair	Yes No Comments	
d) Is stale, unfit food, disposed of promptly and not used in the food service?	Yes No Comments	
e) Are utensils and machines thoroughly cleaned after use?	Yes No Comments	
f) Are colour coded food preparation boards in use, and do all staff know the significance of their colours?	Yes No Comments	
g) Are there procedures for checking food temperatures, before, during and after cooking, and are all staff fully conversant with these procedures?	Yes No	
h) Are temperature readings logged daily from refrigerators, freezers, food (both delivered to and	Yes No Comments	

served from the kitchen) Heated trolleys, and are these records available for inspection.		
i). Are thermometers checked against a known calibration source at least every 6 months, recorded, and are these records available for inspection?	Yes No Comments	
j) Are all staff trained in personal hygiene? Sound hand washing procedures and frequencies.	Yes No Comments	

4. TOILETS AND WASHING FACILITIES

a) Are there enough toilets for men and women?	Yes No Comments
b) Are the toilets clean and in a good state of repair?	Yes No Comments
c). Is there a notice displayed "now wash your hands" in each toilet.	Yes No Comments
d). Are there adequate supplies of hot water, soap, and disposable hand towels available?	Yes No Comments
e). Is there a changing room provided and personal lockers for each staff member?	Yes No Comments
f).Is there a rest room where staff can eat and drink, away from the food preparation area?	Yes No Comments

5. FLOORING

a). Is the floor in good condition and of the correct type?	Yes No Comments
b). Is the floor area free from obstructions (boxes or equipment)?	Yes No Comments
c). Are all floor surfaces non-slip?	Yes No Comments
d). Are all spills cleaned up immediately?	Yes No Comments

6. LIGHTING

a). Is lighting bright, and in a good state of	Yes No	
repair over all work surfaces, stores and work areas?	Comments	

7. VENTILATION

a). Are cooking smells and steam effectively removed from the kitchen area?	Yes No Comments
b). Is there a supply of fresh air?	Yes No Comments
c) are windows permanently sealed or screened to prevent ingress from insects ,birds etc	Yes No Comments

8. MACHINERY AND EQUIPMENT

a). Are all staff trained to use and clean food preparation equipment correctly, and is this training recorded with records available for inspection?	Yes No Comments	
b). Is machinery and equipment regularly inspected and maintained, is this recorded. Are records available for inspection?	Yes No Comments	
c) Is there a procedure for reporting faulty equipment and machinery, and taking it out of use until it is repaired? Is this reporting procedure recorded and available for inspection?	Yes No	
d). Is dangerous machinery (mincers, slicers, chippers, food mixers and any with moving parts) only operated with guards in place.	Yes No Comments	
e). Are dangerous machines only operated by staff who are qualified to use them. Is this training recorded and available for inspection?	Yes No Comments	

9 CHEMICALS AND CLEANING MATERIALS

a). Are all cleaning materials , disinfectants, detergents and sanitizers , clearly labelled and stored away from food	Yes No Comments
b). Are all staff trained to use these chemicals correctly?	Yes No Comments
Is this training recorded and available for inspection?	
c) Do staff know what to do in the event of	Yes No
an emergency such as spillages, splashes on skin or eyes?	Comments
d) Is cleaning equipment for outside	Yes No
tasks stored away from cleaning equipment that is used in catering areas. Is it colour coded according to the national colour coding standards?	Comments

10 PROTECTIVE CLOTHING (PPE)

A) Are clean overalls provided and worn daily?	Yes No Comments
b) Is protective clothing replaced as soon as it is damaged?	Yes No Comments
c) Do staff wear suitable shoes?	Yes No Comments
d. Are heat proof gloves/clothes provided for taking food from the oven or hot areas?	Yes No Comments
e). Are clean head coverings provided and worn at all times?	Yes No Comments
f) Are rubber gloves provided for hand dishwashing and cleaning?	Yes No Comments

11. FIRST AID

Is there a first aid box, and is it fully	Yes No
equipped to include blue water proof plasters. Is it regularly checked and are these checks recorded and available for inspection?	Comments

12. ACCIDENTS AND ILLNESS

	· · · · · · · · · · · · · · · · · · ·
a) are accidents recorded and reported to include near misses, on the appropriate incident forms?	Yes No Comments
b) Are staff trained to report illness which may cause food poisoning?	Yes No Comments
c) Are staff trained to report if members of their immediate family are exhibiting food poisoning symptoms, or if they have visited an establishment where there has been a food poisoning outbreak?	Yes No Comments
Is there a documented procedure for referring staff with food poisoning symptoms for a medical opinion on their fitness for work? Is this record readily available?	Yes No Comments

13. FIRE PRECAUTIONS

a) Do staff know what to do in the event of fire? Are drills and training carried out according to mandatory requirement?	Yes No Comments
b) are fire exits kept clear at all times	Yes No Comments
c) Are fire alarms tested regularly and are they audible in all catering areas?	Yes No Comments
d) Are fire blankets provided and do staff know how to use them?	Yes No Comments
Comments e) Are fire extinguishers provided and do staff know how to use them in the correct area?	Yes No Comments

14. GAS SAFETY

a) Do staff know what	Yes No	
to do in the event of a		
gas leak /	Comments	

15. FOOD SAFETY

a) Are all foods kept	Yes No
in clean, temperature controlled conditions?	Comments
b) Are all perishable foods stored in the fridge /freezer?	Yes No
c) Are cooked and raw foods stored separately with	Yes No Comments
maximum possible separation?	
d) la proparation of	Yes No
d). Is preparation of raw foods carried out	res No
in a different area from	Comments
cooked food?	
e) Do staff change protective clothing	Yes No
and wash hands after handling raw food?	Comments
f) Are probe thermometers	Yes No
provided to measure the temperature of cooked food?	Comments
g) Are staff trained in the correct use of	Yes No
thermometers, and is this training recorded. Are records available for inspection?	Comments
h) Are records kept of any temperature	Yes No
checks and are these records available for inspection?	Comments

i) Are thermometers probes disinfected by	Yes No	
alcohol wipes after every use?	Comments	
j) Is cooked hot food held at above 63 deg	Yes No	
C and is it eaten within 90 minutes?	Comments	
k) Is cold food i.e. salads eaten within 2	Yes No	
hours of removing it from the chiller.	Comments	
I) Is all food not eaten	Yes No	
discarded and not used for further food operations?	Comments	
m) Are the main	Yes No	
kitchen washing facilities adequate for	Comments	
the cleaning and disinfection of all	Comments	
used utensils from the complete catering		
services?		
n) Has there been an inspection in the last	Yes No	
12months from the EHO and is the	Comments	
documentation available for inspection?		
mopouton:		

16).TRAINING

a).ls "on going" training provided for all staff who handle food?	Yes No Comments
b) Are all staff trained specifically in Food Hygiene to a nationally recognised standard?	Yes No Comments
c) Are all staff encouraged to attend training courses to improve their respective role performances?	Yes No Comments
d) Is all staff training recorded, and are certificates awarded for reaching an agreed standard for specific courses?	Yes No Comments
e) Are all individual staff training records available for inspection?	Yes No Comments

17) WASTE DISPOSAL

a) Is waste food and other material removed from the kitchen area at least once a day? b) Is refuse stored in a disposable bin liner inside a bin with a tightly fitting lid?	Yes No Comments Yes No Comments	
c) Are waste food storage areas clean, and able to be washed and disinfected regularly	Yes No Comments	
d) Is the waste bin storage area clean, and able to be washed and disinfected regularly?	Yes No Comments	
e) Are dustbins kept at a distance from the kitchen area?	Yes No Comments	
f) Are dustbins regularly emptied?	Yes No Comments	
GRAND TOTAL	SCORE	%

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POSITION:

DATE: