CAFETERIA AND SOCIAL AREA SERVICES DIRECTIVE

SECTION ONE
Purpose, Scope and Definitions

1. Short Title
"Arkın University of Creative Arts and Design (ARUCAD) Cafeteria and Social Area Services Directive".

2. Definitions
For the purposes of this Directive, the following terms shall have the meanings set out below;

a) University: Arkın University of Creative Arts and Design (ARUCAD),
b) Rectorate: The Rectorate of ARUCAD,
c) Authorised Body: The Board of Trustees, Senate, University Administrative Board, Rectorate or other body authorised to make decisions on the relevant matter,
d) Responsible Unit: The administrative unit designated by the Rectorate to coordinate, supervise or operate cafeteria and social area services,
e) Cafeteria: Cafeterias, cafés, buffets, vending machines and related service/seating areas where food and beverages are prepared, served or consumed,
f) Service Provider: A natural or legal person who provides cafeteria, cleaning, catering, vending machine or related services under a contract, lease, permit or other legal relationship,
g) Social Area: An open or enclosed common-use area designated for rest, meeting, interaction, informal use outside of shared work, or approved social and cultural activities,
h) User: Students, staff, alumni, visitors and other persons who lawfully use the area,
i) Reservation: The temporary allocation of a social area for a specified period, purpose and conditions,
j) Accessibility: The ability of persons with different needs to independently and safely access spaces, services, communication and information,
k) Food Safety: The conditions and measures that ensure that food does not cause harm to the consumer when used as intended,
l) Allergen: A component that may cause an allergic reaction in susceptible persons and that is required to be declared under applicable regulations,
m) Special Dietary Need: A dietary requirement based on health, belief, ethical preference or another legitimate reason,
n) Non-Conformity: A situation contrary to legislation, a contract, a service standard, this Directive or an approved procedure,
o) Incident: A situation affecting health, safety, food safety, accessibility, violence/harassment, property damage or service continuity,
p) PDCA Cycle: The planning, implementation, checking and taking of action based on the results of activities.

3. Purpose

The purpose of this Directive is to regulate the procedures and principles, duties, authorities and responsibilities concerning the planning, implementation, monitoring and improvement of the University's cafeteria services and social areas in a healthy, safe, accessible, inclusive, user-focused, sustainable and measurable manner.

4. Scope

This Directive covers cafeteria, buffet, vending machine, catering and similar food and beverage services, as well as rest, meeting, common-use and multi-purpose social areas operated on University campuses by the University or through service providers. Students, academic and administrative staff, alumni, visitors, service providers, tenants, suppliers, and other persons and organisations operating in these areas shall be subject to the provisions of this Directive. Where specific regulations exist concerning special-purpose academic areas, sports facilities, event venues and student club activities, the relevant regulations shall also apply.

SECTION TWO
Fundamental Principles, Governance and Responsibilities

5. Fundamental Principles

(1) Student-Centredness and Well-Being: Services shall support healthy living, a sense of belonging to the campus, social interaction and the physical and psychological well-being of users.

(2) Equality, Diversity and Inclusion: No discrimination shall be permitted; different cultural, economic and individual needs shall be taken into consideration; equality of opportunity and equity shall be considered together.

(3) Accessibility: Physical spaces, services, price/menu information, announcements, feedback mechanisms and emergency arrangements shall be designed to be accessible.

(4) Health, Safety and Ethics: Food safety, hygiene, occupational health and safety, respectful behaviour, privacy and a safe environment shall be prioritised.

(5) Adequacy, Sufficiency and Continuity: Capacity, operating hours, product/service diversity and resources shall be planned in accordance with user needs and the academic calendar.

(6) Participation and Co-Creation: The views of students and other stakeholders shall be incorporated into planning, evaluation and improvement.

(7) Transparency and Accountability: Operating hours, prices, product information, conditions of use, responsible channels and improvement outcomes shall be announced through appropriate means.

(8) Sustainability: Water and energy efficiency, waste reduction at source, reuse, waste separation, prevention of food waste and responsible procurement shall be taken into consideration.

(9) Evidence-Based Continuous Improvement: Data on use, satisfaction, access, incidents and non-conformities shall be monitored through the PDCA Cycle.

6. Duties of the Rectorate and Authorized Bodies

(1) To approve service levels, budget and resource priorities, the operating model and the necessary implementation procedures,

(2) To temporarily suspend a service or the use of an area in the event of significant health or safety risks and ensure that corrective action is taken,

(3) To evaluate annual monitoring results, stakeholder feedback and improvement proposals and to make decisions within their respective areas of authority,

(4) To ensure that services are aligned with the University's strategic plan and quality assurance system.

7. Duties of the Responsible Unit

(1) To prepare the annual service plan by taking into consideration the academic calendar, user demand, capacity, accessibility, risks and resources,

(2) To ensure that operating hours, menu/pricing information, area rules, reservations, accessibility arrangements and reporting channels are announced in an up-to-date and accessible manner,

(3) To plan and record hygiene, cleaning, maintenance, capacity, safety, accessibility and service-standard checks in cafeterias and social areas,

(4) To monitor complaints, suggestions, incidents, non-conformities and corrective/preventive actions and manage the closure and user feedback process,

(5) To coordinate with relevant academic/administrative units, student representatives and service providers and prepare an annual evaluation report.

8. Duties of the Service Provider

(1) To keep all required licences, permits, certificates, personnel qualifications and records valid and up to date and to submit them to the University upon request,

(2) To implement written procedures and a record-keeping system for food procurement, receipt, storage, preparation, service, cleaning, pest control, waste management and personnel hygiene,

(3) To ensure staff training, appropriate work clothing and personal protective equipment, and health and hygiene conditions,

(4) To cooperate with University inspections, sample and record reviews, and requests for corrective action,

(5) To report without delay to the Responsible Unit any emergency risk, suspected food, accident, data/privacy breach or serious user complaint.

9. Contribution of Relevant Units

Units responsible for technical services, cleaning, security, procurement/financial affairs, student services, events/student clubs, corporate communications, information technologies, accessibility and quality assurance shall contribute, within their respective areas of responsibility, to maintenance, access, procurement, risk management, announcements, data, inspection and improvement processes. Where the organisational structure changes, the relevant duties shall be carried out by the unit assuming the same function.

10. Responsibilities of Users

(1) To comply with the announced rules on use, capacity, hygiene, safety and reservations and to use common areas in a clean and careful manner,

(2) To respect the access, rest, work, privacy and safety of others and not engage in discriminatory, harassing, violent or threatening behaviour,

(3) To report any health/safety risk, malfunction, spillage, damage, non-conformity or suspected food through the designated channel,

(4) To be responsible, in accordance with applicable legislation and regulations, for damage caused to University property and use contrary to the applicable rules.

SECTION THREE
Implementation of Cafeteria Services

11. Service Planning, Operating Hours and Continuity

(1) Operating days and hours shall be determined by taking into consideration the academic calendar, intensity of classes/events, user demand, safe staffing and operating capacity and shall be announced visibly.

(2) Planned changes shall be announced within a reasonable period in advance. In the event of unexpected interruptions, information on the reason, estimated duration and, where applicable, alternative services shall be shared without delay.

(3) During busy periods, queues, seating capacity and service times shall be monitored; applicable measures such as shifts, service points and pre-ordering shall be considered.

12. Product and Menu Planning

(1) Products and menus shall be planned to provide safe, diverse, balanced, accessible and user-profile-appropriate options.

(2) Where practicable, seasonal products and options that can meet users' needs shall be made available; diversity shall be reviewed based on demand and actual consumption data.

(3) The product name, principal ingredients, portion/unit, price and availability shall be presented in a readable and up-to-date manner before purchasing decisions are made.

13. Procurement, Receipt, Storage and Traceability

(1) Suppliers shall be selected and evaluated in accordance with legislation, the University's procurement rules, and product safety, quality, sustainability and traceability requirements.

(2) Upon delivery, packaging integrity, use-by/best-before dates, appearance, quantity, transportation conditions and the temperatures required by applicable legislation/technical requirements shall be checked; unsuitable products shall not be accepted or shall be segregated.

(3) Food shall be stored under appropriate temperature and humidity conditions, protected from the floor, with raw/cooked foods and allergen cross-contamination risks separated. Stocks shall be managed according to expiry-date priority and traceability principles.

(4) Supplier, batch/lot, receipt, storage and usage records shall be maintained in a manner that enables product recalls or incident investigations.

14. Hygiene, Sanitation and Pest Control

(1) Rules shall be implemented concerning handwashing, personal hygiene, appropriate clothing, management of symptoms of illness, prevention of cross-contamination and the use of clean equipment.

(2) Cleaning plans shall be in place for preparation, service, storage, seating, waste and common-contact surfaces, specifying the area, method, materials, frequency, responsible person and verification step.

(3) Ventilation, drainage, oil/waste management and pest control shall be monitored regularly. Chemicals shall be stored separately from food, labelled and kept safely.

(4) Cleaning and pest-control practices shall be carried out in a manner that does not pose a risk to food, users or the environment; records shall be kept ready for inspection.

15. Preparation, Cooking, Service and Temperature Control

(1) Preparation and service shall be carried out according to workflows that prevent cross-contamination; raw and ready-to-eat foods, clean and soiled equipment, and products containing allergens shall be appropriately separated.

(2) During cooking, cooling, reheating, hot/cold holding and service, the temperature and time limits prescribed by applicable legislation and the technical requirements of the product/process shall be observed; critical controls shall be recorded.

(3) Service equipment shall be intact, clean, food-safe and used for its intended purpose. Exposed food shall be protected from environmental contamination and unauthorised contact.

16. Pricing, Payment and Consumer Information

(1) Prices and, where applicable, the conditions applied to different user groups shall be visibly announced before purchase in accordance with authorised approvals/contracts and in a manner that allows comparison.

(2) Price changes shall be announced before their effective date or, at the latest, concurrently with implementation.

(3) Access to affordable basic options, payment methods and the impact of prices on different user groups shall be monitored; improvement proposals shall be developed within the framework of decision-making authority and available resources.

17. Service Quality and User Communication

(1) Users shall be provided with respectful and equal service with due regard for privacy. Discrimination, degrading communication, arbitrary refusal of service or practices that mislead users shall not be permitted.

(2) Product shortages, substitute products, delays or service limitations shall be clearly communicated; where payment has been made but the service has not been provided, the relevant transaction shall be resolved in accordance with applicable rules.

(3) Visible staff role descriptions/identification, complaint and emergency reporting channels, and responsible contact information shall be displayed in the area or made readily accessible.

18. Suspected Food, Health Complaints and Product Recall

(1) The sale of any product suspected of spoilage, containing a foreign object, affected by a break in the cold/hot chain, or associated with a health complaint shall be suspended as a precaution; the product shall be segregated, labelled and recorded.

(2) The information necessary concerning the product, batch/lot, time of consumption, symptoms, storage and service conditions shall be collected with due regard for data minimisation and privacy. Neither the University nor the Service Provider shall make a medical diagnosis; referral to emergency medical assistance shall be made where necessary.

(3) The Responsible Unit and the Service Provider shall, without delay, carry out risk assessment, safely hold or recall the relevant products, notify the supplier and make notifications to the competent authorities as required by legislation.

(4) The root cause, scope of impact, corrective/preventive actions and conditions for resuming service shall be recorded following the investigation. Sampling or destruction shall be carried out in accordance with the authorised procedure.

19. Inspection, Non-Conformity and Suspension of Services

(1) Planned and, where necessary, unannounced inspections shall cover documentation/licences, personnel, procurement, storage, temperature, hygiene, cleaning, allergens, pricing, waste, accessibility and user services.

(2) The responsible person, correction period and verification method shall be determined for non-conformities. Repeated or serious non-conformities shall be referred to contractual and administrative processes.

(3) Products, equipment, sections or services presenting an imminent and serious health/safety risk may be immediately removed from use/sale by an authorised person. Reopening shall be subject to verification that the risk has been eliminated.

20. Vending Machines, Catering and Temporary Food and Beverage Services

(1) Vending machines shall be regularly checked with regard to product safety, expiry dates, storage conditions, pricing, payment, refund/complaint information, cleaning and maintenance.

(2) Catering, temporary sales or externally provided bulk food and beverage services at University events shall be approved in advance; supplier, allergen, transportation, temperature, service, waste and responsibility conditions shall be determined.

(3) Food brought for individual consumption purposes may not be commercially or collectively offered to others; common equipment and hygiene rules shall be observed.

SECTION FOUR
Use of Social Areas

21. Purpose and Classification of Social Areas

(1) Social areas shall support students and other users in resting, meeting, developing a sense of belonging to the campus, intercultural interaction and participating in approved social and cultural activities.

(2) The Responsible Unit shall maintain an up-to-date area inventory specifying the intended use, capacity, accessibility status, furniture/equipment, service hours and reservation status of each area.

(3) During service hours, cafeteria seating areas may be reserved primarily for food and beverage consumption and short-term use. The priorities for use of areas shall be visibly announced.

22. Access, Operating Hours, Capacity and Priority

(1) Access shall be regulated by taking into consideration equality of opportunity, the purpose of the area, capacity, safety, the academic calendar and maintenance needs. Arbitrary distinctions may not be made between user groups.

(2) Maximum capacity, opening hours, entry conditions and temporary closures shall be announced in the area and through appropriate digital channels. Emergency exits and accessible routes may not be blocked under any circumstances.

(3) In cases of high occupancy, time limits, group-size limits or area-use priorities may be applied to ensure safe and equitable use; the criteria shall be announced in advance and shall not be applied in a discriminatory manner.

23. Reservations and Temporary Allocation

(1) Reservation requests shall be submitted through the designated channel and shall include the purpose, date/duration, number of participants, responsible person, equipment, accessibility, food and beverage, safety, cleaning and communication requirements.

(2) In allocation decisions, the continuity of academic activities, common access, student participation, suitability of the area, previous usage performance and resources shall be taken into consideration. Allocation is temporary and does not create a permanent right of use for an individual or group.

(3) Approval shall include conditions concerning capacity, hours, noise, setup/dismantling, cleaning, damage, safety, recording/filming and cancellation. Reservations that will not be used shall be cancelled in a timely manner.

(4) Requests from student clubs and for University-supported social, cultural and sporting activities shall be evaluated together with the relevant policies and activity regulations.

24. General Rules of Use and Conduct

(1) Areas shall be used cleanly, orderly, respectfully and in accordance with their intended purposes. Disturbances that interfere with the reasonable use of the area by others through noise, odour, visual obstruction, belongings or behaviour shall not be created.

(2) Discrimination, harassment, bullying, violence, threats, unauthorised dangerous substances, use of tobacco/alcohol contrary to legislation, and unlawful activities shall not be permitted.

(3) Furniture and equipment may not be moved, altered or taken outside without authorisation. Personal belongings may not obstruct passageways; unattended items shall be handled in accordance with the University's lost property/security procedures.

(4) The application of rules concerning pets/service animals shall take into consideration legislation, accessibility needs, hygiene and the nature of the area together.

25. Events, Decoration, Display and Recording

(1) Events, displays, posters, signage, decoration, temporary installations, performances or the use of audio/visual systems shall be approved in advance and shall comply with institutional identity, copyright, safety and accessibility rules.

(2) No fixing or intervention that may damage walls, floors, furniture, electrical installations or fire safety systems shall be permitted. Installations may not obstruct passageways, lines of sight, emergency equipment or accessible routes.

(3) Photography, audio or video recording shall be carried out in compliance with privacy, personal data, copyright and University permission requirements. Participants shall be appropriately informed when recording will take place.

26. Commercial Activities, Promotion, Sales, Donations and Sponsorships

(1) Sales, promotion of products/services, stands, collection of donations/aid, sponsorship visibility or commercial data collection in social areas may only be carried out with prior written permission.

(2) In evaluating requests for permission, legislation, the University's values and institutional reputation, user safety, conflicts of interest, academic freedom, personal data, competition/procurement obligations and access to the area shall be taken into consideration.

(3) Approval does not mean that the University endorses a product, service or view; misleading association with the University shall not be permitted.

27. Accessible and Inclusive Use

(1) Accessible entrances, circulation, seating, service points, table heights, signage, lighting and emergency evacuation needs shall be periodically assessed; identified barriers shall be eliminated according to priorities and resource planning.

(2) Where a permanent solution cannot be provided immediately, a reasonable and safe alternative arrangement shall be made to ensure access to an equivalent service. The user's specific circumstances shall not be disclosed unnecessarily.

(3) Announcements, menus, prices, area rules and reservation information shall be provided in readable, understandable and appropriate alternative formats. Different language and communication needs shall be assessed according to the user profile.

(4) The experiences of disadvantaged, vulnerable and underrepresented groups shall be separately monitored in feedback and consultation processes; the privacy of small groups shall be protected.

28. Safety, Emergencies, Damage and Lost Property

(1) Area supervisors and service personnel shall be familiar with procedures for fire, evacuation, first aid, accidents, violence and other emergencies and shall activate emergency support channels in the event of an incident.

(2) When a spill, broken surface, electrical fault, slip/fall risk, excessive crowding or similar hazard is identified, the area shall be made safe, access shall be restricted and the relevant unit shall be notified.

(3) Damage and lost-property incidents shall be recorded. The University does not guarantee the safekeeping of users' unattended personal belongings; however, found property shall be protected and handed over in accordance with the designated procedure.

29. Cleaning, Maintenance and Waste

(1) A cleaning and maintenance plan based on usage intensity shall be established for social areas. Reports of malfunctions, damage and cleaning needs shall be addressed according to their level of risk/priority, and the completion time shall be monitored.

(2) Food waste, oil, packaging and hazardous waste shall be managed in accordance with legislation.

(3) The reduction of single-use products, reusable/recyclable options, energy and water efficiency, and local/responsible procurement shall be encouraged without compromising hygiene and safety.

SECTION FIVE
Feedback, Monitoring, Reporting and Quality Assurance

30. Management of Applications, Suggestions and Complaints

(1) Users may submit applications, suggestions and complaints concerning services, hygiene, pricing, products, accessibility, safety, behaviour or use of areas through the announced physical/digital channels.

(2) Applications shall be recorded with the date received, subject, responsible person, action taken, outcome and closure information. Emergency health and safety notifications shall be immediately forwarded to the relevant channel.

(3) Where the applicant's contact information is available, receipt of the application and its outcome shall be communicated within a reasonable period. Anonymous notifications shall be evaluated to the extent supported by the concrete information they contain.

(4) No retaliation may be taken against a person making a report. Personal data, special-category data and trade secrets shall be processed only by authorised persons and only to the extent necessary for the relevant purpose.

31. Monitoring and Evaluation

(1) The general functioning of cafeteria and social area services shall be evaluated by the Responsible Unit at appropriate intervals, taking into consideration usage, accessibility, cleaning and hygiene, safety, user satisfaction and feedback.

(2) Where necessary, matters such as service continuity, product and menu options, pricing and allergen information, and hygiene may be monitored for cafeteria services; usage intensity, reservations, access, cleaning and maintenance may be monitored for social areas.

(3) The indicators, data sources and evaluation method to be used in monitoring shall be determined according to institutional needs. Results shall be interpreted by considering qualitative and quantitative information together, with due regard for the protection of personal data.

32. Improvement and Reporting

(1) Necessary improvements may be planned and implemented in line with monitoring results, user feedback and needs encountered in practice.

(2) The outcomes of improvements shall be followed up according to the nature of the service and the relevant need. The PDCA approach may be used in processes.

(3) Significant findings and improvements implemented shall, where necessary, be presented in summary form to the Rectorate and to institutional quality assurance processes; stakeholders shall be informed where appropriate.

33. Quality Assurance Records

(1) Service plans, operating hours and announcements; existing records concerning hygiene, cleaning, maintenance, accessibility, reservations and usage processes,

(2) User feedback, inspection or control results, incident and non-conformity records, and documents relating to improvements implemented

may be retained to the extent required by the nature of the service, legislation and institutional needs and may be used as evidence in authorised internal/external evaluations.

34. Document Retention, Data Protection and Review

(1) The retention and destruction of records shall be carried out by taking into consideration applicable legislation, contracts, the purpose of the records and institutional archiving arrangements.

(2) Access to personal data shall be restricted according to duties and authority. Anonymous or aggregated data shall be used in reporting wherever possible.

(3) This Directive may be reviewed as necessary where there are changes in legislation, institutional regulations, service conditions or user needs.

SECTION SIX
Other Provisions

35. Cases Not Covered in the Directive

In cases for which no provision is made in this Directive, the applicable legislation, other relevant University regulations and the decisions of the Board of Trustees, Senate, University Administrative Board and Rectorate shall apply.

36. Entry into Force

This Directive shall enter into force on the date it is adopted by the Senate of Arkın University of Creative Arts and Design.

37. Authority to Execute

The provisions of this Directive shall be executed by the Rector of Arkın University of Creative Arts and Design.