



Corporation of the City of NEW WESTMINSTER

REQUEST FOR PRE QUALIFICATION

NWRFQU-21-02

Pre-Qualification for Conference Catering Operator - Two-Tiered Catering

Closing Time:

Thursday, March 25, 2021
3:00 PM, Local Time, Vancouver BC

Closing Location:

upload to <https://fileshare.newwestcity.ca/filedrop/~sS3M7G>

Further requests for information :

Purchasing: Patrick Shannon, SCMP
Purchasing Manager

Email: nwpurchasing@newwestcity.ca

PROPONENT NAME		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal; we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

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PART 1

RFQU PROCESS & GENERAL REQUIREMENTS

1.0 GENERAL INFORMATION

- 1.1** The City of New Westminster is seeking to qualify three (3) suppliers (Proponents) who have demonstrated ability and experience to provide two-tiered conference catering services to the City for services as outlined in this RFQU. Conference clients expectations are that five-star catering is consistently provided while for all events and cultural and community events expectations include a menu that works within limited budgets, provides good value and quality menu items. These qualified suppliers will proceed to Phase 2, which would include an interview and taste testing. Refer to Part 2 – BUSINESS REQUIREMENTS for an in-depth scope of work.
- 1.2** The City of New Westminster is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.
- 1.3** This is a request for qualification, and not a call for tenders or request for offers and no contractual obligations shall arise between the City and a Proponent upon the Proponent's submission of a Proposal to the City.
- 1.4** The City, at its discretion, reserves the right to;
- a) select a Proposal that deviates from the requirements of this RFQU;
 - b) modify this RFQU at any time.
- 1.5** Proponents will be solely responsible for their own expenses incurred in connection with this RFQU, including in preparing and submitting a Proposal and in any subsequent negotiations with the City.
- 1.6** This RFQU shall be governed by and construed in accordance with the laws of the Province of British Columbia.

2.0 COVID-19 GLOBAL PANDEMIC

- 2.1** Due to the COVID 19 global pandemic, the City may be required or decide not to proceed with the Work or to terminate any contract prior to the Work commencing. If this occurs, the City will only pay for actual costs incurred by the consultant.
- 2.2** In submitting a Proposal, the Proponent acknowledges the presence of the COVID-19 virus in Canada and other jurisdictions. The Proponent also acknowledges the consequences and impacts "Known Impacts" of the COVID-19 Pandemic existing as of the date of this Request for Proposal, and said "Known Impacts" have been accounted for by the Proponent within the schedule and pricing.

3.0 PROPOSAL INSTRUCTIONS

- 3.1** Proposals should be submitted electronically in one (1) Adobe (PDF) file with "NWRFQU-21-02 Submission" in the Subject <https://fileshare.newwestcity.ca/filedrop/~sS3M7G>
- 3.2** The City will receive Proposals at the location and time indicated on the title page of this Request for Qualifications.

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3.3 It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the closing time indicated on the title page of this Request for Proposal. The City does not accept facsimile or other unsealed Proposals.

3.4 Requests for clarification or further information must be made in writing only to the individual identified on the first page of this RFQU. The City intends to respond to enquiries that it, in its sole discretion, considers relevant to this RFQU. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time. The City will record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

4.0 CONTRACT REQUIREMENTS

4.1 The City anticipates that any contract arising from this RFQU will be based on the City's Consulting Services Agreement and Statement of Work provided by the consultant.

4.2 The City expects that the term of any Agreement negotiated between the City and a Proponent will be for an initial term of three (3) years with an additional two (2) one (1) year renewal terms at the sole discretion of the City.

5.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION

5.1 All documents submitted with your Proposal will become the property of the City, and as such shall be subject to the disclosure provisions of the *BC Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Community Charter*. A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City in confidence. However, under FOIPPA, the City may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under the Act.

6.0 INSURANCE, PERMITS AND LICENSES

6.1 The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:

- a) Commercial General Liability Insurance protecting the City, for an amount of five million dollars (\$5,000,000) naming the City as additional insured;

6.2 The successful Proponent may be required to obtain a City of New Westminster or MetroWest Inter-Municipal Business license prior to commencement of work.

7.0 LIVING WAGE EMPLOYER

7.1 Effective January 1, 2011, the City of New Westminster became a "Living Wage Employer". As such, the City has established a [Living Wage Policy](#) that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The current living wage rate for Metro Vancouver is \$19.50 per hour, assuming the employer provides no benefits.

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- 7.2 In order to determine an employee's hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility.

http://www.livingwageforfamilies.ca/living_wage_calculator

- 7.3 The City includes in all its competitive bid documents a Declaration referencing the City's expectations with regards to compliance of the Policy (attached as Appendix A). **Completion and submission of the Declaration is required prior to Contract award.**

- 7.4 In evaluating submissions, the City intends to rely on the Declaration provided by a Respondent and shall have no obligation or duty to investigate the truthfulness of the Declaration. Please review the City's [Living Wage Page](#) for further information.

8.0 **EVALUATION AND SELECTION PROCESS**

- 8.1 The City will evaluate all submitted valid Proposals. The City will not necessarily accept any or all Proposals. The object of the evaluation and selection process is to identify the Proposals that, in the City's opinion offers the best value for the services requested.

- 8.2 Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weighting
Company Experience	10%
Conference Services Client Specific Experience:	25%
Cultural or Community Client Specific Experience	20%
Methodology	10%
Pricing	10%
Quality Control	15%
Social and Sustainable	5%
Value Add	5%
Total	100

- 8.3 The City, will shortlist up to three (3) Proponents to proceed to the next Phase. Note that any information provided by Proponents in their proposals or discussed in presentations/interviews may be incorporated into any Contract with the Proponent. The City reserves the right to increase or decrease the number of qualified Proponents based upon the quality and quantity of responses to this RFQU and what is deemed best value to the City.
- 8.4 The City reserves the right to award a contract to a Proponent and not proceed to Phase 2 if it is deemed one Proponent can provide all services as requested in this RFQU.
- 8.5 Only those shortlisted Proponents will receive the RFP for Phase 2.
- 8.6 The City advises all Proponents that the process for evaluation/interview and finalizing the lead/winning proponent may take 2 – 3 months.
- 8.7 The City reserves the right to not review proposals where it is deemed the Proponent has a poor safety record.

CORPORATION OF THE CITY OF NEW WESTMINSTER**9.0 NEGOTIATIONS**

9.1 It is the intention of the City to proceed to a second Phase for the qualified suppliers, during this Phase the award of a contract may be subject to negotiations with the lead Proponent that is deemed to provide the best value to the City. Such negotiations include, but not limited to, the following:

- a) Changes to the requirements or Scope of Work proposed by the Proponent
- b) Price; and
- c) Specific contract details as deemed reasonable for negotiations by the City.



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PART 2

BUSINESS REQUIREMENTS AND SCOPE OF WORK

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1.0 BACKGROUND

- 1.1** The City is seeking to qualify three (3) suppliers who are experienced conference-catering operators to provide two-tiered catering services at Anvil Centre for Conference, Culture, and Community events. The catering operator will be a key partner in the delivery of catering services to Anvil Centre clients and their guests.
- 1.2** Overview of Anvil Centre is provided on Appendix B – Anvil Specifications.
- 1.3** The successful proponent will be the official catering operator to all meetings, events, conferences, cultural and community activities and events happening at Anvil Centre and potentially other locations within the City.
- 1.4** The City reserves the right to increase or decrease the quantity of qualified suppliers based upon the responses and what is deemed in the best interest of the City.

2.0 RFQU AND RFP PROCESS

- 2.1** This is a Two (2) Phased RFQU
 - a) Phase 1 will consist of qualifying three (3) suppliers and is expected to be completed by April 2021.
 - b) Phase 2 will consist of a separate Request for Proposal (RFP) and only supplier(s) qualified in Phase 1 will receive document and be provided an opportunity to quote. It is anticipated that Phase 2 will start in April 2021.
 - c) The City reserves the right to add or remove a supplier to Phase 2 if it is deemed in the best interest to the City.
- 2.2** Phase 2 RFP will consist of:
 - a) Interview and presentation
 - b) Taste testing will also be conducted at suppliers' site.
 - c) Final pricing and menu development.
 - d) Discovery phase – opportunity for you to do a walk through Anvil Centre

3.0 BUSINESS REQUIREMENTS & SCOPE OF WORK

- 3.1** The supplier chosen by the City is expected to provide the following services.
 - a) Full Catering Services as outlined in Appendix C – Scope of Services
 - b) High quality, executive level catering and food services,
 - c) Cost-plus or at cost menu for cultural and community events while still maintaining a quality product
 - d) Exceptional customer service and standards,
 - e) Efficiencies in invoicing, catering operator communications,
 - f) Seamless relationships between Anvil Centre staff, Anvil Conference Centre client and the catering operator
 - g) Manage catering facilities and equipment at the Anvil Centre
 - h) Off-site premises for preparations, assembly and storage
 - i) End to end staffing for events
- 3.2** For this RFQU a good supplier would have the following attributes:
 - a) Collaborative – working with the City
 - b) Innovative – meeting the ever changing catering requirements, i.e. specialized ethnic meals

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- c) Sufficient qualified staff to meet our requirements
- d) Adaptive services to cater to group from 5 – 750 guests
- e) Flexible to provide 5 Star catering and ABC Events

4.0 SUBMISSION REQUIREMENTS

4.1 Proposals should be provided double-sided on 8 ½” white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:

- a) **Cover Page:** Front page of this RFQU with the required Proponent information filled out and signed.
- b) **Executive Summary:** (1 page) including a brief history of the firm, overview of overall ability and expertise, and experience and competencies in providing deliverables similar in nature to those identified for this project. **This question will not be evaluated**
- c) **Company Experience:** (2 pages max) Indicated your experience where you have provided similar service as a caterer as defined in this RFQU.
- d) **Conference Services Client Specific Experience:** (4 pages max) Pick one (1) client that you have provided similar services to in the past five (5) years and provide a summary of the relationship and how it operated on a day-to-day basis. In the summary provide the following but not limited to:
 - 1) Size of staff working for your client
 - 2) Length of contract
 - 3) Did you use sub-contractors
 - 4) Estimated annual spend
 - 5) Types of services provided
 - 6) Was it on premise or remote
 - 7) How did you bring innovation and collaboration
 - 8) What steps do you take and what factors do you consider when developing your menus? How do you ensure that you are meeting the needs of your clients? What equipment was provided by the client and who was responsible for maintaining
 - 9) What equipment was provided by the client and who was responsible for maintaining
 - 10) What was some of the successes or challenges that occurred
 - 11) Other
- e) **Cultural or Community Client Specific Experience:** (4 pages max) Pick one (1) client that you have provided similar services to in the past five (5) years and provide a summary of the relationship and how it operated on a day-to-day basis. In the summary provide the following but not limited to:
 - 1) Size of staff working for your client
 - 2) Length of contract
 - 3) Did you use sub-contractors
 - 4) Estimated annual spend
 - 5) Types of services provided
 - 6) Was it on premise or remote
 - 7) How did you bring innovation and collaboration
 - 8) What steps do you take and what factors do you consider when developing your menus? How do you ensure that you are meeting the needs of your clients? What equipment was provided by the client and who was responsible for maintaining

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- 9) What was some of the successes or challenges that occurred
- 10) Other
- f) **Methodology:** (2 pages max) if you were awarded the contract how do you propose to work with the City to meet the requirements as noted in Appendix C – Scope of Services? In the summary provide the following but not limited to:
- 1) Develop the menu and customizing
 - 2) Get up and running, i.e. permits, staffing
 - 3) How long from time of signing an agreement with the City will you be operational
 - 4) Dealing with COVID19
 - 5) Provide a copy of your COVID19 Operating manual as an appendix
 - 6) Other
- g) **Pricing:**
- 1) Provide 2 tiered sample pricing for the following:
 - Tier 1 - Conference Menu Plan – full service for dinner
 - Tier 2 - Cultural and Community Menu Plan – limited services reception style
 - 2) Provide a summary on what factors impacts pricing.
- h) **Quality Control:** (2 page max) As food safety is critical, outline how your organization ensures all industry requirements are met. How do you ensure that changes to requirements are implemented within your organization? How do you maintain a consistent product?
- i) **Social and Sustainable:** Explain your social and sustainable policy and process:
- 1) Explain how your company addresses anti-racism, diversity, inclusion and equity;
 - 2) Explain how your company promotes sustainability (locally and in your operations), i.e. do you have a carbon footprint reduction plan? How do you manage waste in your facility or on a job-site?
- j) **Value Add and Innovation:** (1 page max) Provide a description of your organization's **unique expertise and successes**; what sets your firm and proposed team apart from other organizations with respect to this project. Include any innovative ideas or processes, which may set your organization apart from others. Do not provide information that was already included in a different question.
- k) **Living Wage Declaration:** As per Part 1, section 7.
- l) **References:** Complete the attached table of references below

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REFERENCES

Please provide three (3) references for companies in British Columbia for whom your organization has completed work of a similar magnitude and nature in the past five (5) years. The City of New Westminster may be used as a reference, if work of a similar nature has been provided to the City.

Reference 1	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 2	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 3	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

- 1.1** The City reserves the right to contact the references to confirm the nature and performance of the work provided by the Proponent.



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APPENDIX A

DECLARATION – LIVING WAGE EMPLOYER

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DECLARATION – LIVING WAGE EMPLOYER

I, _____ as a duly authorized signing officer of

Company: _____

Address: _____

_____, confirm that all employees and sub-contractors under our contract with the City as outlined below, are paid not less than the “Living Wage” as calculated by the Living Wage for Families Campaign.

I understand that this requirement extends only to those employees and sub-contractors’ employees that perform work while on City premises and property for durations in excess of one continuous hour per occasion.

I understand that the City will conduct audits if and when notification of breach of this compliance is received by the City. I understand that in the event any breach of this declaration is found to be true, the City reserves the right to cancel its contract without penalty at any time once said authentication of the breach is made.

Contract Name: _____

Authorized Signatory:

Dated:



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APPENDIX B

ANVIL SPECIFICATIONS

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1.0 ANVIL CENTRE

- 1.1** Anvil Centre is a multi-use civic facility and is one of New Westminster's most modern and state-of-the-art facilities with over 84,000 square feet of interior space, Anvil Centre is LEED (Canada) Gold certified and has undertaken the long-term challenge of becoming a zero-waste facility. As such, all operators are required to comply with recycling and waste-reduction initiatives established by Anvil Centre to support its LEED designation and its efforts for a zero-waste operation.
- 1.2** Anvil Centre is home to the conference centre, professional theatre, art gallery, museum & archives and several cultural studio spaces intended for community and not-for-profit use. Potential types of business include conferences of up to 450 delegates; meetings and special events from five (5) to 725 attendees (corporate functions, festivals, celebrations, community events, galas). Event activity can take place in any one or a combination of any of the Anvil Centre's business units (see Features below). Working seamlessly with the Anvil Centre staff and clients, the Catering Operator will deliver 2 tier catering menus that accommodates the high quality, executive level catering services to conference clients & guests and an affordable or at cost menu for Cultural and / or Community groups (currently less than 10% of booked business), with exceptional customer service and exemplary service standards.
- 1.3** The City of New Westminster and the Anvil Centre do not guarantee volumes of business or level of revenue to the Catering Operator, or any business or revenue at all. Business activity levels and revenue levels are subject to variation and to conditions not necessarily within the control of the City or the Anvil Centre.

2.0 ANVIL CENTRE FACILITY AND OPERATIONAL FEATURES INCLUDE

- 2.1** The Anvil Centre features are as follows:
- a) Conference and meeting facilities with advanced technological infrastructure that can accommodate up to 750 persons for a seated event and 450 persons for a banquet
 - b) Anvil Theatre - 361-seat non-proscenium theatre
 - c) Theatre Concession/bar
 - d) Multi-purpose studios utilized by in-house cultural operations and community-based cultural organizations and not-for-profit groups
 - e) New Media Art Gallery
 - f) New Westminster Museum & Archives
 - g) Canadian Lacrosse Hall of Fame
 - h) Tourism New Westminster Visitor Centre
 - i) Restaurant and retail space (privately leased and not included in the scope of this RFP)
- 2.2** The Anvil Centre is equipped with a comprehensive catering kitchen; however, there are space limitations. From time to time and when necessitated by business volume such as multiple meal services per client per day for multiple events, proponents must have and be prepared to use their own off-site premises for preparation, assembly and storage in addition to the Anvil Centre's facilities.
- 2.3** For greater detail on the floor layouts of the Anvil Centre, please go to <https://anvilcentre.com/conference-centre/>

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3.0 CITY SUPPLIED EQUIPMENT:

- 3.1 The daily catering operator will have access to the use of :
- a) Electrical service outlets
 - b) Hot and cold running water
 - c) Limited Dry storage / shelving
 - d) Separate dishwashing room
 - e) Dump sink
 - f) Ice machines
 - g) Coffee servers and makers (combination of fixed and portable)
 - h) Coffee Prep Room with walk-in cooler
 - i) Prep tables with utility sinks and hand sinks
 - j) Concession / beer & wine bar (fixed and portable)
 - k) 2-door reach in cooler (estimated at 25 sq. ft.)
 - l) Food service cooler (estimated at 400 sq. ft.)
 - m) Reach in freezer (estimated 20 sq. ft.)
 - n) Commercial microwave
 - o) 4 burner range
 - p) 1 flat grill – 32"
 - q) 3 stacking convection ovens
 - r) 2 compartment sink
 - s) Hot food holding carts
 - t) Tables, chairs, side stands & service trays
 - u) China, glassware, small wares, and cutlery (sufficient for 750+ settings)

4.0 SUPPLIER SUPPLIED EQUIPMENT

- 4.1 The successful proponent will be required to supply the following additional equipment and supplies:
- a) Certified hot/cold food transport vehicle(s) that meets or exceeds health authority standards
 - b) Linens for catering events
 - c) Purchase and use of disposable food & beverage service ware that is pre-approved by the Anvil Centre to ensure compliance with the facility's recycling and zero-waste program.
 - d) **Note:** that the disposable service ware will only be used upon the specific request of a client and upon approval by the Anvil Centre. Otherwise, the style and standard of service will be; glassware, china, and linen for dining.



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APPENDIX C

SCOPE OF SERVICES

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SCOPE OF SERVICES

1.0 OUTLINE OF REQUIRED SERVICES

- 1.1 The following outlines at a high level the Scope of Services that the City anticipates will form part of the agreement with the Lead Proponent.
- a) Full integration of catering team into the Anvil Centre operations such that Food & Beverage Services functions as a department for the Anvil Centre,
 - b) Provision of experienced and qualified catering and supervisory staff for all events,
 - c) Provision of management and catering sales liaison to Anvil Centre,
 - d) Provision of bar service staff and supervisors with “Serving It Right” certification to ensure Catering Operator staff understands their legal responsibilities when serving alcohol. **Note that alcohol services fall under the Anvil Centre’s Liquor License,**
 - e) Full working knowledge of the facility’s in-house electronic booking and event management system, EBMS by Ungerboeck, which will include mandatory attendance at all user training sessions at the Catering Operator’s cost for staff wages,
 - f) Ensuring all staff and key personnel attend with pay, all facility mandated training including orientation, customer service, emergency preparedness, facility health & safety, and building evacuation. The Anvil Centre will provide initial copies of training manuals and employee handbooks to Catering Operator staff for the above training. Thereafter, the Catering Operator will be responsible for printing and distribution of the documents to their staff at their cost,
 - g) Ensuring all staff follow all the Anvil Centre policies and procedures, including risk management and emergency preparedness policies and procedures,
 - h) Ensuring all front-line catering staff wear uniforms approved by the Anvil Centre, the costs of which will be charged back to the Catering Operator. The Catering Operator will be responsible for appropriate business attire and gala attire for management when on-site for events and for supervisory staff such as, but not limited to, banquet captains and assistant banquet captains. The Catering Operator is also responsible for uniforms for any back-of-house staff, such as kitchen personnel, which must be approved in advance by the facility. Anvil Centre will provide staff name badges and can provide limited complimentary on-site parking,
 - i) Ensuring all Catering Operator staff comply with Anvil Centre, Fraser Health Authority and City of New Westminster protocols & policies,
 - j) Ensuring all Catering Operator staff are fluent in written and verbal English. The working language of Anvil Centre is English,
 - k) Ensuring all staffing levels are scalable and appropriate to the varying levels of business activity at the Anvil Centre at any given time,
 - l) Attendance at weekly, daily meetings and ad hoc meetings as required with the Anvil Centre staff including, but not limited to, planning, pre- and post-event meetings, at the cost of the catering operator,
 - m) Organizing delivery of product and arrival of staff such that there is minimal disruption to facility guests and in accordance with facility move-in and move-out procedures,
 - n) Cleaning and regularly maintaining all food and beverage equipment to meet or exceed health authority and facility standards,
 - o) Cleaning and regularly maintaining all food & beverage kitchen areas, service areas, pantries and storage areas to health authority and facility standards,

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- p) Replacing, at the Catering Operator's cost, facility-owned china, glassware, cutlery and small wares inventory due to loss, damage, wear & tear over the course of the contract,
- q) Repair to as good or better condition any required repairs to food services equipment used by the Catering Operator over the course of the contract. Any repairs needed to the physical building must be reported to the Anvil Centre management and any repairs that must be undertaken by the Anvil Centre will be charged back to the Catering Operator if the repairs result from damage or misuse by the Catering Operator, and
- r) Provision of preferred rates for events hosted by Anvil Centre for facility marketing purposes and for events internal to Anvil Centre (e.g. staff meetings).

1.2 Exceptions to the Catering Operator Providing Catering Services:

- a) The Anvil Centre reserves the right to contract non-official, supplementary catering suppliers when and if, in its sole judgement, the facility determines that, for whatever reason, the Official Catering Operator for exclusive catering services to the Anvil Centre is unable to provide the services necessary. This includes but is not limited to requirements for specialized ethnic meals, unique service styles, or due to volumes of business at the facility.

2.0 FULL CATERING SERVICES

2.1 Full catering service to the Anvil Centre events including the following service styles:

- a) Reception
- b) Buffet
- c) Plated
- d) Boxed
- e) Refreshment breaks
- f) Bar service
- g) Concession – portables and permanent

3.0 MENU

3.1 On an annual basis the City and supplier will meet, review, and determine the following:

- a) Competitive and diverse menu selections and pricing,
- b) Customized menus, themed menus, and special client requests,
- c) Sales of in-fill catering business according to the Anvil Centre sales and booking policies and procedures, and
- d) Ability to provide low cost or at cost menus for cultural and community events that is exclusive of conference services events.

4.0 BC HEALTH ACT: FOOD PREMISES REGULATION - FOOD SAFE

4.1 The Catering Operator shall provide, both at fully catered events and when catering staff is required for Anvil Centre events including all business functions operated by the City of New Westminster, personnel certified to, at minimum, FOODSAFE Level 1 to cover food handling, sanitation and work safety for its front line food service workers such as cooks, servers, bussers, dishwashers, bartenders and concession workers.

4.2 The BC Health Act: food Premises Regulation requires that every operator of a food service establishment, and at least one employee on every shift, must hold a FOODSAFE Level 1 certificate, or certificate from a course recognized as equivalent to FOODSAFE in British Columbia.