

GEORGIA DEPARTMENT OF CORRECTIONS
Standard Operating Procedures

Policy Name: Food Distribution Unit Procedures

Policy Number: 409.04.21

Effective Date: 4/17/2020

Page Number: 1 of 16

Authority:
Commissioner

Originating Division:
Executive Division (Georgia
Correctional Industries - Food
and Farm Services)

Access Listing:
Level I: All Access

I. Introduction and Summary:

It is the policy of the Food and Farm Services Subdivision to establish and outline Food Distribution Unit (FDU) procedures required for a cost-effective operation of a centralized allocation and delivery system to all feeding units operating under Georgia Department of Corrections (GDC) management.

II. Authority:

- A. GDC SOPs: 409.04.15 Inventory/Food Costing/Food Service Computer System, 409.04.16 Procurement of Food and Supplies, 409.04.17 Receiving, and 409.04.22 Meat Processing Plants; and
- B. ACA Standards: 2C-CO-4C-01, 5-ACI-5C-12 (ref. 4-4323), and 4-ALDF-4A-14.

III. Definitions:

- A. **Dry Goods Order** - Inventory order of staple/canned goods for use in feeding units. These orders are shipped every 60 days and provide a 67-day food supply.
- B. **Supply Order** - Inventory order of supply items (e.g.: gloves, film wrap, cups, diet items, etc.) for use in feeding units. These orders are shipped every 67 days with the Dry Goods Order. There are no menu requirements for such supply items, therefore, each institution should limit the amount of supplies they order to no more than a 90-day supply.
- C. **Cold Foods Order** - Inventory order of refrigerated items shipped from the Meat Plant every 30 days to provide a 35-day food supply.
- D. **Milk Order** - Inventory order of milk to be delivered to facilities every 7 days.
- E. **Way Bill** - The shipment list that accompanies the delivery of farm products.

IV. Statement of Policy and Applicable Procedures:

- A. FDU Purchasing:
 - 1. Purchases of selected Meat Plant supplies (FDU Warehouse inventory items) are allocated from Central Office Food Services Budget:

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- a. Selected items used in the Meat Processing Plants are ordered by the FDU Business Manager and stored in the FDU Warehouse for use in the production of meat on an as needed basis.
 - b. Purchases will be made in accordance with the procedures outlined in GDC SOPs.
 - c. Orders will be placed on an as needed basis and charged to the Central Office Food Service Budget. A copy of the purchase document is forwarded to Food and Farm Services Central Office for their records.
2. Emergency allocation of Food/Supply Items (FDU Warehouse Inventory Items) may be purchased from Central Office Food Service Budget. Warehouse food and/or supply items for shipment to GDC feeding units are normally purchased by the Central Food Service office. However, in a bona fide emergency, the FDU Business Manager may order food and/or supply items as directed by the State Food and Farm Services Administrator or the Food and Farm Services Manager:
- a. Emergency needs are specified and approved by the FDU Administrator.
 - b. The Central Office Food Service Budget is charged and a copy of the purchase document is forwarded to the Food and Farm Services Central Office for record.
3. Purchase for the General Operations of FDU:
- a. FDU Section Supervisors shall submit requests on an FDU in-house request form to the FDU Business Manager for purchase of items and/or supplies necessary for the general operations of FDU. FDU sections include the meat processing plant, the business office, the motor vehicle shop, two (2) food warehouses, and maintenance section.
 - b. Any necessary agency contracts are initiated and negotiated for routine purchases of material or services used by FDU.

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B. FDU Accounting/Bookkeeping:

1. Accounts Payable:

- a. Payments of orders for warehouse stock items (from FDU Budget) are processed as follows:
 - i. Prepare and submit payment packets in accordance with GDC SOP; and
 - ii. Forward payment packet to Food and Farm Services Central Office for approval and completion of payment vouchers.
- b. Payments of orders for FDU expenditures (from FDU Budget) are processed as follows:
 - i. Original copy of invoices, purchase orders, receiving reports, packing list/bills, etc. shall be submitted to Food and Farm Services Central Office Accounting division for payment; and
 - ii. Copies of invoices, purchase orders, receiving reports, packing lists/bills, etc. shall be maintained at the FDU business office.

2. Sales to other State agencies:

- a. Sales of farm produced items to other State agencies may include the sales of processed meat items, canned farm vegetables, milk and eggs.
- b. In the event of excess farm produced items, the FDU may sell these products to other state agencies (i.e. Department of Public Safety) with the approval of the Food and Farm Services Manager. These products are sold at the regular farm prices as determined by the actual cost of production and processing. The prices are subject to change annually.

3. Inter-agency sale processes. The following procedures will be used in the issuing, billing, and remittance of payment for sales of farm produced items to other state agencies:

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- a. The recipient agency will telephone FDU to determine the availability of the product. This telephone order will be followed by a field purchase order from the receiving agency to the Department of Corrections, FDU as the vendor;
- b. Upon receipt of the purchase order, the order will be filled and delivered to the receiving agency. A customer invoice will be provided at the point of delivery. The invoice will be processed through the Food Service Computer System. Refer to SOP 409.04.15, Inventory/Food Costing/Food Service Computer System;
- c. A signed copy of the delivery invoice will be furnished to the FDU Business Manager. An invoice will be issued to the receiving agency as billing for the shipment;
- d. A check will be issued by the receiving agency and shall be made payable to GCI FDU. The check is to be sent to Food and Farm Services Central Office to determine the correct budget. The payment will then be processed through GDC Central Accounting on a Revenue Remittance, per GDC SOP; and
- e. The revenue is posted to a revenue accounts ledger. A monthly total of revenue collected is submitted on the Monthly Budget Report to the Food and Farm Services Manager and the GDC Budget Office.

C. Food Distribution Receiving:

1. Warehouse Receiving of Stocked Items:

- a. When an outside purchase order is placed, a copy of the purchase order is furnished to the FDU Warehouse. In the event a purchase order is not available at the time of the receipt, the FDU receiving agent will contact the Food and Farm Services Central Office Business Office for verification of the order. In this case, the receipt will be marked "Accepted - Pending Verification of the Purchase Order".
- b. No collect freight shipments will be accepted.

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- c. Upon delivery of the merchandise, the number of the items will be counted and verified against the shipping document and compared to the purchase order for quantity received and specifications of the purchase order. Only products meeting specifications will be accepted without prior approval from FDU Administrator, Food and Farm Services Central Office State Food Service Administrator or the Manager of Food and Farm Services.
 - d. Any discrepancies in the receipt will be noted on all copies of the receiving document and must be initialed by both the FDU receiving agent and the delivery driver.
 - e. In the event that the FDU receiving agent cannot do an accurate count of items received (due to items being mixed on pallets, etc.), all copies of the shipping documents will be marked "accepted pending restacking and counting" in the presence of the delivery driver.
 - f. The Business Office will be notified immediately of any discrepancies in receipt so that the vendor can be contacted regarding the discrepancies.
 - g. The original delivery invoice or a certified copy of the original must be left with the delivery.
 - h. When items are received, a receiving report is completed and signed by the person receiving the items in accordance with GDC SOP. A number is assigned to the receiving report by the warehouse's receiving office.
 - i. The receiving report and delivery invoice are to be forwarded to the FDU Business Office for processing.
2. Warehouse Receipt of Credit Card Purchases:
- a. Upon delivery of the merchandise, the receiver will verify shipment according to the order placed.
 - b. The receiver will sign the invoice and forward it to Food and Farm Services Central Office with a copy of the in-house invoice attached.

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3. General receiving of supplies, materials or services in all sections of FDU:

- a. When the order is placed, a copy of the purchase document is furnished to the section/area that receives the merchandise or service.
- b. Upon delivery of the order, the merchandise will be counted and verified against the shipping document and compared to the purchase document. Only products meeting specifications will be accepted without prior approval from FDU Administrator, Food and Farm Services Central Office State Food Service Administrator or the Manager of Food and Farm Services.
- c. Any discrepancies in shipments will be noted on all copies of the receiving documents and initialed by both the FDU receiving agent and the delivery driver.
- d. The FDU Business Office will be notified immediately of any discrepancies in receipts so that the vendor can be contacted regarding these discrepancies.
- e. A receiving report is prepared and signed by the person receiving the merchandise. The receiving report and/or delivery invoice must indicate the project or section/area of FDU for which the materials or service were purchased.
- f. The delivery notice/invoice is attached to the receiving report and is forwarded to the FDU Business Office to process for payment.

D. Deliveries/Shipments of Food and Supply Items:

1. FDU processes food and supply orders originating from three sources:
 - a. Food Service Computer System generated inventory orders;
 - b. Emergency requests via the Food Service Computer System or by telephone; and

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c. Forced Issues.

E. Regular and Supply Orders - Food and Supply Items:

1. The FDU staff will pull and stage the order as specified on the computerized report, limiting the load to 22 pallets. If the order exceeds the load limit, a notation of items requested will be made and the remaining balance will be shipped at a later time.
2. If an offender worker pulls the order, an FDU staff member will supervise the activity.
3. FDU staff will make appropriate substitutions and note these on the Food Service Computer System pull sheet.

F. Cold Foods Orders:

1. The Food Service Computer System will calculate the needs of the facility based on the menu requirement and institutional feeding strength.
2. FDU staff will pull and stage order, limiting the load to no more than 22 pallets. If an offender worker pulls an order, an FDU staff member will supervise the activity.
3. If an item is out of stock, provide and document the appropriate substitution as determined by Food and Farm Services Central Office.
4. If substitution cannot be made, make notation on back order. If back orders can be filled and if the truck is in the area, it will be shipped. If the order is an emergency, contact Food and Farm Services Central Office.

G. Special Shipments from FDU:

1. Emergency Requests - In the case of a bona-fide emergency (shortage of food) at the feeding unit, the Food Service Director will contact the FDU Warehouse Supervisor and request the item. The feeding unit will also place the order via the on-line emergency ordering capability of the Food Service

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Computer System. Emergency orders should be approved by Food and Farm Services Central Office, if time allows. If the request can be shipped in a timely fashion or picked up by the requesting facility, FDU will:

- a. Print the emergency order from the Food Service Computer System;
 - b. Evaluate the request to determine if the special request is due to back order or if the facility may be overusing a particular item;
 - c. Distribute copies of the order as follows:
 - i. Original copy is retained by FDU and used by the computer operator;
 - ii. The first copy (shipping copy) accompanies driver with shipment and is returned to FDU with any corrections noted. This becomes a permanent record and the Statement of Delivery;
 - iii. The second copy (facility copy) accompanies driver with shipment. After facility personnel has checked the shipment and has signed the invoice, the document copy remains at the facility; and
 - iv. The third copy is retained by FDU warehouse.
 - d. If FDU cannot ship the item(s) in a timely fashion to accommodate a meal, refer to SOP 409.04.16 Procurement of Food and Supplies.
2. Forced Issues - As directed by Food and Farm Services Central Offices, FDU will make special "forced" shipments to prevent loss per SOP 409.04.17 Receiving.
 3. Partial/Split Shipments - In the event that all items listed on the order cannot be loaded on the trailer due to the 22 pallet load limit FDU will:
 - a. Fill an order beginning with items that are low in inventory at the facility and continue until the trailer is filled. For example, some items listed on pages one through eight may be loaded on the first trailer for the first load. Only the items on the order will be shipped on the trailer;

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- b. Hold the remainder of the order in the Food Service Computer System until the next delivery date as scheduled;
- c. Process subsequent partial loads in the same manner. The second trailer load begins with the items not previously shipped. The delivery process continues until the entire order is shipped; and
- d. Distribute paperwork as outlined in SOP 409.04.17 Receiving. All partial or subsequent shipments will be completed within seven (7) days from the first shipment.

H. Milk Deliveries:

1. FDU procedures applicable to receipt of milk from Rogers SP dairy are as follows:
 - a. Milk will be shipped by type and quantity specified on the Milk Order submitted by each facility;
 - b. Milk Orders for special diets will be placed weekly in addition to the institutional Milk Order;
 - c. On the scheduled date for pickup from the dairy, the FDU driver will comply with the receiving procedures as outlined in SOP 409.04.17, Receiving;
 - d. The driver will receive a milk delivery form; and
 - e. The driver will prepare a Way Bill for each facility in accordance with the approved delivery schedule and allocation for that particular facility.
2. Upon arrival at each facility the FDU driver will:
 - a. Remain present as the truck is unloaded to ensure product is handled carefully and accurate amounts are delivered;

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- b. Ensure the number of items delivered to the facility correspond with the amount specified on the milk delivery form or issue ticket. The number of leaking containers will be recorded separately;
 - c. Obtain the facility receiving agent's initials on the issue ticket. One copy of the signed milk invoice will be left at the receiving facility;
 3. Upon completion of the milk delivery, the FDU driver will:
 - a. Record the total number of all leaking milk containers and document overages and shortages on an Overage/Shortage/Damage (OSD) form;
 - b. Complete a survey form for all damaged items, if necessary; and
 - c. Forward all paperwork to their supervisor upon return to FDU.
 4. Upon receiving invoice paperwork, the Supervisor will review and forward it to the computer operator for billing.
- I. Verification of orders for shipping from FDU. Regardless of the type of order, the following procedures will apply after an order has been pulled and staged:
 1. An FDU staff person, other than the driver and the person who pulled or supervised the pulling of the order, will count and verify all items shipped to ensure quantity and stock numbers correspond with the order, and then sign the order in the section "Shipment Supervisor":
 - a. The Supervisor will ensure that all items that are loaded on the trailer are loaded properly and securely to prevent spillage and breakage;
 - b. Orders will be loaded according to the delivery sequence in which facilities will receive deliveries; and
 - c. The order packet will be provided to the Supervisor and the Supervisor will be notified that the trailer is loaded for delivery.

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2. The dispatcher will be notified by phone that the trailer is ready to be moved. The dispatcher will:
 - a. Notify shuttle operator of the trailer (by number) in which to move and where to stage it. A numbered seal shall then be issued for the trailer and recorded on the tractor/trailer operator instruction sheet;
 - b. Seal the trailer doors or delegate to another employee; and
 - c. Ensure paperwork is distributed properly.
- J. FDU Inventory Procedures:
1. Storage and Warehousing:
 - a. After receipt of delivery, the item(s) are to be moved from the receiving area to the storage area as soon as possible to promote accountability and eliminate damage and safety hazards.
 - b. All food and supply items are to be stored properly to prevent rodent and vermin infestation, deterioration caused by heat, dryness, or excessive moisture.
 - c. All storage areas including freezers and coolers will be kept clean and free of dirt, dust, and grease. Items are to be stored for proper ventilation.
 - d. A regular schedule for extermination of insects and rodents is to be maintained and documented in warehouse files.
 - e. Canned and packaged goods are to be stored neatly on shelves with labels facing outward for easy identification. Items are to be stored six (6) inches off the floor, six (6) inches from the wall and stacked for proper air circulation.
 - f. Frozen foods are to be stored according to size and type. The temperature is to be maintained between 0 degrees-10 degrees.

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- g. All food and supply items will be issued from the warehouse on a first-in, first-out (FIFO) basis.
 - h. All food and supply items will be inspected and inventoried on a continuous basis.
2. Inventory Reconciliation:
- a. Every month FDU Warehouse I, II, and the Meat Plant Shipping and Processing will do simultaneous physical food inventory, as directed by the FDU Administrator. All other areas will conduct monthly inventories and input balance into the Food Service Computer System.
 - b. A copy of the physical inventory and the adjustments made to the SSI Food Service Computer System will be sent to Food and Farm Services Central Office.
 - c. All transactions reflecting the dates when inventory was taken will be entered into the Food Service Computer System and checked for accuracy.
 - d. A Food Service Computer System Food Master Inventory List will be obtained to check against the physical inventory.
 - e. Corrections to the Food Service Computer System will be made as applicable.
 - f. When the physical inventory count and the inventory in Food Service Computer System reflect a discrepancy, FDU will make efforts to find why the discrepancy exists, and a correction will be made and documented. When a recount results in an error being discovered, FDU will make such changes on their inventory sheet totals.
 - g. When all efforts have been made to find errors, those remaining errors will be compiled into a monthly recap report to reflect the discrepancies as follows (FS9931 Report):

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- i. Stock number and item description;
 - ii. Amount of overage/shortage;
 - iii. Monetary value of each discrepancy;
 - iv. Warehouse location where discrepancy exists; and
 - v. Breakdown by percentage of each warehouse's portion of inventory and monetary discrepancies.
- h. FDU will retain inventory records for future audit documentation.
- i. By the end of each month, FDU will complete and submit an overage/shortage recap of inventory discrepancies to the Food and Farm Services Manager.
 - j. On the last business day of each Fiscal Year, a complete physical inventory will be taken. The physical inventory will be forwarded to the Food and Farm Services Manager. No items are to be in transit on this date without prior approval from the Food and Farm Services Manager.

K. Inventory Adjustments to the Computer:

1. Overages/Shortages:
 - a. The computer operator must have approval and adequate documentation before making any adjustments to the Food Service Computer Inventory System.
 - b. Any adjustments are to be made on a daily basis.
 - c. Copies of all adjustments are kept on file for future audit.
 - d. In the event that theft is suspected, the FDU Administrator will begin an immediate investigation and shall maintain documentation.

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2. Damaged Items:

- a. When items are damaged during transit, facilities are to receive the item, determine the usable portion and complete a survey form for the remaining items. Milk and egg products have an exception to this procedure. Refer to SOP 409.04.17, Receiving.
- b. Items that are damaged at FDU will be reported to the Property and Supply Senior Supervisor, who will determine if the item needs to be surveyed. A numbered survey report is then obtained from the FDU Business Office. If disposal of the item is necessary, two (2) employees will witness the transaction.

L. FDU Vehicle/Fleet Management:

1. FDU manages a fleet of tractors and trailers necessary for the delivery of food and food related items to GDC feeding units and other customers. Tractors and trailers are also used for transportation of farm produced items from the processing facilities to the FDU warehouses.
2. Preventative Maintenance:
 - a. The FDU garage is used to perform all routine and preventative maintenance on vehicles and other motorized equipment assigned to FDU. Work on personal vehicles will not be completed in the FDU garage.
 - b. A computerized parts inventory will be maintained for use in preventative maintenance and routine repairs.
 - c. Safety and sanitation checks will be made on all vehicles once a month. Drivers should visually inspect vehicle prior to each route.
3. Vehicle reporting will be completed in accordance with GDC SOP.
4. Task descriptions will be maintained on all vehicles assigned to FDU. The use and condition of all vehicles will be monitored regularly.

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5. Vehicle replacements or requests for additional vehicles will be coordinated with the Food and Farm Services Manager.

M. FDU Personnel Administration:

1. The FDU Administrator is responsible for the personnel administration and the Business Manager shall act as Personnel Manager for FDU.
2. A copy of all personnel related manuals, rules and regulations will be maintained at FDU and procedures shall be followed.
3. The Administrator makes recommendations through Food and Farm Service Central Office Executive Director and Personnel on hiring, termination, promotions, transfers, etc.
4. Individual personnel records of staff members assigned to FDU shall be maintained. Personnel actions and other required reports are prepared and submitted to Food and Farm Service Central Office Executive Director and Personnel.
5. FDU Administration will provide all employees the opportunity to receive the necessary training to perform their job and to improve the performance of their job. Training calendars and notices of classes offered will be posted and made available to all employees. In-service and any other specialized training will be included. Training will be coordinated through the Office of Professional Development and the Office of Information Technology.

N. FDU Safety and Maintenance:

1. FDU management will maintain a system of routine and preventative maintenance to grounds, facilities and equipment at FDU.
2. FDU management will monitor and evaluate all major facility repairs and renovations and shall request assistance through GDC Central Office when needed.

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3. FDU will maintain or exceed all safety standards as established by GDC and/or the State Fire Marshall.

O. FDU Security and Inspection:

1. FDU management will maintain all grounds, facilities and buildings in physical condition consistent with the security requirements dictated by the classification of offenders assigned to work details at FDU.
2. FDU management shall provide and promote security training and awareness to all staff persons who supervise offenders. FDU operations are subject to routine and regular security inspections.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.