



## “Maintaining International Food Safety and Hygiene Standard is a matter of paramount importance for Oberoi Flight Services.”

**Zafar Siamwala** - Chief Operating Officer, Oberoi Flight Services, India

### Why ISO 22000 Certification?

International food trade and foreign travel are increasing, bringing important social and economic benefits, however, this also makes the spread of illness around the world easier. Eating habits too, have undergone major changes in many countries over the last few years and new food production, preparation and distribution techniques have developed to reflect this. Effective controls on hygiene and food preparation therefore are vital to avoid the adverse human health and economic consequences of foodborne illness, foodborne injury, and food spoilage. Outbreaks of foodborne illness can damage trade and tourism, and lead to loss of earnings, unemployment and litigation. Food spoilage is wasteful, costly and can adversely affect

trade and consumer confidence. Governments are imposing new legislation regarding food safety and retailers are making new demands on their supply chains. Food safety therefore is considered to be an important issue for all stakeholders in the domain of food production and distribution.

An airline client's primary criterion for selecting caterer is certification of Food Safety Management System through a reputed certification body. Quality control has become a cornerstone of food safety policy over the past decade in the food industry development. More focus has been on integrated quality management systems. These integrated systems include all steps related to reducing risk associated with health hazard in the food production chain, such as supply of raw materials,

food manufacturing, packaging, transportation/ logistics, research and development, maintenance of production equipment, and training and education of staff. Moreover, food quality is associated with a proactive policies and the creation of controls to maintain a safe food supply.

### Client Benefits

- ISO 22000 Food Safety Management System has given Oberoi Flight Services competitive advantage
- Increased trust level and confidence resulted in lesser client audits
- Increased Customer Satisfaction Level
- Compliance to all local legislations

## Client Background

Oberoi Flight Services is an airline catering division of The Oberoi Group owned by EIH Ltd. It manages luxury and business hotels, cruises and flight catering units at various locations in India and overseas. The organization aims at leadership in the hospitality industry by delivering products and services to exceed guest expectations.

Oberoi Flight Services is a proud caterer to the world's most preferred airlines namely British Airways, Air France, United Airlines, Swiss International Airlines, Air Mauritius, Cathay Pacific, Kenya Airways, Air Canada, Virgin Atlantic Airlines, KLM, Qatar Airways, Jet Airways, Turkish Airlines, South African Airlines, Thomson Airways, China Southern Airlines, Nordic Airlines, Arkefly Airlines and a host of Private Charter Flights.

Oberoi Flight Services has well qualified, highly trained and experienced Food Safety professionals for continuous monitoring and verification of all the processes at various stages throughout the processing chain to ensure 'Food safety and Quality' at all levels of the supply chain.

## Implementation

Mr. Siamwala commented *"We understand that Food Safety Management System and practices stand out as the most prominent method of safe food production. Catering units that implement systems such as the ISO 22000:2005 - Food safety management system attain success in safe food production. Oberoi Flight Services was the first Airline catering company in India certified by BSI Group in Food Safety Management Systems ISO 22000: 2005.*

*Our all units (Mumbai, Delhi, Chennai, Kolkata and Mauritius) are certified in ISO 22000: 2005- Food Safety Management System by one of the most competent certification authority"*

Delivering safe food products with a high level of quality that meets customer requirements is essential to Oberoi Flight Services success. Indeed, in the fierce competition of today's market, the level of quality needs to exceed what customer already expect, and at a safe condition.

Achieving best quality involves the entire organization and often suppliers and customers as well. Food safety management system has helped Oberoi Flight Services to maintain good management system and practices throughout the organization, which resulted in motivated employees, standardized work procedures, effective control and high level of trust among the clients.

## Why BSI?

Mr. Siamwala further supplemented that "BSI Food Safety Management audits helped Oberoi Flight Services to control food hazards from entering into the food chain. It also helped to maintain quality parameters consistently to produce products that meet the required specifications and comply all our legal obligations.

Due to a single certification body to certify all our catering facilities, it is easy to maintain uniformity in levels of standards within the group."

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