



“We offer decades of expertise and a proven track record in operational efficiency in line with the industry’s best practices.”

Mr. Sagar Dighe, Chief Operating Officer, TajSATS.

**Why Food Safety Management System?**

As the global economy grows; travel is on the rise for leisure as well as business. It is paramount that the nourishment as well as sustenance needs of the travellers are met with safe and healthy food to avoid instances of any food borne illness outbreak. Hence as the leading Airline caterer with a vast and variant (nationalities, business modules) clientele, it is paramount that we have a food safety management system that harmonizes global requirements under one umbrella. While most processes and procedures have always been in place; the need for

centralised documentation available at one point was addressed.

**Client Benefits**

- The standardization of processes.
- Proactive controls were enhanced across Taj SATS.
- Achieved high level of trust with all stakeholders.
- Compliance to all local legislations
- Provide a means of continual improvement

**Client Background**

TajSATS has a Vision of Excellence – “Enriching Lives through Innovative Food Solutions”

A collaborative venture of IHCL and SATS Ltd., TajSATS is the market leader in airline catering with over 42 years of catering expertise. Powered by the hospitality know-how of Indian Hotels Company Ltd. and the aviation and technological acumen of SATS Ltd., TajSATS has become one of the leading, most trusted in-flight catering companies.

It is also a leading player in commercial catering.

Backed by our impeccable health and safety record and unrivalled operational expertise, we are the first choice for leading international airlines, domestic carriers and charter companies.



**23 million**  
Meals prepared annually



**65,000+**  
Meals crafted daily



Handling over  
**40+ Domestic and International Airlines**



**Preferred Catering Partner for Starbucks in India**

### The TajSATS Difference

- World class Menus designed by a large team of highly qualified chefs focused on customer experience and customer delight.
- All our kitchens are Halal-certified by Malaysian Airlines.
- We are the only caterers providing fresh kosher meals in India via our TSACL Mumbai Unit.
- Diversifying into commercial catering for fine dining establishments, MNCs, global café chains, events and hospitals

### Implementation

ISO 22000:2018 is an internationally recognized standard for food safety. Implementing the FSMS helped us amplify food safety across all processes – right from raw material procurement to enhanced infrastructural capabilities as well as train and motivate employees ensuring customers needs are met with safe and healthy food meeting all global requirements. Thereby ensuring customer delight. It has given the

organization the ability to recognize and control food safety hazards. Implementing this standard has given us an edge and instilled client confidence. The integration of HACCP with the standard helped greatly in closing the gap between ISO 9001. The whole approach is a process based approach instead of a product based one. The national standard can easily be synchronized with the same ensuring local compliance. There is systematic management of programs as well increased focus on due diligence.

### Benefits experienced by Taj SATS after implementation

All our six units across India are ISO 22000 certified by BSI – a leader in the food safety arena. The inherent vibrancy of the Food safety management system and the commitment of Taj SATS to food safety ensures that the food safety and quality aspects cover all our stakeholders including vendors and our employees with a proactive live management system delivering standard procedures and product across all units.

### Why BSI?

BSI is the forerunner in the creation and establishment of the standard and is highly reputable.

“We pride ourselves on being the first In-flight catering company that implemented HACCP in India. BSI has been an extremely valued partner in our journey of implementation of the Standard ISO 22000:2018 across all our catering units. BSI’s training inputs have been very insightful in helping improve our training material for our associates on the production floor. Their assessments over the years have helped us to constantly and consistently improve our controls on food safety hazards (existing and potential) and prepared us in meeting challenges in this constantly evolving environment. BSI requires and expects very high standards and our association with them is a big enabler in our ever evolving journey on improving food safety at Taj SATS.” said Mr. Sagar Dighe, Chief Operating Officer, TajSATS.

Call +91 (0)11 2692 9000  
to find out how BSI can  
help your business make  
excellence a habit.

