

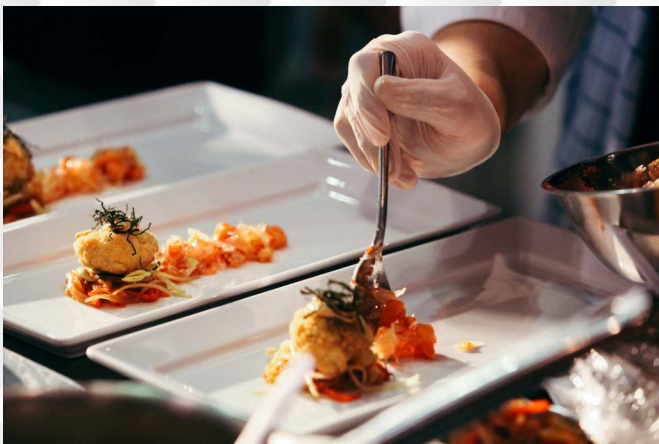
# WE ARE COMMITTED TO YOUR WELL-BEING

Our Enhanced Safety Protocols



## A TRUSTED BRAND

TajSATS has over **42 years of expertise** as India's largest airline catering company and is a **leading player in volume catering**. TajSATS is a proud member of India's largest conglomerate — the Tata Group. We thank our partners for their immense trust in the safety, compliance, hygiene and quality of our products and services.



## OUR COMMITMENT TO OUR PARTNERS

TajSATS is deeply committed to the well-being of its partners and stakeholders. **Enhanced safety protocols** have been developed in accordance with the norms laid down by the **World Health Organization (WHO)**, **Food Safety and Standards Authority of India (FSSAI)**, **Quality & Safety Alliance for In-flight Services (QSAI)** and the Government of India.

## OUR VALUES

We are all committed and guided by our core values. These values are embodied and embraced by the entire team of TajSATS. We are driven by a responsibility to uphold the highest standards – from **food safety, quality, hygiene to consistency and superior service**.

To drive excellence, we have implemented enhanced safety measures ensuring safety, hygiene, employee health and facility sanitation that are being followed and monitored with strict diligence.



Our Associates are well prepared to serve you by taking several preventative and precautionary measures focusing on health and safety.

## TRAINED ASSOCIATES

We have instituted guidelines to keep our Associates healthy.

Associates extensively trained on **Safety, Hygiene and Physical distancing norms** to ensure Customer Delight.

Regular Health checks for our Associates.



## ENSURING A SAFE WORKPLACE

Associates and Visitors to submit **self-declaration forms** before entering the premises.

**Temperature Screening** before entering the facility.

All facilities well-equipped with protective gear like Face Masks, Gloves, Head Covers and PPE Kits.

The Facility and Kitchens are sanitised with chemical disinfectants at regular intervals in compliance with FSSAI and WHO guidelines.



## ENHANCED SAFETY PROTOCOLS

We have implemented operational enhancements in alignment with public health authority guidance.

An **Emergency Response Taskforce** is appointed.

Physical distancing ensured in the operation workplaces through **marked circles and separation sheets**.

Regular sanitation of all public exposure fittings, objects, fixtures and surfaces.

**Sanitisation stations** are strategically placed across the facility for easy access to Associates.



## SERVING OUR AIRLINE PARTNERS

Our Associates wear appropriate protective gear while handling flights.

Physical distancing is maintained with airline crew.

All airline equipment, trolleys and carts are washed and sanitised daily.

All **delivery vehicles are disinfected and sanitised** before and after delivery to aircrafts.

Laundried items are thoroughly disinfected.



TajSATS is honoured to assist the esteemed **Taj Public Service Welfare Trust (TPSWT)** in providing nutritious meals to the doctors and the frontline healthcare staff in the Government hospitals in Mumbai and Delhi respectively.

We also partnered with **Brihanmumbai Municipal Corporation (BMC)** in Mumbai and with **Bangalore Airport Authority Limited (BIAL)** to provide meals to the migrant workforce stranded in Mumbai and Bangalore.

We feel humbled and privileged to have crossed the milestone of delivering over 2 million meals through our **#MealsToSmiles** initiative.