

Food Safety & Hygiene Statement

Effective Date: May 1st, 2026

At **Catercraze**, the health and safety of our clients, guests, and staff are our top priority. We are committed to maintaining **the highest standards of food safety, hygiene, and sanitation** in every aspect of our catering services.

This Food Safety & Hygiene Statement outlines the **practices, procedures, and precautions** we follow to ensure that all meals, whether for corporate lunches, meetings, or events, are safe, fresh, and prepared under strict hygiene conditions.

2. Food Preparation & Handling

All food prepared by Catercraze is handled by trained staff following **strict hygiene and safety protocols**. Our kitchens are regularly sanitized, and work surfaces, cooking utensils, and storage areas are cleaned according to standard operating procedures.

- Ingredients are sourced from **trusted and certified suppliers**, ensuring freshness and quality.
- Raw and cooked foods are stored separately to avoid **cross-contamination**.
- Staff adheres to **personal hygiene standards**, including regular hand washing, wearing clean uniforms, and using gloves and hair coverings when necessary.
- Temperature-sensitive foods are maintained under appropriate refrigeration or heating to prevent spoilage.

3. Delivery & On-Site Safety

Catercraze takes all necessary precautions during the **delivery and setup** of catering services:

- Meals are transported in **temperature-controlled containers** to maintain freshness and prevent bacterial growth.
- Food is delivered on time, with proper sealing and handling to ensure **safety and quality upon arrival**.
- On-site staff follow hygiene protocols while setting up and serving food at corporate events.

4. Allergens & Dietary Safety

We take allergen and dietary safety seriously. All dietary and allergen instructions provided by clients are carefully implemented in meal preparation. Despite rigorous precautions, Catercraze **cannot guarantee the complete absence of allergens** due to the risk of cross-contact during food handling. Clients are responsible for providing accurate dietary information, including allergies and restrictions, to ensure safe meal consumption.

5. Compliance with Regulations

Catercraze strictly adheres to **local and national food safety regulations**, including hygiene standards, food handling protocols, and health certifications required for commercial catering operations. Regular audits and checks are performed to ensure compliance and continuous improvement in food safety practices.

6. Staff Training

Our catering staff undergoes **regular training** in food safety, hygiene, and proper handling techniques. Training covers:

- Safe preparation, storage, and transportation of food
- Allergen awareness and dietary requirements
- Personal hygiene standards and sanitation practices
- Emergency response in case of contamination or safety concerns

7. Client Responsibility

While Catercraze ensures strict food safety standards, clients are encouraged to:

- Communicate **accurate dietary and allergen information** for all attendees
- Store or serve food according to instructions, especially for events with long durations
- Inspect setups at corporate events to ensure that food safety standards are maintained

Catercraze **cannot be held responsible** for any health issues resulting from incomplete or inaccurate dietary information or mishandling of food after delivery.

8. Continuous Improvement

Catercraze is committed to **continuous improvement** in food safety and hygiene. We regularly review processes, update protocols, and implement best practices to maintain the **highest standards of catering service**.

9. Contact Information

For questions, clarifications, or concerns regarding food safety, hygiene, or preparation practices, please contact:

Catercraze

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