

# QUALITY MANAGEMENT STATEMENT



Eden aims to be the first choice for quality, sustainable, delivered catering in central London and to exceed the expectation of our clients in the quality of our food and the service we provide with every order we fulfil.

The Quality Management Statement outlines our commitment to ensure that ongoing quality improvement is an integral part of our organisation to meet those objectives.

The quality issues which matter most to our clients, and which we focus most attention on, are:

- Food Safety**
- Food Quality**
- Service reliability**

How is it done?

We use the following systems, approach, and procedures to support us in our aim of total customer satisfaction and continuous improvement throughout the business:

## **1. Continuous training and development of our team**

Our Trainstop training program for all kitchen staff and drivers is a continuous training of key issues relating to food safety, health & safety, and food quality. Each Certificate of Qualification for each Trainstop lasts 12 months and all staff must have an in-date certificate for all Trainstops relevant to their role. Several Trainstop training modules are delivered by management and supervisors every week.

## **2. Client Communication**

Client communication is a key ingredient to quality assurance. It generally takes the following forms.

- a. Account Reviews** All frequent repeat customers are appointed an Account Manager. This executive will hold regular meetings with the contacts appointed to us to review all aspect of the relationship including appropriateness of menus, planned changes to menus, pricing and the general satisfaction of the service being provided.
- b. Customer Feedback** Customer feedback is an enormously important tool for us to monitor the level of satisfaction our customers are receiving from the food and service we provide. Customer feedback is sought from every client after every job we deliver.

This feedback is shared with all staff most relevant to the particular job. Any complaint is addressed by the Operations Director and communication had with the client. Any retraining is made and recorded. Every complaint or significant problem which could have led to a complaint is reported to the directors at monthly meetings and the outcome reviewed.

- c. **Customer Requests** It is not unusual for customers to request a particular item of food or drink to be added to our menus. These requests will be reviewed at the next menu change and if considered appropriate, a recipe developed, trialled and if it scores successfully, it will be included in the next appropriate seasonal menu.

### 3. **Continuous gathering, monitoring, and learning from customer feedback**

Feedback is sought from every event we deliver. Feedback may not be received for every event fulfilled however we do record any problem which may have occurred on a job as a negative even if the client was unaware of the issue. The percentage of events which receive positive feedback or no problem in 2024 was 99.8%

### 4. **Aspiring to a high level of staff contentment**

Eden offers industry leading standards of welfare, facilities, equipment, working conditions and pay. We provide excellent staff changing facilities with showers, break areas with free beverages and daily hot lunches, free on loan uniforms, regular and full lunch breaks. Management style is non-confrontational and avoid any form of blame culture. We hold regular one to one appraisal.

### 5. **Measurable quality objectives which reflect our business aims**

KPIs are an important tool used by us to monitor, measure and improve important aspects of our service. We monitor and target many KPIs but those most relevant to Food Safety, Food Quality and Service Reliability are:

**Delivery Reliability.** Every delivery is scheduled to be delivered 60/30 minutes before the time which the client requires the food.

Every actual delivery time is monitored. Any which are late are recorded and a monthly report reviewed by directors. Percentage successfully delivered on time in 2024 was 99.98%.

**Customer Satisfaction.** Feedback is sought from every event we deliver. Feedback is not received for every event fulfilled however we do record a problem which may have occurred on a job as a negative even if the client was unaware of the issue. The percentage of events which receive positive feedback or no problem in 2024 was 99.89%

**Food Safety.** As part of our food safety procedures the Navitas system is used for live monitoring of temperature control in all areas of our food processing. This includes

temperature monitoring of goods inwards, live monitoring of all storage refrigeration and freezer temperatures, temperature monitoring of cooked food, blast chilling temperatures and time. This system gives us live readouts, scoring and an audit trail of our food safety management.

**Staff Training.** Our Trainstop training program for all kitchen staff and drivers is a continuous training of key issues relating to food safety, health & safety, and food quality. Each Certificate of Qualification for each Trainstop lasts 12 months and all staff must have an in-date certificate for all Trainstops relevant to their role. Several Trainstop training modules are delivered by management and supervisors every week. All kitchen and delivery staff are trained to at least Level 2 Food Safety.

- 6. Management action following audit results, customer feedback and any problems.**  
Management meetings are held monthly to review and respond as necessary to KPI reports, customer feedback and operational difficulties.
- 7. Careful selection and monitoring of food ingredients bought**  
Considerable time and trouble is taken to select suppliers. Please see our Food Procurement Policy for more information.
- 8. Complete recipe control of all food made**  
Our bespoke recipe system is incorporated into our, also bespoke, operating system. Our recipes are a crucial, corner stone element of Eden. They enable us to both maintain the quality and portion sizes we expect, do so consistently and to protect our margin.
- 9. Three menu reviews, tastings, and improvements per annum**  
We change our menus three times each year. We have Spring, Summer, and Winter Menus. These changes enable us to incorporate seasonal changes to ingredients used and to refresh our range with new ideas and recipes.
- 10. Regular review and improvement of internal processes and systems**  
Change is an integral element of the company. We do not stand still. We are constantly looking to improve how we do things. Our operating software is constantly being updated with improvements to simplify procedures and to reduce the chance of human error.
- 11. Adoption of industry best practice in all matters relating to food safety.**  
We of course have 5 stars on our doors but also receive a third-party annual Food Safety audit. Our last audit was conducted by SALSA and gave us a score of Grade A.
- 12. Investment in industry leading catering equipment & vehicles**  
Our kitchens are up to date with combi ovens, slow ovens, bratt pans, induction hobs with bespoke fabrication and refrigeration, our vans have the latest Euro 6 engines and we have started to upgrade our fleet to full electric versions, 82% of our fleet is now electric.

This policy was last updated in August 2025.

Nick Mead  
Managing Director  
August 2025