



MACS COMPANY PROFILE

MacroAsia Catering Services (MACS) is the first fully functional In-flight Catering facility located inside the premises of the Ninoy Aquino International Airport (NAIA) in Manila, Philippines.

It was incorporated on 18 October 1996. After two years of continuous planning, preparation and construction, it started its commercial operations on 9 August 1998, with Air Macau and Singapore Airlines as its first customers.

Its strength as a business entity is founded on the solid partnership of two (2) highly reputable and progressive companies: **MacroAsia Corporation (Philippines)**, and **SATS Ltd (Singapore)**.

MacroAsia Corporation (MAC) is a publicly listed Filipino corporation basically in the business of Aviation Support Services. As the major partner, it has a stake of 67% in MACS. Being physically closest to MACS, as the other owner is based abroad, MacroAsia Corporation provides immediate support to MACS, in any contingency.

SATS Ltd has several other joint venture kitchens spread out all over Asia. It holds 33% ownership in MACS. As a strong aviation service player in the Asia-Pacific region, it actively provides technical support to MACS, and also serves as a vital player in the raw materials supply chain of MACS.

The synergies derived from the formidable partnership and support of the shareholders is the strength behind MACS! And today, only twenty three years from the start of its commercial operations, MACS has the distinction of being **the only airline caterer in the Philippines** to be **HACCP Certified** and with **HALAL certification** from the Malaysia Halal Consultation and Training Agency.

Truly, MACS has lived up to the distinction as the most preferred airline caterer at NAIA, which consistently gives its clients worry-free operations, and service at world-class standards.

CORPORATE STRUCTURE



The above-named persons comprise the Board of Directors of MACS. It is to this body which the MACS Chief Operating Officer, Rhodel Esteban reports.

PRINCIPAL STRUCTURE AND ACTIVITIES

The core business of MacroAsia Catering Services is airline catering. Its resources are geared solely for catering business, and have no plans to engage in the cabin cleaning business or comparable activities. However, sister companies of MACS, MacroAsia Airport Services and Lufthansa Technik Philippines are engaged in ground handling operations and aircraft maintenance, respectively.

With this commitment and focus, **MACS seeks to provide the airline industry with safe, quality food and services consistently to become the preferred in-flight caterer and market leader in the Philippines.**



We have diversified our operations and we now also provide quality food and services to airport lounges, hotels, casinos and executive dining rooms and cafeterias.

Explicitly, MACS is committed to provide:

- **Safe, hygienic, delectable, quality meals strictly defined according to airline specifications, delivered to the aircraft on time.**
- **Experienced, professional, and dedicated staff to assist our Customers in their requirements, available 24-hours a day, 7-days-a-week.**
- **Finest raw materials and products prepared by no less than the experts.**
- **Affordable, reasonable prices to fit our Customers' budget.**

MACS is also sensitive to the cultural and religious inclinations of its clients. As such, the unit is Halal-certified, and ensures its compliance to Halal food production standards.

SERVICE PERFORMANCE STANDARDS

Over the twenty three (23) years of existence, MACS has developed standards of service performance, consistent with the requirements of its clients. On-time performance, meals provided according to client specifications and equipment provided according to client instructions are standard norms ingrained in our corporate culture.

CATERING COMPANY OVERVIEW

1. FACILITY:

→ Total Land Area	:	20,000	sq. m.
→ Total Floor Area	:	5,100	sq. m.
○ Ground Floor	:	4,100	sq. m.
○ Mezzanine	:	390	sq. m.
○ Plant Room	:	600	sq. m.
→ Operating Areas			
○ Receiving Area	:	140	sq. m.
○ Dry Stores	:	144	sq. m.
○ Freezers & Chillers	:	326	sq. m.
○ Preparation Area	:	864	sq. m.
○ Kitchen (Hot & Cold)	:	216	sq. m.
○ Japanese Kitchen	:	25	sq. m.
○ Bakery/Pastry	:	144	sq. m.
○ Storage Room	:	422	sq. m.
○ Bonded Warehouse	:	704	sq. m.
○ Bonded Cold Room	:	43	sq. m.
○ Ware Wash Area	:	344	sq. m.
○ Airline Equipment Storage:		704	sq. m.
○ Outbound Cold Room	:	138	sq. m.
○ Inbound Cold Room	:	52	sq. m.
○ Chilled Garbage Room	:	40	sq. m.

2. EQUIPMENT:

- 23 Refrigerated Hi-Loaders, guaranteed to deliver meals at a standard temperature of 5°C.
- 9 service vans
- 2 Food Tray-Set Conveyor Belts
- 29 Cold Rooms
- 3 Deep Freezers
- 3 Blast Chillers
- 1 Blast Freezer
- 5 Roll-in Chillers
- 3 Warehouse Chiller
- 3 Ware wash Machines
- 2 Pots & Pans Washing Machines
- 1 Cart Wash Machine
- 4 Outbound Dock Bays
- 2 Inbound Dock Bays
- 2 Receiving Dock Bays
- Separate garbage room held at a maximum temperature of +10°C
- 1 fully equipped in-house Food Laboratory, for testing both raw materials, in-process, finished goods and special samples.
- 2 Deep Wells (Water source), with water sampled and tested by the Bureau of Quarantine and a third party laboratory, which undergoes stages of treatment to ensure safety and potability.
- 2 - 100% Back-up Power Generator Systems

3. **OPERATING HOURS:**

Administration – 0800H – 1830H (Monday to Friday)

Operating Departments – 24/7

4. **OTHER RESOURCES:**

- Dynamic and robust Quality and Food Safety Management Systems based on ISO 9001:2015 standards.
- HACCP Certification (in accordance to *Codex Alimentarius*) obtained in August 2004.
- HACCP-qualified and highly trained Quality and Food Safety professionals, two (2) of which are Registered Microbiologists and one Food Technologist.
- An in-house laboratory equipped for basic and advanced microbiological testings.
- Expert preparation of Asian, Western, Special, and Medical Meals as well as other authentic cuisine, delectable appetizers, salads, pastries and desserts. With full support of culinary experts from SATS Kitchens.
- 1 Italian Chef, 1 Japanese Chef, 1 Korean Chef and 1 Moslem Chef for specialty cuisine and special meals.
- A computerized Production System, the Inflightnet In flight System developed by Inflight Software Limited, which generates information vital to all areas: airline orders, recipe breakdowns, stock requirements, cost processes, meal quotations, catering delivery notes, up to final billing invoices.
- Halal Certification received from the Malaysia Halal Consultation and Training Agency. MACS was the first food producer in the Philippines to have been accredited by the OMA under R.A. 122-A (A mandate requiring food companies in the Philippines to be certified as complying with Halal requirements).
- Bonded Warehouse License (Customs Bonded Warehouse No. 164)



- Hygiene and Food Safety Permit issued by the Bureau of Quarantine.
- Brokerage Services for Air Freight and Sea Freight customized to MACS customers' requirements.

5. **OUR ESTEEMED CUSTOMERS**

A. LEGACY AIRLINES

1. AIR NIUGINI
2. ALL NIPPON AIRWAYS
3. CATHAY PACIFIC AIRWAYS
4. CHINA AIRLINES
5. CHINA EASTERN
6. CHINA SOUTHERN
7. EVA AIR
8. GULF AIR
9. JAPAN AIRLINES
10. KOREAN AIR
11. OMAN AIR
12. QANTAS
13. QATAR AIRWAYS
14. ROYAL BRUNEI AIRLINES
15. SAUDI ARABIAN AIRLINES
16. SINGAPORE AIRLINES
17. XIAMEN AIRLINES

B. OTHERS

1. A. SORIANO AVIATION
2. AGES AVIATION CENTER, INC.
3. AIR HONGKONG
4. AIRMEN AVIATION
5. ASIAN AEROSPACE
6. DNATA

7. FEDERAL EXPRESS CARGO
8. GLOBAN AVIATION
9. LUFTHANSA TECHNICK PHILIPPINES
10. NATIONWIDE AVIATION SUPPORT SERVICES
11. PRIME AVIATION SUPPORT CORPORATION
12. UNIVERSAL AVIATION PHILS.

C. INSTITUTIONAL CLIENTS

1. ASIAN DEVELOPMENT BANK
2. AIRSWIFT, INC.
3. PAL MABUHAY LOUNGE
4. SQ SILVER KRIS LOUNGE
5. JL SAKURA LOUNGE
6. PAL EXPRESS
7. BPI CAFETERIA
8. LTP CAFETERIA
9. LTP COFFEE SHOP
10. HARI RAYA

6. CLIENT RECOGNITION

- A. 1999 Hygiene Award** from Cathay Pacific Airways (out of 44 catering stations worldwide)
- B. 1999 Silver Quality Award** from Lufthansa
- C. 2002 EK Safety Award** from Emirates
- D. 4Q04 Best Caterer Award** from Northwest Airlines
- E. 2005 Team Achievement Award** from Northwest Airlines
- F. 2005 Best Caterer Gold Award** from Cathay Pacific (out of 40+ catering stations worldwide)
- G. 2006 Preferred Catering Supplier, Supplier Assessment Award** from Qantas Airways
- H. 2007 Recognition Award** from Korean Air

- I. **2007 Best Caterer Gold Award and Most Improved Caterer** from Cathay Pacific
- J. **2007 Best Station Award** from Korean Air
- K. **2007 Best Station Award** from Korean Air
- L. **2007 Plaque of Appreciation** from Japan Airlines
- M. **2008 Letter of Recognition** from Korean Air (1st among 14 Catering stations in the region and 2nd among 51 catering stations world wide)
- N. **2009 Special Award** from Korean Air (for its outstanding catering services and valued partner for the year 2009)
- O. **2010 Plaque of Recognition** from Japan Airlines (for its excellent and dedicated service)
- P. **2010 CEO/TCS Award** from Singapore Airlines (for the exemplary services and support during typhoon Ondoy)
- Q. **2010 Service Quality Award** from Singapore Airlines (for its 12 solid years of partnership)
- R. **2010 Spirit of Service and Safety Recognition Award** from Qantas Airways
- S. **2011 Special Award** from Korean Air (MNL) was ranked 2nd out of 11 stations in South East Asia, in Korean Air's catering evaluation for the 2nd half of year 2010-2011
- T. **2011 Excellence in Catering Award** from Singapore Airlines.
- U. **2012 Silver Award for Caterer's Performance Management Program** from Dragon Air
- V. **2012 Diamond Award for Caterer's Performance Recognition Program** from Cathay Pacific (the highest recognition award)
- W. **2012 Gold Award for Best Short Haul Caterer** from All Nippon Airways
- X. **2012 Merit Award in Group 1** from Singapore Airlines (*Excellence in Catering Award*)
- Y. **2013 Gold Award for Caterer's Performance Recognition Program** from Cathay Pacific
- Z. **2013 Gold Award for Best Short Haul Caterer** from All Nippon Airways

- AA. 2013 Certificate of Appreciation – Exemplary Performance During a Natural Disaster** from All Nippon Airways
- BB. 2013/14 Merit Award in Group 1** from Singapore Airlines (*Excellence in Catering Award*)
- CC. 2014 Gold Award for Caterer’s Performance Recognition Program** from Cathay Pacific
- DD. 2014/15 Merit Award for Group 1** from Singapore Airlines (*Excellence in Catering Award*)
- EE. 2015/16 Merit Award for Group 1** from Singapore Airlines (*Excellence in Catering Award*)
- FF.2017 Excellent Catering Service Award** from Eva Air
- GG. 2017 Certificate of Appreciation for On-time Performance, Safety and Service Delivery** from Qantas Airways
- HH. 2018 Certificate of Appreciation for Outstanding Commitment to Safety and Performance** from Qantas Airways
- II. 2018 Excellent Catering Service Award** from Eva Air
- JJ.2019 Certificate of Commendation** from Japan Airlines
- KK. 2019 Certificate of Appreciation for Zero Findings in 2019 Airport Operations Audit** from Qantas Airways
- LL.2019 Certificate of Appreciation** from Japan Airlines
- MM. 2019 Most improved station for hygiene quality catering award** from Japan Airlines
- NN. 2019 Certificate of Achievement – Prize for Contribution to On-Time Performance Award** from All Nippon Airways

7. CORPORATE AFFILIATIONS

- A. Corporate Member, Philippine Society for Quality
- B. Corporate Member, Philippine Association of Food Technologist
- C. Corporate Member, Philippine Institute for Supply Management
- D. Corporate Member, Association of Hotel and Restaurant Purchasing Managers

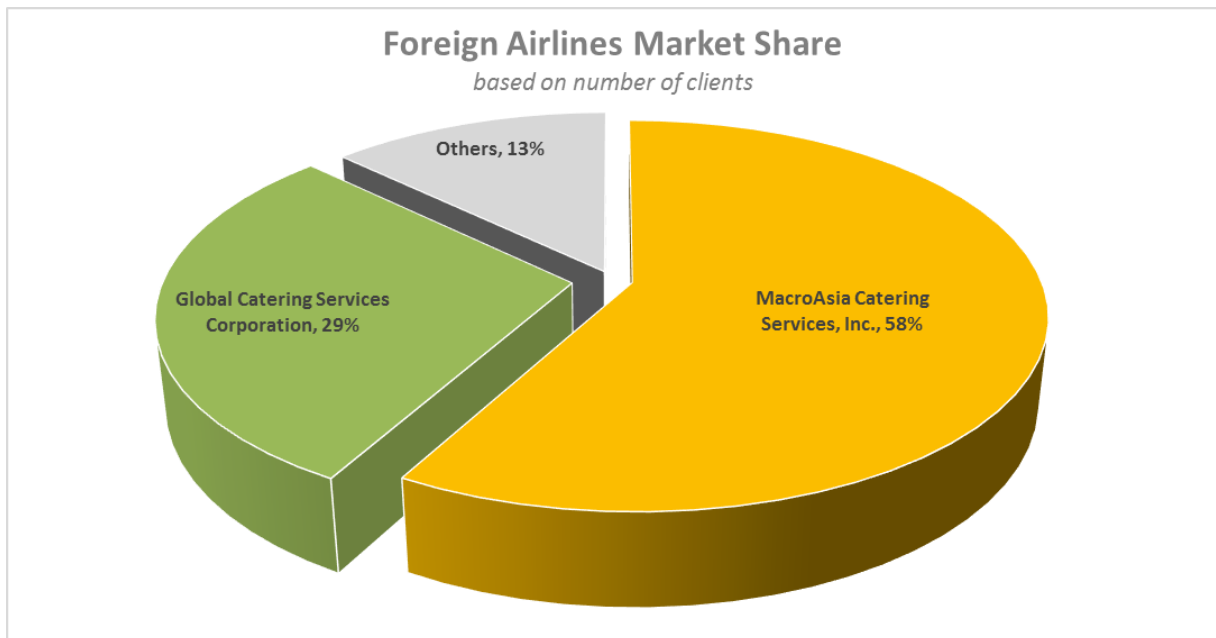


E. Corporate Member , Philippine Society for Training and Development

F. Corporate Member , Personnel Management Association of the Philippines

In 2021, MACS continues to cater the following regular international airline clients: Cathay Pacific, Qantas, Singapore Airlines, Saudia, China Airlines, China Southern, Qatar Airways, Air Niugini, Japan Airlines, Korean Air, All Nippon Airways, EVA Air, Xiamen Airlines, China Eastern, Royal Brunei Airlines, Oman Air and Gulf Air. In addition, we service cargo flights such as FedEx and Air Hong Kong as well as Nationwide Aviation Support Services and Ages Aviation, the leading VIP and private jet agencies.

Proudly we recognize that a good number of the world’s most prestigious and award winning airlines are continuously patronizing the services of MacroAsia Catering Services.





COMPANY MISSION / VISION AND QUALITY POLICY

Vision

To be the most innovative & preferred catering service provider in the Philippines, recognized for its excellent quality and food safety standards by 2025.

Mission

MACS is committed to provide the airline industry safe quality food and services.

We maintain a business culture that is built on trust and confidence, individual ownership and responsibility

We enhance our quality systems through continuous review and improvement, in conformity with ISO 9001-2015, HACCP, HALAL and international standards.

We maintain a dynamic and professional workforce through continual training and development, performance appraisal and rewards.

We constantly satisfy the needs of our stakeholders through our professional bearing.

We provide value for our owners, employees, local community and environment.

We have fun and we enjoy.

QUALITY POLICY

MacroAsia Catering Services is committed to provide the airline industry safe quality food and services by being the best in-flight caterer and market leader in the Philippines.

To achieve and maintain this position, MACS is committed to:

Leadership

By establishing and maintaining a management culture that is built on confidence that values its people, its resources and the environment.

Professionalism

By exuding professional bearing in dealing with all business partners, internal and external customer at all levels.

Food Safety

By producing and delivering consistently meals under strict Hazard Analysis Critical Control Point (HACCP) conditions for optimal safety and reliability.

Customer Satisfaction

By providing on-time meals and related services in accordance to customer specifications and expectations.

Continual Improvement

By constantly reviewing and improving our Quality System, ensuring growth and development.

MANAGEMENT / ORGANIZATIONAL STRUCTURE

To ensure that MACS is capable of meeting the high standards associated with its products and services, we practice a highly selective employment policy consistent with ISO operands, a cooperative style of management and an open atmosphere that fosters employee growth through constant training, productivity-linked salary adjustments and continual organizational review.

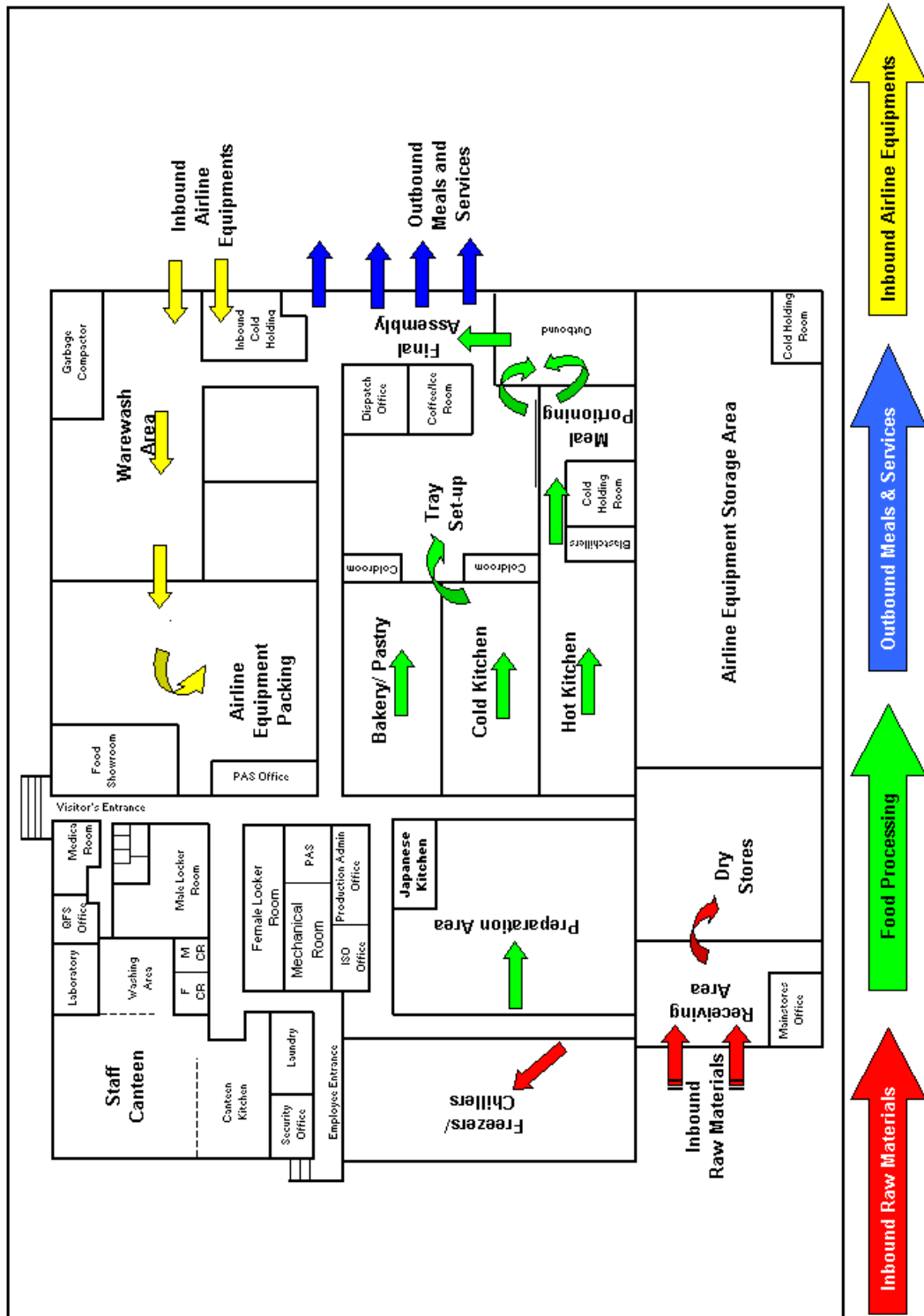


In line with this, we maintain a modern, practical, simple yet effective and dynamic organization. Check and balance, accountability and clear definition of responsibilities are hallmarks of this organization.

DISTANCE FROM AIRPORT TERMINAL

MACS is located within the airport perimeter itself (ASIA [Aviation Support Industrial Area] Site) and has direct access to the ramp through a security gate leading directly to the service road beside the runway. The travel time averages 12 to 15 minutes (6 km) from MACS loading bay to the aircraft.

FLOOR PLANS AND WORK AREAS



ACTIVITIES

Our activities on the shop floor are straightforward in flow, starting with raw materials withdrawal, passing either through three parallel kitchen sections: Hot Kitchen, Cold Kitchen, and Pastry/Bakery. Once processed, food is stored in cold rooms, until they are ready for setup.

In particular, the elements of MACS service are identified as follows:

1. Food Processing
 - purchasing, receiving, control, storing, preparation of raw materials
2. Food Component Storage
 - receiving, control, storage of food components belonging to the airlines
3. Food Production
 - refinement (cooking) of food products, chilling/freezing
4. Food Packing/Setting
 - portioning, setting, wrapping, labeling, container setting of food products
5. Bakery
 - baking, decorating, wrapping of bakery products
6. Patisserie
 - baking, refining, decorating, wrapping, portioning, chilling/freezing of patisserie products
7. Equipment Packing
 - sorting, polishing, checking, packing, labeling, container setting of catering service equipment
8. Tray Setting
 - assembly of pax/crew food, other tray items and crockery, container setting, labeling, refrigeration

9. Dry Store Supply

- assembly, packing, container setting, and labeling of sundry passenger service items, e.g., milk, juice, coffee creamer, lemons, wet ice, dry ice, etc.

10. Ancillary Supplies

- assembly, packing, container setting and labeling of other passenger service items, e.g., napkins, plastic crockery, and cutlery, etc.

11. Transportation

- transport of catering goods to/from aircraft

12. Loading/Unloading > Flight Servicing

- movement of catering goods between catering vehicle and aircraft
- Loading and Offloading of catering requirements to and from the aircraft.

13. Stowage

- positioning or removal of catering and passenger service goods in the respective aircraft compartments (galley)

14. Waste Removal & Disposal

- refrigeration, separation, containment, transportation and disposal of waste

15. Dish wash and Sanitation

- separate, salvage, wash, polish, sanitize, sort, count and store reusable catering materials

16. Laundry Service

- separation, counting, (external) laundry and dry cleaning, storing of catering & cabin service linens

17. Equipment Inventory Control & Reporting

- periodical tally and reporting of catering service equipment belonging to the respective customer airlines.

18. Bonded Inventory Control, Packing & Reporting

- regular and/or periodical stock returns, accounting, replenishment, cleaning, packing, labeling, container setting and related routines of bonded items.

19. Shipment Operation

- receiving, sending and the related packing, transport and handling of various catering and cabin service equipment and bonded goods

20. Storage

- temperate/chiller/freezer storage of various catering and cabin service items for the respective customer airlines

21. Security

- safekeeping and protection of clients' property as required by client or local authorities

22. Other Handling

- Supervisory and administrative services related to flight handling, or any other activity or handling carried out on behalf of client.

23. Other Administration

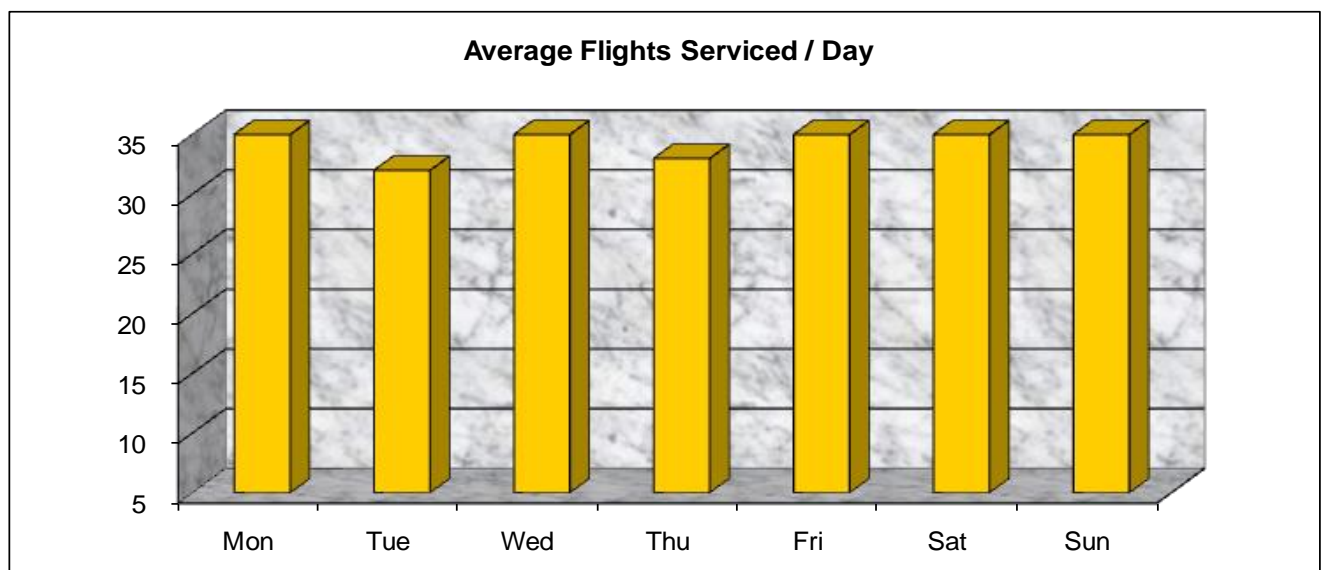
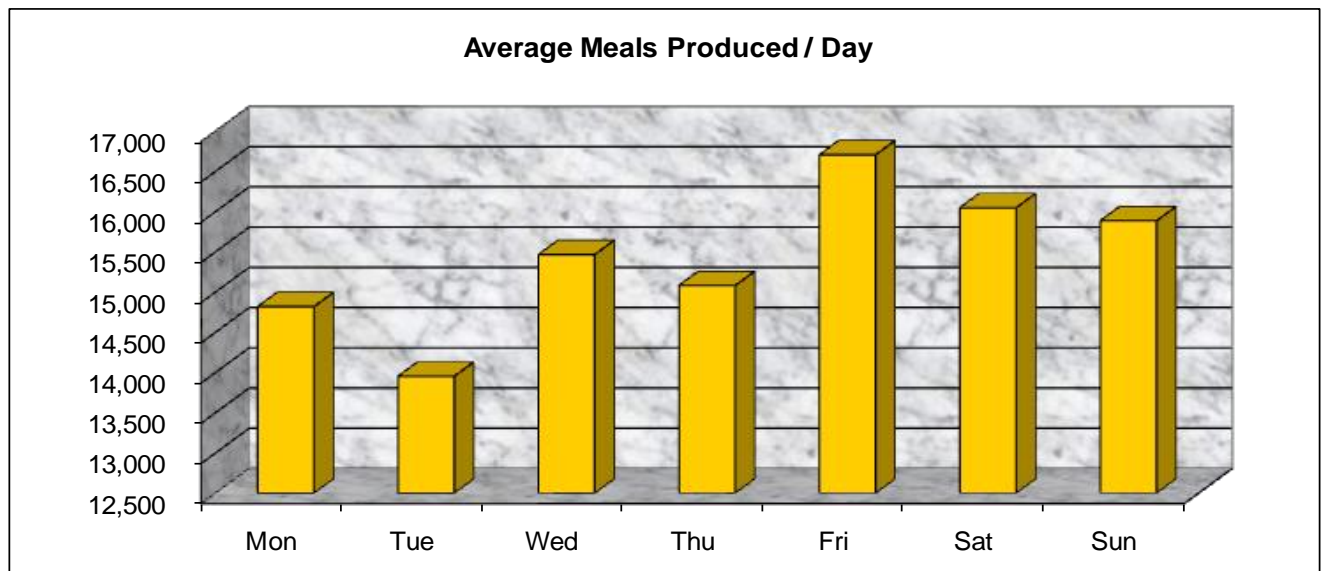
- any other administrative undertaking by the caterer on the order of the client or the authorities

24. Other Ancillary Products & Services

- Any other product or services rendered that are not part of the regular obligations of the caterer.

CATERING ACTIVITY STATISTICS (PRE-PANDEMIC)

Average/day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Meals Produced	14,817	13,952	15,465	15,080	16,705	16,046	15,885
Flights Served	35	32	35	33	35	35	35



TRUCKING OPERATIONS

The MACS Ramp Operations Section is the unit of the organization tasked to service (in-flight) our airline clients. It operates on a 24-hour basis and is manned by personnel with several years of airline catering servicing experience. The section comprises of the Dispatch / and Ramp Servicing. Nine Supervisors, seasoned in the airline catering business, man the Dispatch office and ramp operations around the clock. Their general functions are the receipt, dissemination and dispatch of catering needs of our customers. Further, vehicle and personnel control used in in-flight service is within its scope of responsibility.

MACS has twenty three (23) refrigerated hi-lift catering trucks used in the loading and offloading of aircrafts. These are augmented by nine (9) vans which are used in dispatch of additional catering requirements. For purposes of maximizing vehicle resources and better planning, high loaders are designated for each airline client for in-flight servicing. All High loader vans are equipped with dash cams as additional safety feature.

All our flights are attended by highly qualified and service oriented Catering Service Representatives and are monitored flight by flight by the designated Ramp Supervisor. Strict NAIA and Company Safety & Security procedures are adhered, e.g. padlocking of rear door after departure from unit; high loaders are off-limits to non-catering personnel; prohibition from opening of aircraft doors unless duly authorized and trained by qualified airline engineers.

STAFF NUMBERS

TOTAL MANPOWER

1. Production Department	46
2. Operations Department	60
3. Admin Offices	90

The core staff (regular personnel) is a team of seasoned individuals, most of whom have airline catering experience even before joining MACS.

MACS basically rely on the expertise of this core group, but it enhances its capacity to adjust to business volume fluctuations or peak period demands through its policy to use project or contractual staff. MACS has the "labor flexibility" to adapt to any airline demand, within the shortest time possible.

Above all this, MACS has not compromised its standards on personnel selection, as any person working in MACS is required to complete pre-employment procedures such as a comprehensive medical examination, quarantine certification, and for senior positions, even psychological testing. These procedures are all inherent standards in its quality system.

The commitment of Management to maintain a harmonious working atmosphere is evident in the fact that MACS employees are generally a motivated group of employees, MACS being the only inflight caterer in Manila without a labor union formation.

MACS employees are slated on a 48-hour workweek.

PURCHASING AND RELATED ISSUES

MACS was granted by the Bureau of Customs a license to operate a special bonded warehouse (Customs Bonded Warehouse 164).

Given this, MACS has an advantage in keeping its supply chain unbroken at the least possible cost, as it could rely on supply from worldwide sources.

In case of urgent or ad hoc requirements, arrangements can be made easily for its Singapore-based partner/owner, SATS, to fly in the raw materials required at a very short notice.

With its client base, MACS has voluminous raw material requirements such that it conducts regular annual Tender Bid Exercise with the end in view of forging supply or service agreement contracts with its subcontractors (suppliers). With this bidding/tender, only the most reliable subcontractors providing superior quality and with the most competitive prices are awarded contracts.

Various raw materials are imported from Brazil and other countries in the Asia-Pacific Region.

MACS suppliers undergo a rigid process of selection and evaluation. Part of this process is the on-site inspection of supplier's facility (Supplier Quality Audit) to verify its capability to produce materials within MACS specified standards.

IT SYSTEMS

INFLAIRNET is a purpose-built system for airline caterers. It hosts a full suite of features that complement industry-specific processes and augment the benefits that are derived thereon – these features being, but are not limited to, the following:

Production Scheduling and Forecasting	Enables automated, real-time queries on current inventory levels, daily production requirements, and projected demands based on actual and forecasted meals and flights to be served.
Cost Capture	Automates recipe costing; facilitates cost history monitoring; identifies month-on-month cost fluctuations and variances; and isolates costs for system-automated cost center allocation.
Flexible Reporting	Creates real-time, user-definable report formats for sales and cost of sales, production efficiency, purchasing efficiency, labor utilization, forecast requirements, and variance reporting.

Inflairnet is scalable enough to accommodate increases in production volume.



SAP Business One

SAP Business One takes a “single solution” approach to business management and process automation. SAP Business One is arranged into different modules that suits and covers typical functions and data needed in accounting. Each module handled specific business tasks on its own, but is linked to the other modules where applicable.

Also SAP Business One helps in preparation of Bureau of Internal Revenue (BIR) requirements; it prepares report which helps in compliance with BIR. Sap Business One allows you to have a complex chart of accounts which identifies per department transaction, monitors actual transaction against allotted budget and generates applicable Financial Statements (Profit and Loss, Balance Sheet and Trial Balance).

PRIME PAYROLL SYSTEM

employee records (201 file)
Timekeeping
Attendance
Payroll

FACE DETECTION

Electronic attendance monitoring via face detection.

A system (bar codes) is also used for tracking staff meal provisioning in the staff canteen.

QUALITY MANAGEMENT SYSTEM

Quality is everybody's concern. This is the guiding principle of all MACS employees. The company was first certified to **ISO 9002:1994** version in 2000. It was during that time wherein the company's systems and procedures were documented. This ISO standard was instrumental in the "habit-forming" stage of all employees in relation to adherence to established procedures. This ISO standard was operating founded on the following statement: Say what you do, do what you say and prove what you say.

With the advent of the new ISO version (**ISO 9001:2000**), which was officially released in the second quarter of 2001, MACS already planned its transition to the enhanced version. The new ISO standard operates as **a strategic, stakeholder focused, performance driven mechanism for delivering business objectives**. It utilizes the **eight management principles** as its foundation. These are: customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making and mutually beneficial supplier relationships.

It was in June 2003 when MACS was granted certification to ISO 9001:2000 by its certifying body, **Certification International**. Operating under the new standard, MACS rolled out a new strategy of performance and objective monitoring which is the **Balanced Scorecard** (BSC). The BSC aimed to re-align MACS processes, thus coming up with doable action plans. All perspectives of the BSC were covered and were cascaded across all levels of the organization.

To date, MACS management continues to lead, support, coordinate, sustain and continually improve its Quality Management System. We currently have a dynamic and robust Quality and Food Safety Management Systems following the **ISO 9001:2015** standards.

TRAINING PROGRAMS

Management recognizes the need for the continuous development of its staff. In line with this, it has always been generous in supporting various training programs for the staff, whether local or international. It has also supported its senior personnel in their pursuit of graduate studies, as any personal development on these employees will always redound to the benefit of the Company.

On the operational side, training is a part of the routine. Ramp safety training and standard modules on operational topics are followed according to plan.

Other training programs are offered to cover various areas such technical competency, behavioral, supervisory, management among others.

Basic trainings on Food Safety/Hygiene, Health, Safety, Values & Security are conducted annually to all employees. An interactive management learning system is used for this program.

MACS has forged an alliance with the country's premiere culinary school, CCA (Center for Culinary Arts) to secure capability building to its production staff.

FOOD SAFETY

Since the start of its operations, MacroAsia Catering Services operated under strict **Hazard Analysis Critical Control Point** (HACCP) conditions for optimal safety and reliability. Eurest Inflight Services and external experts provided the training and documents for its implementation.

The company's HACCP System was developed using the guidelines from the *Codex Alimentarius* and the recently enhanced **IFCA/IFSA World Food Safety Guidelines**, which was officially issued during the IFCA convention in Portugal in February 2003.

The company made it a point that the **six prerequisite requirements** (premises, transportation and food storage, personnel, sanitation and pest control, equipment and recall) were satisfied first prior to the development of the HACCP System. These includes, but not limited to, annual food safety refresher course/training for employees, twice a month thermal fogging, water and ice monitoring, adherence to GMPs (Good Manufacturing Practices), etc. To maintain the general hygiene in the Unit, MACS has subcontracted a janitorial/cleaning agency. This is to clearly separate the staff doing cleaning work from those performing food processing-related activities.

After that, an HACCP team was formed to put up an HACCP System for MACS. The HACCP team is composed of **multi-disciplined staff** coming from different departments and sections such as purchasing, main stores, engineering, production, operations and quality and food safety. The system is transcribed into an HACCP Manual, which discussed the Hazard Analysis done by the team with regards to the process the food will undergo. Control points are set which are based on the strictest requirement (national, international and airline). Monitoring system, together with corrective actions are then established and properly documented. The HACCP team meets at least once a year to discuss and update the established HACCP Manual.



One essential activity in the implementation of HACCP in MACS is its **verification procedures**. One is verification of the CCP's (Critical Control Point). This requires continuous technical literature research and update of appropriate regulating body standards. This is the responsibility of the HACCP coordinator. The other one is **verification of the HACCP Plan** - In plant. These require periodic validation, which include daily monitoring of the implementation of the HACCP Plan (Process Audit Checklist and by doing microbiological analysis) and complete verification of HACCP system conducted by HACCP Coordinator with the participation of the HACCP team.

MACS has an in-house microbiological laboratory, which conducts routine (raw materials, in-line meal and finished meal) and non-routine tests. A detailed sampling is established every menu cycle to cover all airline customers. Three microbiologists, one of whom is a registered microbiologist, man the laboratory.

MACS recognizes that **"FOOD SAFETY IS THE BACKBONE OF ITS BUSINESS"**, that is why an emphasis is always given to this part of its operations. For this reason, the food safety standards it follows often exceed:

1. The requirements of local food and health authorities (MACS has always been rated outstanding by the Bureau of Quarantine)
2. The standards of the AEA (Association of European Airlines)
3. The new IFCA/IFSA World Food Safety Guidelines, etc.

OCCUPATIONAL HEALTH AND SAFETY

In MACS, Occupational Health & Safety is a way of life. The set policies and the creation of the different teams were instrumental in establishing the safety paradigm. Competent members who are always willing and ready to assume their roles man these teams.

MACS OHS program was designed with the thrust to create a hazard free environment through the prevention of any hazards that may result to personal injuries, accidents, fire, security, property losses and environmental damage. All of these have been and will be realized through the commitment and active participation across all levels of the organization, treating each and everyone as **CO-EQUAL** in this formidable task.

Among the activities established to sustain this commitment is the regular safety audits conducted by the MACS OHS Committee and the **Bureau of Working Conditions (BWC)** – Department of Labor & Employment (DOLE), acquisition of Personal Protective Equipment (PPEs) for various work assignments and most importantly the analysis of the loss work time accidents (LTA) and/or near misses, if any. MACS OHS program is continually improved through the established OHS Key Performance Indicators, conduct of regular management system evaluation and conduct of OHS related trainings and education of employees.

Over all, MACS Occupational Health and Safety was established with the utmost thrust to cradle the present & the future well being of its employees and the environment. Having in mind the following principles: **safety as a way of life, compliance to legal & statutory requirement and continual improvement.**

GENERAL HYGIENE

To maintain the general hygiene in the Unit, MACS has subcontracted a janitorial/cleaning agency. This is to clearly separate the staff doing cleaning work from those performing food processing-related activities.

An Integrate Pest Management (IPM) program is also deployed across the catering facility. This covers both the upkeep of the catering unit and vehicles.

ENVIRONMENTAL MANAGEMENT

The disposal of compacted garbage is done through a service contractor accredited by the Philippine Department of Environment and Natural Resources (DENR). Other waste materials that can be recycled are likewise retrieved by said company, in accordance with security and government mandated regulations.

The facility is also equipped with its own wastewater treatment plant, and conforms to the stringent standards on wastewater emission by the Laguna Lake Development Authority (LLDA).

SECURITY

Considering the nature of our business and that of our clients, security is an utmost concern for all. The attention given by Management and its employees to this area is almost similar to that given to hygiene and quality. We in MACS recognize that any failure in the security system would impact heavily on people and property, whether this is MACS' property/staff or that of our clients.

With this commitment, Management has a documented Security Standard Operation Procedure Manual covering all critical areas of the facility. MACS, with its location and built-in security procedures, lies in "a triple-security belt" area.

1st layer. Before anybody from the public could enter MACS, he has to pass through an access gate (Crash Gate 1) manned by a composite team of security guards jointly controlled by MACS and its neighboring caterer. However, this team of guards is under the jurisdiction of the Airport Police.

2nd layer. This is within the MACS perimeter grounds. The MACS perimeter is enclosed by a fence with two controlled gates, both manned by aviation-certified security guards accredited with NAIA authorities.

3rd layer. The third security layer covers the building itself. The guards control the ingress and egress of people and goods within the building.

To complement the guards themselves, a walk-through metal detector is installed along the corridor, where all visitors and staff of MACS are being accessed.



To complement the physical security setup, support systems like HRD have instituted procedures that enhance our security preparedness and clearance. Among these are:

1. Stringent recruitment and selection procedures of new employees: testing, reference checking, requirements for security clearances (National Bureau of Investigation, police) and document verification.
2. Security Clearance renewal of ramp pass holders on an annual basis
3. Company ID and Uniform Control
4. Training (Safety, Contingency, Bomb Threat Awareness, etc.)
5. Roster and Attendance Control
6. Installation of CCTV (Closed Circuit Television) in strategic areas.