

Quality Policy

At Home Catering Limited

Registered title and reference	Quality Policy – AHC-POL-QMS
Status	Version 1.2 – wording approved 27 October 2026. Website publication and tender and buyer use authorised on 27 October 2026. Not yet in effect: approval and these authorisations do not make the policy operational
Version history	Version 1.0 approved on 13 August 2026. Version 1.1 approved on 17 October 2026. Version 1.2 approved on 27 October 2026 and is the current approved wording (wording prepared 21 October 2026; release edition generated 30 October 2026)
Owners and approvers	John Walker and Christophe Perrier, jointly
Management owner for quality	Christophe Perrier
Contact	parties@athomecatering.co.uk, +44 (0)1932 862026
Review	By 13 August 2027, and earlier on a relevant change
Certification	None. We do not hold or claim ISO 9001 or any other quality certification or accreditation

1. Our commitment

At Home Catering Limited, including its At Home Events brand, exists to deliver events that are right – the right food, prepared safely, served well, on time, and matching what the client was promised.

Quality for a caterer is not an abstraction. It is whether the food was good, whether it arrived at the right temperature at the right moment, whether the dietary requirements were met exactly, whether the team was professional, and whether the client would use us again.

We commit to:

- understand what each client actually wants before we commit to delivering it;
- deliver what we agreed, and tell the client early and honestly when something must change;
- say only what is accurate in our quotations, proposals, menus and tender answers;
- treat food safety and allergen accuracy as absolute constraints, never as quality trade-offs;
- employ, train and supervise people so they are competent for the work;
- buy from suppliers who can meet our standard consistently;
- listen to what clients, guests, venues and our own team tell us;
- deal with complaints properly, and fix the cause rather than the symptom;
- review how events went and carry the lessons into the next one;
- improve continually rather than defend the status quo.

2. Scope

This policy applies to every event and every service we provide, and to everyone involved in delivering them – employees, casual and zero-hours staff, agency and freelance staff, and suppliers acting on our behalf.

3. What quality means to us

Dimension	What good looks like
Safety	Food is safe. Allergen information is accurate. The work is done safely. This is a constraint, not a dimension to be balanced
Getting the brief right	What the client wants — food, style, timings, numbers, dietary requirements, venue constraints — is understood, recorded and confirmed before delivery, not assumed
The food	Prepared to the agreed specification; quality and consistency of ingredients; presentation; served at the right temperature
Delivery on the day	On time; correct quantities; the agreed service style; adapting professionally when the day does not go to plan
The team	Competent, briefed, presentable, courteous; visible leadership on site
Communication	Responsive before the event; clear on the day; honest when something changes
Venue and third parties	Working co-operatively with the venue and other suppliers; leaving the site as agreed
Afterwards	Accurate invoicing; feedback sought; complaints handled properly

4. How quality is managed

This section sets the standard we work to. Where it describes a check or a record, that is what is required when this policy is in effect; it is not a claim about how every past event was run.

4.1 Understanding the requirement

Every event begins with the brief. Requirements — including guest numbers, timings, service style, venue constraints and dietary and allergen requirements — must be captured, recorded and confirmed with the client. Changes must be recorded and confirmed too. We rely on the information clients and venues give us; where it is incomplete or changes late, we will say what that means for the event.

4.2 Planning and preparation

Menus and quantities must be planned against the brief, and production against capacity. Equipment, transport and staffing must be confirmed, the venue understood in advance and risks identified.

4.3 Delivery

Each event must have a named lead on site. The team must be briefed before service, agreed timings followed, problems escalated rather than absorbed, and changes agreed with the client rather than made unilaterally.

4.4 Checking

Quality must be checked as work is done, not only afterwards: ingredients and deliveries checked on receipt; production checked against the specification; dietary and allergen dishes verified before service; and a walk-round before service begins.

4.5 Corrective action

When something goes wrong, we fix it for the client, then establish why it happened and address the cause. A recurring problem that keeps being fixed at the point of failure has not been corrected.

4.6 Continual improvement

Improvement comes from what we learn: complaints, feedback, event reviews, supplier performance, near misses and the team's own observations.

5. Accurate information, changes and limits

- Quotations, proposals, menus, descriptions on our website and tender answers must be accurate and current. We do not describe a dish, an ingredient, a service or a capability we cannot deliver.
- If a dish, ingredient or supplier has to change, we tell the client, agree a suitable alternative, and update the ingredient and allergen information before service.
- Where we make a commitment in a contract or a tender, we record it and deliver it, or tell the client promptly if we cannot.
- Some things are outside our control, such as venue access and rules, the weather, late changes to guest numbers, and suppliers chosen by the client. We plan for them and tell the client early, but we do not promise outcomes that depend on them.

6. Safety comes first

Unsafe food is never served, and accurate ingredient and allergen information is required. A quality review never delays safety action. If someone is unwell or at risk, call 999. Food safety and allergen incidents, safeguarding concerns, whistleblowing, suspected fraud or bribery, and concerns about personal data each follow their own route straight away; none waits for a quality review.

7. Client feedback and complaints

Client feedback normally reaches us by email after events, and we read it. Complaints are handled under our Customer Complaints, Feedback and Service Recovery Procedure: we receive the concern, respond, put things right where appropriate, and learn from failures that are substantiated. A food safety or allergen complaint is not treated as an ordinary service complaint; it is escalated straight away.

To raise a concern about the quality of our service, email parties@athomecatering.co.uk, telephone +44 (0)1932 862026, or speak to the event manager on the day. We do not publish complaint rates, satisfaction scores or client quotations without permission, and a low number of complaints is not, on its own, proof of quality.

8. Event review and lessons learned

Events should be reviewed briefly and honestly, so that what worked is repeated and what did not is changed. The exact debrief process is still to be confirmed.

9. People and competence

Quality depends on competence. We operate a mandatory six-video Google Forms induction, with a quiz after each video and successful completion required before progression. Accredited or role-specific qualifications are separate, and are evidenced separately.

10. Suppliers

Supplier quality directly determines the quality of what we serve. Suppliers are expected to deliver to specification, on time and safely, with accurate ingredient and allergen information, and to respond properly when they do not. Our Supply Chain and Responsible Sourcing Policy will set out how suppliers are chosen and managed once it is approved and brought into effect. We do not claim an approved-supplier list, supplier scoring or supplier audits.

11. Responsibilities

Who	Responsibility
John Walker and Christophe Perrier, jointly	Own and approve this policy; provide the resources for quality
Senior Management Team	Collective oversight; setting the standard
Christophe Perrier – management owner for quality	Standards, checks, complaints, corrective action and improvement
The party planner or event lead assigned to each event	Delivering the event against the approved brief and agreed requirements
Everyone working on our events	Working to the standard; raising problems early

We do not hold or claim any external quality certification or accreditation, including ISO 9001.

12. Measuring and improving

We will monitor quality using information that genuinely exists. As it becomes available, that may include complaints and their causes and how they were resolved, food or allergen incidents, repeat failures, event changes and errors, event reviews, supplier performance and problems, client feedback, repeat business, tender or accreditation findings, training completion and whether corrective actions were finished. No measure, target or threshold is set yet: setting numbers before there is data to set them against produces numbers that mean nothing.

13. Review

We review this policy at least every 12 months, and earlier if something relevant changes. Where a related policy or procedure is not yet in effect, this policy does not make it operative.

Who we are

Legal entity	AtHome Catering Limited
Company number	02763948 (registered in England and Wales)
Registered office	Kings House, 9-10 Haymarket, London, England, SW1Y 4BP
Trading and contact address	40 High Street, Cobham, Surrey, KT11 3EB, United Kingdom
Email	parties@athomecatering.co.uk
Telephone	+44 (0)1932 862026
Brands	AtHome Catering is our public business name. AtHome Events is a customer-facing events brand of AtHome Catering Limited. It is not a separate company and never the contracting party.