



ICQA Caterer Award Programme

1. PURPOSE

The ICQA Caterer Award programme is a programme established by IATA, at the request of the ICQA Council, to recognize caterers who consistently perform well under the ICQA programme, in order to promote best-demonstrated practices in the areas of Food Processing Safety and Food Processing Quality.

2. ELIGIBILITY

Any catering facility that has undergone 3 Validation audits and 6 e-Audits under the ICQA programme over the three preceding years will be eligible for the ICQA Caterer Award programme.

Barring some exceptions, these would normally include all catering facilities that have served one or more ICQA participating airlines over the three years preceding the selection of nominees.

3. SELECTION OF NOMINEES

The selection of award nominees from eligible catering facilities will be based on the following criteria.

Note that if more than 3 Validation audits and/or 6 e-Audits were conducted under the ICQA programme at a given catering facility over the three preceding years, the more recent audits will be used to select nominees.

90% or higher Average Score on Food Processing Safety based on
the 6 e-Audit scores divided by 6 to obtain an average e-Audit score,
the 3 Validation audit scores plus the average e-Audit score divided by 4 to obtain the Average Score on Food Processing Safety.

AND

80% or higher Average Score on Food Processing Quality based on
the 3 Validation audit scores divided by 3 to obtain the Average Score on Food Processing Quality.

There is no limit on the number of nominees.

4. AWARDS

The ICQA Caterer Award programme rewards catering facilities per region.

Americas
Europe / Middle-East / Africa
Asia / Pacific

For each region, based on the selection criteria below,
the best catering facility will receive the Golden Standard Award,
the second best catering facility will receive the Silver Standard Award,
the third best catering facility will receive the Bronze Standard Award.

In addition, the best catering facility worldwide will receive the Platinum Standard Award.

5. SELECTION OF AWARD WINNERS

For each of the three regions, selection of the three award winners amongst the selected nominees will be based on the following criteria.

Best three catering facilities when calculating the Weighted Total Score assigning 80% weight for the Average Score on Food Processing Safety and 20% weight for the Average Score on Food Processing Quality.

The best catering facility will receive the Golden Standard Award.
The second best catering facility will receive the Silver Standard Award.
The third best catering facility will receive the Bronze Standard Award.

In addition, the best catering facility worldwide will receive the Platinum Standard Award.

6. AWARD CEREMONY

By the end of January of each year, Medina Quality Assurance Services will advise IATA and the ICQA Council of the award winners for the preceding year. In February, IATA will announce award winners by email to all catering facilities audited under the ICQA programme. IATA will also prepare an ICQA Caterer Award certificate and an appreciation letter under ICQA letterhead (signed by the ICQA Council Chairman) for each of the winners. ICQA participating airline(s) closest to award winners will invite caterer(s) to pick up their certificate and appreciation letter at a small ceremony. If this cannot be arranged, award winners will receive their certificate and appreciation letter by courier.