CATERPILOTS
INFLIGHT CATERING SAFETY, DONE RIGHT

FOREIGN OBJECT INVESTIGATION

FROM ONE FOREIGN OBJECT TO FULL ACCOUNTABILITY

Eight steps that turn an in-flight incident into evidence that holds up.

1. **OBJECT FOUND** — PASSENGER
   A passenger spots something that should not be in the meal.
2. **CREW SECURES IT** — CREW - CATERPILOTS TRAINING
   Cabin crew collect it with an evidence kit and log the details.
3. **EVIDENCE TRANSFERRED TO CATERPILOTS** — CATERPILOTS
   Sealed and sent to the office with chain of custody intact.
4. **DETAILED ANALYSIS** — CATERPILOTS
   Submitted to a laboratory for examination.
5. **ACCREDITED LAB TESTING** — CATERPILOTS
   Analysed to establish what the object really is.
6. **INVESTIGATION COMPLETED** — CATERPILOTS
   Evidence-based findings on what it is and where it came from.
7. **CATERER HELD ACCOUNTABLE** — CATERPILOTS
   The report backs corrective action and a stronger negotiating position.
8. **BRAND PROTECTED** — CATERPILOTS
   Passengers reassured and the airline reputation defended.

SAFETY ISN'T JUST SERVED. IT'S MANAGED.

INDEPENDENT · EVIDENCE-BASED · GLOBALLY AVAILABLE

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