

## **About Us – Prism Hospitality Services Pvt. Ltd.**

Prism Hospitality Services is a premier provider of institutional catering, facility management, and housekeeping services with a legacy spanning over 19 years. Headquartered in Hyderabad, we cater to a diverse clientele that includes multinational corporations, educational institutions, industrial campuses, and government bodies. With operations across six states and a capacity of serving over 1.2 lakh meals daily, we have become a trusted name in large-scale food service management.

We combine operational expertise, culinary innovation, and a strong commitment to hygiene and sustainability to offer value-driven services that exceed expectations.

### **Our Vision**

To be the most reliable and innovative hospitality service provider in India, setting new benchmarks in food safety, client satisfaction, and sustainable practices.

### **Our Mission**

To deliver hygienic, nutritious, and delightful meals using the finest ingredients, state-of-the-art kitchens, and well-trained professionals — while building long-term trust with our clients through compliance, transparency, and service excellence.



## Our Values, Strengths & Workforce

### Core Values :

- Customer Wellbeing – Ensuring the health, safety, and satisfaction of all clients and their guests.
- Excellence in Quality & Consistency – No compromise on taste, hygiene, or standardization.
- Nutritional Leadership – Serving balanced, thoughtful meals catering to various dietary needs.
- Integrity & Trust – Building relationships through reliability and transparency.

### Our People, Our Strength :

- 2050+ trained staff across our units, including chefs, supervisors, nutritionists, and service teams.
- Most of our Managers, Supervisors, and Chefs have undergone FoSTaC (Food Safety Training and Certification) training, in accordance with FSSAI guidelines, ensuring strict adherence to food safety and hygiene standards
- 40% women representation across all departments.
- Structured Training: 50+ hours of annual training per employee in food safety, hygiene, and service.
- Rigorous Hiring: Background checks and industry-relevant experience required for all new hires.

### Employee Wellbeing:

- Biannual medical health check-ups.
- Staff recognition programs for best performance.
- Regular employee engagement activities (birthdays, milestones).
- We believe that the quality of our service is directly tied to the wellbeing, training, and professionalism of our team.





## Hygiene, Food Safety & Regulatory Compliance

### Commitment to Food Safety

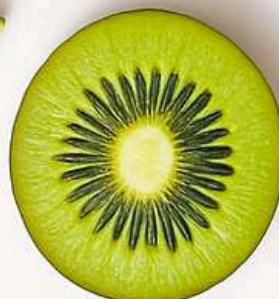
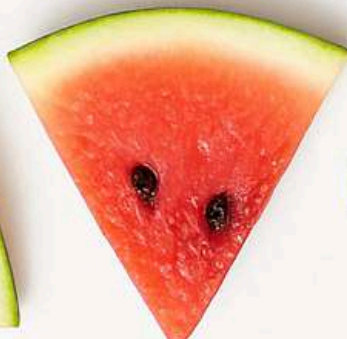
Food safety is at the heart of our operational philosophy. Our kitchens, workflows, and delivery systems are designed to uphold the highest international food safety standards.

### Safety & Hygiene Protocols

- FSSAI Central Licenses for all kitchen operations.
- Adherence to Schedule 4 Guidelines of the Food Safety & Standards Act.
- 72-hour food sample retention to aid traceability.
- Color-coded utensils and equipment to avoid cross-contamination.
- Allergen segregation in both storage and production.
- FIFO/FEFO inventory systems with batch tracking and labeling.
- Routine sanitization of food transport vehicles.
- NABL-accredited lab testing of food and water — every month.

### Staff Health & Training

- Biannual medical fitness checks for all food handlers.
- Training in first aid, allergen handling, and safe food preparation.
- Hygiene compliance monitored through regular internal audits.
- We ensure non-negotiable safety in every ingredient, process, and plate.



## Infrastructure & Production Facilities

### Current Central Kitchen – Hyderabad

- 7,200 sq. ft. HACCP-compliant facility located 7 km from Hitech City.
- Serves 15,000+ meals daily to MNCs, educational institutions, and industrial parks.

Equipped with:

- High-efficiency cooking stations.
- Temperature-controlled zones for storage.
- Automated roti-making units ensuring freshness up to 12 hours.
- Color-coded kitchen zones to manage vegetarian and non-vegetarian workflows

### Upcoming Ultramodern Facility – Launching shortly.

- 20,000 sq. ft. kitchen with a capacity of 30,000+ meals/day.

Features:

- Advanced mechanized cooking and packaging systems.
- Separate bakery, sweets, and butchery units.
- Specialized vegetable processing section for efficient prep and freshness.
- Solar-powered lighting & rainwater harvesting for sustainability.
- Ergonomically designed workspaces with cushioned flooring and natural light.
- Staff restrooms, lounges, changing areas, and emergency fire exits.
- Our kitchens are designed for efficiency, hygiene, and scale — delivering volume without compromising quality.



# International Certifications & Legal Compliances

## Certifications Held by Prism Hospitality Services

- ISO 9001:2015 – Quality Management System
- ISO 14001:2015 – Environmental Management
- ISO 22000:2018 – Food Safety Management
- ISO 45001:2018 – Occupational Health & Safety
- ISO 26001:2010 – Social Responsibility Guidelines
- HACCP (UK Certification) – For hazard identification and control in food production
- FSSAI 'Eat Right Campus' – 5-Star Rating – Recognized for excellence in:
  - Food safety
  - Cleanliness & sanitation
  - Sustainable operations

## Legal Compliance Overview

- Full compliance with EPF, ESI, TDS, PT, and Gratuity regulations.
- Salaries disbursed via bank transfers; wage registers maintained.
- Daily housekeeping and pest control at all kitchen sites.
- We ensure operational transparency and regulatory excellence in every unit.



## Awards & Recognitions

Our commitment to culinary excellence, innovation, and operational integrity has been consistently validated by industry-leading forums. Most recently, Prism Hospitality Services Private Limited was conferred the title of “Leading Integrated Hospitality & Facility Services Company of the Year – 2026” at the Global Leadership Awards 2026 by Insights Success Media, hosted in Hyderabad on April 18, 2026.

Adding to this honour, we were also named “Best Corporate Caterer of the Year – South India” at the prestigious 10th Edition of the Food Connoisseurs India Awards held in Bangalore on February 5, 2026. These back-to-back recognitions reaffirm our position as a trusted, award-winning partner in the industrial catering and hospitality landscape



# Sustainability & Waste Management

## Eco-Friendly Operations

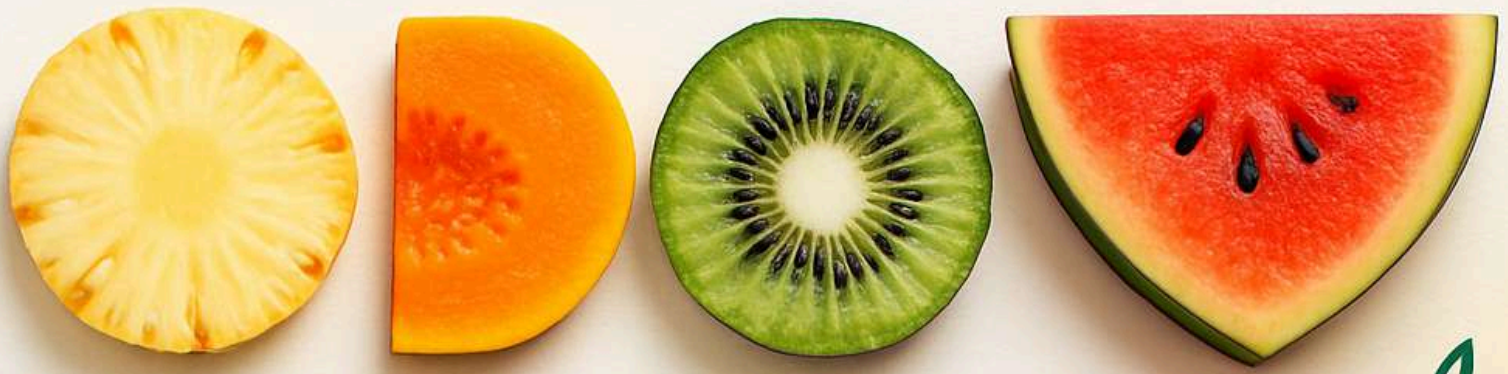
- Solar Integration – Reducing energy dependency at upcoming facility.
- Rainwater Harvesting – Sustainable water usage in all kitchens.
- Water Recycling Systems – Treated greywater used for cleaning & non-consumable use.

## Waste Reduction & Plastic-Free Initiatives

- Zero single-use plastic in outdoor catering.
- Biodegradable disposables in all sites.
- Organic composting of kitchen waste; manure distributed to local farmers.
- Robust segregation of wet, dry, and recyclable waste.
- Our operations are aligned with circular economy principles, focusing on sustainability, zero waste, and community support.



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## 7-Step Food Service Model

### 1. Purchasing

- 300+ raw ingredients from 100+ preapproved, quality-certified vendors.

### 2. Receiving & Sorting

- Each batch undergoes an 11-point inspection for quality and compliance.

### 3. Storage

- Ingredients stored in temperature-controlled zones using FIFO & FEFO methods.

### 4. Issuing

- Based on real-time footfall trends, with batch and expiry control.

### 5. Food Production

- Meals cooked by trained chefs using standardized recipes.

### 6. Food Service

- Handled by trained personnel following hygiene best practices.

### 7. Customer Feedback

- Real-time feedback collection and continuous improvement via CSAT metrics.

This model ensures that every meal is safe, tasty, and served on time.



## **Strategic Expansion: Foraying into the Bengaluru Market**

### **Strengthening Our Southern Footprint**

Building on two decades of operational excellence and a robust presence across six states—Telangana, Andhra Pradesh, Tamil Nadu, Kerala, Madhya Pradesh, and Uttarakhand—Prism Hospitality is proud to announce our strategic foray into the Bengaluru corporate food service catering market. This expansion is a significant milestone, driven by sustained client demand and our vision to become the most reliable pan-India hospitality partner. We are bringing our institutional expertise to one of India's most vibrant and fast-paced corporate ecosystems.

### **Strategically Located, World-Class Infrastructure**

To anchor our Bengaluru operations, we have commissioned a new, ultra-modern centralized kitchen in Yelahanka. The facility's location has been meticulously chosen for its strategic advantages:

Proximity to Kempe Gowda International Airport (KIA), Devanahalli: Ensuring seamless connectivity and logistical efficiency.

Gateway to North Bengaluru's Corridors: Direct access to major IT parks, industrial zones, and corporate campuses in areas like Bengaluru Airport, Manyata Tech Park, Embassy Manyata, and the upcoming business districts along the airport road.

## **Designed for Scale, Precision, and Hygiene**

Aligned with the highest catering industry benchmarks for greenfield projects, this facility is engineered to deliver institutional-scale volumes with uncompromised quality. Key features include:

**High-Capacity Cooking Infrastructure:** Advanced, high-efficiency cooking equipment capable of producing fifteen thousands of meals per cycle, ensuring consistency and taste at scale.

**Fully Automated Food Processing Lines:** Integration of mechanized vegetable preparation and high-output roti-making units to enhance speed, reduce manual touchpoints, and maintain uniformity.

**Dedicated Cold Logistics & Dispatch Bay:** A temperature-controlled staging and dispatch area, equipped with GPS-enabled insulated vehicles to maintain the cold chain and guarantee food integrity during transit.

**Experienced Leadership & Skilled Manpower:** A dedicated team of culinary experts and service professionals, handpicked and led by seasoned managers from our existing operations. This ensures that Prism's proven standards of quality, safety, and service excellence are replicated in Bengaluru from day one.

This strategic launch underscores our commitment to growth and our ability to deliver exceptional, high-volume food service solutions to India's most demanding clients.

# Why Choose Prism?

## Proven Experience

- Over two decades of catering and facility management.
- A client portfolio including IITs, IIMs, NITs, IIIT's, MNCs, government institutions, and hospitals.
- Daily service across 60+ sites with a presence in 6 states.

## Operational & Financial Strength

- Annual turnover of ₹131 crore in 2024–25 ₹131 crore
- ₹12 crore overdraft facility with ICICI Bank for working capital.
- Strategic supplier tie-ups worth ₹1.5 crore to ensure continuity.
- Robust buffer stock systems to handle emergencies or lockdowns.

## Client-Centric Approach

- Customizable menus for corporates, schools, and institutions.
- Centralized supply hubs for streamlined operations.
- Dedicated account managers for major clients.
- Feedback-driven service enhancements.
- We don't just meet expectations — we consistently exceed them.



## Our Commitment to Excellence

### Why Prism is the Preferred Partner:

- Over 19 years of proven expertise in institutional catering and facility management.
- Presence across 6 states, serving over 1.2 lakh meals daily to corporate, educational, and industrial clients.
- Launching a new 20,000 sq. ft. ultramodern kitchen facility in September 2025 to expand capacity and efficiency.
- Uncompromising food hygiene and safety across all locations with certified kitchens and trained handlers.
- Employee-first culture with structured training, medical compliance, and wellness-focused infrastructure.
- Technology-driven inventory and supply chain systems, ensuring real-time control and zero disruption.
- 100% compliance with FSSAI, ISO, labor, and environmental regulations.
- Sustainable operations: solar-powered kitchens, rainwater harvesting, organic composting, and plastic-free catering.



## Our Valued Clients

At Prism Hospitality Services Private Limited, we are proud to be the driving force behind exceptional catering and housekeeping solutions across Telangana, Andhra Pradesh, Tamil Nadu, Kerala, Madhya Pradesh, and Uttarakhand. With a reputation built on trust, quality, and innovation, we deliver tailor-made services that consistently exceed expectations.

Our growing legacy is anchored by a prestigious clientele—from government bodies and PSUs to MNCs, IT hubs, hospitals, and premier educational institutions. This cross-sector presence stands as a testament to our versatility, of operational excellence, and deep understanding industry-specific needs.

We don't just serve meals or maintain spaces—we create experiences, uphold highest standards, and build enduring partnerships through consistent, quality-driven service.

Explore our esteemed client portfolio below and discover how we deliver unmatched value across diverse sectors and geographies.

# Educational Institutions

- DRS International School, Hyderabad
- Birla Open Minds International School (OMS)- Catering & Housekeeping, Hyderabad
- Rockwell International School, Hyderabad
- Samasthi International School, Hyderabad
- Shri Ram Academy International School. Hyderabad
- Suchitra Academy International School, Hyderabad
- OMS, Bandlaguda
- Keystone international School, Hyderabad
- Candidus international School, Hyderabad
- World one International School, Hyderabad
- AVN International school, Hyderabad
- Kairos International School, Hyderabad
- Canary School, Hyderabad
- Ortus International School, Hyderabad.
- SMP Global School Hyderabad
- AVN Lake Filed Global School ibrahimpatnam
- International Delhi Public School, Kurnool (AP)
- Laurel High Global School, Rajamahendravaram (AP)
- Sainik School, Kalikiri (AP)
- Montessori Prime School, Warangal



# Higher Educational Institutions


- Indian Institute of Management, Kozhikode (Kerala)
- Indian Institute of Technology, Roorkee(Uttarakhand)
- Indian Institute of Technology, Madras (Tamil Nadu)
- National Institute of Technology, Calicut, Kerala
- Indian Institute of Information Technology, Hyderabad
- CVR College of Engineering, Hyderabad
- Gurunanak University, Hyderabad.
- Vignana Bharathi Institute of Technology (VBIT), Hyderabad
- Jawaharlal Nehru Technological University - Jagtial
- Jawaharlal Nehru Technological University - Sulthanpur
- Kommuri Pratap Reddy Institute Of Technology, Hyderabad.
- We are also privileged to be associated with
  - The Institute of Public Enterprise (IPE), Hyderabad.
  - The Institute of Management Technology (IMT), Hyderabad.
  - Rajiv Gandhi University of Knowledge Technologies(RGUKT), Nuzivid
  - MVGR College of Engineering, Vizianagaram.



## Corporate/MNC/IT Hyderabad

- Infosys - Gachibowli Campus, Hyderabad. ( Since 2006)
- Infosys - Pocharam Campus, Hyderabad ( Since 2017)
- T-HUB, Hyderabad. (Since 2022)
- OpenText Technologies India Pvt. Ltd, Hyderabad.  
(Since 2023)
- Hyderabad FactSet Systems India Pvt. Ltd, Hyderabad  
(Since 2014)
- UBS Business Solutions India Pvt.Ltd, Hyderabad.  
(Since 2022)
- Global Logic Technologies Pvt.Ltd,Hyderabad(Since 2022)
- ICIMS India Pvt.Ltd, Hyderabad (Since 2022)
- Quislex Legal Services Pvt.Ltd, Hyderabad (Since 2022)
- Gain Sight Software Pvt.Ltd, Hyderabad (Since 2018)
- Hindustan Petroleum Corporation Ltd – ISC, Hyderabad.  
(Since 2014)
- Synchrony Financial Services Company, Hyderabad  
(Since 2023)
- Invesco India private limited, Hyderabad (Since 2025)

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# Government and Banking Institutions

- Tirumala Tirupati Devasthanams (TTD), Sandeepa Canteen.
- State Bank of India Internal Audit Department, Hyderabad
- Reserve Bank of India Cafeteria, Chennai
- Telangana Judicial Academy, Hyderabad
- Dr. MCR HRD Institute of Telangana, Hyderabad
- Telangana State Excise Academy, Hyderabad
- Nuclear Fuel Complex (NFC-Plant), Hyderabad
- National Institute of Rural Development & Panchayati Raj, Hyderabad
- Administrative Staff College of India - Catering & Housekeeping, Hyderabad
- National Judicial Academy, Bhopal
- Telangana State Co-operative Apex Bank Ltd, Hyderabad
- Sports Authority of India Training Centre, Hyderabad
- ESI Medical College and Hospital Canteen, Hyderabad
- Pandit Deendayal Upadhyay Centre for Training and Research in Financial Administration, Dehradun
- PP Reddy Retirement Homes.
- Indian Railways Institute Of Signal Engineering and Telecommunications
- Institute for Development and Research in Banking Technology.



## Industry

- Welspun Flooring Ltd, Shabad, Hyderabad
- Schneider Electric India Pvt. Ltd , Shamshabad, Hyderabad
- Schneider Electric India Pvt. Ltd, Gagillapur, Hyderabad
- Nunhems India Private Limited, Hyderabad
- Lixil India Sanitary Ware Private Limited, Bhimadole, Vijayawada (AP)
- Renewsys India Private limited, Hyderabad.
- Mahindra & Mahindra Ltd Automotive Division Zaheerabad - Sangareddy
- Asea Brown Boveri Global Industries and Services Pvt Ltd, Hyderabad
- Panasonic Life Solutions India Pvt.Ltd, Sricity, Chittoor District
- MRF Ltd Hyderabad - (2016- 2018)
- Coromandel international limited, Hyderabad (2013 - 2017)



# Healthcare Clientele – Patient Diet Services

## Ongoing Client Engagements

- Continental Hospitals – Jagdalpur Chhattisgarh

## Completed Client Engagements

- Nizam's Institute of Medical Sciences (NIMS), Hyderabad
- Employees' State Insurance Corporation Medical College & Hospital - Hyderabad.
- Seven Hills Healthcare Pvt. Ltd., Visakhapatnam
- CARE Hospitals, Visakhapatnam
- Cyberabad Citizen Health Care, Hyderabad
- INCOR Hospitals Vizag & Omini RK Hospitals, Visakhapatnam

