

Welfare & Emergency Catering — Capability Pack

Everything a procurement, resilience or framework officer needs to assess Salt Wind Catering as a supplier — credentials, cover, accounts, scope and service area, on one page. Nothing here needs requesting.

Credentials

FOOD HYGIENE

5-star FSA rating

Rated by Cornwall Council. Verifiable independently at ratings.food.gov.uk.

TRADE ACCREDITATION

NCASS member

Nationwide Caterers Association. Due-diligence system and audited safety management.

FOOD SAFETY

HACCP-aligned procedures

Documented, and supplied with the pack on deployment.

PUBLIC LIABILITY

£10m

Employer liability held alongside it. Certificates issued on request.

LEGAL ENTITY

HM Catering Cornwall Ltd

Companies House 16589529 · VAT GB506667575

BASE

Redruth, Cornwall

37 Fore Street, TR15 2AE

Track record: **602+ events catered** since 2024 · **5.0★ from 56 verified reviews** across Google and Facebook.

Public-sector accounts already in place

NHS

Net-30 supplier account in place.

Cornwall Council

Net-30 account in place.

National Grid

Utility incident response. Deployed during storm power outages.

Royal Navy — RNAS Culdrose

Established client.

Onboarding onto a further framework or approved-supplier list is a paperwork exercise we are set up for. Ask and the documentation goes direct to your process.

Operational capability

Fully self-contained

Own gas, generators, water tanks, refrigeration and waste. No mains power, no venue kitchen and no water connection required at any point. Moorland, gorse, cliff, forestry, roadside compound, council depot or car park.

Round-the-clock cover

For multi-day operations cook teams rotate to hold 24/7 cover. Menu varies daily. Dietary requirements tracked in writing and confirmed back to the operational lead as crews change over.

Seasonal standby

Capacity held across a named risk window — a drought declaration, a heatwave, a winter storm period — activating within 60 to 90 minutes. Activation cost and on-scene rates locked at contract stage, so nothing is negotiated mid-incident.

Connectivity

Starlink satellite internet available for welfare hubs where local networks have failed, giving residents and crews public Wi-Fi at the welfare point.

Scope — and what is not in it

Stated plainly, so nothing is discovered on the day.

Included

- Hot meals cooked on scene, at any hour
- Continuous hot drinks and a cold drinks / water station
- Packed cold options for crews staying out on the line
- Early-call breakfast service from 5am
- Dietary and allergen requirements labelled at the serving line
- Full incident accounting with the invoice — meal counts by day, agencies fed, hours on scene, mileage

Not provided

- Front-of-house or waiting staff — we are a cook team
- Licensed bar or alcohol service
- Tableware, crockery or linen hire
- Halal-certified catering

Service area — 300 road miles from TR15 2AE

Every area below is backed by a measured road distance from the kitchen. Kent west of Maidstone and East Sussex west of Brighton fall inside the radius and are quoted case by case.

England

Cornwall · Devon · Somerset · Dorset · Bristol & Bath · Wiltshire · Gloucestershire · Hampshire · Isle of Wight · Herefordshire · Worcestershire · Berkshire · West Sussex · Surrey · Oxfordshire · Warwickshire · Middlesex · West Midlands · Greater London · Buckinghamshire · Hertfordshire · Shropshire · Leicestershire · Northamptonshire · Staffordshire · Bedfordshire

Wales

Newport · Cardiff · Monmouthshire · Rhondda Cynon Taf · Vale of Glamorgan · Bridgend · Merthyr Tydfil · Powys · Neath Port Talbot · Swansea & Gower · Carmarthenshire · Ceredigion · Pembrokeshire

The questions procurement asks

What is your mobilisation time?

Within Cornwall, 2 to 4 hours from a confirmed request. Into Devon, 3 to 5 hours depending on incident location. Beyond Devon the window is agreed with you at the briefing call rather than published — a long haul is a drive and we will not quote a figure we cannot hold. A pre-arranged standby contract activates within 60 to 90 minutes wherever the capacity is held.

How is the work invoiced?

Net-30 to the contracting agency on agreed public-sector accounts, no deposit. Commercial contractors on net-30 by agreement. Every invoice carries full incident accounting.

What documentation do you supply before deployment?

Food hygiene certificate, NCASS accreditation, public and employer liability schedules, HACCP procedures and RAMS. Supplied ahead of deployment rather than after it, and sent direct to your approved-supplier process on request.

What headcounts do you cover?

From 20 to 1,000. Scaled up or down as an incident evolves rather than fixed at the point of activation.

Do you charge for travel?

No travel charge anywhere in Cornwall and no minimum spend. Into Devon, travel is included on orders over £1,500 — or over £500 for Plymouth and Tavistock. Below those it is £1 per mile round-trip from Redruth. Those are delivered-catering terms and apply in Cornwall and Devon only; beyond Devon, travel and any crew accommodation are quoted per deployment and agreed in writing before you commit.

One number, one person

The person who answers the phone is the person at your incident. No call centre, no account manager, no reseller.

01209 206255

info@saltwind.catering · HM Catering Cornwall Ltd · 37 Fore Street, Redruth, TR15 2AE