



# **MERDEM** **CATERING**



**MERDEM IS A LOCAL TURKMEN  
COMPANY AND A MARKET  
LEADER IN TURKMENISTAN  
FOOD INDUSTRY**



## GEOGRAPHY OF MERDEM





## COMPANY PROFILE

**WE BELIEVE IN PROVIDING SUPERIOR  
QUALITY FOOD IN A HYGIENIC ENVIRONMENT  
AT A REASONABLE PRICE**

**Company name: Merdem HJ**

**General Director: Cholyev Khodjamurad**

**Headquarters: 5/7 Oguzhan, Ashgabat, Turkmenistan 744028**

**Tel/Fax: +99312 49 08 91**

**E-Mail: [contact@merdem.biz](mailto:contact@merdem.biz)**

**Established: 25th Dec 2009**

**Employees: 1,000 +/-**





## INTRODUCTION

### MERDEM CATERING, SUPPLY OF RAW FOOD ITEMS AND CAMP SERVICES

We Believe in Providing Superior Quality Food in a Hygienic Environment at a Reasonable Price

Merdem Catering is a local Turkmen company and a market leader in Turkmenistan food services industry, which has been certified with ISO 22000:2005 - Food Safety Management System , ISO 9001:2008 - Quality Management System and TS OIC/SMIIC 1:2011 Halal Food Conformity Certificate.

Merdem has built a reputation as a professional supplier of catering services and camp management for upstream oil and gas, construction and other industries in Turkmenistan. Our list of honored customers includes, but not limited to, some of the largest and leading businesses in our country such as PETRONAS Carigali (Turkmenistan) SDN BHD, CNPC (China National Petroleum Corporation), "Khazar" Corporation (comprising of "Turkmennebit" State Concern and Mitro International Limited), Hyundai Engineering Ltd. Co., ENI SAIPEM, Gulf Oil and Gas FZE, Tekfen Construction, Aga Gurlushyk, Eser Holding and many others.

Merdem Catering provides complete package catering and camp services to meet the daily needs of your remote location short-term and long-term projects.

Merdem Catering has provided quality food and accommodations for crews located at remote industrial work sites. Using a work site camp provides your staff with a "home away from home" that is close to the job to help ensure safety, improve morale and contribute to higher productivity.

At any time of day or night, it is the food on the table that reflects the combined efforts of every aspect of our service.

This translates into the provision of high quality, healthy and delicious meals by trained and dedicated catering staff, prepared and served with care with in the highest standards of cleanliness and hygiene.





Our catering camp services are just one of the ways we work to make life more delicious for the people we serve. We work to meet the ethnic, cultural and nutritional needs of your people to ensure their health and happiness.



### Food Supply Solutions

#### Food Supply Chain from the Farm to the Front Lines

At Supreme, we effectively manage all aspects of the food supply chain, from sourcing ingredients from local and regional farms, to transport and storage, to kitchen construction, to food preparation and meal service.



We have provided total food supply solutions to international and local companies for over nine years. We serve more than 1,5 million meals per year to DESINKONG Ltd, South Korea, China National Petroleum Corporation (CNPC), CADDELL CONSTRUCTION, USA, PETRONAS CARIGALI PC(T) Sdn. Bhd, MITRO International LTD, among other clients.



The scope of our REGIONAL supply chain enables us to provide fresh, high quality food items to facilities located in difficult to reach areas. We utilize a fleet of climate controlled delivery vehicles and state-of-the-art warehouses to ensure that quality is maintained throughout the supply cycle. We can mobilize rapidly to build, operate and maintain fully functional dining facilities for OFFSHORE bases and remote outposts anywhere that duty calls.



Our meals are prepared with the greatest attention to customers' cultural and dietary preferences. We have experience catering to over 15 nations, and our specially tailored menus reflect diverse individual tastes and religious requirements. Using specialty ingredients sourced from around the globe, our talented chefs craft meals that are both delicious and healthy. In addition, many of our dining facilities feature on-site bakeries which offer a variety of fine baked goods prepared fresh daily.

Clients benefit from our innovative swipe card systems which provides clear billing information and efficient menu management. This self-sufficient system is supported by sophisticated it infrastructure that improves productivity of accounting system.



## OUR HISTORY

### OUR PASSION FOR FOOD IS TO DELIVER AN EXTRAORDINARY EXPERIENCE TO EACH AND EVERY GUEST

Merdem is the culmination of a creative exercise we started in 2009 to define the best in culinary, beverage, service and atmosphere. Our team wanted to pair a quality restaurant with a great modern camp catering and servicing. We imagined a place where our guests are greeted by name and partner with us in adventures of great food and the quality service.

In December 2009, we opened Merdem in our hometown, Ashgabat, Turkmenistan.

We expanded our modern restaurant concept into catering services to reflect our commitment to serving the highest quality food to our valued customers. In a short period of time International Organization of Standardization presented Merdem with the "ISO 22000:2005 and ISO 9001:2008" certification for Food Safety and Quality Management System and ts ois/smiic 1:2011 for Halal Food.

Merdem was not developed overnight. Our executive chef teams traveled, tasted and compared notes to refine a menu that would ignite curiosity and surpass expectations. Our operations team sourced the finest and the freshest ingredients to elevate every plate that leaves our kitchen.

## OUR MISSION AND CULTURE

### EXCEEDING EXPECTATIONS, ONE PLATE AT A TIME

Our Mission is to enrich the lives of our guests, employees and shareholders by implementing the highest level of business ethics and social responsibility providing superior quality food and excellent customer service in a hygienic environment, through constant training of employees - our most valuable resource.



## HOLD US TO HIGH STANDARDS AND TREAT US WITH RESPECT

The principles of Merdem were developed in 2009 by listening to all levels of the organization.

Principles That Guide Our Culture:

- Treat employees and clients with respect and dignity
- Be socially responsible – give back to the community
- Be honest and act with integrity
- Act with urgency, courage, and conviction
- Be accountable – own the outcome
- Be unselfish – share the success
- Inspire the talent – through constant training, coaching and recognition
- Hold each other to high standards – keep raising the bar

## OUR SERVICES / CATERING

### FOOD SERVICES / FOOD PHILOSOPHY

Great food should impact performance positively, and heavy, greasy meals can leave people unsatisfied . . .

We understand that food is often the most memorable and most impacting experience an individual can have at camp. How the food delivers in taste and appearance can bring satisfaction further than nearly any other component of an individual's stay. That is why MERDEM catering hires chefs that deliver meals above anyone else in the camp industry.

The meal is an intricate balance of fresh products, clever preparation, and nutritional value. Each component needs to be maximized in the effective delivery of memorable meals that leave people satisfied and healthy. We've implemented experts for every element in this process, supply managers for optimal products, and top quality chefs that help design superb meals that impress.

## MENU (SAMPLES)

### Asian cuisine

Many types of food will be prepared from the categories shown below



**Soups**



**Chicken food**



**Meat food**



**Bacon food**



**Sea food**



**Vegetarian food**



**Salads**



**Rolls**



## MENU (SAMPLES)

### Turkmen National cuisine

Many types of food will be prepared from the categories shown below



**Soups**



**Vegetarian Salads**



**Salads**



**Main coarse**



**Somsas**



**Kebabs**



**Special food**



**Fruits and Vegetables**

## MENU (SAMPLES)

### European cuisine

Many types of food will be prepared from the categories shown below



**Chicken food**



**Steaks**



**Pizzas**



**Pastas**



**Hamburgers**



**Salads**



**Sweets**



**Fruits**



## **OUR SERVICES / CAMP SERVICES / HOUSEKEEPING**

### **OUR GUESTS EXPECT TO FIND CLEAN AND WELCOMING ACCOMMODATION AFTER A HARD DAY'S WORK**

Whether it's self-supporting remote tented or trailer camps, or constructed village complexes, Merdem applies the same high standards of excellence in keeping the campsite running smoothly and efficiently through the provision of following services:

- Reception
- Housekeeping: Cleaning of Rooms, Offices and Communal Areas
- Laundry
- Waste Collection and Management
- Disinfecting
- Routine and Preventative Maintenance
- Security
- Gardening

Merdem offers complete planning, set-up, site management and tear-down capabilities all designed to efficiently operate stand-alone camp facilities.

Merdem is able to provide its customers with a service for the design and construction of infrastructures for kitchens, canteens, stores, accommodation, offices and recreation rooms.

Merdem has an industry-leading health, safety and environment (HSE) initiative, which place a premium on safe working practices.



# QUALITY POLICY

SERVICES BASED ON QUALITY, CONSISTENCY AND VALUE



The publication of our quality control policy is an occasion to underline the commitment of the Company's management and the entire organization to the generation of value for its Customers and continuous improvement of our services.

- Fulfillment of all the Customer's requirements, as indicated in the contract
- Maintaining the maximum possible level of enjoyment of the service by our Users
- Ensuring continuous control of the wholesomeness and safety of the meals
- Constantly improving our expertise in the design and provision of catering services; preparing and perfecting them in line with the Customers' and Users' requirements
- Respecting every person, whether they be a Customer or one of our employees, and paying attention to their needs to make them feel a little nearer home, wherever they are in the world.



# HEALTH, SAFETY AND THE ENVIRONMENT

## AN INTEGRAL PART OF OUR OPERATIONS

Merdem's number one operational priority remains health, safety and the environment. For us, a safe work environment is a sign of quality.

Safeguarding the health and safety of our people, our customers and our contractors is not only a moral responsibility, but also essential to the success of the business. We promote a safety culture where each team member is responsible for the safety of those around them –and is required to act accordingly.

Equally important is minimizing the impact of our operations on the local communities in which we live and work. Our aim is to set industry-leading standards on health, safety and the environment and make these a point of key competitive advantage in our markets.

Training is an essential component of workplace HSE. It begins with orientation for all employees and contractors, and continues with updates and reviews through regularly scheduled meetings and refreshers. All employees are committed to achieving annual training, including general and job-specific HSE training.

Based on ISO standards and customers' requirements MERDEM has developed its own audit check-lists for Food Safety and Housekeeping helping us to keep hygiene in all aspects of our operations at the max high level.





# QUALITY ASSURANCE / ISO

## ISO 9001:2008 AND 22000:2005 CERTIFICATION



Merdem Catering team has gained national and international recognition for its innovation, cleanliness and industry leadership. At the center of Merdem Catering's culinary success lays a collaborative teamwork, which serves as the inspiration for many of the flavorful dishes on the menu, and constant knowledge sharing where culinary teams enhance their knowledge of traditional cooking techniques.



# QUALITY ASSURANCE / ISO INTERNAL AUDIT

FOOD SAFETY SYSTEM CERTIFICATION FSSC 22000  
(ISO 22000:2005 + ISO/ TS 22002-1) AND ISO 9001:2008. INTERNAL AUDITOR



International Organization of Standardization presented Merdem with the "ISO 22000:2005 and ISO 9001:2008" certification for Food Safety and Management System as well as "TDS 30523-97" certification for Hygiene and Sanitation Standards of Turkmenistan. Certificates are renewed on a regular basis.



# QUALITY ASSURANCE / STATE LICENSES & CERTIFICATES



**License ES MERDEM**



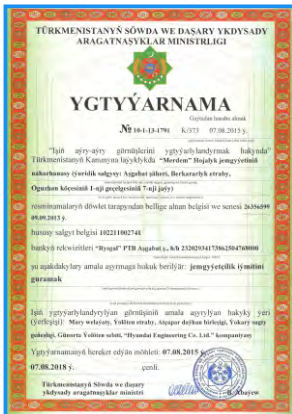
**License for Catering Provision Petronas Carigali Turkmenistan Sdn. Bhd**



**License for Catering Provision CNPC Int. Company**



**License for Catering Provision "Hazar" consortium**



**License for Catering Provision Hyundai Engineering Co. Ltd**



**License for Catering Provision "Eser" Company**



**License for Catering Provision Eni Saipem S.P.A.**



**License for Catering Provision Ashgabat Catering**





## INTERNATIONAL CATERING AND CAMP SERVICES PROJECTS

Client	Project Name	Location	Scope of Work	Year	Duration of the Project
JSC Vozrojdenie (Renaissance), Branch, Russia	JSC Vozrojdenie (Renaissance), Branch, Russia	Ashgabat, Turkmenistan	Catering	2011-2012	1 year
IE Aga Gurlushyk	MIA - Construction of Correctional Center	Ashgabat, Turkmenistan	Catering	2011-2014	3 years
GULF OIL AND GAS FZE	Galkynysh Gas Field, Wells Development	SOUTH YOLOTEN, Turkmenistan	Catering/ Laundry/ Housekeeping	2011 – 2013	2 years
TEKFEN CONSTRUCTION - under PETROFAC INTERNATIONAL (UAE) LLC	Galkynysh Gas Field Development Project	SOUTH YOLOTEN, Turkmenistan	Catering/ Laundry/ Housekeeping	2011 – 2014	3 years
CHINA NATIONAL PETROLEUM CORPORATION (CNPC)	Bagtyyarlyk, PSA Territory, Blok B	LEBAP, Turkmenistan	Catering/ Laundry/ Housekeeping	2011 – 2014	3 years
HYUNDAI ENGINEERING Co. Ltd.	Galkynysh Gas Field Development Project	SOUTH YOLOTEN, Turkmenistan	Catering	2011 – 2015	3+ years
Medet Emir LLC	Construction Ashgabat	Ashgabat, Turkmenistan	Catering	2012-2013	2 years
HYUNDAI ENGINEERING Co. Ltd.	Modernization of Turkmenbashi Oil Refineries Complex	TURKMENBASHI, Turkmenistan	Catering	2013 – 2017	3 years
ESER HOLDING	Bereket – Balkanabat Highway Construction	BALKAN, Turkmenistan	Catering	2014 - 2015	2 years
ENI SAIPEM	Burun Field – Rig 5870	BALKAN, Turkmenistan	Catering/ Laundry/ Housekeeping	2014 – Present	3 years
CHINA NATIONAL PETROLEUM CORPORATION (CNPC)	Bagtyyarlyk, PSA Territory, Blok B	LEBAP, Turkmenistan	Catering/ Laundry/ Housekeeping	2014 – Present	3+2 years
HYUNDAI ENGINEERING Co. Ltd.	Ethane Cracker and PE/PP Plant	KIYANLI, Turkmenistan	Catering	2014 – 2017	4 years
COTAM ENTERPRISE LTD, Virgin Islands	Construction	Ashgabat, Turkmenistan	Catering	2014-2015	2 years
DESINKONG Ltd, South Korea	Construction	Onshore, Turkmenbashi, Turkmenistan	Catering	2014-2015	2 years
MITRO International LTD	Oil Filed "Eastern Cheleken"	BALKANABAT/CHELEKEN, Turkmenistan	Catering/ Laundry/ Housekeeping / Gardening	2015-Present	3 years
PETRONAS CARIGALI PC(T) Sdn. Bhd	Block 1, Onshore and Offshore Oil Fields	KIYANLI, Turkmenistan	Catering/ Laundry/ Housekeeping	2015 – 2018	3 years



## CAREERS

Every element of our business impacts the enjoyment of our guests; cleanliness of rooms, quality of food, camp infrastructure, it all matters. MERDEM CATERING is a partner with our customers, and we are always looking for dedicated professionals to support our efforts.

As an emerging leader in camp services, we understand the key value in having the best people in driving the success of our organization.

### **Chefs and Food Service**

Food quality is at the center of our business, and our chefs have built our reputation as leaders in delivering great camp experiences. We're looking for innovative chefs and motivated food service individuals who are looking for an opportunity to be expressive, and support hundreds of hungry people.

### **Hospitality and Maintenance**

Our facilities must be clean and well maintained to provide the top quality experience we promise. MERDEM CATERING offers a great rate and career options for motivated individuals in facility maintenance and housekeeping.

To apply, please send your resume to:

Address: Oguzhan Str. 5/7, Ashgabat, Turkmenistan 744028

Tel/Fax: +99312 49 08 91

[contact@merdem.biz](mailto:contact@merdem.biz)

[www.merdem.biz](http://www.merdem.biz)

### **Corporate and Management**

As a growing camp service company providing an optimal solution at reasonable price to our customers, we require an experienced team that will support a variety of corporate roles. Whether in camp services design, supply of raw food items, logistical management, marketing or staffing, MERDEM has a variety of rewarding career options.

**THANK YOU!**

**Universal**  
CERTIFICATION

ISO 22000

Oguzhan Str. 5/7, Ashgabat,  
Turkmenistan 744028  
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[www.merdem.biz](http://www.merdem.biz)