

15 October 2025

Dear Residents' and Families,

### Introducing a New Meal Ordering System — “Embrayse”

I hope this letter finds you well. At Maroba, we are always striving to improve the quality, safety, and enjoyment of our services. We are pleased to advise that we will be introducing a new digital dining system called **Embrayse**, to enhance how our residents choose, order, and enjoy their meals.

The Embrayse system offers a range of benefits that we believe will make the dining experience more interactive, personalised, and transparent for yourself or your loved one.

The Key improvements include:

- **Meal choice & visibility:** Residents will be able to view menus (with photos & descriptions), understand what's on offer, and select meals that suit their preferences.
- **Respect for dietary needs & safety:** Embrayse maintains detailed dietary profiles (allergies, texture-modified foods, dislikes, etc.), and includes built-in safety warnings to protect residents.
- **More efficient service & less waste:** The kitchen will receive clearer order information, more accurate counts, and special dietary notes, helping to minimise errors and reduce food waste.
- **Feedback & continuous improvement:** Residents will have opportunities to share their preferences and feedback in the moment about meals so that we can adjust menus and offerings over time.
- **Modern, easy tools:** Use of computers, to make ordering easier for residents and families.

We expect to roll out Embrayse on **21<sup>st</sup> and 22<sup>nd</sup> of October 2025**. During this time, staff will be assisting residents to become familiar with the new ordering process.

If you or your loved one would prefer that a family member or someone else assist with ordering via the Embrayse Meals app, we will provide you with the necessary access/information.

We appreciate that changes can sometimes feel a bit challenging at first, but our team is committed to ensuring the transition is smooth. Please be assured that resident choice, safety, dignity, and dietary requirements remain our highest priorities.

If you have any questions, or would like to see a demonstration of how Embrayse works, please feel free to contact me on 49350300.

Thank you for your continued trust in Maroba.



Kind regards

**Christine Davis**

Customer Services Partner