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	<b>Canteen committee - Qingpu</b>		

## Meeting minutes

### 1. Time:

December 8, 2020,

**8:45 am to 11:00am: LFS/DSS meeting**


**11am to 12:30pm: LFS parent representatives will have lunch in the LFS/DSS canteen with the LFS support service.**

### 2. Present:

- **LFS:**  
Ms. Laurence MASSON-DELLYS, Chief Operating Officer  
Ms. Cécile MACAUX, Director of Primary school  
Mr. Fabrice FROHLIG, Support Services Manager  
Ms. Floriane NICOLAS, Support Services Manager  
Mr. Thomas YVON, Education Counselor  
Ms. Cintia ORSA, Vie Scolaire of Primary School  
Ms. Hélène WYREBSKI, Nurse  
Mr. Gabriel JORBY, Parent Representative  
Ms. Isabelle BRACKEBUSCH, Parent Representative  
Mr. Alexis HERVE, Parent Representative  
Ms. Séverine CLEMENT, Staff Representative  
Ms. Amélie YE, Student Representative  
Mr. Théodore GOYON, Student Representative  
Ms. Jeanne TAILLEMAN, Student Representative
- **DSS:**  
Mr. Jens BAARS, Chief Administrative Officer (DSSH)  
Mr. Maxim ZIMMERLING, Deputy Head of Kindergarten  
Ms. Laura HÄUSLER, Admission Kindergarten  
Mrs. Iris KAISER, Parents Representative  
Mrs. Beate DIAO, Parents Representative  
Mrs. Christina LU, Parents Representative  
Mrs. Maria BEGONA SCHMIDT, Parents Representative  
Ms. Carolin SEYLER, Student Representative  
Mr. Mika WEIBERT, Student Representative
- **Chartwells team:**  
Mr. Ovidiu PADURARU, Manager of Chartwells  
Mr. Oscar BELTRAN BOVE, Head Chef of Chartwells  
Ms. Sara CHEN, Site Manager of Chartwells

### 3. Absents excused:

- **LFS:**  
Ms. Fabien DU FAYET DE LA TOUR, Vice Head Master  
Mr. Benoit GABORIAU, Staff Representative  
Mr. Robin SABY, Parents Representative

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Both SG managers (LFS/DSS) briefly introduce everyone in their position in the school. Both greet the students. It is the first time that the primary LFS students are part of a canteen committee.

#### 4. Agenda of the committee meeting:

- 1) Committee regulations
- 2) Committee organization
- 3) Canteen Service Organization
- 4) Introduction of the catering supplier: Chartwells
- 5) Q&A / Open discussion
- 6) Date of next canteen committee

#### 5. Development of the committee meeting:

- 1) Committee regulations

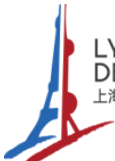
## 1. COMMITTEE REGULATIONS



- **Definitions:** define the participants of the Committee
- **Goal:** Define the goal of the Committee
- **Limits of scope:** define the nature of the Committee
- **Composition:** define the composition of the Committee
- **Process to define the committee members for LFS:** define the process to select the members
- **Timeframe:** describe the frequency of the committee meetings
- **Administrative organization:** define the organization of the committee
- **Communication:** describe the communication channel

A draft of updated committee regulations is under review. This draft is discussing now with the DSS on both campuses and will be send after to the members of the Canteen Committee for information.

After the abovementioned titles, it will enable to precisely state the organization and rules of that Eurocampus Committee – which is, for LFS, not framed by any official AEFE article.

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## 1. COMMITTEE REGULATIONS – BASIC RULES

### GOAL

Committees are dedicated to handle regular questions related to the topics of Transportation and Canteen. Generally, Committees promote a mutual, healthy and transparent relationship between Schools, parents, staff and student representatives, as to improve the general service quality, within its existing constraints, by sharing information about works, projects in progress, and answering questions about areas of concern. Particular cases of staff or student will not be dealt within the Committee, the purpose is the general interest and improvement of the service in a short but also a long term.

### LIMITS OF SCOPE

Committee Members are not a decision-making body, but a consulting body.  
 Decisions will be made by schools' services, direction and boards.  
 Committee Members shall set aside any personal conflict of interest during Committees

## 1. COMMITTEE REGULATIONS – BASIC RULES

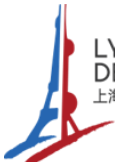
### COMPOSITION OF COMMITTEES

Committees are joint Committees of both LFS and DSS schools.

### TIME FRAME

Joint LFS/DSS Committees are in-person Committees and take place at least twice per school year, on the Schools' initiative.  
 When events require it, Schools can call for extraordinary Committees with 3 days of forewarning. They can be in-person or online Committees.  
Dialogue and feedback to the Schools are possible all along the school year, as well as informal Committees involving LFS only or DSS only.

The basic rules described in the slides are explained by Laurence Masson-Dellys.

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## 2) Committee organization

# 2. COMMITTEE ORGANIZATION

Composition of the LFS – DSS QINGPU Canteen Committee

### LFS

- Ms. Laurence MASSON-DELLYS, Chief Operating Officer
- Ms. Fabien DU FAYET DE LA TOUR, Vice Headmaster
- Ms. Cécile MACAUX, Director of Primary school
- Mr. Fabrice FROHLIG, Support Services Manager
- Ms. Floriane NICOLAS, Support Services Manager
- Mr. Thomas YVON, Education Counselor
- Ms. Cintia ORSA, Vie Scolaire of Primary School
- Ms. Hélène WYREBSKI, Nurse
- Mr. Robin SABY, Parents Representative
- Mr. Gabriel JORBY, Parents Representative
- Ms. Isabelle BRACKEBUSCH, Parents Representative
- Mr. Alexis HERVE, Parents Representative
- Mr. Benoit GABORIAU, Staff Representative
- Ms. Séverine CLEMENT, Staff Representative
- Ms. Amélie YE, Students Representative
- Mr. Théodore GOYON, Students Representative
- Ms. Jeanne TAILLEMAN, Students Representative

### DSSH

- Mr. Jens Baars, Chief Administrative Officer (DSSH)
- Mr. Maxim Zimmerling, Deputy Head of Kindergarten
- Ms. Laura Häusler, Admission Kindergarten
- Mrs. Iris Kaiser, Parents Representative
- Mrs. Beate Diao, Parents Representative
- Mrs. Christina Lu, Parents Representative
- Mrs. Maria Begona Schmidt, Parents Representative
- Ms. Carolin Seyler, Student Representative
- Mr. Mika Weibert, Student Representative

### CHARTWELLS

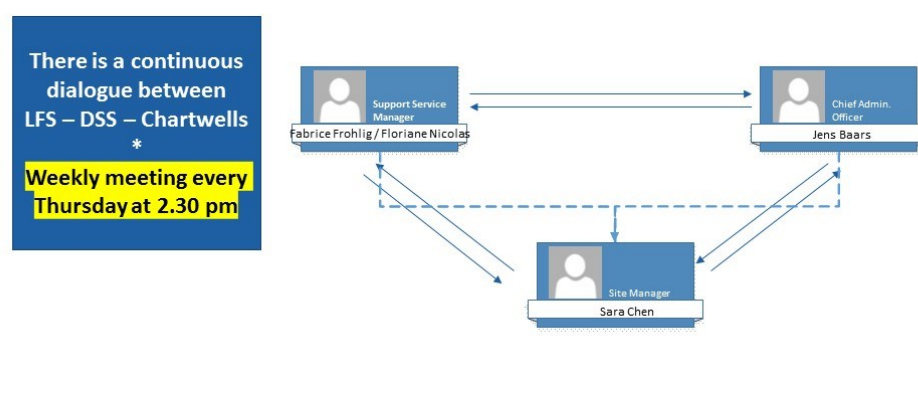
- Mr. Oscar BELTRAN BOVE, Head Chef
- Ms. Sara CHEN, Site Manager



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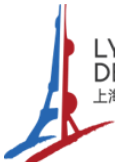
## 3) Canteen service organisation of Qingpu Eurocampus

# 3. CANTEEN SERVICE ORGANIZATION – QINGPU EUROCAMPUS



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There is a process so far and the regular coordination between LFS & DSS and the Canteen Manager Sara Chen. Every Thursday the manager of 2 schools (LFS and DSS) have a meeting with Sara Chen the manager of Chartwells. Feedback from parents and students are always incorporated into the meeting. During our weekly meeting, the main topics discussed are the menus during the week

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(satisfactory level), issues and/or best practices, suggestions from students & parents, daily food preparation and wastage, staff training to be made and maintenance.

LFS also involves our nurses and Vie Scolaire each month to validate the kindergarten + primary set menus together. There are strict dietary requirements for LFS: a balanced diet is important and therefore it is not possible for the students of the LFS to choose something from all the food options. The set menu is available for them. A refill is possible at any time with the set menu.

#### 4) Introduction of the catering supplier: Chartwells

### 4. INTRODUCTION OF THE SUPPLIER:








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## Compass Group China Sectors





**Chartwells**  
Education



**Eurest**  
Business & Industries



**medirest**  
Healthcare



**210**  
sites




**+4,500**  
associates



**+ 131,000**  
safe & delicious  
meals per day



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## CANTEEN

We have chosen Chartwells in 2019 among different suppliers for their professional services focus on education and their professional management with the Food & Drug Administration, which is responsible on carrying non announced official visits during the year to audit the kitchens and the facilities.

Hygiene & security standards on the catering services have been also reviewed during Covid-19 which improved their general standards as well.

### Compass Audit System

#### External Audit

- FDA Inspections (HSE)
- 3rd Party HSE Audit (HSE)
- Financial Audit (Finance)
- Tax Consultant Audit (Finance)
- Client Audit (HSE)
- Community Audit (HSE)

#### Internal Audit

- Compass Group Audit
- CFE Certificate Audit
- HSE Department Audit
- On-site HSE Inspection
- District Manager On-site
- Daily Operational Checks

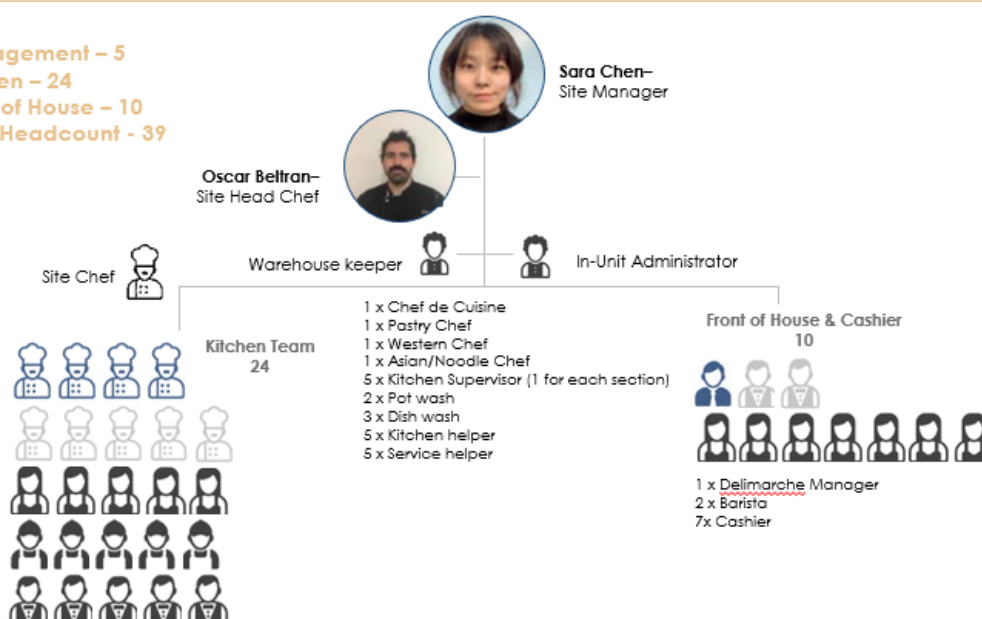


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### Eurocampus I – Organizational Chart

**Management – 5**  
**Kitchen – 24**  
**Front of House – 10**  
**Total Headcount - 39**



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Ovidiu Paduraru, Chartwell's regional manager (the chief of Sara Chen and Oscar Beltran), introduced his team and then explained the work of Chartwells and the concept on the EuroCampus. Chartwells is active in many schools in Shanghai and has good relationships with all clients. This also applies to the EuroCampus. This is looked after by Sara Chen, Canteen Manager and Oscar Beltran as Chef.

Ovidiu Paduraru explains that the concepts at the Eurocampus in Hongqiao and Yangpu are the same. Parents and students are warmly invited to take a look at Hongqiao campus. Ovidiu Paduraru presents the individual counters in Qingpu which are offered with different dishes on different topics. There is, for example, the Chef's Table, Taste of Asia, Pizza and Pasta or Root and Seeds and a Salad bar. The Salad bar is currently only available to a limited extent. Due to the Covid-19 regulations, only packed salad boxes can be sold. Self-service is not possible. Laurence MASSON-DELLYS asks whether the salad bar cannot be reopened in a timely manner. This is not possible due to new Covid-19 cases in Shanghai. The Chinese authorities are waiting for the regulations to be relaxed.

Ovidiu Paduraru presents the current action. The chefs Oscar Beltram, Antonio Vezeni and Juan Casado create dishes with a higher quality. The dishes will be a little more extraordinary such as Caribbean cuisine.

According to Chartwells' experience, the demand for vegetarian dishes was high. Only the salad bar was a bit too little, so a counter with vegetarian dishes was implemented in the canteen last year (Root and Seeds).

Overall, Chartwells offers a balanced meal based on a concept called SNAPP (Sport Nutrition and Performance Program).

Ovidiu Paduraru explains the Chartwells audit program to ensure the quality of food and also the supply chain, which is very short due to local suppliers. He also raves about the kitchen equipment in the canteen at Eurocampus in Qingpu (kitchen has been renovated in summer 2019), this is the best and most modern equipment that they have available to your clients. Among other things, the modern devices allow cooking with little oil and not so much food is thrown away.

It is informed that the employees of the Chartwells company regularly take part in training courses. These take place every day for 5 minutes. Various topics are addressed.

Finally, Ovidiu Paduraru provides information about the canteen APP, which parents can use to top up children's canteen cards easily via WeChat, Alipay or UnionPay, and reports that DSSY is already using this APP. Chartwells is also planning a mini program. You can then follow the canteen in the mini-program and get your own account.

Here is an example of the Chef's table line before and after the renovation:

### Foodservice solutions: Chef's Table (Gourmet)

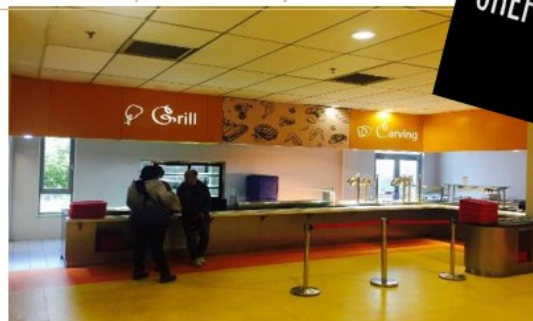
#### The Concept:

Combining high-quality seasonal ingredients manned by our chefs with a live cooking experience, Chef's Table will offer a range of fresh products from carved pork, roasted beef to homemade quiches accompanied with a daily range of side dishes. In addition, a roasting show oven will entice students dining experience and bring back a taste from Europe.

Mood Board



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Chartwells is also offering every month a special dish from different Chef to let students discover different countries dishes. Here below is the schedule for Qingpu and Yangpu for 2020-2021 year:

### Community Engagement: Promotion Calendar

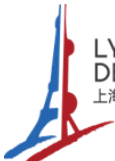
#### ANNUAL CALENDAR ETHNIC DAYS

	Date QP	Date YP	Chef	Country
November	19	26	Juan Casado	Spain
December	3	10	Lilian Molina	Caribbean
January	21	28	Raphael Vetri	Belgium
February	19	26	Antonio Verzeni	Italy
March	19	26	Yalcin Yetis	Turkey
April	23	30	Jason Lin	China
May	21	28	Simon Sunwoo	Korea



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## Safety is our #1 Priority

### Our Standard Operation Procedure



From Staffing to Communication and from ordering to wastage management, any single step of our operation execution is based on solid anchored SOP. The full set of all procedures is captured in our SOP operation manual.

To ensure compliance, there is:

- Monthly QA Audit
- Random Finance Audit
- Monthly Improvement Plan

### Dedicated Quality Assurance (QA) Department

The focus of our QA department is to carry out strict quality and safety supervision in the following four ways:

- To audit Hygiene and OPS standards
- Support Operators on staff training
- Constant monitoring for food safety concerns
- To audit and assess suppliers and products

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### Certificate of Registration

ISO 22000 Food Safety Management System



OHSAS 18001 Occupation Health Safety Management System

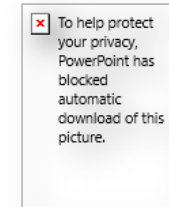


**SAFETY FIRST**  
in everything we do

ISO 14001 Environment Management System



ISO GB/T 22000-2006/ ISO 22000:2005 and BB/T 27306-2008 Food Safety Management System



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## 5) Q&A:

**(Parents representative): Satisfactory survey tool for children: where are we now regarding this initiative? How will be shared the results will? Can the members of the commission have access to these details or added on the website?**

- Due to previous Covid-19 measures, the iPad tools to measure the satisfactory have been back at the canteen 2 weeks ago
- Reports and analysis will be provided monthly by our supplier (next one: 1st week of 2021), but at the moment results will only be communicated internally. Once we get the report, we will analyses the different axis and will share with the canteen committee accordingly
- iPad borne and QR code for satisfactory level will be communicated by email to parents & students again.

**(Parents representative): Special menus / process Covid-19: is it possible for the parent's members to visit as mystery attendees to check the menus and service lines quality & process?**

- Services lines have been adapted (some lines have been temporarily closed: salad bar) / there is NO specific COVID menu
- Lunch time slots arrangement for COVID issue but also to avoid long queue during peak time
- We propose to parents' representatives of LFS to come have lunch today from 11- 11:30 after the committee. Due to Covid-19 measures, we are not allowed to have the parents entering the school.
- The canteen service is assured by our Canteen assistants, managed by the Educational teams.

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**(Parents representative): How to ensure our students can eat properly according to their age, and avoid buying sweets after lunch? Can you explain the portion management process?**

**Students can ask more quantity, or can they go back to the service lines?**

- Students can talk with the canteen employee directly to adjust the quantity. Portions are managed and respected according to the National Education regulations
- At the eat Global line: there is a clear refill policy if the plates are empty (on polite requests from students for vegetables and starches)
- Nurses and Vie Scolaire will meet every week to validate the set menus for kindergarten and primary school, but not secondary school.
- Chartwells will propose healthier options (banana bread, carrot cake, mini cup fruits & vegetables) as well as NFC juices bottle (in plastic) at the Delimarché from January 4<sup>th</sup>.
- SG will send the email communication again to the parents to remind to check the info on via Compass app to check the food bought and regularly check the website.

**(Parents representative): Can you give more information for the different prices compare to last year? AS the average budget is of 32RMB can you give us some attractive offers you propose? How to help the students to better manage their budget?**

- Daily allocation (31RMB) is indexed on the set menu: new offers for small starters & deserts have been added in order to get a complete and healthy lunch – Example:

	Initial price	Salad	Fruits	Yogurt	Mini-deserts	Total RMB
Crave service line (sandwich / panini)	21	10				31
Roots & seeds salad bar	20		7	4,5		31,5
Trattoria service line - Pizza & Pasta	19	10				29
Taste of Asia - Chinese service line - Soup	19				5	24
Taste of Asia - Chinese service line - Chinese dishes	21		7		5	26

- Prices are fixed for 3 years: there is no change compared to last year & Pricing policy is contractual
- The highest price proposed is 35RMB to 42 RMB (for the Chef's table / Special menu)
- E-cash and the Compass app allow the parents to monitor the consumption of the secondary students

**(Parents representative): Plastic recyclability process? How to improve this topic?**

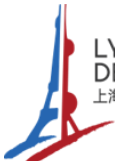
- Covid-19 situation is complex and the school must strictly follow some regulations: ex: salad packaging.

However, here are our daily actions:

- Paper bags instead of plastic bags for Delimarché
- Glass cups instead of plastic
- Green cutlery provided (recyclable plastic) only for take away and deserts
- "Mugs to buy" – initiative launched by our partner Chartwells
- Sorting waste strictly controlled by the Chinese government

**(Students representative): Food Service:**

- Bring the seasoning back to canteen gradually.
- Mix entries and different choices of whole fruit for set menu.
- Provide ice cream to Primary and kindergarten once a month.
- Add more fish and think about a better way to cook fish.

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#### **Suggestions by DSSH:**

- At the end of the lunch break, the food is sometimes no longer hot. Please make sure that there are sufficient measurements to keep it warm.
- Healthy food is important. Many parents worry about the sugar content of the available drinks (iced tea, juice, slushy). Please analyze how healthy these drinks are (e.g. sugar content, calories, ...): Chartwells will perform an analysis of the content of each drink sold at the Delimarché.

#### **Other topics raised during the committee by students and staff representatives:**

- Delimarché & Canteen 10 o'clock: access is only allowed for students from 4e to terminal. We will put posters at these 2 locations to remind the different access rights and we will differentiate the cards for Chartwells to easily recognize which students have access or not.
- Delimarché is open until 5pm and there will be still offers of yogurt, sandwiches, whole fruit for students having ASC or lessons late on the campus.
- Salad bar to be open as soon as we are allowed by the government: from now we are not authorized.
- Improve the quality of the bread as recently the quality has declined for the primary line: well noted, Chartwells is checking the point
- Water carafes on table for secondary tables: for health & safety issues, Chartwells do not recommend having the same system, but they propose to put some re-usable cups nearby the water fountains. Remind to all users to not throw away those cups in garbage.
- Vegetarian day: to be discussed with the LFS and DSS on both campuses, difficult to have all schools aligned on this subject. Some parents ask to add one line with meat/fish on Wednesday, because their children are hungry on Wednesday. This vegetarian day is also a manner to have the students to think about the balancing of their lunch.
- ASC students in 6e and 5e who can not have access to Delimarché if they need to buy some food (activities can be until 6 pm): this topic has been discussed, later LFS confirm that all students are allowed to bring a snack at school (the conditions will be explained by the nurse communication before the Christmas holidays)

#### **6) Date of next canteen committee**

The proposed date for the next meeting is: **March 10, 2021, at 8:15am (to be confirmed)**