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Meeting minutes

1. Time:

November 24, 2020

11:00 am to 12:30 pm November 24, 2020

12:30 pm to 13:30 pm: LFS and DSS parent representatives will have lunch in the LFS/DSS canteen with the LFS and DSS support service.

2. Present:

- **LFS :**

Ms. Laurence Masson-Dellys, Chief Operating Officer

Ms. Christine Guitton, Deputy Headmaster

Mr. Joël Keller, Director of Primary school

Mr. Willy-Bonga Bonga, Support Services Manager

Mr. Antoine Hervo, Vie Scolaire of Secondary School

Ms. Delphine Dousset, Nurse

Ms. Laure Bernet, Parent Representative

Mr. Erin Ramsey, Parent Representative

Ms. Elise Ducellier, Parent Representative

Mr. Lionel Le Gal, Parent Representative

Ms. Guillaume Tournier, Teacher Representative

Ms. Margaux Salgues, Student Representative, Primary School

Mr. Vasco Maggioni, Student Representative, Primary School

Ms. Emma Dubroeuq, Student Representative, Secondary School

Mr. Paul Klasinski, Student representative, Secondary School

- **DSS:**

Mr. Holger Noll, Head of Administration

Mr. Ivo Krüger, Head of Curricular Activities

Ms. Vivian Horn, Coordinator of Kindergarten

Ms. Sabrina Bock, Student Administration

Ms. Sherlyn Chee, Parent Representative

Mr. Frank Wolf, Parent Representative

Ms. Sara Kaya, Student Representative, Secondary School

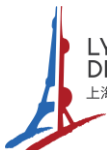
Mr. Elias Benesch, Student Representative, Secondary School

Ms. Sabrina Bock, Student administration

- **CHARTWELLS:**

Mr. Ovidiu Paduraru, Regional Manager

Mr. Ray Ge, Canteen Manager

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3. Agenda of the committee meeting:

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

4. 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/DSS:** 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 in discussion 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



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1. COMMITTEE REGULATIONS – BASIC RULES



COMPOSITION OF COMMITTEES

Committees are joint Committees of both LFS and DSS schools.

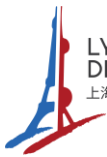
TIME FRAME

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.



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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 YANGPU Canteen Committee

LFS

- Ms. Laurence Masson-Dellys
- Ms. Christine Guitton, Vice Headmaster
- Mr. Joël Keller, Director of Primary school
- Mr. Willy Bonga Bonga, Support Services Manager
- Mr. Elsa Michanol, Education Counselor
- Ms. Delphine Dousset, Nurse
- Ms. Laure Bernet, Parents Representative
- Mr. Erin Ramsey, Parents Representative
- Ms. Elise Ducellier, Parents Representative
- Mr. Lionel Le Gall, Parents Representative
- Ms. Guillaume Tournier, Teachers Representative
- Ms. Margaux Salgues, Students Representative, Primary School
- Mr. Vasco Maggioni, Students Representative, Primary School
- Ms. Emma Dubroeuq, Students Representative, Secondary School
- Mr. Paul Klasinski, Students representative, Secondary School



DSS

- Mr. Noll, Head of Administration (DSS)
- Mr. Krüger, Head of Curricular Activities (DSS)
- Mrs. Bock, students administration (DSS)
- Ms. Ling, Parents Representative (DSS)
- Mr. Wolf, Parents Representative (DSS)
- Ms. Bei, Parents Representative (DSS)
- Ms. Yue, Parents Representative (DSS)
- Ms. Kaya, Students Representative (DSS)

CHARTWELLS

- Mr. Juan Casado, Head Chef
- Mr. Ray Ge, Site Manager



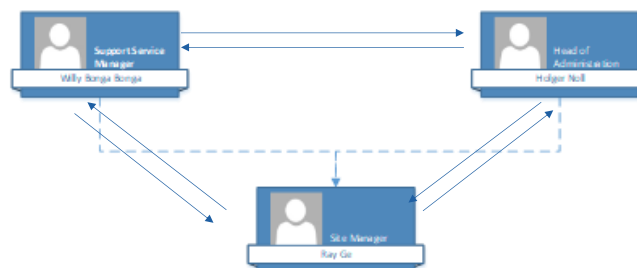
7

Both SG managers (LFS/DSS) briefly introduce everyone in their position in the school (slide 7). Both greet the students. It is the first time that the primary LFS students are part of a canteen committee.

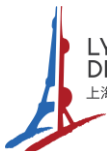
3) Canteen Service Organization

3. CANTEEN SERVICE ORGANIZATION- YANGPU EUROCAMPU

There is a continuous dialogue between LFS – DSS – Chartwells
*
Weekly meeting every Wednesday at 2.30 pm



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CANTEEN

There is a process so far and the regular coordination between the two schools and the Canteen Manager Ray Ge. Every Wednesday the manager of 2 schools (LFS and DSS) have a meeting with Ray Ge 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 (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 kindergardeb + 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 supplier: Chartwells

4. INTRODUCTION OF THE SUPPLIER:



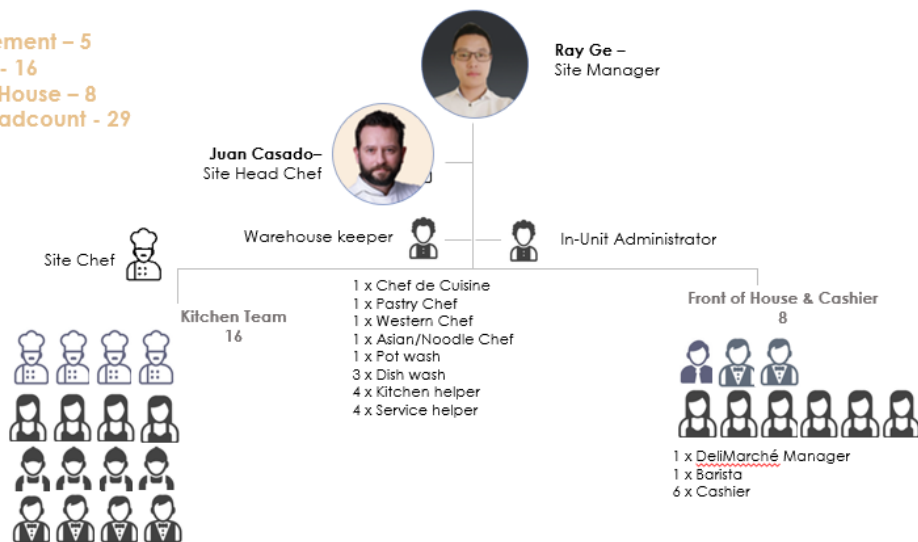
We have chosen Chartwells in 2019 among different suppliers for their professional services focus on education and their professional management with the FDA (Food and Drug Administration), FDA is carrying some non-announced official visits during the year to audit the kitchens and the facilities.

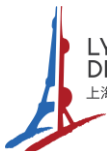
Hygiene & security standards on the catering services have been also reviewed during Covid-19 which improved their general standards as well.



Eurocampus II – Organizational Chart

Management – 5
Kitchen – 16
Front of House – 8
Total Headcount - 29



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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

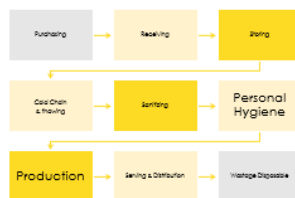


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Safety is our #1 Priority

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



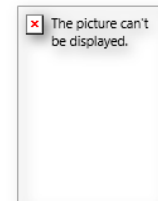
OHSAS 18001 Occupation Health Safety Management System



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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Since the two schools and Chartwells are meeting for the first time in a canteen meeting, Ovidiu Paduraru also introduces his team and then explains the work of Chartwells and the concept on the Eurocampus.

Ovidiu Paduraru also points out that 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 Ray Ge and

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Juan Casado (unfortunately not present today). Ray Ge as Canteen Manager and Juan Casado as chef.

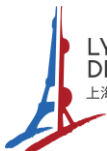
According to Willy-Bonga Bonga, Ovidiu Paduraru is always available as a contact person, but is not always on site because he is the Regional Manager.

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 Yangpu, 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 Yangpu. 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. Frank Wolf asks whether you can also get an e-invoice through it. He also asks whether parents can be involved in the process of creating the mini program to express wishes and what is practical for parents. Ovidiu Paduraru will organize a meeting in a smaller group.

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5) Q&A / Open discussion

5. Q&A



1. Choices

a. Main Courses

- It is often cold when served. *Preparation is done in advance to fit students lunch time*
- The quantity is too small for some. *Refill is always possible, parents volunteers help on that*
 - How does the school educate the children on the changing policies? Do they all know that seconds are available on all fruits, vegetables and raw vegetables?
- What is the main course option for vegetarians? *Depends on the day, they can choose from chef table, vegetarian station, set menu.*
- Children would like to choose their main course instead of always being served two different meats or meat and fish. *Because of limited time of lunch, all is served and also it is balanced for nutrition*
- Could we change the Wednesday vegetarian day and add more meat? *To be discussed*

b. Side Dishes

- Offer simple choices (plain rice, pasta or bread) (LFS) – *This is always available*
- Offer more potatoes and pasta (DSSY) – *This is available*
- Leave sauce and seasoning on the side – *Already implemented following students request*

c. Yogurts and Ice Cream

- Offer more yogurt choices – *3 times per week and 2 cheese per week*
- Offer basic ice cream flavors (chocolate, vanilla) – *Once a month we do depends from school requirement.*



Titre de la présentation / Title of the presentation



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5. Q&A



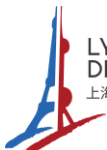
- Menu and price for secondary school options online.
 - Main, Soup, Fruit, Dessert – *Different station, different price*
 - Option to bring lunch to school
 - Picky eaters
 - Allows children another choice after looking at the menu – *They can choose*
 - Other schools in Shanghai allow this choice. (YCIS, SCIS) – *Noted we also do*
 - Option for primary to use ECash during lunch – **Not ECash but Chartwells App**
 - German school is currently doing this – *Parents can use Chartwells App*
 - Better options for vegetarians and picky eaters – *See question a.iii*
- 2. What is the status Charter of the provider? See Chartwells presentation**
- 3. Provide a feedback box for children to write their questions and comments about the canteen.**
- Paper and pencils in the piazza or other common areas of school or classrooms.
Will be implemented in the canteen latest end of this month (November)



Titre de la présentation / Title of the presentation



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5. Q&A

4. Ecash (only LFS)

- a. What is the status of the ECash APP available for parents of secondary students to check balance and add money to their child's card? [See question 1.c](#)

5. Pork reduction (only LFS)

Can you reduce pork to once a week (like last year) from 2-3 times this year?

A day with pork slows down the flow of the set menu because you have to prepare a special platter (it takes time compared to an ordinary platter). The alternative would be to use poultry sausages instead of pork sausages.

[There is always 2 choices, delay comes when a student does not like pork and the 2nd choice](#)

6. More fruits

Is it possible to have more fruit because children love it (especially watermelon, apple and melon)?

[Everyday we have different fruits, in the beginning the quantity was not enough, but now the refill is possible as the quantity has been increased.](#)




Titre de la présentation / Title of the presentation



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Under point 6, various questions are asked and feedback is given to Chartwells. All questions and answers can be found on slides 10-12.

- ➔ In addition, the topic of food selection was discussed between the parents of the LFS and the school. Delphine Dousset explains that 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.
- ➔ The children in the DSSY kindergarten get their food brought to the kindergarten. Vivian Horn asks for more choice. The food is very monotonous. The children often do not want to eat meat, so more vegetarian options should be made available.
- ➔ Delphine Dousset thinks the approach of the DSSY is good and also wants the children of the LFS to have ice cream only once a week. But two types are welcome.
- ➔ The vegetarian day on Wednesday was discussed. The students of the LFS noted that there is often meat in the salad and ask that this be omitted. A decision was taken to reduce one line of vegetarian food and replace it by meat or fish.
- ➔ The parents of the LFS say that the price for the fruit is too expensive, since the fruit is otherwise included in the set menu. In order to include the fruit in all dishes, the prices would have to be increased. Whether you can bring food with you must be denied due to the regulations. Allergies are also an issue. The canteen, for example, is nut-free. Bringing food is strictly forbidden in the LFS.
- ➔ Another topic is a feedback box. The request of the French parents is to put the box in the school and not in the canteen, as they have very little time there and spend there. The parents of the DSSY say that a feedback sheet is included in the DSSY Homepage.

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- ➔ The parents of the LFS ask how to register for vegetarian food. The LFS replies that this is possible through the service support, the nurse or the teachers.
- ➔ Another issue is wasting of food. The parents of the LFS asked if they could do a survey. Chartwells says there have the exact figures on this topic and they will be happy to provide them.
- ➔ The LFS employees ask whether it is possible to load the canteen card for the employees for one month instead of two months. The LFS has to say no, as it is time consuming, refill is monthly for students but for employees it will remain for 2 months.
- ➔ The DSSY students ask for a microwave that everyone can use in the canteen. Ray Ge unfortunately has to deny this due to the current regulations, since as previously discussed, bringing along food is currently prohibited.
- ➔ The students at LFS note that the price for a single yogurt cup is too expensive (17 RMB). Especially because yogurt is often included in the set menus.

6) Date of next canteen committee

The proposed date for the next meeting is: **March 23, 2021 at 9.30 am (to be confirmed)**