Meeting minutes

1. Time: April. 11th, 2025, 10:30am to 11:45am

2. Present:

- LFS:

Mr. Benjamin BILTERYST, CEO
Mr. Willy BONGA, COO
Mr. Kai LIU, Director of SG
Mrs. Min LI, Assistant of CEO
Mrs. Nathalie MOTTET, Director of Primary School
Mr. Jean-Joseph KOUDAYA, Director of Secondary School
Mr. Dominique GIRARD, Vie Scolaire of Primary School
Mrs. Caroline LAFAGE-BOURIAU, Nurse
Mr. Hongwei WANG, Staff Representative
Mrs. Xiaoqian WANG, SG Coordinator
Mrs. Wen WANG, Parent Representative
Mr. Mathieu LECLERQ, Student Representative primary
Ms. Veronica CHEN 4e, Student Representative secondary
Mr. Illian IOSUT 3e, Student Representative secondary

- DSS:

Mrs. Ann-Claire FÖTSCH Head of Administration
Mr. Kenan DIZDAREVIC, COCU
Mr. Marcel Meier, Deputy Head of Kindergarten
Mrs. Anna WANG, EBR Administration
Mrs. Nicole HAENDEL, Head of Parent Representative*
Mrs. Marcel Meier, Parent Representative
Ms. Antonia CESTERREICH 8a, Student Representative
Ms. Paula VORGERD 11a, Student Representative

- Common team:

Mr. Claude CERBOLLES, Representative of Sodexo on both campuses
Ms. Connie SHEN, Yangpu Site Manager of Sodexo
Mr. Roger MAURER, Chef of Sodexo

3. Absents excused:

- LFS:

Mrs. Wei GU, Vie Scolaire of Secondary School
Mrs. Mr. Denis BOISSEAU, Parent Representative

4. Agenda:

1. Roundtable members presentation
2. Canteen service organization – YANGPU EUROCAMPUS
3. Committee framework, regulations – Basic rules
4. KPI AUDIT – SODEXO
5. LFS Canteen organization
6. DSS Canteen organization
7. SODEXO presentation
8. Q&A

5. Development:

1) Roundtable members presentation

The committee members of LFS and DSS schools are as follows:

LFS Administration	
CEO	Mr. Benjamin BILTERYST
Head of school	Mr. Laurent FOUILLARD
Director of operations	Mr. Willy BONGA
Support Service Supervisor	Mr. Kai LIU
Deputy Headmaster	Mr. Jean-Joseph KOUDAYA
Head of Primary School	Mrs. Nathalie MOTTET
Nursery	Mrs. Caroline LAFAGE-BOURIAU
CPE / Assistant of Vie Scolaire Secondaire	Mrs. Wei GU
CPE / Assistant of Vie Scolaire Primaire	Mr. Dominique GIRARD
Staff Representative	Mr. Hongwei WANG
Canteen service coordinator	Mrs. Xiaoqian WANG
Parent Representative	Mrs. Wen WANG
Parent Representative	Mr. Denis BOISSEAU
Student Representative primary	Mr. Mathieu LECLERQ
Student Representative secondary	Ms. Veronica CHEN 4E
Student Representative secondary	Mr. Illian IOSUT 3e

Deutsche Schule Shanghai Yangpu	
Head of Operations	Mrs. Ann-Claire Fötsch
Head of Cocu	Mr. Kenan Dizdarevic
Deputy Head of Kindergarten	Mr. Marcel Meier
Administration/Reception	Mrs. Anna WANG
Parent Representative	Marcel Meier
Parent Representative	Mrs. Nicole Händel
Student Representative	Ms. Antonia CESTERREICH 8a
Student Representative	Ms. Paula VORGERD 11a

SODEXO TEAM	
Yangpu-Qingpu Manager	Mr. Claude CERBOLLES
Yangpu site Manager	Mrs. Connie SHEN
Kitchen Chef	Mr. Roger MAURER

2) Canteen service organization

There is a continuous dialogue between LFS – DSS – SODEXO

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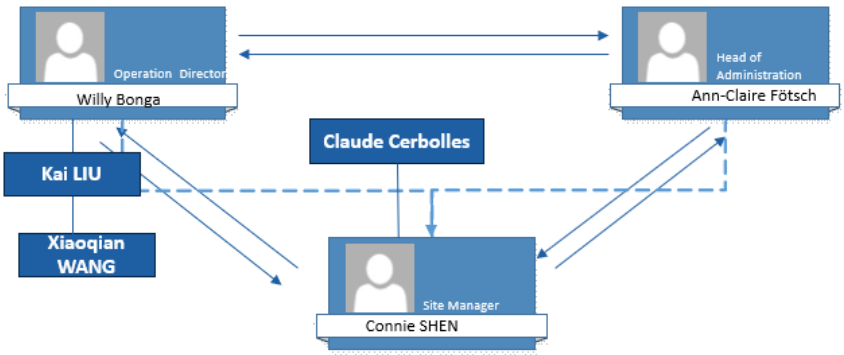
Weekly meeting every Thursday at 14.30 pm



3) Canteen committee framework, regulations

The basic rules described in the slide are as follows:

- **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
- **Timeframe**: Describe the frequency of the committee meetings

COMPOSITION OF COMMITEES

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.

GOAL

Committees are dedicated to handle regular questions related to the topics of 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.

LIMITS OF SCOPE

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

4) KPI AUDIT – SODEXO

1st KPI AUDIT

Items		CONCLUSION		
1	Customer satisfaction	96	14	/14
2	Menus		12	/12
3	Service lines		10	/12
4	Food Incident		8	/10
5	Fresh Ingredients		10	/10
6	Hygiene		10	/10
7	Expiry date		6	/6
8	Equipment maintenance		8	/8
9	Health & Safety		8	/8
10	Documents & SOP		10	/10
	TOTAL SCORE		96	ACCEPTED

Lost points for 1st KPI Audit: 4 points

1. The waiting queue on each service line sometimes is more than 5 mins: 1 point
2. Sometimes the cutlery is missing, 1 point
3. The mini-ice-cream with peanuts served to the primary students one time in the set menu: 2 points

2nd KPI AUDIT

Items		CONCLUSION		
1	Customer satisfaction	96	12	/14
2	Menus		12	/12
3	Service lines		11	/12
4	Food incident		9	/10
5	Fresh ingredients		10	/10
6	Hygiene		10	/10
7	Expiry date		6	/6
8	Equipment maintenance		8	/8
9	Health & Safety		8	/8
10	Documents & SOP		10	/10
	TOTAL SCORE		96	ACCEPTED

Lost points for 2nd KPI Audit: 4 points

1. The satisfaction result is 72% of 22 surveys from students: 2 points.
2. The waiting queue on each service line is more than 5 minutes sometimes: 1 point
3. Shortage on Sodexo offer of milk for the coffee served to staff after lunch: 1 point

Mr. Willy BONGA explained that the satisfaction rate did not meet the target, reaching only 72%. However, we must also note that only 22 students submitted responses. We need to find ways to encourage more students to participate in the survey.

The VS representative reported that students have very limited time for meals to fill in the survey, suggesting we should optimize the questionnaire to make it more concise.

Mr. CERBOLLES pointed out the survey has just 10 quick questions. We understand the feedback — the reason it's a bit long is because we want to understand the real causes before taking action. Yes/no answers are often too limited to reflect the actual situation. Your comments are well noted, and we'll consider adjusting the format.

Student representatives noted that some students did not notice the survey equipment (IPAD) at the cafeteria entrance. They recommended increasing awareness through better promotion and proposed offering ice cream as an incentive to boost participation as an idea.

Mr. CERBOLLES explained that the survey is available at the canteen reception.

5) LFS Canteen organization

- KINDERGARTEN
- DAYS : Monday, Tuesday and Thursday — DAYS : Wednesday and Friday
- TIME : 10h50 to 12h05 — TIME : 10h50 to 11h30
- MANAGEMENT : 3 or 4 parents, 2 staff of Vie Scolaire — MANAGEMENT : 0 parents, 2 staff of Vie Scolaire

- PRIMARY SCHOOL
- DAYS : Monday, Tuesday and Thursday — DAYS : Wednesday and Friday
  TIME : 10h50 to 12h35 — TIME : 10h50 to 12h30
- MANAGEMENT : 7 or 8 parents for Mondays, Tuesdays and Thursdays.
  8 parents for Wednesdays and Fridays.
- SECONDARY SCHOOL
- DAYS : From Monday to Friday
  TIME : 12h00 to 12h35

A total of 23 parents volunteers, 2 of whom are new for the 2024-25 school year.

11 parents for Mondays, Tuesdays and Thursdays.

8 parents for Wednesdays and Fridays.

For the LFS side, a lot of volunteer parents help the daily running of the Canteen Service.

6) DSS Canteen Organization

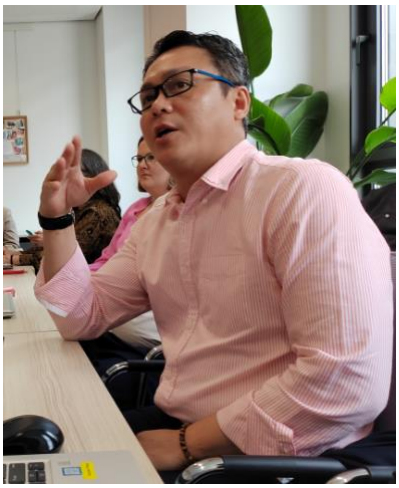
For the DSS side, the catering service is organized as follows:

KINDERGARTEN
- DAYS : From Monday to Friday
- TIME : 11.15 to 12.00
- MANAGEMENT : 3 kindergarten staff

PRIMARY SCHOOL
- DAYS : From Monday to Thursday — DAYS : Friday
- TIME : 12.55 to 13.40 — TIME : 11.30 to 11.45 & 12.30 to 13.00
- MANAGEMENT : 1 Cocu staff
- New since this schoolyear: Grade 1 and 2 eat together with the teacher

7) SOXEDO presentation

Mr. Claude CERBOLLES, Representative of SODEXO on both campuses, introduced the overall situation of the canteen on the YP campus.



Mr. Claude CERBOLLES introduced the food **Safety System of SODEXO.**

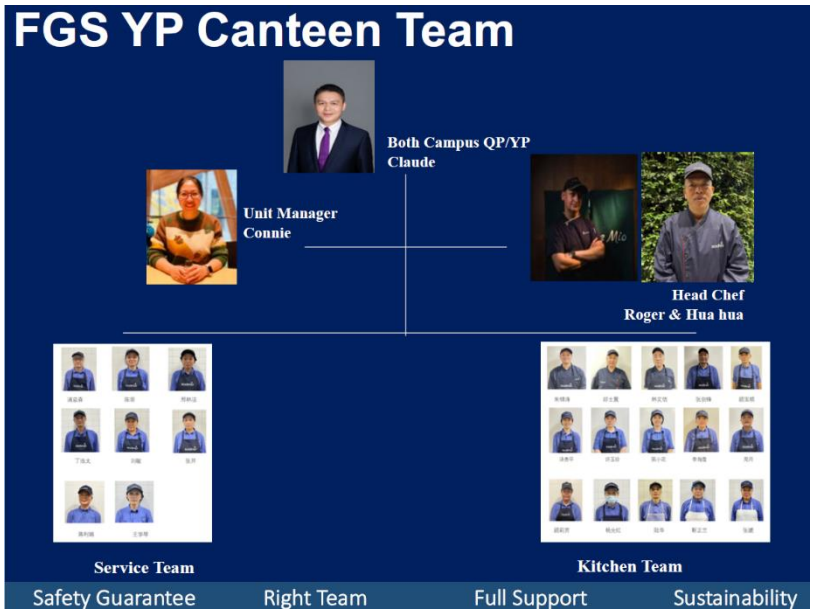
Parent representatives inquired about the canteen's food disinfection procedures.

Mr. Claude Cerbolles responded that they utilize a water and salt solution for this purpose. We maintain consistent adherence to the HSE Food Safety Management System to ensure all food safety standards.

Additionally, **Mr. Willy BONGA** noted, all food samples submitted to government regulatory authorities for inspection over the years have consistently met compliance requirements without any incident.

On food safety, Mr. Benjamin BILTERYST asked Sodexo to underline several key points that are still little-known within the community. Claude confirmed that the cafeteria uses **no** monosodium glutamate (MSG), artificial flavors, or preservatives in any of its dishes, and Sodexo will communicate these assurances more visibly to parents, students, and staff.

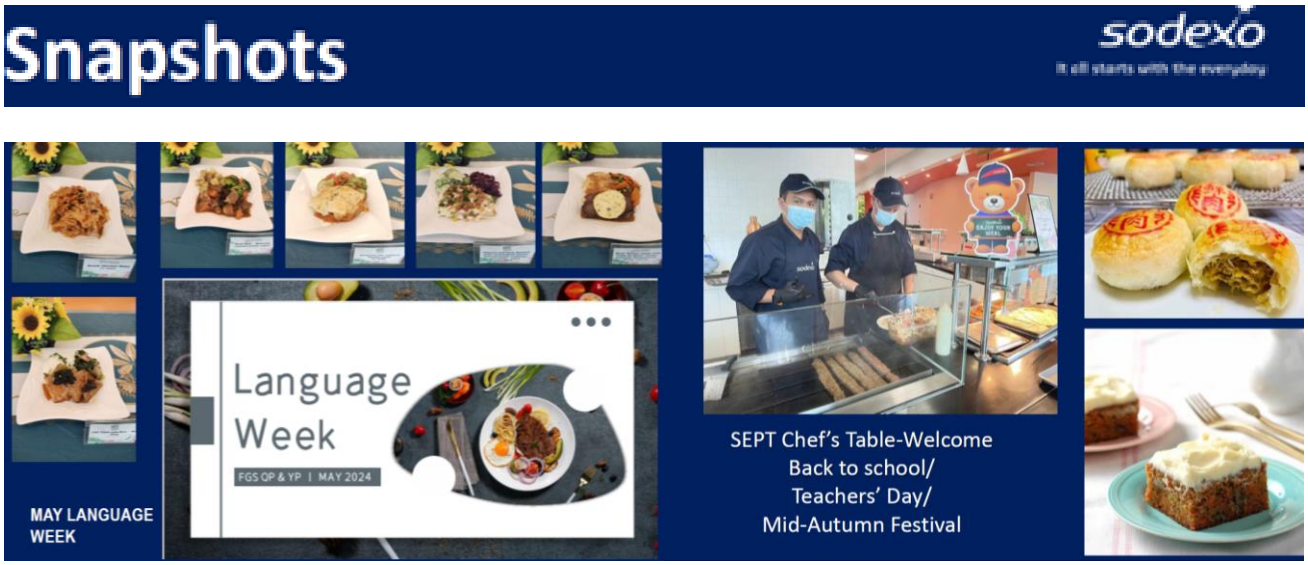
Mr. Claude Cerbolles explained the composition of the onsite team in Yangpu Campus.



Mr. Claude Cerbolles introduced the service lines: Set menu (for KDG and Primary), Salad Buffet, Chef's table, Sandwich, Trattoria, Asia, vegetarian food and Délimarché has changed its name to LE CAFE ASPRETT

Café- New coffee machine: LE CAFE ASPRETT

Mr. Claude Cerbolles introduced the **dishes prepared for special festivals or events**, such as women's day in March, Language week in May, and Teachers' Day in September, the snapshots are as follows:



World Food Day

Halloween Eve

Thanksgiving Day

Christmas Day

Korean Food

MAR
Women's Day/
Carbonara from Parmesan wheel

Mr. Claude Cerbolles explained that the canteen regularly organizes new Dishes and Foods tasting events, inviting students, employees, and nurses from LFS & DSS to participate and provide feedback. The photos are as follows:

Students representative requested if we could change the dishes in the lunch sets? We often eat the same meals. Maybe introduce some new dishes we've never had? The recipes often seem similar, and dish names must be clearly differentiated

Mr. Claude Cerbolles The menu rotation is every 6 weeks, and recipes do vary, but we will review and improve the variety.

Mr. Claude Cerbolles introduced the promotion for the school year 2024-2025, the schedule is as follows:

Promotions for 2024 and 2025

2024	Sep	Oct	Nov	Dec
Festivals	10th -Teacher's Day 17th - Mid-autumn Festival	11st-Grandparents Day 16th – World Food Day 31st - Halloween Eve	7th – Beginning of Winter 28th - Thanks Giving Day	5th – World Soil Day 25th Christmas Week
Promotion	Teachers' Day Mini Cake Homemade Mooncake	Grandmother food Stop Food Waste Activity Halloween Themed Dessert	Homemade Jiaozi & Hot tea, porridge restart Thanksgiving Turkey	Soil Themed Cake Christmas Themed Menu for the Last Week of 2024

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2025	Jan	Feb	Mar	Apr	May	Jun
Festivals	7th-Laba Festival Day 23th - Chinese New Year	14th - Valentine's Day 12th - Lantern Festival	8th - Women's Day 12th – Tree Planting Day 14th – Pie Day	20th - Easter 22nd - Earth Day	8th - Smile Day 11st - Mother's Day 31st - Dragon Boat Festival	1st - Children's Day 15th- Father's Day
Promotion	King Cake CNY Promotion	Lantern Festival Rice Ball Valentine's Dessert	Women's Day Gift for Ladies Free coffee grounds for planting Finding Pie in Canteen	Easter Bakery @ Lecafe Discount for Bringing Own Mug in LeCafe	Smile Faces on Dishes Mothers' Recipe Dragon Boat Festival Zongzi	Cartoon Dessert Fathers' Recipe Cooking class

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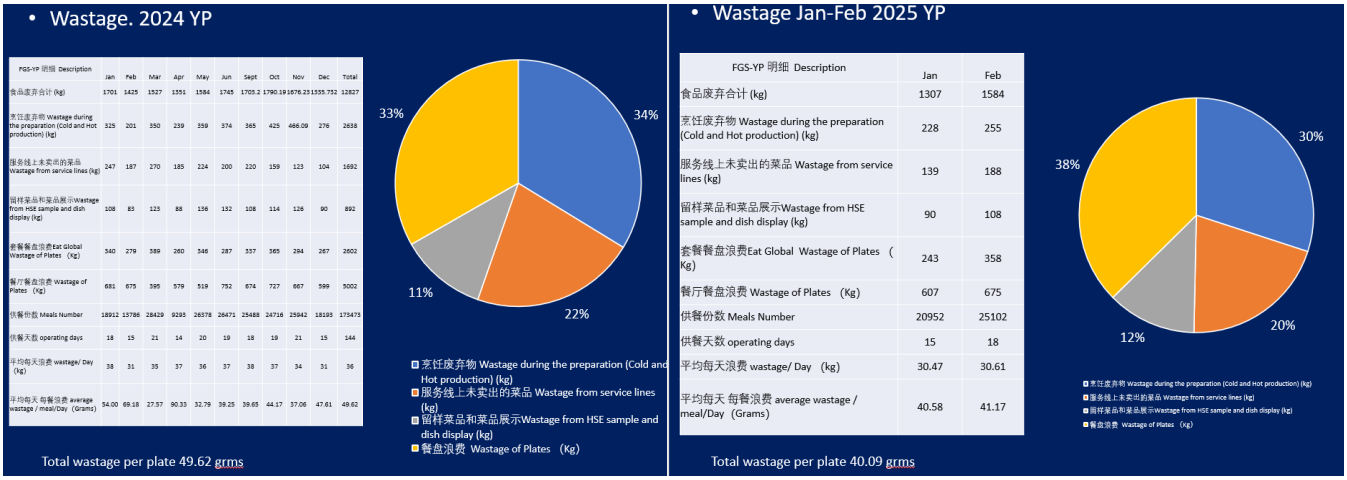
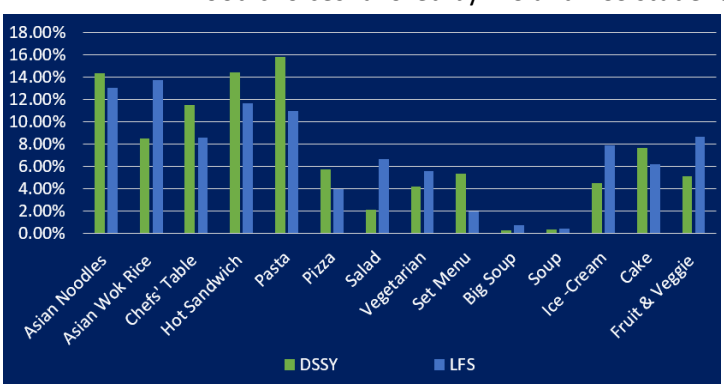
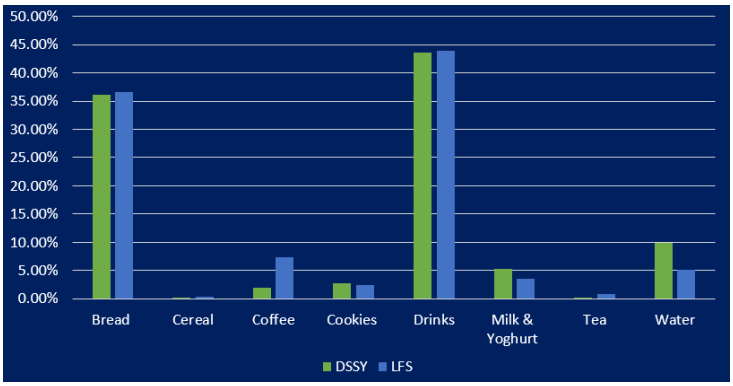
Mr. Claude Cerbolles introduced Wastage for the school year 2024-2025, the information is as follows: The total wastage per plate 49.64 grms in 2024 and 40.09gram in 2025 (Up until February 2025). There was a 19.23% monthly reduction in wastage



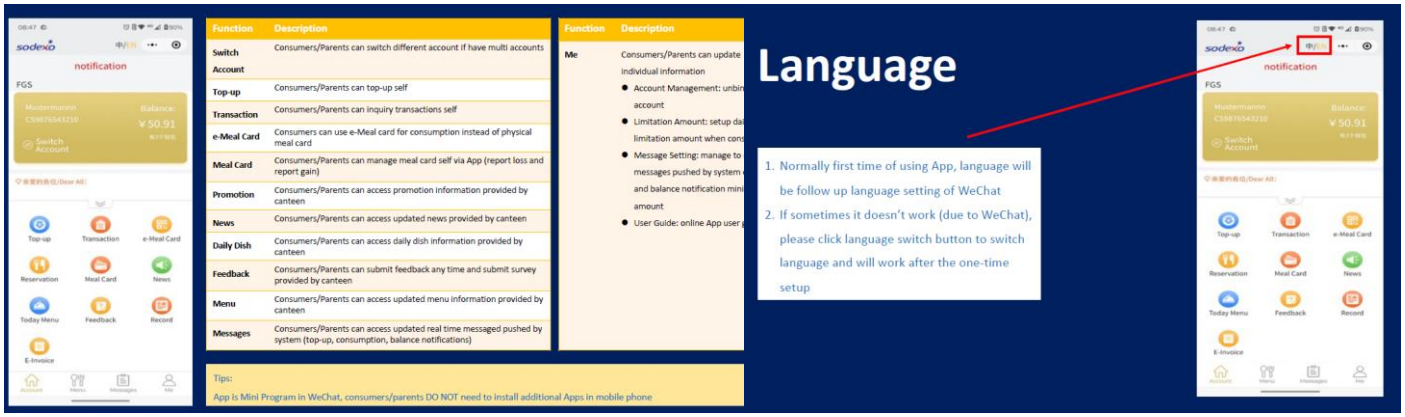
Mr. Claude Cerbolles introduced the Sales Mix, as shown in the chart below, we can observe the food choices favored by LFS and DSS students



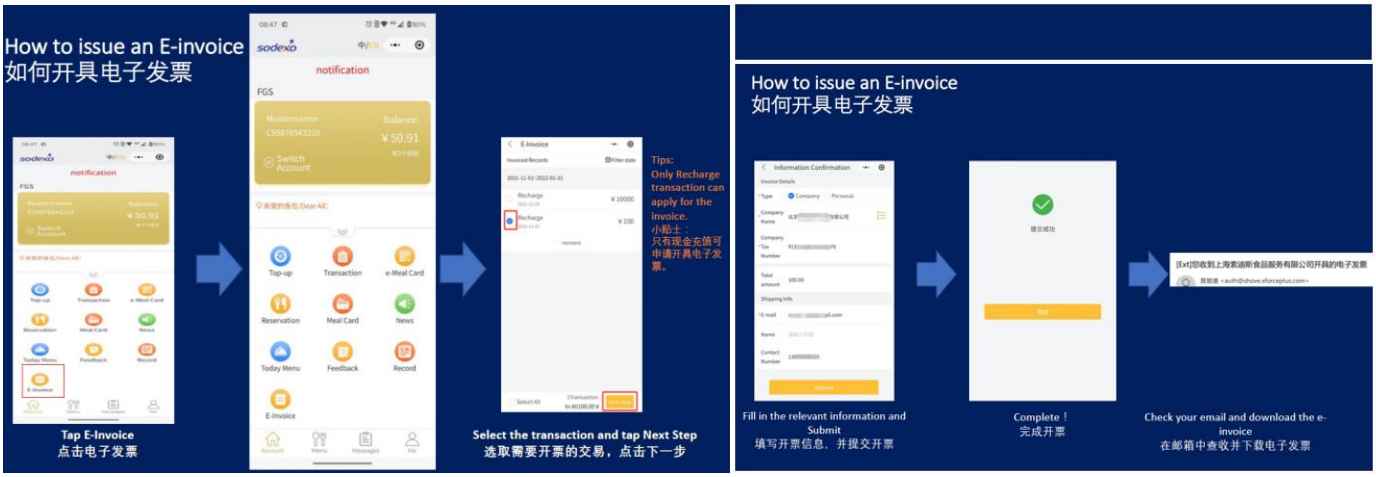


Mr. Claude Cerbolles introduced the **instructions of Mini Program** in WeChat for SODEXO, the main functions include **Swish Account, top up, Transaction, Mean card management, E-meal card**. Parents can also view **Promotion, News, Daily Dish, Menu**, and check the **real time messages** pushed by system information, as well as submit **feedback and surveys** provided by canteen.

To access the mini program, the canteen team sends a QR code to new students by email or printed. For all other students whose parents do not yet have access, the QR code can be requested by sending an email to the school canteen service. Contact details are available on the school website: https://www.lyceeshanghai.cn/vos-contacts-privilegies/?lang=en. As this is a mini program, parents do not need to install any apps on their mobile phones.



Mr. Claude Cerbolles explained How to use the Mini Programs to issue invoices.



8) Questions & Answers

LFS Question:

1. **As some parents expressed concerned with fried food for the health of their kids, can you provide the frequency of fried dishes in set menu on a weekly basis?**

   A: Eat Global menu is validated by school nurse. Cooking rotation Steam, stew, oven roasted, grilled and fried item once per month. Menu is posted on the app by weekly basis. We are following the menu base on the French education standard.

2. **Some parents reported primary students complain about not having time to finish lunch. Can you please remind us the duration of lunch time for each class? Does this duration includes the way from classroom to canteen? In previous comity discussions, it was mentioned kids usually don't stay in canteen too long as they are in hurry to go play. What if some kids needs longer to finish their lunch?**

   A: The students take between 5 and 10 minutes to get seated at the table. This leaves them with 20 minutes to eat, and if a student needs more time, the school staff usually grants at least an additional 5 minutes. Generally, the students finish within the allotted time.

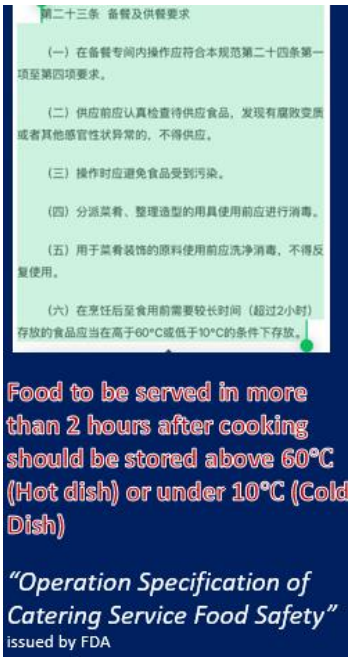
3. **Some parents, reporting complains from their kids, mention the food is often cold and the staff is sometime resistant to provide refill. (for this topic you probably received some email as the topic raised some activity in school wechat groups recently).**

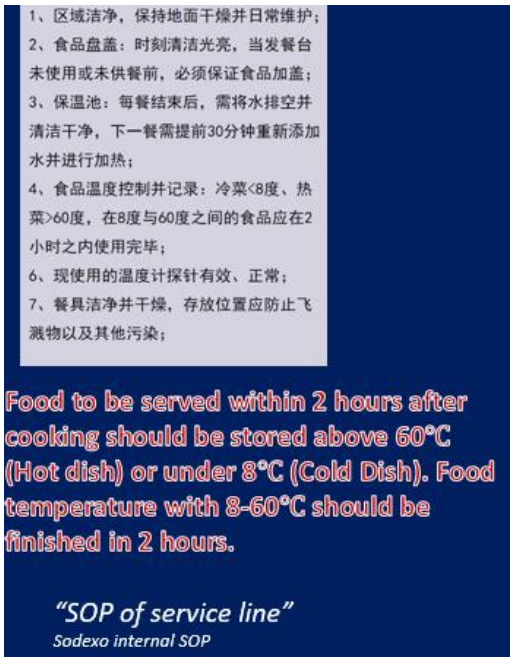
   A： Thank you for your feedback. We have taken the concerns seriously and conducted an internal analysis. In addition, we reached out to parent volunteers, students and Vie Scolaire to gather their comments and observations.
   Previously, meals were being served before the arrival of students, which sometimes resulted in food cooling down by the time it was consumed. In response, we have adjusted the procedure and are now serving meals as students arrive, which should help resolve the issue of food not warm enough. We will continue to monitor the situation closely and remain attentive to any further feedback to ensure continuous improvement in the service.

As for the refill policy, it obeys to the instructions of the school. Refill is alsways possible during the lunch dedicated time. Refilling is interrupted when the vie scolaire ask us to stop as the students must arrive on time for their next activities.

4. Service with big spoon spilling into other compartments of the tray or dirtying children's clothes?

A: Thank you for bringing this to our attention.
The concern was reported to Sodexo, even though no such issue was observed during recent audits conducted by LFS/DSS. Nevertheless, we have taken your feedback seriously.
Moving forward, the staff has been reminded to serve more carefully to avoid spillage between tray compartments and to prevent dirtying students' clothes. We will continue to serve meals based on the standard portion sizes outlined in the set menu, which typically ensures the food fits properly within the tray sections.





5. **Would it be possible to order half sandwiches in canteen? A whole sandwich doesn't always meet our needs and we stuff ourselves unnecessarily. And we notice that there are different types of bread for making sandwiches, so maybe at least the square bread or the banquette?**

   A: The bread selection are rotations our sandwich station in short is similar as subway style. We will discuss and do a proposal for the both school admin about the comments for the ciabatta & baguette bread.

6. **RMB 19 for a small salad plate, RMB 9 for a piece of fruit and small salad plate is too high.**

   A: : The price 1 pc of whole fruit is 5.5 RMB. Fruit cup big is 10 RMB. We can discuss with a new proposal for the salad plate's and price with both school.

7. **As it is RMB 24 for the children's menu, normally in all French school canteens including those a bread, a starter, a main course and a dessert are included in the price. Can we have this option for staff?**

   A: Set menu price is RMB 33 including a bread， a starter， a main course and fruit/ dessert. As for this budget in service line include starch, veg. and main protein including free refill of Veg. & starch.

8. **Colleagues notice that the salad bar in Qingpu is better-prepared that the one in Yangpu in its flavor and the freshness of the food. We hope that we can have more fresh vegetables or meat without sauce prepared before. And please add less pepper, less oil, less sugar in a composed salad.**

   A: Salad bar compose for fresh veg. rotations of protein. Asian cold dishes and cold cuts. Menu in both campus are both similar. Will discuss internally and keep monitoring about the seasoning comments.

9. **We have noticed that chicken and duck appear quite often (almost every day in a week) as the choice of meat in canteen menu. Instead of having chicken/duck, can we add more fish and beef to enrich the choice?**

   A: Weekly basis in each service line we have a rotation of main protein, chicken, duck, pork, fish and beef.

10. **The cooking of French fries is really improved.**

    A: Thank you for the good feedback.

DSS Question:

1. **Why there is a different price between KDG set menu and Primary set menu?**

   A: In KDG we provide the meal by sending in the room, they eat together with their teachers inside ad dedicated cantine room. As for the students in elementary they will have access to the service line in the canteen and they have a buffet style salad bar. They can have a free choices for the meal and refill policy for all items in the set menu.

Other Questions (Not sent before but discussed during the meeting):

Q: The kebab is different between the two campuses. Can you change the recipe?

A: Could you please provide more details about your request? Our chef can look into it and coordinate accordingly.

Q: How do you plan to reduce food waste?

A: We're considering improvements to the menu and encouraging students to eat and refill on vegetables, which are currently the most wasted item. On the school's side, we also need early communication about student absences (e.g., for outings or travel) to adjust meals accordingly.

Q: Kids who serve themselves tend to waste less than those with set lunches served by the staff.

A: It's worth analyzing this further to see the differences and potential improvements.

Q: What is done in the Chinese canteen regarding food waste?

A: Waste is collected and treated by professionals. We're also reflecting on ways to reuse or better manage this waste.

Q: As school nurses, we are asked to validate the menu, but not sweets. Some students, especially in secondary school (e.g., grade 6), have daily access to pizza, pasta, sugary food, and ice cream. How is this handled at DSS? Can we limit their access?

A: It's always possible to make changes. While the menu framework is defined in the contract between the schools and our caterer, Sodexo, both DSS and Sodexo are open to well-reasoned suggestions from the health team.

Every parent already has real-time access to their child's purchase history. We will remind families that nutrition is a joint effort: the school provides a balanced offer, and parents reinforce healthy choices at home.

We will schedule a brief meeting (nurses + DSS + Sodexo) to review the current data, agree on concrete limits, and map out an educational push. Working together, we aim to find the right balance together between choice and nutritional responsibility.

Q: Do we have data to analyze the real situation? Pizza and pasta seem to appear quite frequently.

A: We try to collect data to better understand the frequency and to help guide adjustments in the menu. Data is inside this PPT for LFS and DSS.

Mr. Benjamin BILTERYST asked Sodexo to analyze the data to understand how many and which students are eating constantly Pizza, Pasta and sandwich.