



## Meeting Minutes

### 1. Time:

May 13th, 2026, 10:30am to 12:00pm

### 2. Present:

- LFS:

Mr. Benjamin BILTERYST, CEO  
Mr. Willy BONGA, COO  
Mrs. Stella SHI, Operations project manager  
Mr. Hongwei WANG, Support Service Coordinator  
Mrs. Helene Jiaying WEI, Assistant of Operations  
Mr. Alex CAPOT, Deputy headmaster  
Mrs. Sophie TARDY, Nursery  
Mrs. Milin IP, Vie Scolaire Primaire  
Mr. Kan CHEN, staff representative  
Mrs. Marine KONG, parent representative  
Mrs. Mabel YIN (CM2D), student representative  
Mrs. May ZAGURY (CM2B), student representative

- DSS:

Mrs. Ann-Claire FÖTSCH, Head of Administration  
Mr. Christoph WALDHUBER, Head of COCU  
Mr. Franco MICELI, Head of Primary School  
Mrs. Corinna DERICHS, administration  
Mrs. Christina BAARS, parent representative  
Mrs. Danijela DOGAN, parent representative

- Sodexo team:

Mrs. Kiki LEE, Headquarter of Sodexo  
Mr. Thierry ZHONG, Headquarter of Sodexo  
Mr. Claude CERBOLLES, Account Manager of Sodexo  
Ms. Sara CHEN, Qingpu Site Manager of Sodexo  
Mr. Mr. Raphael Vetri, Chef Cook of Sodexo

### 3. Absents excused:

- LFS:


Mr. Laurent FOUILLARD, Headmaster  
Mr. Jean KURDZIEL, Director of Primary School  
Mr. Guojun JIANG, Support Service Manager  
Mr. Thomas YVON, CPE

- DSS:

Mr. Julian MÜLLER, Deputy Principal

### 4. Agenda:

1. Committee Organization – Qingpu Eurocampus
2. Committee Regulations – Basic rules
3. Canteen Service Organization – Qingpu Eurocampus
4. 2nd KPI Audit of 2025-26
5. LFS QP Canteen Organization
6. DSS QP Canteen Organization
7. Catering Tender 2026
8. 9. Continues improvement
9. SODEXO presentation and Q&A

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## 5. Minutes:

Topic:	Questions raised:	Further information:
1. Self-introductions	No questions raised	Self-Introductions of the Participants at the 2nd Meeting of the Transport Committee in the current academic year.
2. Committee Organization – Yangpu Eurocampus	No question raised	
3. Committee regulations – Basic Rules	No question raised	
4. Canteen Service organization – Yangpu Eurocampus	No question raised	
5. 2 <sup>nd</sup> KPI Audit of 2025-26	No question raised	<p><b>Sodexo scored 89.5. They lost 10.5 points during this KPI audit. The lost points are as follows:</b></p> <ul style="list-style-type: none"> <li>• One major operational complaint</li> <li>• Waiting queue on each service line not always under 5 minutes</li> <li>• Trays and cutlery are not always available</li> <li>• Reported food incident (more than once per trimester)</li> <li>• Imported product rate target not met (&gt;45%)</li> <li>• Written procedures missing in some areas</li> <li>• Several staff members did not wear their masks properly</li> </ul> <p><b>Important information:</b> to promote the continuous improvement of their service and work quality, we will adjust the KPI indicators each semester based on the actual situation and problems encountered.</p>
6. LFS QP Canteen organization	No question raised	The eating times and organization differ across the kindergarten, primary school, and secondary school at LFS. Thanks to the teachers, the vie scolaire team, and especially our volunteer parents for helping everything run smoothly every day during the week.
7. DSS QP Canteen organization	No question raised	



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## 8. Catering Tender 2026

1. We received feedback from students and families saying that they would also like to extend the coffee shop's operating hours during the week. Because our students sometimes finish their activities late in the evening, and these are mainly sports activities. Additionally, students have activities on weekends when the canteen and coffee shop services are closed. Is it possible to add vending machines offering healthy beverages and food?

**ANS:** Yes, it is possible to extend the coffee shop's operating hours during the week and add vending machines offering healthy beverages and food. (Answered by Sodexo)

2. Regarding the noise in the canteen, we previously discussed installing dividing walls to absorb the sound. Can you take this into account?

**ANS:** Yes, we will be considering it in our detailed renovation design which will be review with both schools (DSS and LFS). (Answered by Sodexo)

3. In your presentation, you mentioned that the canteen will offer organic vegetables once a week at all food stands. Has the day been fixed already? And will it include fruits as well?

**ANS:** Parents care a lot about food quality. Sodexo will provide 100% cage-free eggs. On top of this, organic vegetables will be offered once a week at all food stands. The specific day will be discussed with the schools. Please allow us to start with vegetables first and then come back with other items. And one big announcement: Sodexo is investing more in local produce, including a farm on Chongming Island launching soon. So, I hope our next canteen committee meeting can be held at the farm.

### Catering Tender:

Started in January 2026 and concluded in May. Process in a nutshell: a structured, multi-phase approach ensuring quality, transparency, and stakeholder alignment. The winner is Sodexo.

The evaluation conducted by both schools (DSS and LFS) mainly focused on the following criteria: food quality and safety, service, user experience (especially from students), and financial considerations.

The two canteens on the QP and YP campuses will be renovated during the upcoming summer holidays.

### Current Status:

We announce that Sodexo won the bidding for a contract 3+2 years. We thank the school community for the feedback and survey.

Several improvements are expected: a new canteen design, less noisy, better flow, better food offer, wider opening hours of Cafe Shop, Aspreto, etc.

Contract negotiations are underway with Sodexo. A communication to the entire school community will be made soon.

## 9. Continues improvement

No question raised

**1. Acting Quickly on Incidents:** Since a DSS primary student suffered a burn injury at the noodle station, Sodexo has introduced additional thermos containers for the extra broth.

**2. Dish presentation table** has been moved to the entrance of the canteen to change people's access habits from using one door to using two doors.

**3. More seasoning possibilities**

**4. Parents' Lunch in the Canteen:** Both DSS and LFS regularly invite parents to visit the canteen and



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		the kindergarten's food delivery process, as well as to have lunch with the management team for exchange of feedback about the canteen.
10. SODEXO presentation and Q&A	<p>1. How do you clean vegetables? <b>ANS:</b> We use sodium bicarbonate mixed with the rinsing water to clean the vegetables. (Answered by Sodexo)</p> <p>2. My class is very ecological; can you reduce the usage of plastic? (raised by a student representative) <b>ANS:</b> Yes, we are always mindful and pay special attention to plastic reduction. For example, we will introduce a mineral drinking water dispenser in the canteen to reduce plastic bottled water. You can also bring your own mug and refill it with clean drinking water. For the coffee shop, we encourage staff to bring their own mug when buying a cup of coffee. The fruit and vegetable cups are made of biodegradable materials. (Answered by Sodexo)</p> <p>3. We get always same cheese for primary set menu; can we have more variety of cheese? <b>ANS:</b> Yes, Sodexo will provide a greater variety of cheese to enhance the flavor of the meals for students.</p> <p>4. Will Sodexo upgrade the APP to include more functions for students, staff and parents? <b>ANS:</b> Yes, Sodexo will introduce more digital service innovation starting from next school year.</p> <p>5. Since Sodexo plans to invest more in our canteen, will the meal price increase? <b>ANS:</b> No, Sodexo will keep the current meal price for all of us.</p> <p style="text-align: center;"><b>Questions from LFS Vie Scolaire Primary :</b></p> <p>6. From our side, would it be possible to serve 2 times rice per week instead of 2 times potatoes? Our families are more diverse than before with a tendency forward Asian foods therefore rice would be more appealing for the kids. (We also received a few complaints from students that there are too many potatoes on the menu per week). <b>ANS:</b> Yes, Canteen can provide rice on the same days that the starch will be potatoes for EAT GLOBAL.</p> <p>7. Is it possible to review the way the foods are combined in a tray? Sometime foods don't go together. (Examples: chicken curry with potatoes and steamed fish or lasagna with pasta) <b>ANS:</b> Yes, canteen will carefully review the combination of Main Protein and Starch.</p> <p>8. Increase the quantities of certain popular foods in the cold area (example: tofu salad, egg not enough).</p>	



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**ANS:** Canteen will increase the quantity of popular foods. However, each student is allocated one egg, and refills are not available for 100% for the students due to the salad bar self-service.

9. Be more careful when the food is served on the platter, some kids show every week example where the food is spilled on the side of the platter.

**ANS:** Canteen will pay attention of the serving method for serving set menu meals.

### Questions from LFS Staff:

10. Duck and chicken dishes are served quite frequently each week, while other types of meat and fish are less common. A more balanced variety of protein dishes would be appreciated.

**ANS:** There is rotation of main protein Beef, Pork, Chicken, Duck and Fish. Duck was served once a week.

11. Noodles are sometimes a bit hard or stick together when served, and vegetables can be quite plain in taste. Some improvement in cooking or seasoning methods would be helpful.

**ANS:** We will optimize noodle cooking and draining techniques to prevent hardness and sticking and enhance vegetable flavor with proper seasoning.

12. There are also occasional questions from staff about whether certain dishes (e.g. braised pork with preserved mustard greens) are freshly prepared or pre-made, and some clarity would be appreciated.

**ANS:** They are homemade. That was serve last Chinese New Year Promotion.

13. In some cases, students who take only rice without meat are still charged the full standard price. It may be worth considering whether pricing could better reflect their actual selection.

**ANS:** Rice is charged at 6 RMB, and the rice with vegetables is 22 RMB, same as vegetarian option.

14. It would be good to have more variety in desserts, like some of the options sometimes provided during board meetings, which could also be served in daily meals.

**ANS:** Given that desserts are served to both staff and students, and the school has a sugar restriction policy, we can't grander the variety for dessert.

15. Salmon is sometimes available, but the portion is small and the price is relatively high. The "Chef's Recommendation" dishes are also on the higher side in price; it might be helpful if they could include items such as dessert.

**ANS:** The Chef's table has a price range that was agreed upon by Sodexo and schools.



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16. Some dishes are not well balanced, for example, vegetables are replaced by potatoes, which are also a staple, resulting in a lack of actual vegetables. The variety of vegetables is also quite limited.

**ANS:** This issue refers to the Asian Wok station. The canteen allows customers to get vegetables from other stations instead.

17. Regarding taste, vegetables are occasionally cooked with too much garlic. Dumplings also appear to be frozen rather than freshly made.

**ANS:** We use garlic in a specific vegetable recipe. The garlic quantity will be reduced, and the chef will monitor it. As for the dumplings: they are homemade. One possible solution is to serve them fried instead.

18. From a health perspective, reducing the amount of fried food would be appreciated.

**ANS:** Fried food is currently offered once a week.

19. Additionally, small enhancements such as offering soup or expanding dessert options, where possible, would be warmly welcomed.

**ANS:** To be discussed.

20. The salad bar is very well received. The quality and variety are both appreciated.

**ANS:** Thank you for your positive feedback. We are glad to hear that the quality and variety of the salad bar are appreciated.

### Questions from LFS Parent representative For Primary set menu :

21. Instead of seeing children eat little or nothing because they dislike the food offered (which is not always nutritionally balanced), could we offer two menu options: such as a French menu and a Chinese menu, to diversify choices and better meet students' preferences?

**ANS:** This is already the case. We mostly offer a Western and an Asian main protein dish. The menu can be viewed on the APP.

22. Would it be possible to offer a wider variety of vegetables and starches, like what is available for middle and high school students?

**ANS:** The set menu combination is balanced. Regarding starches, the canteen currently provides pasta twice a week, potatoes twice a week, and rice once a week. However, since more students are requesting rice, the canteen can now offer rice on the days when potatoes were originally served.

23. Regarding service rules, if a child does not finish at least two hot dishes, they are not allowed to take a second serving. Could you please clarify this rule?



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**ANS:** There is no official rule. However, volunteers try to encourage children to eat a more balanced meal by asking them to try items they haven't eaten before offering a second serving. That said, children are always given refills regardless. The only exception is for popular dishes, where second servings may sometimes be limited to ensuring that all children are served.

24. For items such as soy eggs and fruit, why is there a limit of only one portion?

**ANS:** This is a decision coming from the “vie scolaire”, otherwise kids will only eat this and nothing else.

**For Kindergarten set menu :**

25. Would it be possible to offer a greater variety of fruits to help children discover a wider range of flavors and textures?

**ANS:** The canteen already provides a variety of different fruits for kindergarten students. We offer watermelon, honey melon, dragon fruit, grapes, as well as whole fruits such as bananas, apples, oranges, mandarins, and pears.

**For middle and high school students:**

26. For students eating at the salad bar, would it be possible to allow them to take additional servings if they wish, as is already the case for students eating at other stations?

**ANS:** The salad bar service line operates under a one-time buffet policy.

27. To reduce waste and better cater to diverse tastes, could we centralize all vegetables and starches from different stations (vegetarian, chef's table, Italian, etc.) into the primary buffet? This would let children choose what they like and take additional servings. It would also simplify logistics for the provider, who could rely on existing side dishes instead of preparing a separate primary menu.

**Expected benefits:**

- a. Less waste of food
- b. Greater child satisfaction and autonomy
- c. Cost savings by aligning production with actual demand

**ANS:** At the moment, there are free refills for starch and vegetable in service line and eat global.

28. Breakfast for Grade 6 & 7. Some students arrive in the morning without having had breakfast, which can affect their concentration. Proposal: Create access during the morning reception time to a dedicated space (for example, a "café" area or a specific corner) where they can find a simple and balanced offering.

**ANS:** The school will allow Grade 6 and Grade 7 students to purchase breakfast before 8:00 AM, initially



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offering two healthy options: French-style whole wheat bread and baozi (steamed buns). The breakfast offer will be adjusted based on feedback and implementation experience, and the school will inform parents of the detailed arrangements during the canteen representatives' meeting.

29. Could we make use of unsold food at the end of service through a self-service “anti-waste” system? Edible food that was not served sometimes remains at the end of service. Proposal: Introduce a self-service “anti-waste box” system at the end of lunchtime. Undistributed main dishes or side dishes would be gathered at a dedicated stand. Students and staff could then assemble their own takeaway box (using their own container or a provided one) for a nominal fee (e.g., 10 RMB).

**ANS:** For food & safety reasons, this is not feasible.