

Catering committee

Meeting minutes

Time: Oct. 29, 2019, 10am-11am

Present: Mr. Chikli, COO, LFS
Mr. Du Fayet De La Tour, Vice Headmaster (Secondary), LFS
Ms. Defaux, Education Counselor (primary), LFS
Ms. Liu, Nurse, LFS
Mr. Yvon, Education Counselor (secondary), LFS
Ms. Labourie-Bousquet, Students Representative, LFS
Ms. Huang, Parents Representative, LFS
Mr. Saby, Parents Representative, LFS
Ms. Kosinsky, Parents Representative, LFS
Mr. Pilard, Parents Representative, LFS
Mr. Fröhlig, Support Services Manager, LFS (reporting)

Mr. Stöveken, Head of Administration, DSS
Ms. Probst, Board Member, DSS
Ms. , Parents Representative, DSS
Mr. Waldhuber, CoCu Manager, DSS
Ms. Kaiser, Parents Representative, DSS
Ms. Diao, Parents Representative, DSS

Mr. Castro, Business Director, Compass Group
Mr. Vetri, Head Chef, Compass Group
Mr. Paduraru, Marketing & Operation Support, Compass Group
Ms. Hanson, APAC Health and Safety Leady, Compass Group
Ms. Jiang, Nutritionist, Compass Group
Mr. Poersch, Kitchen Regional Chef, Compass Group

Excused: Ms. Herry, Director of School (Elementary), LFS
Ms. Le Carval-Gonnord, Parents Representative, LFS

Note: This first committee took place with the LFS representatives of the 2017-2018 school year, plus the newly elected ones.

Agenda:

1. Framework of the committee
2. Situation at the Eurocampus regarding food safety
3. Questions of parents and discussion

Development:

1. Framework of the committee:

FRAMEWORK 1/2

The Committee meets to inform its members of the works in progress, and answer their questions, as to promote a healthy relationship and improve the general quality of service.

The Committee is not qualified to take decisions with a financial impact. Accordingly, these decisions are to be handled by the respective Boards.

The role of the members is to pass on the information to the users and provide feedback from them. Members are to set aside any personal conflict of interest during the Committee.

FRAMEWORK 2/2

Article 1:

The joint Committee meets at least once per trimester, on LFS and DSS service supervisors' initiative.

Article 2:

The LFS and DSS service supervisors set the dates and times of meetings. They send the invitations, proposal of agenda and preparatory documents 10 days in advance. All questions are to be sent at least one week before the meeting. The supervisors send the meeting minutes.

Article 3:

The chairs persons from DSS and LFS are jointly conducting the Committee.

The Committee can only take place if enough members are present at the beginning of the meeting: at least one parent and one pupil from LFS side, as well as one parent from DSS side. In case the number of required parents or pupils is not reached, the meeting is postponed within 8 and 15 days. If the number is not reached then, the meeting is adjourned until the following trimester.

Article 4:

The Committee meets within 75 min. time. If questions cannot be addressed within that frame, they can be reported to the next meeting.

2. Situation at the Eurocampus regarding food safety:

Following the incident involving Chartwells at SMIC of Oct. 19, 2018, multiple thorough control inspections have taken place in international schools and specifically at the Eurocampus, both internally (schools, caterer) and by 3rd parties (FDA, Education Dept.). All inspections have yielded perfect results.

Regardless of what happened at other units, we can reassure that Eurocampus is managed properly, resulting in a spotless hygiene standard.

The schools pay high attention to food safety. Chartwells has been their trusted caterer for 15 years.

As visit of the kitchen took place at the end of the committee, as to provide the parents with a view of the conditions of preparation of the food. Feedback was positive.

SITUATION AT THE EUROCAMPUS

Situation: **in order**

Topics:

Timeline of events

Food hygiene, safety, traceability

Answer questions

TIMELINE OF EVENTS (EUROCAMPUS)

Date :	Event:	Result :
Aug.-Sep. 2018	Regular self-inspection by the schools Surprise inspections x2 by FDA	Best mark (green face)
September 26, 2018	Surprise inspection and renewal of the catering license by FDA	Best mark (green face)
October 19, 2018	Incident at SMIC	
October 20, 2018	Surprise inspection by the district FDA Self-inspection by Chartwells Self-inspection by the schools Inspection by the municipal FDA	Best mark (green face) for district Best mark (green face) for municipality
October 22, 2018	Surprise inspection by the district education dept.	Perfect quality
October 26, 2018	Participation in the meeting to remind all international schools about food safety	Enhanced participation of the government into the catering service

3. Questions of parents and discussion:

A list of questions was provided prior to the meeting. The questions and answers are here summarized.

a. Does our school use the same food supplier as the school that experienced the quality issue (SMIC)?

It is the same catering company. While from the same group, quality control of goods follows however a very strict process at Eurocampus.

At delivery time, entry/exit and stock controls are done by the receiving staff of our caterer by reference to the integrated ordering system. A visual check takes place (counting, weighting, opening of boxes, check of appearance, size) and non-conform quality products are “refused”. A report is sent to the Supply Chain Management Office, Compass using a central distribution center (whose quality of goods is assessed in an internal KPI for every supplier) and temporarily put in a “return” area outside of the kitchen preparation area, while waiting for removal and/or discarding, thus allowing only goods of certified quality to reach the cooking area.

b. Which brand of milk, etc. are selected?

Our supplier is in touch with over 200 suppliers. Among others, the following brands are involved. Whenever possible, local suppliers are preferred. For specific products and/or that cannot be sourced with a level of quality comparable to original products (yogurt, cheese, etc.) on the local circuit, importation takes place.

For instance: butter is from Anchor (imported New Zealand brand), milk is from Ewen (imported German brand), yogurts is from Thomas, cheese is from Milkana, etc.

上海金文食品有限公司北京销售分公司
北京可口可乐饮料有限公司
上海机灵食品有限公司
上海汉康豆类食品有限公司
苏州欧福蛋业有限公司

c. Are margarine of GMO or soy oil used for cooking?

No. These are not used at Eurocampus.

d. What is the frequency for purchasing each type of product? How are they stored? How to manage overdated or damaged food?

Fresh products are delivered every day. Dry storage products every week.

They are stored according to what they need (cold, etc.).

With their common supplier, the schools take the question of storage very seriously. They invested over 110K RMB during the summer to replace all walk-in freezers.

Overdated or damaged food are never put in the circuit of consumption. They are sorted out and discarded and/or returned to the supplier (e.g. old vegetables).

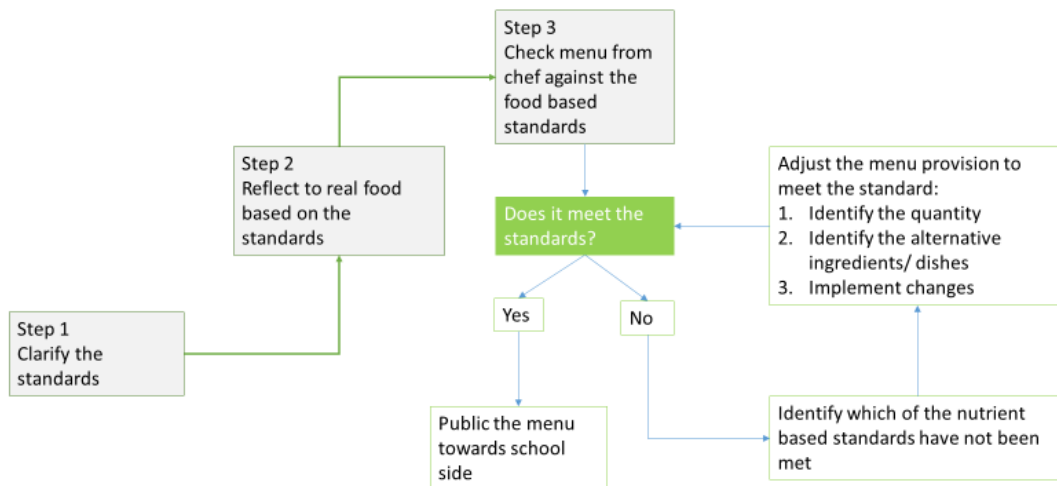
e. Why is the report of the latest QP catering committee missing on the LFS website?

It appears that one link is wrong. Corrective action will take place with the LFS PR dept.

f. On the LFS website, kitchen employees shown on pictures do not wear face masks. Why?
These pictures date back from a long time ago. Standards having changed, pictures should be changed too, to reflect the reality of today.

g. Are nurses involved in checking the quality of the menus?
The schools count on Chartwells to proposed balanced menus.
The nutritionist, Ms. Jiang, from Chartwells explains that the food served corresponds to international and European nutrition standards.
Her process is detailed as such (Chartwells internal document):

Implementing and monitoring the standards



h. What are the results of the projects of 2017-2018?

The results are:

- “Continue working on healthier meals”: healthier options have been developed, notably in the field of vegetarian options, with new dishes (quinoa, vegetarian gnocchi, etc.). In addition eco-friendly actions took place: removal of straws, replacement of plastic cutlery by bamboo, etc.
- “Assess the need for refurbishment”: the refurbishment of the dining hall (acoustic studies) was postponed until further notice. However, the schools put much effort in improving the food safety equipment:
 - o Walk-in freezers replaced for over 110K RMB (see above);
 - o Dishwashing equipment for over 350K RMB. The replacement of the dishwashers led to an excellent mark on the FDA scale for disinfection. Indeed, FDA ranks cleanliness level on a scale from 0 to 20, 0 being the best mark, and the schools got a 1. 0 being usually attributed to hospital standard, 1 can be considered the best mark reachable.

- “Improve the LFS/DSS process at primary”: processes were changed so that children would go through the set menu line a a more fluid manner.
- i. What were the result of the remark of Ms. Eck from the last canteen committee, claiming that she saw unhygienic behaviors?**
- The supplier requested the employees not to use the public toilets, so that they remain in the kitchen area under CCTV surveillance, thus making sure that process are followed and that problems can be traced.
- Training took place from that time, emphasizing the importance of hygiene.

The following questions are more specific to kindergarten.

- j. More attention should be put to balance and health at the kindergarten.**
- Although a very high attention is already put on health and balance at kindergarten, the schools will monitor more that area.
- Following the remark that it happened that menu items were changed without notice, the caterer notes that this was always due to deliveries not arriving and leading to last minute adaptations. LFS notes that this should not happen. Additionally, it is noted that the Shanghai Education Commission will shortly be requesting international schools to fill in their online form every day, where menus planned and menus served will be compared, leaving a reduced margin for changes.
- As for quantities, assistants (DSS) and parents volunteers (LFS) working at the kindergarten do not have negative feedback. On the contrary, they claim that food is regularly wasted.
- k. Quality of food is deemed insufficient for Chinese culture children.**
- Following the committee, the schools will be exploring the option of a Chinese menu at the kindergarten canteen, to provide more options to smaller children.
- l. How to define junk food (e.g. chips in LFS picnic baskets)?**
- Why is there a very cheap water on the food list?**
- The schools do not promote junk food.
- However, the option of getting (2x/month) hamburgers or hot-dogs at the carving service line for secondary students is open. This is upon their own choice. Indeed, the need for comfort food needs to be addressed too. Healthier options are provided.
- For LFS kindergarteners, the only “junk food” is the chips packs that they get in the picnic bags, when there is a school outing. This is a choice made by teachers, upon the assumption that chips are easy to handle, fun to eat and can be kept all day long in a bag on a hot summer day.
- Regarding water, the water proposed is “Ice Dew”. It is generic water, good for consumption, made by the Coca-Cola company. A water tasting can be proposed in the future, to chose another brand.
- m. How are dishes cleaned up?**
- In the dishwashing area, with very good results (see answer h).
- n. Some school provide feedback on how their children ate. Can we introduce that?**

For LFS, the parents suggest using the Seesaw software. Parents are welcome to meet Ms. Herry (Head of LFS Primary) to discuss about it.

o. Can surprise visits from the parents be organized at the canteen?

Can some LFS parents have lunch at kindergarten with their children?

If there is an absolute need, this can be organized. However, it needs to be framed by the schools, in order to respect basic hygiene principles. Regular visits can also be organized with the caterer upon request.

Although there are already canteen volunteer parents, this remains a possibility.

All parents are also encouraged to volunteer for service.

Conclusion:

“Parents are looking for the best conditions for children and expect high quality regarding food and safety. [...] Trust and transparency are key elements.”

Indeed. Food safety has been addressed and there is no alarm at Eurocampus so far regarding that aspect.

The schools continue to monitor and stand by their supplier, Chartwells, in that endeavour.

Transparency is a key element. The committee can be reached at any moment for information regarding the canteen. Dialogue is always possible for their common interest.

“Benchmarking should take place”.

Indeed. This process takes place at every potential renewal of contract.

As the Yangpu campus is moving towards its completion, the catering supplier will be benchmarked and chosen regarding to right and fair value.

The next meeting is set for the beginning of 2019. The date will be confirmed ASAP.