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	Reference CC.QP.24-25.01	Version V.1	Date Oct. 11, 2024
	Canteen Committee - Qingpu		

Meeting minutes

1. Time: Oct. 11, 2024, 10:30am to 11:45am
2. Present:
- LFS:
 - Mr. Benjamin BILTERYST CEO
 - Mr. Willy BONGA, Chief Operating Officer
 - Mr. Jean KURDZIEL, Director of Primary school
 - Mrs. Min LI, Assistant of CEO
 - Mrs. Min IP, Vie Scolaire of Primary School
 - Mrs. Elise TANG, Vie Scolaire of Primary School
 - Mr. Thomas YVON, CPE of Secondary School
 - Mrs. Morgane HERMANNNS, Nurse
 - Mrs. Xuefei SHEN, Support Services
 - Mr. Hongwei WANG, Support Services Assistant (reporting)
 - Mr. Sebastien FERRY, Parent Representative*
 - Mr. Kino TANG, Parent Representative
 - Mr. Albert JB, Parent Representative
 - DSS:
 - Mrs. Ann-Claire FOTSCH, Head of Administration
 - Mr. Stephan SPIEKER, Deputy Headmaster
 - Mrs. Sandral LEOPOLD, Deputy Head of Primary
 - Mr. Dennis OLSCHEWSLI, COCU
 - Mrs. Madeleine VAN DRENTH, Administration / Reception
 - Mrs. Nicole HENGSBACH, Parents Representative
 - Mrs. Daniela OBERWINTER, Parents Representative
 - Mr. Christian Salvatore SCATTARREGGIA, Student Representatives
 - Ms. Estella SPERRLE, Student Representatives
 - Mrs. MIA, Student Representatives
 - Mr. HUBER, Student Representatives
 - Common team:
 - Mr. Cerbolles, Representative of SODEXO on both campus
 - Mrs. Sara CHEN, Qingpu Site Manager
 - Mr. Oscar Beltran Bove, Kitchen Chef
3. Absents excused:
- LFS:
 - Mrs. Emmanuelle BLANC-TORES, Vice Headmaster
 - Mr. Achille MESSI, Staff Representative
4. Agenda:
- 1) Roundtable members presentation
 - 2) Canteen committee framework, regulations – Basic rules
 - 3) Canteen service organization – QINGPU EUROCAMPUS
 - 4) LFS canteen organization
 - 5) DSS canteen organization
 - 6) SODEXO Presentation
 - 7) Q&A

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5. Development:

1) Roundtable members presentation

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

LFS Administration		DSS Administration	
CEO	Mr. Benjamin BILTERYST	Deputy Headmaster	Stephan Spieker
COO	Mr. Willy BONGA	Head of Operations	Mrs. Ann-Claire Fötsch
Support Service Manager	Mr. Guojun JIANG	Head of Primary School	Mrs. Sandra Leopold
Deputy Headmaster	Mrs. Emmanuelle BLANC-TORES	COCU	Mr. Dennis OLSCHESKI
Head of Primary School	Mr. Jean KURDZIEL	Head of Kindergarten	Mrs. Kristina Baars
Nursery	Mrs. Morgane HERMANS	Administration / Reception	Mrs. Madeleine van DRENTH
CPE / Assistant of Vie Scolaire Secondaire	Mr. Thomas YVON	Parent representative	Mrs. Nicole HENGSBACH
CPE / Assistant of Vie Scolaire Primaire	Mrs. Elise TANG / Mrs. Milin IP	Parent representative	Mrs. Daniele OBERWINTER
Staff Representative	Mr. Achille Messi Mr. Loic LE BRONEC	Students representative	Mr. Christian Salvatore SCATTARREGGIA
Parent Representatives		Students representatives	Ms. Estella SPERLE
Parent Representative	Mr. Kino TANG	Students representative	Ms. MIA
Parent Representative	Mr. Albert JB	Students representative	Mr. HUBERT
Parent Representative	Mr. Sébastien FERRY		
Student Representatives		SODEXO TEAM	
Student Representative		Qingpu- Yangpu Manager	Mr. Claude Cerbolles
		Qingpu Site Manager	Mrs. Sara CHEN
		Kitchen Chef	Mr. Oscar Beltran Bove

2) Canteen committee framework, regulations – Basic rules

The basic rules described in the slide are explained by Mr. Willy BONGA and Mrs. Ann-Claire FOTSCH

- **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

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.

COMPOSITION OF COMMITTEES

Committees are joint Committees of both LFS and DSS schools.

TIME FRAME

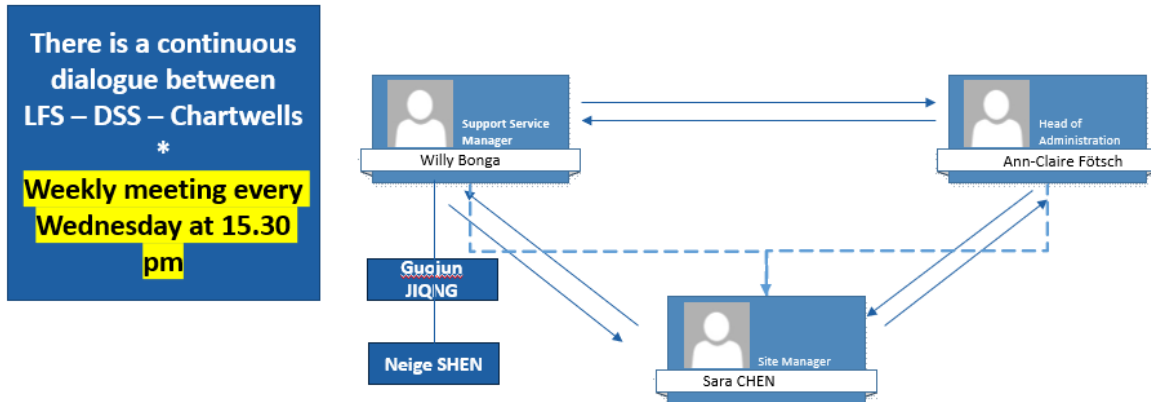
Joint LFS/DSS Committees are in-person Committees and take place at least twice per school year, on the Schools' initiative.

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.

3) Canteen service organization

Mr. Willy explains the catering service organization within LFS and DSS schools.



4) LFS Canteen organization

Mr. Willy BONGA explains the canteen organization of LFS.

• **KINDERGARTEN**

- DAYS : Monday, Tuesday and Thursday
- TIME : 10h50 to 12h05
- MANAGEMENT : 2 parents + 1 assistant per class

- DAYS : Wednesday and Friday
- TIME : 11h50 to 12h40
- MANAGEMENT : 2 parents + 1 assistant per class

• **PRIMARY SCHOOL**

- DAYS : Monday, Tuesday and Thursday
- TIME : 10h50 to 12h00
- MANAGEMENT : 4 parents and 4 Vie Scolaire

- DAYS : Wednesday and Friday
- TIME : 11h50 to 12h40
- MANAGEMENT : 3 parents and 4 Vie Scolaire

• **SECONDARY SCHOOL**


- DAYS : From Monday to Friday
- TIME : 12h00 to 12h35

He explains also for the LFS side, a lot of volunteer parents help the daily running of the Canteen Service.

A total of **18** parents volunteers, **3** of whom are new for the 2024-25 school year.

13 parents for Mondays, Tuesdays and Thursdays.
(**9** in kindergarten and **4** in the primary canteen)

12 parents for Wednesdays and Fridays.
(**10** in the kindergarten and **2** in the primary canteen)

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5) DSS CANTEEN ORGANIZATION

Mrs. Ann-Claire FOTSCH explains for the DSS side, the catering service is organized as follows:

KINDERGARTEN

DAYS : From Monday to Friday

TIME : 11.15 to 12.00

MANAGEMENT : kindergarten teachers & assistant teachers

SCHOOL

DAYS : From Monday to Thursday

TIME : 12.55 to 13.40

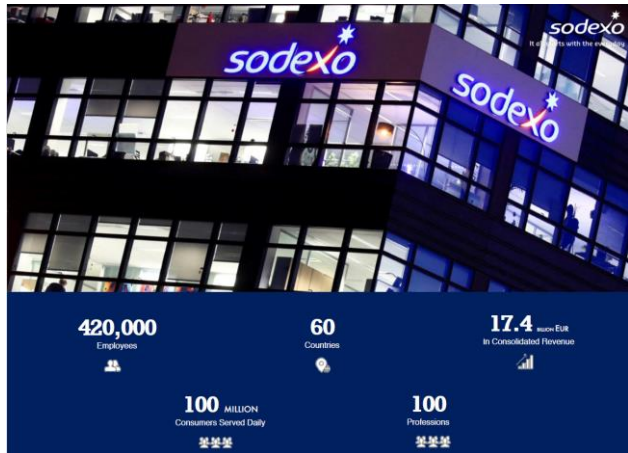
MANAGEMENT : 1 Cocu staff

DAYS : Friday

TIME : 11.30 to 11.45 & 12.30 to 13.00

6) SODEXO Presentation

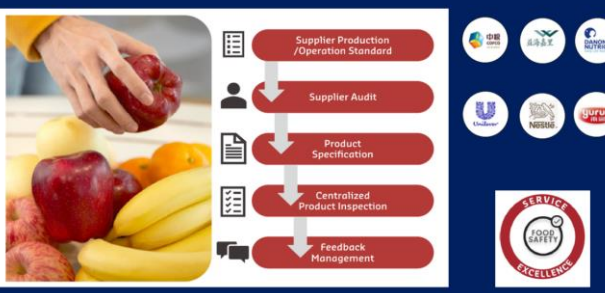
Mr. Claude CERBOLLES, Representative of SODEXO on both campuses, introduced the overall situation of the canteen on the YP campus.



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

Food Safety From the Source

Supplier Selection and Audit Process



- Supplier Production /Operation Standard
- Supplier Audit
- Product Specification
- Centralized Product Inspection
- Feedback Management

Safe from the Source to Table

High standard of food hygiene and safety control

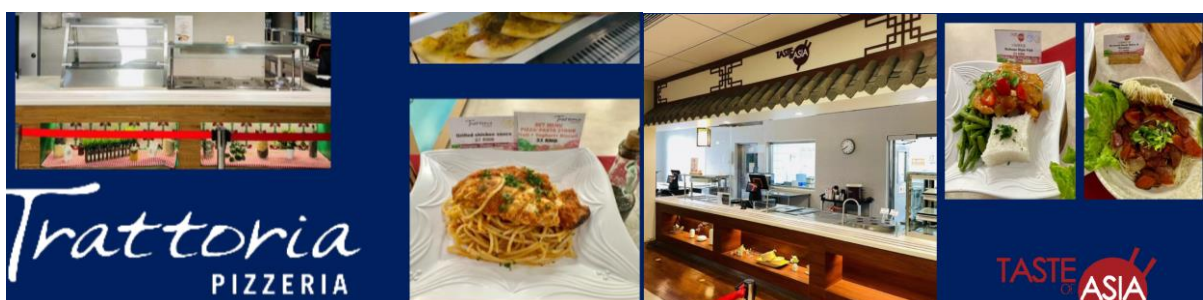
Receiving	Storage	Preparation	Food Service	HSE Report
<ul style="list-style-type: none"> Food Checklist Food Transportation 	<ul style="list-style-type: none"> Food Storage Temperature Control Shelf-life management 	<ul style="list-style-type: none"> Prevention of cross-contamination Vegetable Disinfectant Cooking Procedure Cleaning and sanitizing 	<ul style="list-style-type: none"> Food Sampling Process Food Sample Retention 	<ul style="list-style-type: none"> Personal Hygiene Temperature Monitoring Cleaning & Disinfecting Date Management Records and documents keeping



Mr. Claude Cerbolles explained the **composition of the onsite team in Qingpu 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:



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:



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	2025	Jan	Feb	Mar	Apr	May	Jun
Festivals	10 th - Teacher's Day 17 th - Mid-autumn Festival	11 th - Grandparents Day 16 th - World Food Day 31 st - Halloween Eve	7 th - Beginning of Winter 28 th - Thanks Giving Day	5 th - World Soil Day 25 th Christmas Week	Festivals	7 th - Laba Festival Day 23 rd Chinese New Year	14 th - Valentine's Day 12 th - Lantern Festival	8 th - Women's Day 12 th - Tree Planting Day 14 th - Pic Day	20 th - Easter 22 nd - Earth Day	8 th - Smile Day 11 th - Mother's Day 31 st - Dragon Boat Festival	1 st - Children's Day 15 th - Father's Day
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	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
	2	0	2	4		2	0	2	2	5	


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.

The parents do not need to install Apps on the mobile phone.

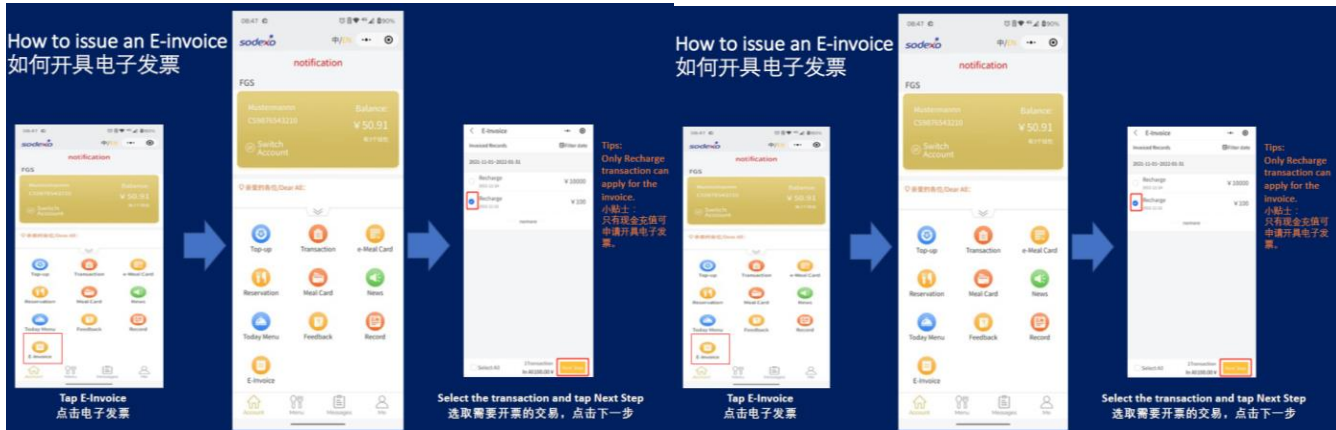
Function	Description
Switch Account	Consumers/Parents can switch different account if have multi accounts
Top-up	Consumers/Parents can top-up self
Transaction	Consumers/Parents can inquiry transactions self
e-Meal Card	Consumers can use e-Meal card for consumption instead of physical meal card
Meal Card	Consumers/Parents can manage meal card self via App (report loss and report gain)
Promotion	Consumers/Parents can access promotion information provided by canteen
News	Consumers/Parents can access updated news provided by canteen
Daily Dish	Consumers/Parents can access daily dish information provided by canteen
Feedback	Consumers/Parents can submit feedback any time and submit survey provided by canteen
Menu	Consumers/Parents can access updated menu information provided by canteen
Messages	Consumers/Parents can access updated real time messaged pushed by system (top-up, consumption, balance notifications)

Language

- Normally first time of using App, language will be follow up language setting of WeChat
- If sometimes it doesn't work (due to WeChat), please click language switch button to switch language and will work after the one-time setup

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



7) Questions and Answers

Questions from LFS Parents Representatives :

1. **Students of CM2 faced cockroaches on the canteen trays. What is the best way to share this information ? From student side, from other sides ?**
As we received the message yesterday, we bring the topic to the commission; In future we shall share it ASAP to @Services Généraux Qingpu | Support Services Qingpu ; Is it anything else we should do?


Upon learning of this incident, we immediately brought the matter to the canteen and Support Services at Qingpu (Services Généraux Qingpu) for review.

Actions Taken:

- On October 9th, we conducted a thorough cleaning of the dishwashing area and disinfected all trays used for the set menu.
- To prevent further issues, we moved the tray trolley, previously situated near a plant, and wrapped it in plastic until the children arrive to minimize exposure to insects from nearby areas.
- We also reported the issue to pest control services, who will inspect and ensure the area has no access points for pests.
- Pest Control Frequency: The canteen is responsible for its own pest control, conducted once a month, while the school-wide pest control is managed by the Support Services (SG) team.

Additional Measures for Students: We encourage elementary students to report any similar issues directly to the Vie Scolaire or their COCU teacher, and secondary students can report directly to the canteen staff.

2. **What communication is done about the canteen application ? Parents seems to discover it in Wechat groups (food pictures). And it is a waste not to share or reshare it more (feedback function, follow). Can you communicate again including all parents?**

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Answers: We've send QR codes to all parents in the past 2 years. This year we sent only to new students. If parents didn't receive the email, we can send individually to the parents who have not receive the QR codes. From now on we will send every year to all parent's Via email.

3. **Last year, the students (of terminale) launched a survey, and it was great. Can we suggest to them to do it again ? Can the LFS provide them with a Jinshuju account and a brief training ? (on a technical side, and also how to make it effective) Could they do it together with their German counterparts ?**

Answer : LFS VS and COCU can communicate and discuss with students

4. **The procedure in case of card loss seems cumbersome. How many times does it happen (per week / month / year) ? Could we simplify it, removing the 50RMB part, and providing a unique point of contact ?**

Answer :

Middle school students :

- 1). Report the loss of their card to canteen. (avoid others from using it.)
- 2). Pay 50RMB in the finance department.
- 3). Apply for a new card at Vie Scolaire with the payment receipt.
- 4). Activate the card in the Canteen.

Kindergarten and elementary school students:

Directly contact VS to apply for a new card.

Mr. Benjamin BILTERYST stated that the process guide information can be better communicated


5. **We have the report that there is not enough food remaining at 12:00. My kid's class, CM2 sometimes runs late. By about 12:00 there is not much food in the dining room. So the kids always feel hungry. And four slices of sausage at a time is not enough for 10 years old kids... Can you ensure there is enough remaining food at the end of the service, and refill possibility until the end of service ?**

Answer: Canteen is doing batch cooking according to the consumption to avoid waste. During operation time we will observe and tell kitchen crew to prepare more. We will discuss with chef to see which dishes children prefer, and prepare more at the beginning if the dish is popular among the kids. Free refill is always available at eat global. When children will get the food server always ask if more or less and children can ask more quantity to our server staff.

6. **Despite the refill possibilities, secondary school students complain about food portions being not enough; There is a balance to find with waste avoidance. Also refill queueing time is too long. But how to make everyone happy ? Could we display the rules on refill in the canteen, as well as the rule to request a fuller plate ?**

Answer: In canteen we have refill posters which are visible to everyone with both French, German, English & Chinese Language. And do not need swipe the card again.

Our staff will ask students if the quantity is enough for them during operation. It some popular dishes, students might need to wait a few minutes. Our server is trying the best to accommodate as fast service as we can to avoid longer waiting time.

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7. Students with food allergy have limited choice which may lead to unbalanced diet.

Answer: We provide a special lunch box for every allergic kid everyday nurse will provide the list of the students to the canteen. Based on the set menu we have in PRM and KDG, we will check one by one. If a kid is allergic to the main protein, we will change the main dish with another protein instead. If a kid is only allergic to some ingredients in the dish, chef will make another one without allergen for the kid. The main idea is to follow the set menu and keep the diet structure complete. In the main service line the allergen content is display on the menu stand.

Staff of Vie Scolaire required that allergy labels on meal boxes should be added in English for teachers to double check.

8. Could we update the FAQ and precise the following points, or define a charter for the cantine ? Food price too high to have a complete set meal including desserts.

Answer: To Primary students, for the balance of diet, kids will eat a set menu every day. In this case, following the guide of our nurse, we provide once a week cake/ dessert for the kids.

There are different choices in the main canteen for secondary students. They have 33RMB budget (average) for one meal. The price range in canteen is from 20RMB to 38RMB. Usually the chef table costs 35RMB to 38RMB depending on the dish.

If a student wants to take dessert, take one day menu as an example, he can order one noodle soup 21RMB + dessert 11RMB, or pizza/ pasta 21/27RMB + dessert 6.5RMB. Kids can balance the cost of each day to achieve the average budget.

9. How is the link between nursing / "infirmierie" team and canteen management => how do they interact, does the canteen establish their dishes under advice of a diet specialist?

Answer: Nurse validate the set menu every month according to a format of nutrition balance request.

10. Can we get information about the existing protocols ensuring hygiene during the raw material sourcing/storage food preparation and distribution.

Answer: Sodexo has a set of standard base on FDA regulation come to check regularly. From time to time (randomly) we have a surprise audit from schools. There is also a KPI audit twice a year.


11. How does the school assess the performance of the canteen and the satisfaction of the students?

Answer: We have QR code in canteen and a I-pad survey for students.

12. How many parents representative are allowed?

Answer: 2 for French side and 2 for German side to attend the meeting.

13. At the salad buffet, is it possible to include a small bowl for little ones who take only a few green leaves and a few pieces of cucumber, for 7-10 RMB (and not 20RMB currently) ? The topic was raised last year. (May be duplicate with DSS)

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Answer: All sizes and portion with accordance to both parties agreement. Salad station is one time buffet style there are 2 types of plates Small & Big Plates. Small plate: 20 RMB and Large plate: 24 RMB.

14. Last year, parents with the school organized a tasting event, and it was very well received. When / how can we launch this initiative for this year ? Could we have lunch at school during open days ?

Answer: We are naturally open. Please make the request to be Discussed.

15. A request from Professor SVT (Life and Earth Sciences): After taking action in Qingpu last year to display the sugar content in every beverage, has it been found that the consumption of sugary drinks has decreased to healthier drinks?

Answer:

For the data there are some good results, decreasing by average of 70 cups per month.



Questions from DSS Parents Reprerentatives :

1. Portion size and food waste management There was a suggestion or question regarding whether it might be possible to offer two portion sizes. The current portions are quitelarge, and last year, the children were repeatedly reminded to tell the cafeteria staff if they didn't want so much. However, this doesn't seem to work satisfactorily, as the plates are still being filled up, evenwhen the children say in Chinese that they would prefer less. In the last canteen committee meeting, it was reported that 8,100 kgof food waste was produced last year.

Answer:

Last year total Wastage was 18,516 KG for the whole year with 280,496 meals for the entire year canteen meal service. By per plate the average wastage including soup is 66 gm. Portion has both parties agree just set for each service line. We will put a signage in each service line for the students if they wantless or more as shown in canteen.




2. DSS students-Is a vending machine possible for snacks after 17:00 pm.

Answer:

Due to food security concerns, the school did not agree in the past to use vending machine, LE CAFE ASPRETT is open until 5:00pm and students can also purchase in advance.

Mr. Claude Cerbolles explained that the Canteen cannot do it, firstly because Sodexo cannot guarantee food safety, and secondly, they might not have the license. Claude Cerbolles also mentions the possibility of using an external supplier who can manage to install a vending machine.

The schools are open to the discussion if the vending machine is only selling healthy food.

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3. DSS-Every Thursday students wish for Döner-Day (Kebab). They have a pitch and would like to discuss this option.

Answer : Sure we can do for both campus.

Student suggestion:

Some students have requested German döner kebabs. While they have found a new meat supplier for this, we are unsure of how to define responsibility in this case. They will work with Sodexo to find a solution, perhaps by adding this supplier to Sodexo's food supply chain. Analysis is ongoing.

Other issues discussed at the meeting:

1. There's not enough food, and the Ayi (staff) are taking food home.

A: There is always enough food available. Both the school and the canteen confirm that the Ayis are not allowed to take food home. Instead, some food must be stored in sample boxes for control and tracking purposes.

2. Can we have more milk and beef, especially for kindergarten?

A: Kindergarten students receive milk every day. According to nutritional guidelines, beef, duck, chicken, and fish are rotated daily in the set menu. All menus are confirmed by nurses 6 weeks in advance.

Although some representatives pointed out that nurses are not nutritionists, they strictly evaluate the menu according to the French Education Bureau's nutrition ratio table.

3. Can you serve the most popular food more frequently?

A: As a school canteen, we must follow certain rules, such as offering French fries and burgers only once a month.

4. Can parents get more information about nutrition?

A: If needed, we can organize a nutrition conference for Chinese parents to provide more detailed information.


5. Can secondary students buy SET-MENU?

A: If there are any remaining, yes.

6. The cooking method of Asian cuisine in the canteen is different from that at home. Can the school send an email to parents to explain? Allowing parents to cook at home like this can help children adapt in advance.

A: Thank you for your appreciation of our canteen's cooking methods, especially our efforts to use less oil in meal preparation. We're glad to know you're interested in supporting your children's adaptation to the flavors and styles of Asian cuisine.

At this time, we do not plan to send an email specifically about the canteen's cooking methods. However, we're pleased to let you know about our upcoming "parent coffee" meetings, where we'll

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explore various themes related to student well-being. If there's strong interest, we'd be happy to consider dedicating time to discuss the canteen's approach to Asian cuisine.