

Sodexo at ISB

Sodexo

August, 2018

Agenda

1. Sodexo in Brief
2. HSE
3. Logistics & Purchasing
4. Nutrition

Sodexo in Brief



Sodexo at a glance

Fiscal 2016

€20.2bn
in consolidated
revenues

World leader in
Quality of Life
Services

425,000
employees

80
countries

75 million
consumers
served daily

The world's
19th
largest employer
#1 French-based employer
worldwide

Our presence in educational institutes

WORLDWIDE



IN CHINA



SODEXO CATERING IN CHINA SINCE 1995

500 sites
11,000 full-time employees
Serving 1,100,000
consumers every day

- On-site Services
- Benefits and Rewards Services



HSE



A Time-Tested Hygiene and Safety Expert

Sodexo is one of very few service providers with its own dedicated Hygiene and Safety department. The team is responsible for developing, implementing and auditing H&S standards with 11,000 employees working at all sites in China.

Sodexo is capable of providing comprehensive scope of Hygiene and Safety services for clients including assessment of premises, customization of food safety control, investigation of H&S incidents, customization of cleaning programs, kitchen design consultancy, H&S audit and report, food safety training, and third-party auditing and testing services.

[illegible]

安全 每一天

3项安全自查

☐ 我知道如何做这项工作吗?

☐ 我有合适的装备吗?

☐ 我的工作环境安全吗?

大声说出来

如果以上任何一项的答案是“否”，请及时将安全隐患告知你的同事与主管。

sodexo
先施集团服务有限公司

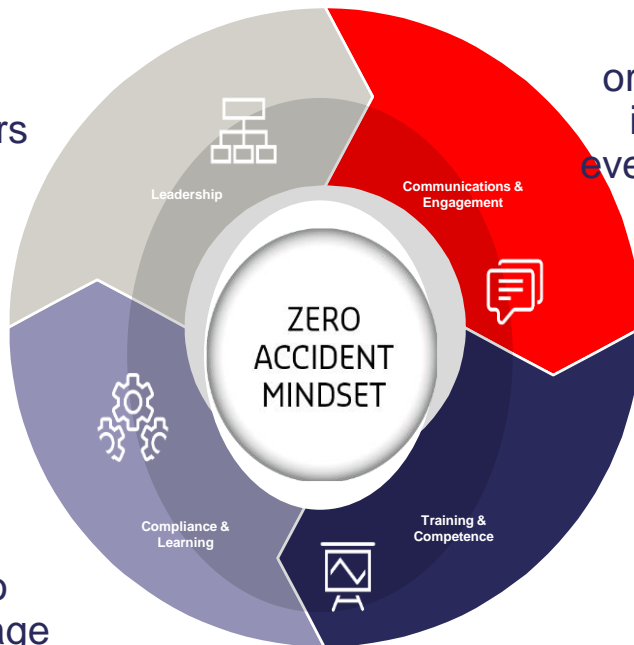
A culture built around a zero accident mindset

Leadership focus

culture and behaviours are driven by the examples and boundaries set by our leaders coupled with a visible commitment to improve

Training and competence

maintaining and developing our capabilities and competencies enabling us to effectively identify and manage HSE risks



Communications and engagement

have to exist at every level of the organisation, recognising that safety is the responsibility of everyone, at every level, in every environment and for every activity and job

Compliance and learning

robust processes to assure we adhere to HSE laws, regulations, Group standards and client contractual commitments combined with a systematic approach to learning from any accidents that do occur

A proactive platform of health and safety management

Salus will be used for:

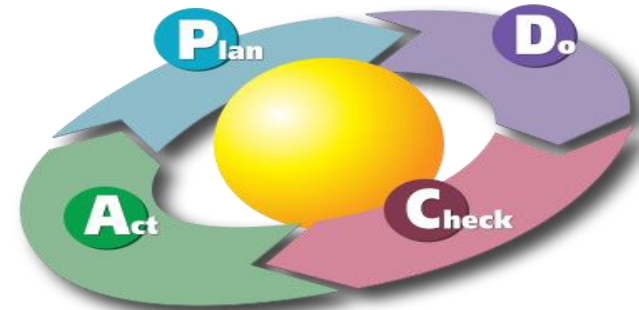
- Report accidents in a same way and share information
- From the accident occurred and took the appropriate action plan until the end, it includes the action classification, alarm, investigation and root cause analysis.
- It can automatically generate the report.
- Analyze our performance based on complete data to identify differences and improvement.

Salus work scope includes :

- Food safety
- Workplace safety
- Environmental / Security accident
- Claim management

Salus will:

- Save money
- Effectively avoid waste
- Improve our standards



Logistics & Purchasing



Our commitment

- Health and safety is the founding pillar on which we base our mission to improve the Quality of Life.
- From farm to fork, Sodexo number 1 priority is always food safety.



Food safety, from the source

Supplier Quality Control

- › Rigorous Supplier Selection (over 100 checks)
- › Fully independent Supervision

Product Quality Control

- › Platform Testing
- › Site Testing
- › Food safety Testing

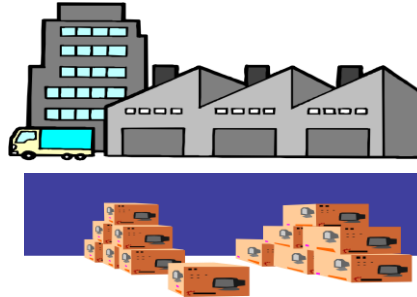
- 50 cities, over 8000 different food & beverage products



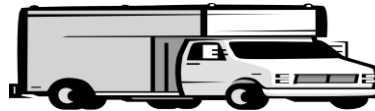
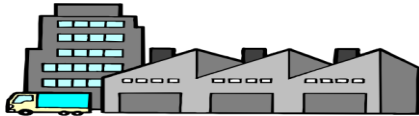
Logistics Flow

Supplier delivers goods directly to Sodexo

- Manufacturer
- Distributor



Manufacturer delivers goods to Sodexo Canteen through Logistics supplier.
Manufacturer is called as “Upstream”.



Logistics Supplier
Quality inspection by professional staff

Temperature truck with GPS



Warehouse



Food safety, preparation

HSE Team

A comprehensive quality inspection of the package, label, certificate, temp., weight, product.

Receiving

“off the ground,
off the wall”
“first in, first out”

Storage

Dry provision room, freezer,
refrigerated storage
Storage time differs for
various kinds of foods

Overseen by
qualified chef and
assistants, follow
detailed menu plans
and recipes

Processing

Sanitation regulations
on servers, serving
areas, serving
environment..

Serving

Food temperature control

Affects to site

Quick Mark Order: Save to paper;

Online comments:

Oder veracity– Delivery control、

Temperature control、 Qualification
certificate of product inspection

Check logistics and kitchen
warehouse

Real-time Update Branch information

Monitoring kitchen

Improve guest service level;

Improve guest service level.




Online monitor managing

According to monitoring center to control all supplier's delivery and warehouse. including location monitoring、Temperature monitoring、CCTV monitoring、closed testing.

订单详情 | 订单跟踪 | 车辆跟踪 | 温度跟踪 | 湿度跟踪

订单号: SO20161014001 订单状态: 已签收 GPS定位 手机定位

运单号: SO2016101406236-001



Warehouse distribution


仓库数量: 25个, 报警仓库: 2个, 报警设备: 40个

说明

起 推荐起点

终 推荐终点

video monitoring



Camera 01
Camera 02
Camera 03
Camera 04
Camera 05
Camera 06
Camera 07
Camera 08

real-time monitoring

内部编号: 09878900900 外部编号: MC001 设备名称: 温度 当前温度: ---℃ 安全范围: 未设置

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前温度: 5.00℃ 安全范围: 2-8℃

内部编号: 09878900900 外部编号: MC001 设备名称: 温度 当前温度: 7.50℃ 安全范围: 2-8℃

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前温度: ---℃ 安全范围: 未设置

温度监控

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前湿度: ---% 安全范围: 未设置

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前湿度: 80.00% 安全范围: 70-90%

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前湿度: 68.90% 安全范围: 70-90%

内部编号: 09878900900 外部编号: MC001 设备名称: 湿度 当前湿度: 20.10% 安全范围: 70-90%

安全状态

暂无

提前预警

重大报警

安全

暂无

提前预警

重大报警

安全

仓库名称: 上海交荣物流有限公司

库位置: 福建省厦门市思明区莲前东路21号

设备数: 40个【温度传感器: 20个;湿度传感器: 20个;视频设备: 10个】

Inventory reporting - logistics platform

Through the central inventory management, inventory center under the owner's unified management for all suppliers of inventory, including the in-out warehouse record, inspection and quarantine report , inventory query and inventory pre-alarm.

Safety inventory enquiry

商品入库记录

warehousing entry

商品名称 商品编码 入库单号 源头供应商

收货时间从 收货时间到 合同号 批次号

in-out warehouse record

☐ 入库单号 源头供应商编码 创建时间 附件查看 操作

☐ ACE2017005110

商品出库记录查询

商品名称 商品编码 出库单号

出库时间从 出库时间到 更新时间从

出库单号	物流供应商	创建时间	更新时间
0796G3-1	上海交荣冷链物流有限公司	2017-05-12 09:44	2017-05-12 09:44
30798RF-1	上海交荣冷链物流有限公司	2017-05-12 09:44	2017-05-12 09:44
P107978F-1	上海交荣冷链物流有限公司	2017-05-12 09:44	2017-05-12 09:44

Inspection and quarantine report

库存查询 (按物流商)

物流商 商品名称

物流商名称	商品信息	总库存数EA	库存可用数EA
上海交荣冷链物流有限公司	商品编码: 1060120763 商品名称: SI035 8.005A食品标签 内部使用50*37MM 包装单位: PCE	163548.000	163548.000
上海交荣冷链物流有限公司	商品编码: 1060120764 商品名称: SI035 8.006A食品标签 外委使用50*37MM 包装单位: PC	139874.000	139874.000
上海交荣冷链物流有限公司	商品编码: 1022902 商品名称: 艾... 贴纸12个/页 包装单位: PC		00

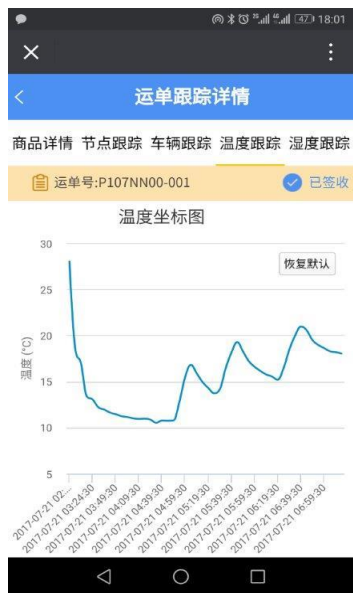
库存查询

库存查询 (按商品明细)

库存查询 (按仓库)

库存查询 (按物流商)

Cost saving、improve work efficiency and improving customer's service level & Establish a good social image.



运单出库信息

附件明细

商品生产日期	检验检测报告	
2017-08-15	乐禾 农残检测报告.jpg	下载
2017-08-15	乐禾 动物检疫合格证明.jpg	下载
2017-08-15	乐禾 农残检测报告1.jpg	下载

Nutrition



Nutritionist's Duties

- According to dietary guidance and Sodexo's menu program, improve the menu, make it safer and healthier.
- Pay more attention to these who need special diet: allergy, obesity, diabete, thin ect.
- Set up nutrition courses, teach children nutrition knowledge, guide them to eat healthier food.



We look after you, whilst you educate the future

- Food plays a crucial role in the development of children, it is critical that they have a balanced menu.
- Sodexo is dedicated to upholding students' Well-Being and serving meals that will support their growth, development, health and academic achievement.



Menu Program

At Sodexo we don't calculate calories for children as every child's intake is different. Instead we have introduced Menu Programme, which highlights food varieties, healthy cooking methods, suitable portion size and full-scale intake of nutrients which is shown as a face below. We understand that children like treats, but we aim to make our treats healthy, or limit the times they appear on the menus.



Happy face means healthier choices and they can have as much as they want. We like these.



Flat face are limited for weekly occasions






Sad face, whilst the children love these dishes, we are very careful on how often we serve them.

Menu Program

- Follow standard structure to create menus

[illegible]

- Clarify recommendations for a menu cycle

Menu Program – KG / PM		
Icons	Preschooler	Primary
	$\geq 80\%$	$\geq 70\%$
	$< 15\%$	$< 20\%$
	$< 5\%$	$< 10\%$

- Easy to generate reports

Monthly Report on Metrics & Nutrition						
Menu Description	Days	Amount	Price	Cost	Profit	Notes
Menu Description: 1. Item name, price, calories and nutrition 2. Item description, ingredients and nutrition 3. Nutritional information (calories, fat, protein, carbs, etc.) 4. Customer feedback (ratings, reviews, and comments) 5. Sales and revenue (units sold, total sales, etc.)						
Part 1: Sales and Profitability Data (by menu item)						
Menu Item	Days	Amount	Price	Cost	Profit	Notes
Item 1	1	10	1.50	0.80	0.70	
Item 2	1	15	2.00	1.20	0.80	
Item 3	1	20	2.50	1.50	1.00	
Item 4	1	25	3.00	1.80	1.20	
Item 5	1	30	3.50	2.00	1.50	
Item 6	1	35	4.00	2.20	1.80	
Item 7	1	40	4.50	2.40	2.10	
Item 8	1	45	5.00	2.60	2.40	
Item 9	1	50	5.50	2.80	2.70	
Item 10	1	55	6.00	3.00	3.00	
Item 11	1	60	6.50	3.20	3.30	
Item 12	1	65	7.00	3.40	3.60	
Item 13	1	70	7.50	3.60	3.90	
Item 14	1	75	8.00	3.80	4.20	
Item 15	1	80	8.50	4.00	4.50	
Item 16	1	85	9.00	4.20	4.80	
Item 17	1	90	9.50	4.40	5.10	
Item 18	1	95	10.00	4.60	5.40	
Item 19	1	100	10.50	4.80	5.70	
Item 20	1	105	11.00	5.00	6.00	
Item 21	1	110	11.50	5.20	6.30	
Item 22	1	115	12.00	5.40	6.60	
Item 23	1	120	12.50	5.60	6.90	
Item 24	1	125	13.00	5.80	7.20	
Item 25	1	130	13.50	6.00	7.50	
Item 26	1	135	14.00	6.20	7.80	
Item 27	1	140	14.50	6.40	8.10	
Item 28	1	145	15.00	6.60	8.40	
Item 29	1	150	15.50	6.80	8.70	
Item 30	1	155	16.00	7.00	9.00	
Item 31	1	160	16.50	7.20	9.30	
Item 32	1	165	17.00	7.40	9.60	
Item 33	1	170	17.50	7.60	9.90	
Item 34	1	175	18.00	7.80	10.20	
Item 35	1	180	18.50	8.00	10.50	
Item 36	1	185	19.00	8.20	10.80	
Item 37	1	190	19.50	8.40	11.10	
Item 38	1	195	20.00	8.60	11.40	
Item 39	1	200	20.50	8.80	11.70	
Item 40	1	205	21.00	9.00	12.00	
Item 41	1	210	21.50	9.20	12.30	
Item 42	1	215	22.00	9.40	12.60	
Item 43	1	220	22.50	9.60	12.90	
Item 44	1	225	23.00	9.80	13.20	
Item 45	1	230	23.50	10.00	13.50	
Item 46	1	235	24.00	10.20	13.80	
Item 47	1	240	24.50	10.40	14.10	
Item 48	1	245	25.00	10.60	14.40	
Item 49	1	250	25.50	10.80	14.70	
Item 50	1	255	26.00	11.00	15.00	
Item 51	1	260	26.50	11.20	15.30	
Item 52	1	265	27.00	11.40	15.60	
Item 53	1	270	27.50	11.60	15.90	
Item 54	1	275	28.00	11.80	16.20	
Item 55	1	280	28.50	12.00	16.50	

[illegible]

KPI Specification for Menu Program

1. Main ingredients for a cycle menu (Meat & Mixed dish)

Monthly Report on Menu & Nutrition

Menu Duration: _____

Menu Type: _____

Our Menu Principles:

- We aim to use local produce.
- Use seasonal produce and nutrition.
- Balance varieties of food choices.
- Provide a healthy balance of nutrients.
- Follow the guidelines for healthy diet and food intake.
- Follow the guidelines for healthy diet and food intake.

Part 1: Ratios of protein food from main entrée dishes

Main Ingredients	Day 1-5	Day 6-10	Day 11-15	Day 16-20	The Ratios
Pork	15	5	4	3	25%
Poultry	17	2	6	3	28%
Beef	11	3	2	3	18%
Seafood	11	3	2	4	18%
Egg	6	2	1	2	10%
	60				100%

Part 2: Ratios of healthier dishes

Ratios	Day 1-5	Day 6-10	Day 11-15	Day 16-20	The Ratios
Happy face	59	16	14	15	74%
Flat face	17	3	5	4	21%
Sad face	4	1	1	1	5%
	80	20	20	20	100%

Part 3: Introduction to the menu

Our menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake. The menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake. The menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake.

sodexo
Making every day a better day

Part 1: Ratios of protein food from main entrée dishes

Main Ingredients	Day 1-5	Day 6-10	Day 11-15	Day 16-20	The Ratios
Pork	15	5	4	3	25%
Poultry	17	2	6	3	28%
Beef	11	3	2	3	18%
Seafood	11	3	2	4	18%
Egg	6	2	1	2	10%
	60				100%

Main Ingredients	Targets
Pork	20~30%
Poultry	20~30%
Beef	10~20%
Seafood	10~20%
Egg	10~20%
	100%

Weekly Report on Menu & Nutrition - Primary

Menu of this week:

Menu of this week	Monday	Tuesday	Wednesday	Thursday	Friday
Main course	Beef	Beef	Beef	Beef	Beef
Side dish	Carrots	Carrots	Carrots	Carrots	Carrots
Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake
Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake
Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake	Yeast cake

Part 2: Ratios of healthier dishes

Ratios	Day 1-5	Day 6-10	Day 11-15	Day 16-20	The Ratios
Happy face	59	16	14	15	74%
Flat face	17	3	5	4	21%
Sad face	4	1	1	1	5%
	80	20	20	20	100%

Part 3: Introduction to the menu

Our menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake. The menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake. The menu is designed to provide a healthy and balanced diet for all children. It follows the guidelines for healthy diet and food intake.

sodexo
Making every day a better day

2. Color codes for healthier choices

Part 2: Ratios of healthier dishes

Ratios	Day 1-5	Day 6-10	Day 11-15	Day 16-20	The Ratios
Happy face	59	16	14	15	74%
Flat face	17	3	5	4	21%
Sad face	4	1	1	1	5%
	80	20	20	20	100%

Menu Program – KG / PM

Icons	Preschooler	Primary
	≥ 80%	≥ 70%
	< 15%	< 20%
	< 5%	< 10%

Special Food



Nut



Peanut



Shellfish
Seafood



Mango



Green Bean



Green Pea

Vegetarian Food

- Help children increase their interest in vegetables, increase their intake of minerals, vitamins, fiber and phytochemical.
- With beans, milk, tofu, eggs and cheese to ensure high-quality protein intake.
- We offer two choices for children to eat, vegetarian and non-vegetarian.



Thank you for your trust!

*We will make more efforts to
make children eat healthier
and more happily!*

“”

Thank you