Canteen Committee

Minutes of meeting

Thursday, 29 September 2022October 2020 at 16h30

Meeting room - Administration building

Were present :

NAME	FUNCTION	Participation
APEEEL2		
M. WUNDERLICH Stefan	President Canteen Committee	IN SITU
Mme PETRONE Enza	Représentant(e) APEEEL2	IN SITU
APEEEL2 Facultatifs		
M. SCHMUTZ André	Président APEEEL2	NO
Mme BALLAGUY Delphine	Secrétaire APEEEL2	NO
EEL2 Administration		
M. VAN DAAL Maurice	Director	IN SITU
M. RISSE Emmanuel	Vice-Président & DAFA	IN SITU
M. BENYACOUB Abderrahim	Représentant(e) PAS	IN SITU
M. WEITTEN Julien	Représentant du service technique	IN SITU
Mme KALFOPOULOU Maria	Responsable Sécurité & Santé	NO
Mme MAZZEI Parida	Secrétaire EEL2	IN SITU
EEL2 Cycles Maternel et Primaire		
Mr RICHARD Philippe	Directeur Adjoint Mat/Prim	IN SITU
Mme REINHARDT Petra	Assistant(e) Directeur Adjoint Prim/Mat	TEAMS
Mme RAFTOPOULOU Aikaterini	Coordinatrice générale maternel	NO
M. SZÜCS Nandor	Coordinateur général primaire	NO
Mme BLAKE Denise	Représentante Chargés de Cours Prim/Mat	TEAMS
Mme TERZITANOU Charikleia	Représentante Détachés Prim/Mat	TEAMS
EEL2 Cycle Secondaire		
Mme SOEKOV Leene	Directeur Adjoint Sec	NO
M. O'COIMIN Aibhistin	Assistant Deputy Director Secondary Cycle	
Mme PULTI Orjona	Représentante Chargés de Cours SEC	TEAMS
M. CIPRIANI Piero	Représentant Détachés SEC	TEAMS

Mme SALERNO Stéphanie	Conseillère d'éducation	IN SITU
EEL2 Elèves du Secondaire		
Mme CELIK Zeynep	Représentant(e) des élèves	IN SITU
M. SYLLA Cherif	Représentant(e) des élèves	IN SITU
Mme OJJA Ines	Représentant(e) des élèves	IN SITU
M. PELTIER Siméon	Représentant(e) des élèves	TENTATIVE
CPE		
Mme NYDRLOVA Lenka	Chef d'unité CPE	NO
M. LAMBOTTE Vincent	Chef d'unité CPE	TENTATIVE
SODEXO		
Mme SOMPAYRAC Cécile	Représentant(e) Sodexo	IN SITU
M. MARCHAL Jean-Marc	Représentant(e) Sodexo	IN SITU
Mme BROCHELARD Emilie	Représentant(e) Sodexo	IN SITU
M. PAQUIN Sébastien	Chef de cuisine	IN SITU
M. BEKAERT Gregory	Représentant(e) Sodexo	IN SITU

Minutes

Restricted meeting without Sodexo's representatives – sans Sodexo

The meeting started at 4.40 pm

Elections

The following people have been elected for the school year 2022-2023 :
President: Stefan WUNDERLICH, Representant of the APEEEL2
Vice-president: Emmanuel RISSE, Deputy Director Finance and Administration - EEL2
Congratulations to both and thank you for their commitment.

Issues regarding the contract

Parents have the right to access the canteen (max 2-4 people).
To pass the guards, they need the agreement of the school.
For organisational reasons, they need to ask one of M. Risse's secretaries 3 days in advance.

Regarding the quality control, the APEEEL emphasized that it was agreed that a person with good knowledges is needed to control the provider and the compliance with the contract.
Unfortunately, neither the school nor the APEEEL have the necessary expertise.
There is a possibility to hire an external contractor but we need to do it in accordance with our regulations for call of tenders. Due to these reasons, the school will call for another meeting specially focused on these quality's audits.

Enlarged meeting with Sodexo's representatives – avec Sodexo

The School explained that there will be a Canteen Committee 3-4 times a year to discuss issues, improvement and follows up. There is also a round table for each Cycle.

The new provider presented his team and explained that it's still a bit difficult as they just started at the School.

The activity report for the 3 first weeks was about:

1. Frequency
2. Organic waste
3. Bacterial (will come soon)

In the future, the APEEEL and the School would like to have the report before the Canteen Committee to prepare their questions.
All the documents are in the Teams' file but the APEEEL and Sodexo have difficulties to access as they are external.
The School must check that with ICT department, and if necessary with Brussel.

Specific topics to the Nursery and Primary cycles
Sujets spécifiques aux cycles Maternel et Primaire

There is an average of 33 kg waste a day. According to the contract, the waste needs to be declared in kg and in percentage percent of the delivered food.

Some parents don't want meat every day.
Sodexo explained that there is a daily vegetarian alternative so that everyone can be satisfied.

The APEEEL asked, why pupils must pay when they are absent for lunch?
Sodexo explained that they parents can be reimbursed but with some conditions:

- ⇨ For School days : if absent for minimum 2 weeks with a medical certificate;
- ⇨ For CPE days : if absent for minimum 5 days with a medical certificate.

As Sodexo cannot be informed daily when a pupil is absent, they continue to produce food for everybody. Because food production begins early in the morning and time is missing so that the information goes from the cycles to the kitchen.
The Vice-president highlighted that there is never 100% attendance.
Sodexo explained that the daily % of absence is relative; according to the statistics, there are more absences than not consumed dishes.

Parents asked then Sodexo if they can dedicate a special telephone number to allow the parents to report the absences. Sodexo answered that they can't monopolise a person who, instead of doing the service, would answer the phone.

But they have an e-mail box in place. Now, it appears that Sodexo receives an average of 250 mails a day, and they try to answer within 48 hours. Maybe there is something to do at least to avoid the two weeks of medical notice period?

Specific topics to the Secondary cycle - Sujets spécifiques au cycle Secondaire

At the Self

Sodexo presented the graphic with the number of dishes sold per day in September.
Their objective is to promote the restaurant with attractive hot dishes rather than snacks at the cafeteria. During the week 37, Sodexo sold 97% hot dishes. This means that students prefer hot dishes than snacks. Even if the charts are in favour of Sodexo (compared to Eurest last year), they must be careful as it is school start.
Sodexo proposes 3 different hot dishes a day.

There has been problem with the water fountains (hot water instead of cold water).
The student representative asked if it would it be possible to reuse the water jars?

Organic waste

There are about 20,50 kg leftovers waste a day and 40 kg unsold waste.
According to the contract, the waste needs to be declared in kg and in percentage relative to the produced food.
The students wish the leftovers to be donated to associations.

At the cafeteria

The cafeteria has been rebuilt last the summer: Today, there are 3 cashes at 3 different places. 6 people are now working at the cafeteria. At each cash, there are 2 people: one is serving, the other cashes. But despite these changes, the service is not faster. The fact is that there are 3 queues at each cash, and it sometimes brings confusion. We could put barriers, but it's not sure that it will help. Sodexo would like to add a mobile cash.

The selling peak is between 13h15 and 13h30.

The return of the vending machines with sandwiches might also reduce the queues.
The students asked if it is possible to regulate the temperature (sometimes too cold) for the vending machines.

The APEEEL brought up that there are no names and prices on the products.
Sometimes, students wonder if they have enough money on their badge/key.
Sodexo explained that the prices are normally displayed on screen but there have been issues with the screen. They will add the name and prices on the products.

The students explained that they appreciate the sandwiches with bacon, lettuce, and tomatoes as well as the organic sandwiches ham and butter.
But they miss the large biscuits with hazelnut and chocolate chunk as well as the biscuits with white and dark chocolate.
Sodexo could organize a baking workshop at the cafeteria with the representative students and the APEEEL. School will fix a date.

There have been mistakes regarding the prices of the soft. Sodexo adjusted the prices, and they did retrospective corrections for users.

The younger students are said to be pushed around by the older ones.
It would be wise for the councillors to remind the behaviour rules to all pupils.

The cafeteria is open until 4.00 pm. The students asked if it's possible to stay open a little longer so that they can buy something before taking the bus. Regarding the leftovers at the cafeteria, the students asked if Sodexo could make a price at the end of the day.
Sodexo must check if it's profitable as they need one person to work an extra hour.

The school has asked Sodexo to remove products without success from the selling list and replace them with new products. They would the menu on Instagram.

The Secondary's representative asked to have single fruits for allergic people besides the fruit salad.

Specific topics to the staff & PAS restaurant / Sujets spécifiques au restaurant du personnel

The average passage for hot dishes is 85%.
The team is great, but the quality has really decreased.
Teachers are wondering why did the quality at the PAS restaurant decreased while they kept the same chef from "Eurest"?
The staff ask for the display of allergen for each dish and the napkins at the begin and end of the queue;
Sodexo serves 4 dishes a day of which 2 meat choices a day.
The staff would prefer 1 meat and 1 fish rather than 2 meats.
The return of fruit and fruit salad as well as yoghurt in desserts.
They argued that the salad bar is always the same.
In short, they wish less rich and more healthy food: ex sodium free dishes; sausage apart, less fat, …)

At the same time, portions are too small, and the veggie dish is not sufficient.
Sodexo explained that it is to avoid waste and that the staff can refill their plates but not with meat.

The teachers eat in shifts. But after 1.00 pm some food and salads are missing.
As a result, they prefer to take something at the cafeteria instead of the restaurant.
Teachers would also like to order sandwiches again.
Sodexo explained that they will soon be able to order sandwiches via Internet.
Sodexo needs to finalize this part with the Vice-President.

The price of the coffee increased by 4 (from 0,20 to 0,80 cent).
Sodexo explained that it's an organic and fairtrade coffee. They will propose a normal coffee to decrease the price. Teachers answered that before the coffee was in a bundle offer with the price of the meal, and this is the reason why the price was cheaper.

For the time being, the PAS restaurant receives the same meals than the Secondary restaurant.
The vice-president explained that this is not compliant with the contract. During the call of

tender, it was agreed that the PAS accept to pay more to have more tailored dishes. Sodexo should initiate the necessary changes as soon as possible.

Other / autre

Vending Machines

Students and staff asked for the return of the vending machines.
Also, some coffee machines have been moved.
Sodexo has considered the specifications (cahier des charges) but has not seen all the locations before ordering the machines.
The vice-president explained that they need to go around the cycles again and adapt the specifications (this is another non-compliance with the contract and the need of the users).

Meeting closure / Clôture de la réunion

Propositions for next CC:
Monday, 28 of November 2022
Monday, 6 of February 2023
Monday, 15 of May 2023

18h40 Closure
Thank you to all participants and goodbye.