

### Catering Services

The catering provider for Dulwich Shanghai is Chartwells, a world leading brand and a part of Compass Group. Compass Group operates in around 50 countries, combining global capability, local market knowledge, sector expertise and individual client service, delivering consistently high standards to its customers. Chartwells focuses on offering an attentive, quality, innovative and consistent service combined with highest hygiene operation standards.

The menu selection involves a great and flexible combination of local and imported food products with the main goal to satisfy the customer's preferences and needs. Seasonal products are used on regular bases to ensure attractiveness and variety of the food offer. The menu is designed by the on-site team based on the customer's preferences and expectations. The company's nutritionist is reviewing all menus to ensure that proper nutritional balance is offered. Finally, the menu is passed to the school side for review and approval. The Chartwells team works closely with the School Nutrition Committee to ensure that the feedback and requests of students, parents, faculty and administration are communicated and addressed promptly.

The cafeteria menu offers rich selection of local and international cuisines on rotation bases, including variable food promotions, where customers are able to experience authentic dishes from all over the globe. The service lines include Western & Asian, pizza & grill counters, extensive salad & sandwich bars, drinks and dessert stations. Both, set menus and A La Carte options, are available based on student year requirements.

### Hygiene

Chartwells follows HACCP (Hazard Analysis Critical Control Points) standards for hygiene procedures. It is a set of standards which ensures a high level of food safety by strictly controlling everything involved on food preparation.

Licensed suppliers are only selected if they are conforming to the company's quality, hygiene and price requirements. All vendors are under contract defining precisely the quality level and specification of the products. All Chartwells associates are trained continuously to achieve and maintain high-standards of personal hygiene, behavior and knowledge of operations.

Chartwells utilizes several control points that are quite unique in the industry. All food sourced by Purchasing has to be validated by Quality Assurance department before to be in the system. For items like meat or vegetables regular spot checks (incl. product testing) are part of our process. Chefs can only order from the system and therefore can only order items that are approved. Moreover, Chartwells also has its own Distribution Centre in Shanghai where all

suppliers deliver first. Then specialized trucks deliver to each client's location. This ensures an additional level of safety and control as items are also batch inspected at DC. Finally, when items are delivered on site, our chefs also check what arrives. This supply chain model strengthens traditionally weak links in China, such as cold/frozen chain, distribution fragmentation and poor transparency at delivery.

Daily samples of all served food are collected to ensure traceability and transparency for customers. Raw material and cooked food are separated from each other, away from wall and away from floor. Top-brand detergents such as Johnson-Diversey are used to keep the hygiene of all facility and equipments. Chartwells associates also wear hats, masks and gloves during the operation to avoid cross contamination.

In order to ensure food safety, specific requirements for food storage and serving are in place. For example, temperature of coolers is set between 0~6°C and freezers lower than -18°C. When served, the temperature of hot dish is no lower than 65°C and cold dish between 0~10°C. The equipment (coolers, freezers) are daily checked and the temperature logged to ensure they are well functioning.

Not only Chartwells fully complies with the Chinese FDA, but the company also has an internal department to perform random inspections at regular base and a third-part consulting company for hygiene. Any feedback or suggestion is passed to local units which promptly held staff-training meetings for a constant and continuous improvement of provided service. Besides, the suppliers are constantly inspected by Chartwells' Quality Assurance Department as well.

## **Cooking Method**

Chartwells is known among international schools for its healthy food. The company does not use MSG, artificial flavor & color and peanut oil and prefers healthy cooking methods (e.g. limiting deep-fried dishes). The offered menus focus on proper balance of carbohydrates, proteins, fibers, vitamins and lipids. Please be informed that the cafeteria is nut free. For additional dietary requirements feel free to contact directly the on-site Chartwells manager or head chef.

## **Payment System**

Credit can be added to the students' lunch accounts every week day between 8:00 am and 4:00 pm in the Senior School Cafeteria. For assistance, please feel free to contact the Chartwells on-site team members.