

2018年10月22日
Oct. 22nd, 2018

尊敬的客户：
Dear client,

在10月21日来信的基础上，我还想特别强调索迪斯在教育业的服务中所遵循的政策和流程，以便在这一敏感时期为您提供更进一步的保证。

In addition to my communication of 21st October I would like to highlight the policies and procedure Sodexo follow across our Education business to offer you further reassurance during this sensitive period.

我们有以下政策和流程：

Our procedures and policies require that:

- 所有驻场和非驻场的管理者每月进行营运点内部审核。
All of our senior off site and on-site management undertake spot internal audits every month.
- 厨师、保管员和经理每日检查索迪斯使用的所有食品储存区域（冰箱、冷藏柜、储藏室），以确保没有过期食品。所有过期食品都有明确的标记。
All food storage areas (fridges, freezers, storerooms) that are used by Sodexo are checked daily by the chef, storekeeper and manager to ensure that there is no expired food items. All food is clearly labeled with a production and expiry date.
- 所有干货区的食品都明确标记有生产和食品有效期，厨师、保管员和经理每日进行审核。
Any food items stored in dry stores has a production and expiry date. This is again checked daily by the chef, storekeeper and manager.
- 我们所有的厨房都有专门的生产区（肉类，蔬菜，面点）和严格的清洁程序，包括在每日开工前和结束后。
All of our kitchens have dedicated areas for food production (meat, vegetable, pastry) and a rigorous cleaning process is in place at the start and end of the day.
- 索迪斯团队每天留样所有提供的食物，以备需要时进行测试。所有留样食品有专门冰箱存放，只有厨师长和经理有权查看。留样食物最少保存三天（如逢周末，则五天）。
The Sodexo team keeps samples of every food dish served in the school ready to be tested if needed, these food samples are kept in a dedicated fridge which is only accessible by the head, and manager. All of these food samples are kept for a minimum of three day (or 5 days if held over a weekend).
- 所有食物制备人员都配有索迪斯制服，以确保所有团队成员都遵守食品卫生标准。
All food service employees are supplied with an approved Sodexo uniform, ensuring each member of the team complies with food hygiene standards.
- 所有食物制备人员都必须定期到指定医院接受并通过健康检查，以确保他们有资格参与食品服务工作（包括厨房和服务线）。
All staff involved in any form of food handling has to pass health checks at a selected hospital to ensure they are qualified to work within a food service operation (both the kitchen and service line).
- 索迪斯对供应商的都进行资质审核，方可成为正式的授权供应商，并对常规商品索取相应的证书以证明所有食物的来源。针对农残，要求所有的蔬菜供应商以及配送中心设置农残检测室，确保农残可控。
Sodexo conducts qualification checks on all suppliers to become a formal authorized supplier, and

requests corresponding certificates for regular commodities to prove the source of all food. All vegetable suppliers and distribution centers are required to set up an inspection room for the pesticide residue to ensure the control of the pesticide residue.

我也想借此机会，特别强调我们的供应链流程：

I would also like to take this opportunity to highlight our supply chain process:

- 所有食物都通过我们的供应链采购，各营运点在索迪斯订购系统中下单，供应商都是通过质量部和采购部门共同审核后的授权供应商。
All food is sourced through our supply chain; each site places orders in the sodexo ordering system. Suppliers are authorized through the joint audit of the quality department and procurement department.
- 供应商将食材交由索迪斯运营的配送中心，在配送中心由负责质量和供应链物流同事同时对食材进行质量检查，同时配送中心配有温度记录器和摄像头，以确保冷链的持续性。
The vendor will deliver the items to Sodexo distribution center where they are checked for quality by quality control and Supply Chain teams at the same time. The distribution center is equipped with temperature recorder and camera to ensure the continuity of the chilled environment.
- 一旦通过检查，所有生鲜食材将被装载冷藏配送车辆，确保全程冷链并送送到订购地点；同时所有的运输车辆都配备有 GPS，确保可追溯和监控。
Once it passed the check the fresh food articles are loaded onto temperature controlled distribution vehicles and sent to the ordering sites with chilled conditions provided during the delivery. Meanwhile, all the vehicles are equipped with GPS to ensure traceability and monitoring.

无论何时，请学校不要签收任何没有通过索迪斯供应链全面审核的食品订单。

At no time in any of our sites can the school receive any food items that have not been ordered through Sodexo's fully audited supply chain.

食品质量、安全和卫生是我们最重要的优先要务，我们非常乐意与您、家长和各方合作。

Food quality, safety and hygiene is our first and most important priority and we welcome to work with you, parents and all stakeholders to ensure this is always the case.

再次感谢您选择索迪斯以及对我们的支持。

Again thank you for your support in partnering with Sodexo.

此致

敬礼

Best regards,

马博闻
索迪斯中国区总裁
Martin Boden
Country President, Sodexo China