Mandatory CSR

- Advisory body to the SCC
- Oversee all matters regarding restaurants/cafeterias/vending machines
  - Ensures contracts are being respected
  - Acts as two-way channel of information
  - Addresses investment/health/safety issues
  - Liaises with specialists e.g. dietician
- Convenes approximately 6 times a year
### Composition of the RSC in 2010

- **Chairman:** T. Lagrange / FP
- **Technical contract manager:** I. Mardirossian / GS
- **Commercial contract manager:** F. Najeh / FP
- **Medical Service:** E. Reymond / GS, F. Lebrun-Klauser
- **Staff Association members 2010:** M.N. Beaumont, J. Hadre, R. Girardot
- **ACCU member:** M. Campanelli
- **Secretary:** H. Dixon-Altaber
Problem 1
Capacity/infrastructure

Average no. of meals served per day

Year
2004 2005 2006 2007 2008 2009

average no. of meals
0 500 1,000 1,500 2,000 2,500

R1 Novae
R2 DSR
R3 Avenance
## Number of meals/day

<table>
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<th></th>
<th>2004</th>
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<tr>
<td>R1 Novae</td>
<td>1'345</td>
<td>1'299</td>
<td>1'481</td>
<td>1'519</td>
<td>1'857</td>
<td>1'961</td>
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<td>R2 DSR</td>
<td>495</td>
<td>539</td>
<td>600</td>
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<td>587</td>
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<td>R3 Avenance</td>
<td>387</td>
<td>412</td>
<td>435</td>
<td>384</td>
<td>301</td>
<td>255</td>
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**1 Situation Novae (resto 1)**

- Complete renovation of the kitchen
- Extension to provide 272 additional places
- Smoking area -> Children’s area
68 places

204 places
Still to come.....
Major renovation/consolidation work done in kitchen and floor of the first floor.
3. Situation Avenance (resto 3)

- Much needed renovation of eating area carried out.
- Upgrade of kitchen
Problem 2: Quality/Service
Un très bon niveau global de satisfaction (85%)
Solution: global approach

- Negotiations with Novae resulted in:
  - Novae agrees to take over restaurant n°2 and 3
  - Prices of N° 2 will be realigned to N°1 (slight decrease) and Prices of N°3 will not change in 2011.
- Keep diversity between the 3 restaurants.
- Improve quality and service with N°1 as benchmark
- Separate contract from N°1 for 2 X 3 years
Starting date?

Starting date  N° 2 May 2011  N°3 October 2011
Hygiene, Health, other matters

- Eat Well, Be Active campaign successful (2009)
- New Dietician with reviewed mandate
- Swine Flu action plans discussed in 2009 with restaurants but positive side effects
- Electronic payment soon in test