

December 15, 2021

Mr. William Mullett
Superintendent
West Jefferson Schools

Dear Mr. Mullett,

We wanted to follow up with you and share a detailed report on the recent situation that took place when a student returned to the cafeteria noting a cinnamon roll they received and had taken back to the classroom had a small slug on the serving container.

All of us at Chartwells take our food safety and quality assurance practices very seriously and immediately engaged our teams to conduct an investigation into this incident. Our team reacted swiftly to discard and replace the cinnamon roll the student received and we are also reviewing and putting new procedures in place to make sure this does not happen again.

- We immediately convened a team of quality assurance (QA) experts and conducted a QA audit in the High School Kitchen. This included:
 - Reviewing food safety, cleaning procedures, equipment standards, sanitizing standards, preventing contamination procedures, cooking procedures, cold holding procedures, COVID -19 policies, and Chartwells policies.
 - Reviewing production logs and temperature logs.
 - Verifying all produce is being washed and all hand washing policies followed.
 - Confirming no evidence of pests in the kitchen.
- We also engaged our national QA team to conduct an investigation and the report noted the insect pictured is not endemic to a foodservice environment and the source could not be determined.
- In addition, we filed a report with the manufacturer of the cinnamon roll to determine if there had been any product issues; no prior issues were documented.
- Our Regional Chef has also visited the school and provided additional training for the team on the high standards for food safety we are committed to upholding every day.

Understanding this situation was posted on a community social media page, we also took further steps to review a photo posted on the same Facebook site where someone indicated that moldy applesauce was being served at West Jefferson. After careful review of the photo, it was determined that the product in question is not a product that has been ordered or served by Chartwells. We ran purchasing reports back to the beginning of the year to verify that Chartwells never ordered or received the product in question.

We sincerely appreciate when any student who has a question or concern with an item they are served brings it forward to our cafeteria team so we can immediately investigate – and most importantly, ensure that every student receives a meal they enjoy.

Our team truly welcomes feedback and in January will be even more proactive in gathering student insights and comments through focus groups, comment boxes and more activities so we can continue to create a best-in-class school meal program. Students and parents can also share any concerns or

feedback directly with our Director of Dining Services Angela Hotlosz at 614-801-2184
ahotlosz@westjeff.org

Please know the health and safety of West Jefferson Schools' students and staff will always be paramount to Chartwells and we look forward to continuing to collaborate with you to serve up happy and healthy every day to the West Jefferson community.

If you have any questions or concerns, please do not hesitate to contact William King directly at 937-903-2631.

Sincerely,

William King