



SCHOOLS



## INTERNATIONAL SCHOOL OF BEIJING (ISB) / CHINA

# ANSWERING THE CONCERNS OF INTERNATIONAL PARENTS BY PROVIDING CHILDREN WITH A HEALTHY AND OPTIMAL LEARNING ENVIRONMENT

**For international parents living in China, the quality of life of their children is of primary importance.** This translates into a vital concern: that their child's school provides and ensures a healthy, optimal environment for study and an active participation in all types of sports and recreation.

**Since 2006, Sodexo has been providing ISB with a unique, wide range of Facilities Management services based on a common vision:** to ensure the daily well-being, health, safety and comfort of all students and ISB staff through continuous monitoring and maintenance of the campus's grounds, academic buildings and sophisticated recreational infrastructures.

**Sodexo's decades of expertise in Facilities Management has been reinforced by ISO 55001 accreditation and the introduction of Asset Management Framework,** a best-in-class monitoring and performance tool that has led to greater asset efficiency, reliability and long-term cost control. All tools, services and on-site capabilities implemented by Sodexo contribute to ISB's improved academic and organizational performance.

### KEY FACTS ABOUT ISB

ISB is an independent, co-educational school from Pre-K through Grade 12.

1,650 students from Pre-K through Grade 12

13 ha campus and 60,000 sq. meters of indoor facilities which are partly pressurized to ensure optimal air quality

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# IN CHINA, INTERNATIONAL PARENTS PUT QUALITY OF LIFE AS A TOP CRITERION FOR SELECTING THEIR CHILD'S SCHOOL



**With more and more families moving to China, the quality of their children's lives and education makes all the difference in whether or not they are willing to stay.**

International parents have extremely high expectations of their children's education and the institutions responsible for their learning and development. This is particularly true in Beijing where a school's ability to protect student's from the city's extreme weather patterns and ensure their health and safety, while also providing them with access to a wide range of physical and extracurricular activities seriously impacts the parents' decision to remain in China

or to leave. These parents are willing to pay increasingly costly tuitions, which can range anywhere from 20-25K Euros per child per year, but they expect the school to excel in a number of ways: academic excellence; the promise of their child's personal and physical development and, above all, their child's level of wellbeing (which includes breathing clean air), safety and comfort provided by the school and the activities it offers.

**For ISB, Quality of Life is a key asset to attract and retain students and teachers in the fierce competition between international private schools in Beijing.**

In Beijing, the growing wealthy international community has increased competition among the city's private schools. In fact, in the past five years, the number of International private schools in Beijing has more than doubled and each one is fighting for a share of this lucrative and demanding market. Beijing also faces significant environmental challenges, one being air quality, a top concern of parents, and one of the first issues that potential new teachers ask about when presented

with an employment offer. In this complex and competitive landscape, ISB's need to attract and retain top talent, (it employs 200 faculty members from over 20 different countries) and to provide them with the best, healthiest teaching environment possible is a critical commercial imperative. Promising Quality of Life, which includes air quality, safety and wellbeing, all of which are ensured by Sodexo's integrated core services and capabilities, enables ISB to do this.

*“ Young students need safe opportunities to exercise and play in large recreational areas throughout the school day if they are to successfully concentrate on the learning activities and academic lessons in class. ”*

**Dr. Gerrick Monroe,**  
Chief Operating  
and Financial Officer, ISB

**104**

international Chinese private schools in Beijing in 2016. There were 46 in 2011<sup>(2)</sup>.

**Only 9%**

of expat parents in China think that their children's health is very good and that they have a wide access to recreational activities<sup>(1)</sup>.

**100%**

of all students at ISB hold foreign passports.

(1) Expat Insider survey, Internations, 2016.  
(2) ISC Research, 2016.

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SINCE 2006, SODEXO HAS BEEN PROVIDING ISB WITH A RANGE OF QUALITY OF LIFE SERVICES TO BRING WELL BEING, HEALTH, SAFETY AND COMFORT TO ALL 2,500 STUDENTS AND STAFF



### Sodexo's partnership with ISB is based on a common vision: that Quality of Life ensures optimal performance, both in and out of the classroom.

Working with 3,000 schools in 42 countries, Sodexo understands that the success and performance of ISB hinges on Quality of Life and the health and well being of its students and staff. Access to recreational and leisure activities and the quality of the physical environment itself are critical to students' ability to study, play and develop, to teachers' ability to focus on their academic responsibilities, and to parents' peace

of mind, knowing that their children are safe and well cared for. Sodexo's integrated core service offer, which includes cleaning and housekeeping, landscaping, building and electrical maintenance, and engineering expertise to maintain ideal temperatures, ventilation, lighting and air quality, constantly aims to improve the quality of life for all and the school's business continuity.



### When ISB decided to invest in hermetically sealing the campus and building pressurized sports domes, Sodexo accompanied them in this challenging transition.

In 2013, ISB completed the hermetic sealing of its entire campus and the construction of two pressurized sports domes. This changed the game in facilities management, making it far more complex and challenging than ever before. As a result, ISB held a fiercely competitive bid among major market players, including Sodexo, to oversee the school's new state-of-the-art Heating, Ventilation and Air Conditioning (HVAC) system.

Because it maintains air quality, ambient temperature throughout the campus, and water supply systems, the HVAC is central to ISB's operations and vital to the school's overall performance. Sodexo won the bid thanks to its experience and capabilities in managing complex facilities in precision industries and healthcare, where air quality must be maintained at the highest possible level. ISB renewed Sodexo's contract and the partnership is thriving.

“With a commitment and responsibility to provide high-quality indoor air quality at ISB, it is rewarding to review the air quality data from 55 separate points around campus which confirms that our efforts have been successful. As a result, our educational community remains safe.”

**Dr. Gerrick Monroe,**  
Chief Operating  
and Financial Officer, ISB

### Sodexo's Service Solutions

- **To safeguard staff and student health from harmful air pollutants,** HVAC system management ensures measuring air quality 3 times a day to immediately detect and resolve any anomaly.
- **To ensure optimum safety and security for the around 2,000 people who occupy the ISB campus,** strict on-site timetable facilities management oversees electrical and building maintenance for boilers, fans, pumps, and sprinkler and electrical systems.
- **To provide students, teachers and staff with peace of mind, and the ability to stay focused on their academic and extracurricular endeavors,** daily cleaning, housekeeping and setting up services cover 32 classrooms and sports and leisure facilities, as well as the landscaping and maintenance of 13 hectares of campus grounds.



### SPORTS AND RECREATIONAL FACILITIES FOR OPTIMAL QUALITY OF LIFE

Sodexo cleans and maintains ISB's library media centers, visual art and art studios, student cooking lab, 600-seat theater, four gymnasiums, two soccer fields, stadium, fitness center, baseball and softball diamonds, children playgrounds and 25-meter swimming pool.



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DECADES OF HIGH-LEVEL EXPERTISE AND EXPERIENCE ENHANCE THE PERFORMANCE OF ISB AND ITS STUDENTS AND STAFF



### Crowned by ISO 55001 accreditation, Sodexo's integrated services and technical expertise in complex facilities management ensures delivery of the highest quality of life and healthiest school environment in Beijing.

Sodexo's Asset Management Framework (AMF), which received the ISO 55001 accreditation, controls engineering services at ISB - making ISB the first Sodexo site in Asia with this accreditation. AMF is a complete life cycle analysis tool developed for industrial and medical environments, and deployed as a global offer of Sodexo's Asset Management Services (AMS). Sodexo has deployed more than 600 AMS contracts worldwide for clients across all activity sectors, and it has proven its value in

industrial conditions and precision environments in China. But this is the first time in China that AMS is being used in a school environment. Sodexo also relies on its cross-segment Service Operations Team to produce Standard Operating Procedures (SOPs) that are deployed in the 80 countries where Sodexo operates. These are used at ISB to deliver Sodexo's core services in the most efficient and cost-effective way possible.

### With 107 full-time on-site staff members, Sodexo maintains a keen focus on organizational and academic performance.

Sodexo's 107 on-site employee experts at ISB use Asset Management Framework, apply global best practices and SOPs to ensure best-in-class facilities management, and use KPIs to guarantee a high level of service quality. Sodexo has taken on the critical responsibilities of constantly monitoring and maintaining each

ISB asset, enhancing the lives and performance of these assets. As a result, ISB is better able to focus time and efforts on the organization's core responsibility: the academic achievements and success of its students and the provision of a healthy, safe environment where all stakeholders can thrive.

**Sodexo's Quality of Life services are the cornerstone to academic performance, physical health and emotional well-being for all students, teachers and staff at ISB.** Improved ventilation and thermal conditions in classrooms increases student learning and performance. Best air quality, maintained ambient temperatures and physical activity benefit student's health, learning and development.

### ISO 55001 AND ASSET MANAGEMENT FRAMEWORK: SODEXO'S WINNING COMBINATION

Sodexo achieved **ISO 55001** accreditation in 2017 in all areas, including cost reduction and application of ISB's CSR standards. Its **Asset Management Framework**, a best-in-class monitoring and performance tool, increases asset efficiency, reliability and cost.

**This certification is the first for Sodexo's Schools segment and the first in the Asian region.**

### KEY PERFORMANCE LEVERS

- **One on-site manager** and privileged point of contact for ISB
- **107 on-site expert Sodexo employees** committed to ensuring the well being of the school, its students and staff
- A monthly dashboard of **20 KPIs** that are strictly controlled and monitored and **created to ensure a high level of quality of service.**
- The KPI for Preventative Maintenance (PM) to Corrective Maintenance (CM) ratio is set at 80:20. **Sodexo consistently achieves 82:18**
- **Asset Management Framework** complete lifecycle analysis tool
- Access to **Global Standard Operating Procedures and Best Practices**

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