# EDUCATION + EXPERTISE AT APPLEBY COLLEGE

**Appleby College outsourced its food services in 2001 and its facility management in 2005 to Sodexo. In this case study, the educational institution and the service provider explain the partnership's advantages**

*Many schools in Canada handle their facility management, custodial and food services in-house. There is, however, a compelling business case for working with external providers who have the expertise, resources and track record for delivering these services. Sodexo Canada, Ltd., which is part of France-based Sodexo Group, provides facility management at 750 locations across Canada and numbers 16 independent schools among its clients. The company has contributed the following case study highlighting one of those schools, Appleby College in Oakville, ON, to CFM&D's annual education issue:*

More than 700 students fill the classrooms each year at Appleby College, an independent co-educational high

> **There are situations that a large, third-party services provider can handle with greater ease than an in-house team could**

school located along the shores of Lake Ontario in Oakville, just west of Toronto. With a history and reputation that goes back over 100 years, Appleby is a school of choice for many parents looking for high-quality education for their kids. But it isn't merely the high standard of teaching that attracts parents and students to Appleby. Jewell Kennedy, the school's chief financial officer, says the whole student experience matters very much to the customers that Appleby serves – and that includes facilities and food services. It's important that these areas operate efficiently and effectively without issues.

## SAFETY AND CLEANLINESS

"The safety and cleanliness of our facilities, and the quality and diversity of the food we serve on campus – these are all integral to the student experience at Appleby," explains Ms. Kennedy.

Appleby College outsourced its food services (2001) and facility management (2005) to Burlington, Ontario-based Sodexo Canada Ltd. "We provide cost-effective, professionally delivered services that are well aligned with the needs of the students as well as the business goals of the school," says Pablo Sanchez, director of operations at Sodexo Canada. Bill Keith, Sodexo's district manager for the education market in western Canada, adds that, with years of experience and specialized training in custodial and food services, the company's staff are familiar with regulatory compliance issues and follow proven systems and procedures for maintaining clients' facilities and running food services.

## A NETWORK OF TRAINED STAFF

Handling emergencies or unexpected surges in service demand is easier for a third-party services provider with a deep human resource pool to draw from than it would be for an in-house team. A case in point: last year, St. George's School in Vancouver decided to outsource its food services and asked Sodexo to have its operation up and running in one week. "We brought in people from other accounts to help us address the ongoing operations while simultaneously transitioning food services at St. George's," says Mr. Keith. "It's the kind of thing we're able to do because we have a vast network of specially trained staff." (Sodexo Canada Ltd. has more than 10,000 employees across the country, and Sodexo Group has more than 413,000 employees worldwide.)

As part of its comprehensive plan for sustainability, Sodexo works to source local, seasonal and sustainably produced ingredients for its food service operations. It promotes environmentally friendly custodial practices, including the use of green cleaning products. At Appleby College, Sodexo leads various green initiatives throughout the year, including water conservation and tree planting.

## FOCUS AND QUALITY

"I've worked with both in-house and third-party services, and I can say without hesitation that Sodexo brings specialized expertise to the table," Appleby College's Ms. Kennedy says. "Having them here allows us to focus on our core business, which is delivering quality education." | **CFM&D**