



# Hello BIS!

We are Joma! We are excited to be serving at the BIS canteen and cafe. Allow us to introduce ourselves.

## *Who is Joma?*

Joma is a high quality food provider who also serves within the community, providing the best food available for our customers as well as employment for staff that are deaf, blind, or disadvantaged in other ways.

## OUR PHILOSOPHY

### CHARACTER

Joma will always aim to do what is right; we pay our taxes, work well with government authorities, and treat our employees well.

### CRAFTSMANSHIP

Joma believes in doing the best work that we are able to do. Our team works hard to serve the highest quality and healthiest food options available in school canteens and our cafes.

### CONNECTION

Joma is proud to operate in Vietnam and wants to serve not only our customers but the community.



### Why did Joma branch into school catering?

Joma previously purchased a company operating in canteen food services because that company hired deaf and disabled workers. Joma feels very strongly about supporting the disadvantaged and marginalized of society. Joma also recognised the advantages in diversifying its revenue streams into other sustainable industries. Joma leadership feels that we can offer a menu with higher quality food and healthier food choices than the previous providers for school canteens here in Vietnam, thus allowing Joma to become an industry leader because of our experience with high quality cafe products.

## Where do you source your products?



Joma sources all products from local, high quality suppliers. All of our suppliers have full certification and meet all health and safety standards. Joma will not contract with suppliers who do not have full food safety certifications. Our food tastes better than our competition because we understand that fresher, higher quality ingredients leads to better and healthier food. **Our food suppliers are the highest quality local providers** here in Vietnam. Because Joma values quality, we do not just seek the cheapest providers available.

## What have you learned since your arrival at BIS Hanoi?

We have learned that there are ways to simultaneously improve food quality and healthiness. **We have hired a dietitian to help us create the healthiest menu possible.** Joma knows that we can constantly be improving and can learn how to better serve the students of BIS by listening to requests, criticisms, and compliments closely.

*We have met with a small group of parents and explained that:* The plates we choose to serve our food on are carefully chosen. We believe the plates we use have the right size compartments to encourage students to eat some of everything for a well-balanced diet. We have found the best equipment for cleaning dishes: all of the plates used by students pass through water at a very high temperature then dry at a very high temperature. This process leads to the safest eating environment for students. Our chefs and production team are always working to improve and update our menu. We have introduced more vegetarian options and will continue to do enhance vegetarian options. We also want students to be satisfied and happy after lunch, so students can always ask for more food!



## What ideas do you have to improve catering provision?

Our team works endlessly on creating the best menu possible to serve students delicious and healthy food, we are updating and improving our menu continuously. Our chefs are very proud of the menu they have developed to serve students at BIS, but they are constantly working to develop new, healthy, and delicious dishes to serve! The most important part of our plan to improve catering is to listen. **Joma is committed to listening and improving our food menu to fit the tastes of students at BIS,** and this is why our food and service is better than other providers. We are willing to listen to suggestions and make improvements based on those suggestions. Joma highly values your feedback because we want to continue to improve and provide the best food possible in our school canteens. Joma thanks you for the opportunity to serve the future leaders of Vietnam and invites you to send feedback directly to us at **foodservices@joma.biz**.