



SODEXO COVID-19 SOLUTIONS

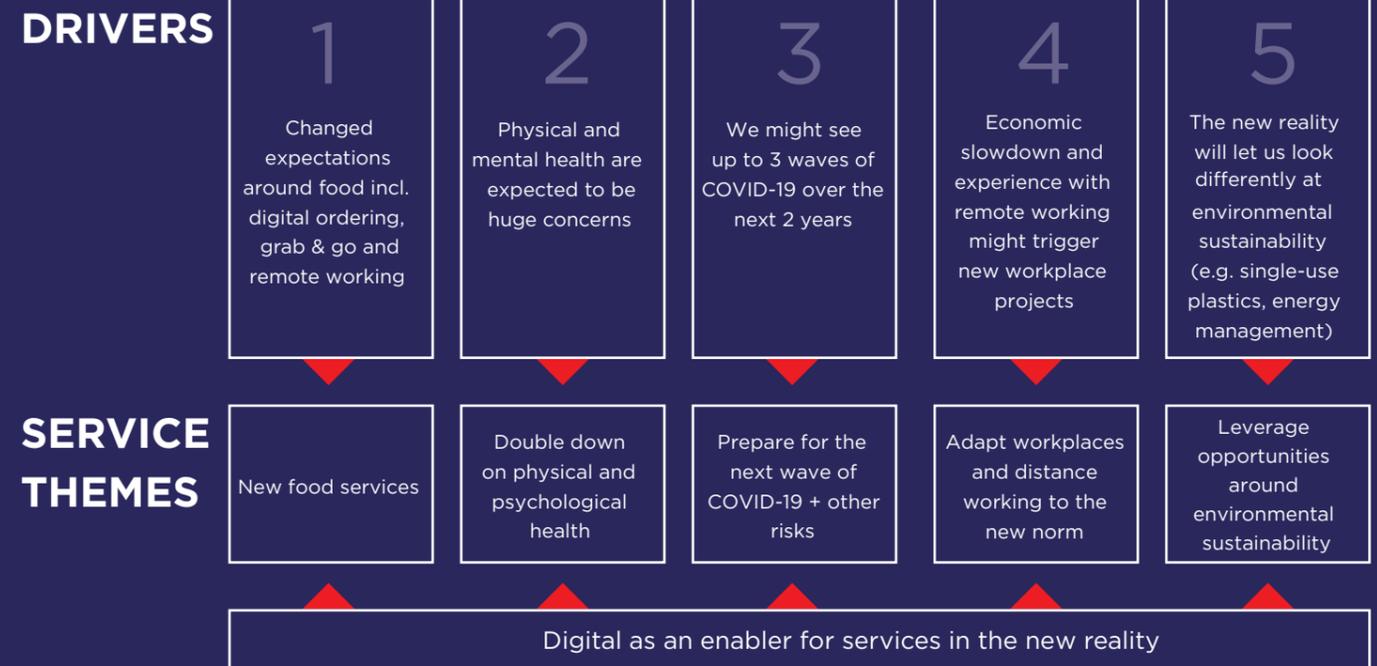
*PREPARING FOR
OUR NEW NORMAL*

sodexo

QUALITY OF LIFE SERVICES



WE SEE FIVE POTENTIAL DRIVERS OF CHANGE IMPACTING WORKPLACE ENVIRONMENTS



QUALITY OF LIFE HAS NEVER BEEN SO RELEVANT



KEITH WESTON
Director Onsite Services,
Sodexo Australia

Sodexo has been on the front line of the coronavirus (COVID-19) response since it first emerged in China. Serving our hospital clients and their patients in Wuhan, the original epicentre of the crisis, we experienced the outbreak of the virus head on. Following strictly all health and safety procedures, we are proud to say that none of our employees contracted the virus in Wuhan, and we are now at the forefront helping our Chinese clients reopen their businesses.

As the situation has evolved, we have worked with our clients and stakeholders to build business continuity and pandemic plans and apply the learnings from our teams in China, around the world, and here in Australia.

At each stage our number one priority has been to protect our people, clients and consumers.

We have worked hard to ensure our teams have the right tools and information to reduce the risk of transmission and to mitigate any suspected or confirmed cases, whether at work or at home.

Working through the impacts of COVID-19 involves a truly collaborative approach. At Sodexo we pride ourselves on our strong relationships, delivered through passionate and committed teams. These relationships allow us to navigate challenging situations and find solutions.

I am pleased to share with you our thoughts and some of our solutions to support organisations through the pandemic and to be ready for the 'new normal'.

REBUILDING TRUST IN OUR WORK AND LIFE SPACES WITH SAFETY AND SECURITY IN MIND

As we continue to navigate through this crisis across the world, it has become very clear that businesses and organisations will need to put safety and security at the forefront of their operations more than ever, in order to protect employees, the public and all stakeholders, and to rebuild trust as we move progressively towards a slow but hopefully steady economic recovery.

Building on our proven experience working with our clients and stakeholders in China and Asia in the earlier phase of this crisis, we have the expertise and agility as a strong driving force to support organisations to progressively return to their activities, working together to provide a safe environment. Using our expertise, we will address our clients' challenges in order to:

- reorganise the life and social interaction on site
- protect the health of everyone going back to work
- ensure the most sanitary and effective use of assets and buildings, and
- rebuild trust among all stakeholders in work and life spaces

Trust in the workspace and beyond has been significantly impacted. As we progressively emerge from confinement, parents will need to feel reassured that they are sending their children to a safe environment at school. People want reassurance their parents are living and being cared for in safe aged care facilities. Employees will expect to feel safe within the workplace. Consumers will need to feel confident that the food they are eating is safe.

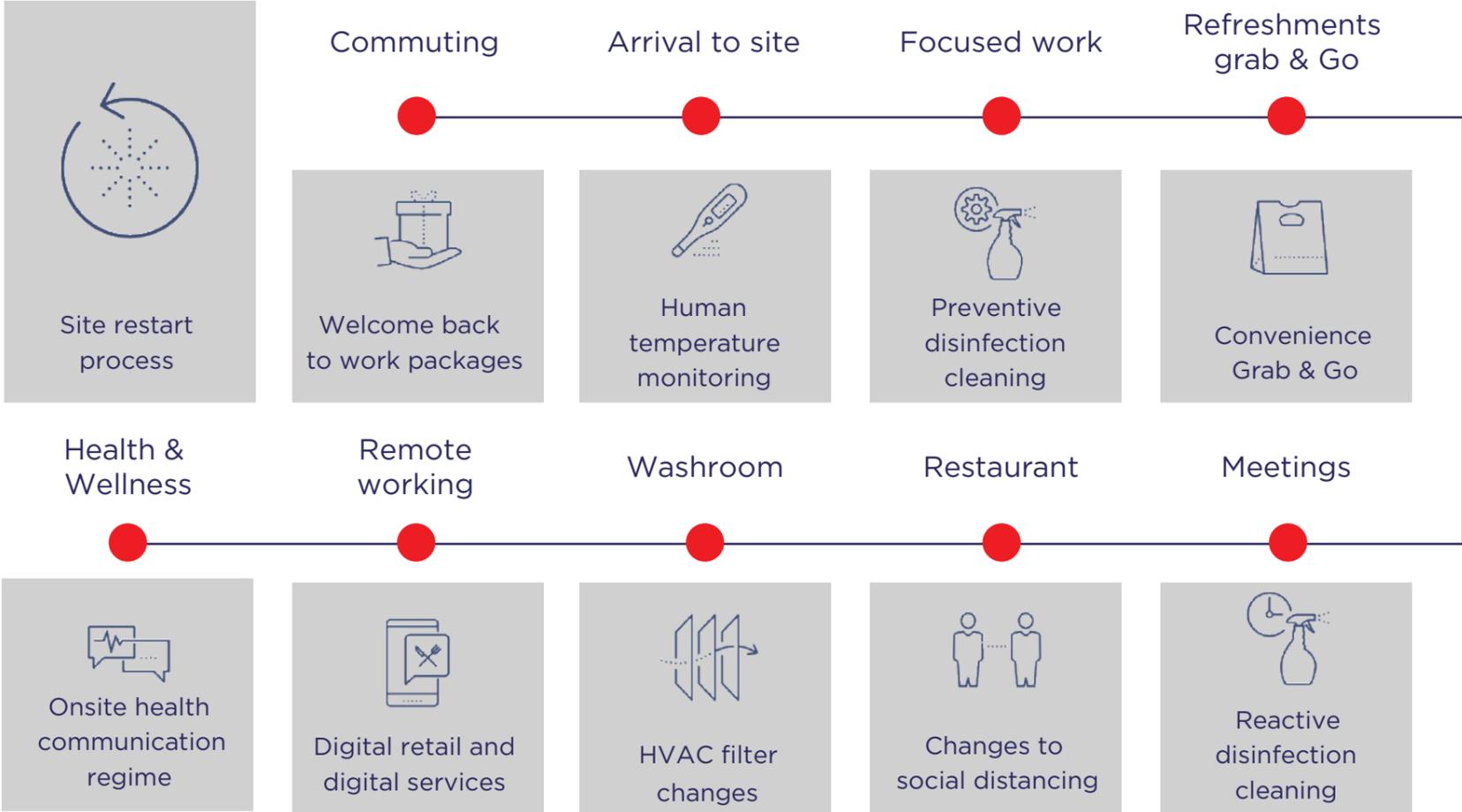
Our teams will, as always, be on the frontline, consistently going the extra mile and acting responsibly to deliver quality of life for our clients and consumers within a safe environment.



SODEXO COVID-19 SOLUTIONS

At Sodexo, we are supporting our clients to manage COVID-19 through a phased approach of remobilisation and return to work. Applying service adaptations and enhancements, and planning for longer term changes in anticipation for the 'new normal'. Here in Australia, we are learning lessons from our teams across the globe for every step of the user experience.

We have outlined some of these solutions overleaf.



RETURN TO WORK AND REMOBILISATION SERVICES

SITE RESTART PROCESS

Provision of site restart processes and project management services to managing bringing together the workplace, facility and people solutions.



PRE-OCCUPATION ASSESSMENT

Provides structured process to ensure all services are brought back online in a safe, compliant and efficient manner e.g. water quality assessments to look at the effects of low occupancy and closed buildings on the quality of water



REACTIVE DISINFECTION CLEANING

Disinfecting following a confirmed case of COVID-19 on site; use specialised protection equipment and chemicals



WELCOME BACK TO WORK PACKAGES

Provision of hand sanitiser, wipes and information on the new ways of working to ensure employees feel safe, at ease and remain focused

SERVICE ADAPPTIONS AND ENHANCEMENTS

PREVENTIVE DISINFECTION CLEANING

Helps to reduce the overall level of contamination in the facility and maintain contamination at a low level; focused on high touch areas



HUMAN TEMPERATURE MONITORING

Temperature checks of employees and guests entering your building to support infection control

SOCIAL DISTANCING SUPPORT

Implement methods to reduce the spread of contaminants based on a local risk analysis - e.g. sneeze guards, changed restaurant seating, revised workspace layouts, queue management including guidance lines on floors, lifts and lobby areas



GRAB & GO AND PREPACKAGED FOOD

A simplified menu and tasty take-away/ meal-deal options to support employees to socially distance themselves by eating outside of on-site restaurants

ONSITE HEALTH COMMUNICATION

Use existing and new channels to drive awareness and behavioural change around social distancing, hygienic measures and wellbeing initiatives





FOCUS ON...

FOOD SERVICES



TIM HARTLEY
Director Food Platform,
Sodexo Australia

In a world of uncertainty, one thing of which we can be sure is that the world will never be quite the same after COVID-19. We are entering into a new normal, bringing with it evolving and new client and consumer expectations. At the forefront of the "new normal" Sodexo has anticipated these needs to ensure the engagement of our stakeholders not only within but beyond the workplace with new services such as digital retail and digital services that enable pre-ordering, click & collect, contactless payment, convenient food options through pop-up outlets, grab and go stations, smart vending machines, new food options with pre-packaged lunch box, take home meals and adapted menus leveraging our supply chain capabilities to ensure quality and availability."



FACILITIES MANAGEMENT SERVICES

Our team of experienced facilities management experts has been working alongside our clients throughout the COVID19 pandemic. The team is ready to provide the right technical services and facilities management advice, including full audits and reengineering of facilities to ensure aspects, such as office ergonomics, HVAC systems and social distancing is in order and ready for the new normal."



PAUL AMATO
Director FM Platform,
Sodexo Australia



HEIGHTENED DISINFECTION

Sodexo has leveraged the latest research, our early experience from Wuhan, and expertise from infection control and Healthcare SMEs in our global Sodexo network to develop world class infection control and COVID-19 disinfection cleaning protocols that are designed to deactivate the virus and prevent further transmission from contaminated surfaces. These protocols include Preventive Disinfection Cleaning, supporting frequent proactive disinfection of high touch areas as well as Reactive Disinfection Cleaning, responding to disinfection requirements for areas occupied by COVID-19 confirmed or suspected cases, to prevent further transmission to others."



RIA SMITH
Director HSE,
Sodexo Australia



SUPPLY CHAIN

The current environment has exponentially increased the demand for protective equipment. We have built global partnerships with key suppliers to ensure availability of critical items to operate in the new normal, such as the supply of protective equipment and cleaning products. It is an ongoing challenge, but we are closely monitoring the situation around the world and here in Australia. For our food services, we have already developed increasingly local sourcing ecosystems, working with local producers to reflect the best available produce. This has enabled us to ensure reliability and continuity of sourcing for our clients in the current environment. We take pride in increasing the availability of fresh products, reducing our environmental impact and to contributing to the livelihood of our clients' communities."



DANIELL WILDEN
Director Supply Chain,
Sodexo Australia

THE WAY FORWARD..

At Sodexo, we believe that listening to our clients and understanding their changing needs is essential to designing a personalised solution. Here is our approach:

- ### 1 LISTEN & IDENTIFY

We propose to conduct a COVID-19 Return to Work Expectations Meeting with you to understand your unique challenges.


- ### 2 ASSESS RISK & CRITICAL AREAS

Only then will we leverage our extensive list of services to develop a bespoke solution with you, for you.


- ### 3 COMMUNICATE & GAIN TRUST

We will engage you and your stakeholders to ensure the solution we develop meets all expectations. By ensuring the highest standards and procedures we will make a meaningful contribution to restoring the circle of trust within your organisation.


- ### 4 REPORT & FOLLOW-UP

Even when all your employees are back at work, Sodexo will continue to accompany you and your organisation by proposing contactless services and disinfection services providing you with regular reporting on work completion, inspections conducted, incidents and risks identified.



PREVENTION OF THE CORONAVIRUS (COVID-19) STARTS WITH YOU & ME!



Wash hands properly and frequently.



If you have cold or flu-like symptoms stay at home and follow your local health authority



Cover your mouth and nose when coughing or sneezing



Keep a safe physical distance from people (> 1.5 metres)



Clean and sanitise all frequently touched surfaces



Avoid misinformation. Get information and advice from official sources.

We look forward to helping you and your employees when the world starts moving again. If you would like any further details on any of the information provided, please do not hesitate to contact us.

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