

Coronavirus (COVID-19)  
Preparation & Response  
As of March 13, 2020





## Working Together

Sodexo has been on the front lines of the coronavirus (COVID-19) response since it first emerged. We have business continuity and pandemic plans in place and we are working 24/7 to ensure that our teams have the right tools and information to reduce transmission risk and mitigate any suspected or confirmed cases, whether at work or at home.

Sodexo recognizes that all organizations have a role to play to address COVID-19. By working with our clients and mobilizing all of our employees, we can help to reduce the spread of this virus and mitigate its impact.



## Prevention of the Coronavirus (COVID-19) starts with you & me!



Wash hands frequently and avoid shaking hands



Clean and sanitize all frequently touched surfaces



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



Keep a safe distance from people who are coughing/sneezing (> 2 meters, 6 feet)



Cover your mouth and nose when coughing or sneezing



Help keep others calm: check facts and beware of information on social media

### Our Commitment to Quality of Life

# Health and Safety are #1

The health and safety of our employees, clients and consumers is our utmost priority. Quality of life is at the core of our work today and always. With our rigorous processes, superior expertise and committed team of people, we will ensure resources are directed at protecting people.

## Sodexo's Global Coordinated Response



### Monitoring

Assuring information flow with global, regional and country response teams.

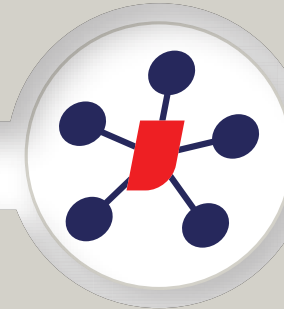


### Risk Guidance

Countries:

- Low - small no. of cases
- Medium - small no. of cases but growing fast
- High - large no. of cases

In addition, Sodexo's business segments and activities have been prioritized by risk.



### Resource Development

Facilitate multi-pronged communication response to stakeholders and drive consistency with communications and helpful resources.



### Travel & Work Protocols






Sodexo is restricting all non-essential business travel until further notice. Additionally, we are implementing alternative, flexible work arrangements to support business continuity and minimize risk.

## Preventing and Mitigating the Spread of the Virus

While we are continuing to reinforce existing rules for personal hygiene, food safety and infection control, Sodexo is also working to prevent and mitigate the spread of the virus. From travel restrictions to cleaning and disinfecting high-touch surfaces, to instructing teams on the ground about how to deal with suspected or confirmed cases, Sodexo is taking every action to ensure the health and safety of our employees, clients and the community.

**STAY SAFE** with the **5 Ms**

Play your part in containing the spread of COVID-19 (Coronavirus Disease 2019) by following the **5 Ms**

-  **M**anage My Health  
Keep a close eye on my body for symptoms (fever, shortness of breath, coughing and sneezing)
-  **M**aintain Clean Hands  
Good personal hygiene by regular hand washing with soap and water
-  **M**inimize Contact  
With those who are unwell
-  **M**ask Up When Unwell  
And follow local contact procedures for accessing medical resources
-  **M**onitor the News  
With Sodexo COVID-19 page

For more information, visit [Sodexo .Net](https://www.sodexo.com).

**sodexo**  
QUALITY OF LIFE SERVICES

## Staying ahead of COVID-19



### Priorities

- 1 Minimize the risk to our people, contractors, clients and consumers
- 2 Support essential country healthcare structure
- 3 Maintain business continuity and minimize business impact



### Governance Principles

- 1 Risk-based approach based on scientific evidence
- 2 Follow applicable local and international health authority guidance
- 3 Globally coordinated response operational decisions made at local and regional levels



## Prevention at our Clients' sites

### General preventive actions we train our teams to follow strictly:

- Frequently wash hands for at least 20 seconds with soap and water using correct techniques. The use of gloves is NOT a substitute for correct hand hygiene/washing.
- Avoid contact with people who are sick, especially if they are coughing and sneezing
- Avoid touching eyes, nose or mouth
- Clean and sanitize frequently touched objects and surfaces

**Please note:** Before beginning any new services at a client's site, like cleaning an infected area, we review and agree on such services with our client's team in advance. While it's important to move quickly, we ensure the highest levels of safety first.

Together with our client's team, we will put in place necessary, additional measures to ensure the health and safety of everyone on the site: our team, our client's teams and the consumers we serve.

In locations such as hospitals where our team members are in direct contact with people who are ill, we have specialized protocols that follow the highest standards for protection and safety. This includes use of personal protective equipment, decontamination procedures and use of chemicals.



**While it may sound basic,  
correct handwashing is the best  
preventive measure.**

## Isolation Policies

We have guidelines in place to isolate and protect our employees when needed. For those who have recently returned from a locked-down/quarantined/isolated area or have been in close contact with a person who is now confirmed to be infected with COVID-19, they have been instructed to:

- Avoid contact with other people (stay at home) for 14 days following the potential for real exposure
- Keep a record of any person they come into close contact with - less than 6 feet proximity - and monitor themselves for any symptoms during isolation
- Follow the advice of local health authorities and contact healthcare providers

**Social isolation is key to limiting the spread of the virus.**







## Business Continuity and Supply Chain

Sodexo's expert Supply Team is continuously monitoring supply levels of equipment and raw materials aiming to provide continuity of our service for clients and consumers. We work closely with suppliers to monitor availability and ensure high standards for quality of safety. That work includes:

- Supply chain management to confirm key product availability for Sodexo associates and clients, including:
  - » Cleaning chemicals – disinfectants and sanitizers
  - » Hand soap and sanitizers
  - » Personal Protective Equipment, like masks
  - » Other medical supplies, where appropriate
- Implementing risk mitigation plans for high demand products
- Ensuring proper staffing levels, including sharing staff among Sodexo sites where appropriate
- Taking the advice and guidance of local health authorities

Even with the diligent planning and work done in advance, the situation is evolving rapidly and requires constant monitoring and reaction. We have a 5-Step Business Continuity Plan that encompasses all aspects of contingency planning and support:

1. Risk identification and assessment – monitoring and analysis
2. Business impact analysis – critical processes and vital resources
3. Alternative work methods – resources planning and locations
4. Call tree and communications – contact with all stakeholders to monitor and share
5. Testing and maintenance – continual assessment and learning

### Working Together

**By working together, sharing our expertise and leveraging solid preparation and response planning with our clients, we are confident in providing the best possible preparation to reduce transmission risks and response to mitigate the impacts of the coronavirus for our clients and the consumers we serve.**

