SODEXO
COVID-19 SOLUTIONS
PREPARING FOR YOUR RETURN TO WORK
As the 19th largest private employer worldwide operating in 67 different countries, and provider of Quality of Life Services, Sodexo has been at the frontline of the COVID-19 crisis from the onset. We served our healthcare clients and their patients in Wuhan, the original epicenter of the virus outbreak. Strictly following all health, safety and sanitary procedures, we partnered with our clients throughout this crisis and we are now at the forefront helping our Chinese clients reopen their businesses.

Now even as we navigate through this crisis, the one thing that has become clear is that businesses will have to prioritise creating safe and healthy environments in order to protect employees, the public and all stakeholders. As we emerge progressively from this pandemic slowly but steadily, we’ll need to rebuild the confidence of people in the workspace.

Leveraging on our learning and experience from China and across the globe in the earlier phase of this crisis, we have the expertise and agility to support organisations to progressively return to their activities, working together to provide a safe environment. Through our high standards and procedures, we can make a meaningful contribution to rebuild that confidence.

We’ve set out our thoughts and some solutions to support organisation through the pandemic and be ready to follow the ‘new normal’ that will follow.
We are working closely with clients on their recovery plans. A really important part of this has been to map clients’ strategies for recovery versus the availability of our people. We have had a lot of clients requesting deep cleaning, sanitation, as well as a much-increased focus on personal hygiene and PPE.

We are at a stage now where people really want to move on and get back to normal. We are focused on engaging with clients and assessing how their people are feeling.

There is increased anxiety and we are taking lots of measures to help people feel secure and safe by:

• Providing more visible cleaning, sufficient PPE, and more visible onsite communications;
• Making changes in our services to reflect continued social distancing measures, for example by staggering lunch services to give customers more space.
• Campaigns to promote nutrition, health and the safety of our food production, as well as reinforcing personal hygiene and social distancing rules.
• Delivering more cleaning, security and general maintenance services, whilst there is less activity linked to in-meetings and events.

There is an inherent caution and people desperately want to reduce the risk of future waves, but life is slowly starting to return to normal - restaurants are opening and the economy is starting to get moving once again.
At Sodexo we are supporting our clients to manage coronavirus through a phased approach of remobilisation and return to work, in addition to applying service adaptations and enhancements and planning for longer term changes to the work of work, anticipating 'the new normal'. Here in APAC we are learning lessons from our teams across the globe for every step of the user experience:

We’ve outlined some of these solutions.
RETURN TO WORK AND REMOBILISATION SERVICES

- **Site restart process**
  - Provision of site restart processes, project management services, specialised personal protective equipment and sanitization products – bringing together safe 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; using specialised personal protective equipment and chemicals

- **Welcome back to work packages**
  - Provision of hand sanitizer, wipes and information on the new ways of working to ensure employees feel safe, at ease and remain focussed

SERVICE ADAPTIONS AND ENHANCEMENTS

- **Preventive Disinfection Cleaning**
  - Helps to reduce the overall level of risk of contamination within the facility and maintain focus on high touch services

- **Human Temperature Monitoring**
  - Temperature checks of employees and guests entering your building or facility to manage infection control risk

- **Social distancing support**
  - Implement methods to reduce the spread of contaminants based on a local risk analysis – e.g. changed restaurant seating, revised workspace layouts, queue management including guidance markings on floors, lifts and lobby areas

- **Convenience Grab & Go and pre-packaged 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, enhanced hygiene wellbeing measures and initiatives
THE NEW NORMAL

TEMPERATURE CHECKS OF EMPLOYEES AND GUESTS

SAFE DISTANCING AT EATING PLACES

SELF MONITORING & PRACTICE SOCIAL DISTANCING
We look forward to supporting you 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.

www.sodexo.com