



SODEXO COVID-19 SOLUTIONS

*PREPARING FOR
OUR NEW NORMAL*

sodexo

QUALITY OF LIFE SERVICES



WE SEE FIVE POTENTIAL DRIVERS OF CHANGE IMPACTING HEALTHCARE ENVIRONMENTS

DRIVERS

1

Changed expectations around food incl. digital ordering, grab & go and remote working

2

Physical and mental health are expected to be huge concerns

3

We might see up to 3 waves of COVID-19 over the next 2 years

4

Economic slowdown and experience with remote working might trigger new workplace projects

5

The new reality will let us look differently at environmental sustainability (e.g. single-use plastics, energy management)

SERVICE THEMES

New food services

Double down on physical and psychological health

Prepare for the next wave of COVID-19 + other risks

Adapt workplaces and distance working to the new norm

Leverage opportunities around environmental sustainability

Digital as an enabler for services in the new reality

QUALITY OF LIFE HAS NEVER BEEN SO RELEVANT



MICHAEL FOENANDER
Director Healthcare,
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.

By working together, sharing our expertise and leveraging solid preparation and response planning, Sodexo has successfully mitigated the risks of COVID-19 at all our client sites. I would like to discuss how Sodexo could support your organisation's current operational capacity to respond to the operational and economic challenges brought on by COVID-19.

As a valued partner to many clients in the Healthcare Sector, we are interacting with recommendations and lessons learnt from our global business, to significantly improve the outcomes of their resident and staff communities.

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

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. Residents 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 by applying service adaptations and enhancements, and planning for longer term changes in anticipation for the 'new normal'.

We know that COVID-19 has put additional pressure on front-line support staff and management. Sodexo believes in driving predictable, repeatable and reliable results and we achieve this by continually assessing the value we deliver to our clients.

As a provider of Quality of Life Services, Sodexo ensure all staff, existing and new, receive priority training and support in catering, cleaning, laundry and facilities maintenance to meet all compliance and legislative guidelines.

We have outlined our commitments and some of our solutions over the following pages.

SODEXO'S SOLUTIONS

- Implementation of risk mitigation plans for high demand products
- Development of menus and scalability as situations change
- Ability to support BAU through change management
- Governance to meet Health and Aged Care Quality Standards
- Business impact analysis – critical processes and vital resources
- Additional resources to cover all support roles
- Risk identification and assessment – constant monitoring and analysis
- Diligent planning around rapidly evolving situations
- Fully resourced out-break plan ready to activate



RETURN TO WORK AND REMOBILISATION SERVICES

OFFICE RESTART PROCESS

Provision of office 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. surface swabbing, HVAC system testing and sanitising



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 AND COMPUTERISED 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



READY TO SERVE MEALS

We continue to provide fresh cooked meals served daily across our Aged facilities, however we have worked with our suppliers to be ready to provide a full range of hot and cold meals that are delivered cooked and ready to serve in the event our onsite kitchens are impacted by COVID, thus reducing any impact to our residents

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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