

CORONAVIRUS (COVID-19) PREPARATION & RESPONSE FOR ASIA PACIFIC

March 2020

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Sodexo teams working on the frontline in Wuhan, China.

WORKING TOGETHER

Sodexo has been on the front lines of the coronavirus (COVID-19) response since it first emerged in China. In Asia Pacific, we have established clear business continuity and pandemic plans and 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 recognises that all organisations have a role to play to address COVID-19. By working with our clients and mobilising 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 with soap and water and avoid shaking hands



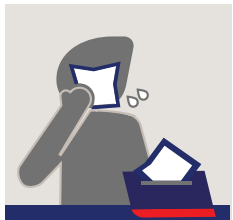
Clean and sanitise all frequently touched surfaces



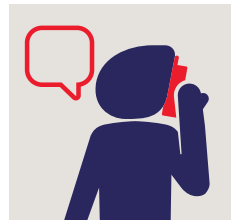
If you have cold or flu-like symptoms, stay at home and follow your local health authorities' advice



Keep a safe distance (2 metres) from people who are coughing/sneezing



Cover your mouth and nose when coughing or sneezing



Keep others calm: check facts and be cautious 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

Assure information flow with global, regional and country response teams

Communicate regularly with employees through toolbox talks and webinars



RISK GUIDANCE

Countries:

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

Prioritise Sodexo's business segments and activities by risk



STAKEHOLDER ENGAGEMENT

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

Activate supply chain early in the process



TRAVEL & WORK PROTOCOLS

Restrict all non-essential business travel until further notice

Implement alternative, flexible work arrangements to support business continuity and minimise 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

- 
Manage My Health
 Keep a close eye on my body for symptoms (fever, shortness of breath, coughing and sneezing)
- 
Maintain Clean Hands
 Good personal hygiene by regular hand washing with soap and water
- 
Minimize Contact
 With those who are unwell
- 
Mask Up When Unwell
 And follow local contact procedures for accessing medical resources
- 
Monitor the News

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STAYING AHEAD OF COVID-19



PRIORITIES

- Minimise the risk to our people, contractors, clients and consumers
- Support essential country healthcare structure
- Maintain business continuity and minimise business impact



GOVERNANCE PRINCIPLES

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

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QUALITY OF LIFE SERVICES

SODEXO AT YOUR SITE

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 sanitise frequently touched objects and surfaces
- Employee daily temperature monitoring
- Follow local authority's health advisories

Please note: For services that are already within our existing scope, we will review the competence and capability to perform the work safely. Any out of scope work that may expose Sodexo employees or others to persons that are infected, or potentially infected, with COVID-19, must be reviewed and agreed to by Sodexo's regional response team, including the regional HSE leader. While it's important to move quickly, we must ensure the highest levels of safety first. Together with your team, we will put in place necessary, additional measures to ensure the health and safety of our teams, clients and consumers we serve.

In locations such as hospitals and aged care facilities where our team members are in direct contact with people who are ill and there is higher risk, we have specialised 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. We have a travel declaration process in place for tracing purposes. 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 2 metres proximity - and monitor themselves for any symptoms during isolation**
- **Follow the advice of local health authorities and contact healthcare providers**

We also have established isolation room protocols to enable our site teams to manage suspected cases and people who are ill.

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 operations, including:
 - » Cleaning chemicals – disinfectants and sanitisers
 - » Hand soap and sanitisers
 - » 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, we are confident in providing the best possible response. As always, our teams are at your service to discuss the appropriate response and to prepare for the next steps. Please reach out to us if you have any questions.



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