together we rise

Solutions to Start and Stay Strong in Convention & Conference Centres
Preparing for the next normal

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a programme that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique programme prioritizes safety and wellbeing so everyone can get back to the business of living.
Services & Capabilities

PREPARE
- Site restart process

PROTECT
- Human temperature monitoring
- Disinfection cleaning
- Changes to support physical distancing in food and beverage areas
- Consultancy-based risk assessment

ENABLE
- Catering & hospitality reimaged
- Grab & Go Convenience solutions and pop-ups
- Digital services and contactless payment solutions
- Support with recipe ideas and wellbeing advice

SUPPORT
- Return to work guidance for front and back of house teams, including PPE provision
- Working with local partners and communities

OPTIMIZE
- Design and space management consultancy
- Energy management
- Waste management
- Merchandise management
- Venue sales and marketing
Safer environments for a Better Tomorrow

Rise with Sodexo is our approach to support you with not only the site restart process but also how we continue to work together as we welcome visitors back into your venue. The safety of visitors, your employees and ours is our number one priority therefore we guarantee that our teams will have had full training prior to re-opening.

Our clients benefit from our award-winning site management system (Opex Awards 2020 winner), which we use to monitor, inspect and analyse our operations within your site for optimal visibility and transparency.

Delivering the right service at the right moment
Sodexo is committed to making a positive impact. Our approach to keeping people healthy starts with understanding their journey through your venue and how we map that to ensure it is a safe and secure experience.

Ensure customers experience confidence during every step of their visit

- Human temperature monitoring
- Arrival at Conference
- Find nearest coffee outlet
- Hand Sanitizing Station
- Pre-order & Collect your Coffee
- Socially Distanced Seating
- Contactless Payment for Food Delivery
- Staff Behind Glass in PPE
- Lunch Break
- Pre-Packaged Individual Lunch Boxes
- New Style of Service
- Exit
- Exhibitors Pre-Order
- Visit Exhibition Stands
- Attend Conference sessions/event
- Hand Sanitizing Station
- Pre-Packaged Individual Lunch Boxes
We are committed to making a positive impact. Our approach to keeping people healthy starts with understanding their journey through your venue and how we map that to ensure it is a safe and secure experience.

Ensure customers experience confidence during every step of their visit

CUSTOMER JOURNEY
RETAIL

Human temperature monitoring
Arrival at the venue
Hand sanitizing station
Arrival at Cafe
Food display behind glass
Pre-packaged grab & go items
Exit

Trays behind counter & provided by staff
Produce served by team in PPE
Eat in rearranged seating

Comply with social distancing measures
Payment by card. Contactless preferred
Behind glass screen

2 Meters 6 Feet
PLEASE PRACTICE SOCIAL DISTANCING

CUSTOMER JOURNEY
RETAIL
To support reopening our Ready to Rise roadmap will include consideration of the following key areas:

**Contract**
- Regular client discussions/reviews
- Covid-19 toolkit

**Policy**
- Review Covid-19 Legislation changes and Sodexo Policy
- Social distancing
- Site inspection/compliance checks

**Stock control**
- Review and maintain minimum stock levels of PPE, hygiene products, disposables and packaging

**Best practice**
- Maintain customer communication plan
- Review business continuity plan (BCP)

**Team**
- Hold daily team huddles/briefing
- Resource Planners
**WHAT IT DOES**
• Provision of site restart processes and project management services to manage through facility and people centric issues

**WHAT’S IN IT FOR YOU**
• Receive advice and support to manage the site comeback process smoothly

**HOW IT WORKS**
• Collaboration with Sodexo and Centerplate team based on a clear restart framework process
• Help to cope with new needs and opportunities arising through a different reality

---

**WHAT IT DOES**
• Monitor the body temperature of an individual prior to allowing access to site

**WHAT’S IN IT FOR YOU**
• Establish enhanced access control scheme to help provide a secure and safe environment for employees and visitors

**HOW IT WORKS**
• Provision of monitoring equipment.
• Perform a temperature check on all visitors, contractors and employees entering the site.
• Ensure safety for all individuals based on social distancing, use of protective equipment and materials

---

**WHAT IT DOES**
• Our disinfection programmes help reduce the overall level of contamination in the facility and maintain minimal contamination levels

**WHAT’S IN IT FOR YOU**
• Ensures the health and peace of mind for you and your venue visitors

**HOW IT WORKS**
• Risk assessment and thorough analysis of different areas to be cleaned
• Adapted cleaning frequency based on risk level
• Cleaning all high-touch surfaces (incl. door handles, dispensers, toilet seats, etc.)

---

**WHAT IT DOES**
• Implement methods to reduce the spread of contaminants based on a local risk analysis

**WHAT’S IN IT FOR YOU**
• Social distancing practices on site to keep individuals safe and the business operational

**HOW IT WORKS**
• Assess potential areas of improvement to reduce spread of contamination. Example for food and beverage outlets:
  » Deploy sneeze guards where appropriate
  » Food court seating area changed to support social distancing
  » Contactless payment
  » Individually packaged boxed menu options
  » Grab & Go options
WHAT IT DOES
• Propose convenient food options for visitors and your employees in the right locations around the venue.

WHAT’S IN IT FOR YOU
• A simplified menu and tasty take away options to support social distancing and opportunities where possible to eat outside.

HOW IT WORKS
• Establish pop-up food outlets close to or in the existing retail space.
• Implement a specialized, simplified and healthy menu focusing on grab & go options, already pre-packaged.

WHAT IT DOES
• New food options for meetings and events with safe service delivery to match.

WHAT’S IN IT FOR YOU
• Limits exposure for meeting / event organizers and their guests when delivering catering services for groups.

HOW IT WORKS
• Individual pre-packed meals.
• Catering set up in larger spaces to enable social distancing.
• Screening used to separate groups where required.
• Sneeze guards deployed where necessary.

WHAT IT DOES
• Strengthen existing and deploy new digital retail and catering facing tools.

WHAT’S IN IT FOR YOU
• Help limit exposure of event organisers, guests and employees to infection risk while enabling new digital retail and catering experiences.

HOW IT WORKS
• Pre-ordering for catering and hospitality.
• Click and collect options for retail.
• Contactless payment in all outlets.

WHAT IT DOES
• Provides guidance on how our teams will return to work safely and how to correctly use Personal Protective Equipment (PPE) and sanitization chemicals.

WHAT’S IN IT FOR YOU
• Protects the health and wellbeing of employees and the people they interact with at your venue.

HOW IT WORKS
• Sodexo helps facilitate the success of protection and prevention efforts with thoughtful training and promotional materials that can be used in conjunction with established protocols. Benefits include:
  » Changing behaviours
  » Improved effectiveness
  » Reduced costs
<table>
<thead>
<tr>
<th>WHAT IT DOES</th>
<th>WHAT’S IN IT FOR YOU</th>
<th>HOW IT WORKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Supports local communities with food drives and keeps local businesses active via partnerships</td>
<td>• Maintains a link with the community and supports local businesses close to your venue</td>
<td>• Sodexo and Centerplate work to build partnerships with local chefs, brands and suppliers to help these businesses thrive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHAT IT DOES</th>
<th>WHAT’S IN IT FOR YOU</th>
<th>HOW IT WORKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides a user-experience approach to designing and optimizing front and back of house space in the venue</td>
<td>• Ensures the spaces that welcome employees and visitors back are safe and optimized for everybody who uses them</td>
<td>• To help get the most function and user-friendliness from any environment, we use a variety of tools and methodologies to optimize space management, including user personas, consumer journey maps, experience design, consumer preference surveys and more. Key areas of focus include:</td>
</tr>
<tr>
<td>• Sodexo simplifies and optimizes energy management programmes through global expertise and local focus</td>
<td>• Effectively managing energy usage can increase efficiency, significantly reduce utility costs and boost the impact of sustainability programmes.</td>
<td>• Partnership</td>
</tr>
</tbody>
</table>

| HOW IT WORKS | |
|--------------| |
| • Provides a single source for all the consultation, creation and continual improvement services needed to achieve goals for today and scale potential for tomorrow. Key components include: | |
| • Lead generation, acquisition and customer retention | |
| • Guest experience | |
| • Spaces & resources optimization | |
| • Re-engineer service delivery | |

<table>
<thead>
<tr>
<th>WHAT IT DOES</th>
<th>WHAT’S IN IT FOR YOU</th>
<th>HOW IT WORKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provides fully operational sales and marketing team to deliver best in class events at your venue on dark days</td>
<td>• Will drive more revenue in meetings and events to optimize the venue 365 days per year</td>
<td>• Optimize the venue to ensure the best user experience whilst ensuring the environment is ready for the next normal. Areas of focus include:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHAT IT DOES</th>
<th>WHAT’S IN IT FOR YOU</th>
<th>HOW IT WORKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Simplifies and optimizes energy management programmes through global expertise and local focus</td>
<td>• Effectively managing energy usage can increase efficiency, significantly reduce utility costs and boost the impact of sustainability programmes.</td>
<td>• To help get the most function and user-friendliness from any environment, we use a variety of tools and methodologies to optimize space management, including user personas, consumer journey maps, experience design, consumer preference surveys and more. Key areas of focus include:</td>
</tr>
</tbody>
</table>

| HOW IT WORKS | |
|--------------| |
| • Provides a single source for all the consultation, creation and continual improvement services needed to achieve goals for today and scale potential for tomorrow. Key components include: | |
| • Lead generation, acquisition and customer retention | |
| • Guest experience | |
| • Spaces & resources optimization | |
| • Re-engineer service delivery | |
We're a team dedicated to the spirit of rising to the challenge, evolving our work to help you achieve your goals and exceed expectations.

As we begin to build your customised plan, your Sodexo team will work with you to define critical activities that will prepare you to open.
Each year, Sodexo enhances the level of services provided to guests across over 50 premier venues in the UK such as stadia, arenas, conference centres, cultural and historical destinations, and at major events.

Through consumer research, innovation and local personalisation, we are positioned to deliver an unrivalled array of services to successfully contribute to offer a memorable experience for the guests in your venues.

Our clients trust us and rely on our expertise to design, manage and deliver world-class solutions seamlessly tailored to each setting and occasion.

Interested in speaking with an expert about services and solutions for your organisation? Email us at Enquiries.SportsLeisure.UKandIE@sodexo.com