QUALITY OF LIFE HAS NEVER BEEN SO RELEVANT

Sodexo has been on the front line of the coronavirus (COVID-19) response since it first emerged in China. As a global team we have worked quickly – together with our clients and stakeholders – to build business continuity and ‘Relaunching Business Safely’ plans and apply the learnings from our teams in China, at other accounts around the world and here in the UK and Ireland.

Since the beginning, our number one priority has been to protect and safeguard our people, our customers, our clients and our suppliers. This shared priority to protect everyone’s physical health and mental well-being on site will not be compromised.

We have worked hard to ensure our teams have the right tools and information to reduce the risk of transmission and to mitigate any suspected or confirmed cases by implementing a series of pre-opening solutions and ensure workplace and service adaptation to social distancing measures.

Relaunching Business Safely involves a truly collaborative approach. At Sodexo, we pride ourselves on our strong relationships, delivered through passionate and committed teams. These relationships allow us to navigate challenging situations and find solutions.

In the following pages, we’ve shared some of our solutions to support organizations through the Relaunching Business period and help them prepare for the ‘new normal’ that will follow.
We see five potential drivers of change impacting the offshore environments.

**CASE STUDY**
**NAVIGATING THE NEW NORMAL – LESSONS FROM CHINA**

We are working closely with clients on their recovery plans. A really important part of this has been to map clients’ strategies for recovery alongside the availability of our people. Many clients have requested additional deep cleaning and sanitation services with an increased focus on personal hygiene and personal protective equipment (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. Due to increased anxiety, we are taking lots of additional measures to make people feel secure and safe – more visible cleaning, sufficient PPE, and more visible on-site communications. Some of our service adaptations and enhancements include:

- Making changes in our services to reflect continued social distancing measures, including staggering lunch services at some sites to give customers more space
- Launching 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-person meetings and events

There is an inherent caution and people desperately want to reduce the risk of a second wave, but life is slowly starting to return to normal. Restaurants are opening and the economy is starting to get moving once again. We are certainly through the worst, but not entirely back to normal.
The impact of COVID-19, combined with historically low oil prices, is significantly affecting Sodexo’s clients, customers and employees. As business resumes, it is highly unlikely that all employees will come back at once – particularly while social distancing measures are still being promoted and anxiety remains about disease spread and mitigation.

In the majority of circumstances, a Relaunching Business Safely will require a phased approach.

This means that:

» Cleaning and disinfection will become more complex and require new protocols and communication to reassure employees that their environment is hygienic.

» Social distancing will become a part of office, industrial and remote site environments and workplace reconfiguration should be a part of workplace strategy moving forward.

Sodexo is poised to help you at every point along the employee journey in your installation – from home to home. We realize that proactivity to get us all back on track is a must, so let’s start now.

Sodexo has experience bringing sites and companies back online – starting in China where we’ve been on the ground throughout the pandemic and stretching across Europe and the Americas. We know that this isn’t just a flip of a switch, but a complex interplay of steps to ensure a safe, efficient return to business. We’ve also learned that the work doesn’t start the day your employees come back – it starts now.
SODEXO RETURN TO BUSINESS ACTIVITIES

The Home to Home Experience

At Sodexo we take care of your people with the right services at each moment of their Home-To-Home journey. We will re-design and adapt the services and the spaces, bringing to life solutions that will inspire trust in your workplace, including:

- Contactless services, Digital touchpoints
- Redesigned people flows, space management and the way we operate the services

At Sodexo we are supporting our clients to manage the Return to Workplace through a phased remobilization approach, in addition to applying service adaptations and enhancements and planning for longer term changes to the world of work, anticipating ‘the new normal’.

We’ve outlined below some of these solutions.
PREPARING RETURN TO INCREASED BUSINESS ACTIVITIES

Site capacity increase process
Provision of installation return to increased business activities processes and project management services to manage – bringing together accommodation, facility and people solutions

Space Management
Design and amend of current space to allow your site to expand capabilities while respecting social distancing, local legislation and standards

Pre-occupation assessment
Provides a structured process to ensure all services are brought back online in a safe, compliant and efficient manner

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 focused

SERVICE ADAPTIONS AND ENHANCEMENTS AFTER WORKPLACE RE-OPENING

Preventive Disinfection Cleaning
Helps to reduce the overall level of contamination in the installation and maintain contamination at a low level; focused on high touch services

Human Temperature Monitoring
Temperature checks of employees entering the installation 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 common areas and gyms layouts, queue management including guidance lines on floors

Food Service Adaptation
Food scope and catering services adjustment to correctly source products during the back to normal business phase. Introduction of a series of effective control measures and regulated social distancing measures. Hygiene level increase during the food preparation and service

Pre-packaged food
A simplified menu and tasty take-away / meal-deal options to support employees socially distance themselves by eating outside of on-site restaurants

Circles™ remote employee concierge
Remote concierge services delivered via online/telephone helpdesk to support employees with information / life admin
FOCUS ON

HSE

COVID-19 has changed the workplace. However, it has not changed Sodexo’s #1 priority: protect everyone’s physical health and mental well-being on site. This will not be compromised.

People will always be the center of our safety strategy. All decisions regarding changes to our operations are made with our employees’ and clients’ safety and well-being at the core of our action plan. For Sodexo, forming every decision with a people-centric approach is ensuring each person returns home safely to their families every day.

CLEANING SERVICES

The events of the past few months have shone a spotlight on the critical role cleaning plays in helping to keep people safe and well. Sodexo’s protocols for disinfection cleaning are based on the latest science and align with global best practice in the cleaning industry. Our on-site teams are fully committed to supporting you in minimizing the spread of Covid-19 and other socially acquired illnesses through tailored cleaning programs that focus on breaking the chain of transmission.

FOOD SERVICES

The immediate consideration for food services teams, when workplaces reopen, will be managing ongoing social distancing, while ensuring our consumers feel safe and comfortable. There are lots of ways we can do this, looking at how we manage dining spaces and through revised food offers and styles of service.

We use floor graphics and screens to keep our employees and consumers at a safe distance. We also change the flow of spaces, so consumers can make their choices more quickly and take food away.

We are anticipating that consumers will feel anxious about food production as a possible source of infection, so we will adapt our offer to manage those anxieties and make people feel at ease. We will offer a lot more pre-packaged options, whilst taking away open salad bars if required. We can also introduce or upscale our pre-order apps, so that employees can pre-order and collect food quickly.
We look forward to helping you and your people when you start preparing your business to re-launch its activities safely.

If you would like any further details on any of the information provided, please do not hesitate to contact us.

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