Whilst we are all currently working hard to manage the challenges and impacts of COVID-19, we think organisations have an opportunity to set a positive course for their next new normal. Embracing new ways to live, work, play and care, we can reimagine what is possible.

Sodexo is uniquely positioned to support you. We have the capabilities and resources to deliver a combined and complete range of services – from disinfection to safety services; healthy, convenient meals; wellness services and space transformation. Taking learnings from our early experience in restarting businesses in China, we developed an approach that helps organisations craft their future and rise with confidence.

Our systematic and comprehensive approach can help you prepare for and implement changes to your daily operations. When you Rise with Sodexo, you have access to best-in-class solutions and processes created and refined by subject matter experts, and informed by regional guidance and our experience from around the world. Our new and adapted services enable organisations to rise to the challenges and possibilities of a new world for our clients, customers, partners, communities and society. Our unique programme prioritises safety, wellbeing, and productivity so everyone can get back to the business of living.

A systematic approach to embracing a positive new world

54 PERCENT
of people are concerned about the safety of returning to work (Source: Ipsos)

57 PERCENT
of businesses indicate that their ability to run their businesses effectively has been reduced by COVID-19 (Source: McKinsey)
Services and capabilities

Prepare
- Consultancy based on risk assessment
- Site restart process

Protect
- Disinfection cleaning
- Changes to support social distancing
- Contactless services
- Updated usage guidance for personal protective equipment (PPE) and chemicals
- Virtual security
- Human temperature monitoring

Enable
- Grab & go, pop-up and convenience stores
- Digital retail and digital services, including Click + Collect
- Meal / food card with Sodexo benefits and rewards
- Virtual concierge with Circles
- Gift card with Sodexo benefits and rewards

Support
- Health and wellbeing apps

Optimise
- Workplace Consulting and Technology by Wx
- Space design and management
- Energy management
- Waste management

rise with sodexo

uk.sodexo.com/reopen-and-rise
Laying safe foundations to get you back in action

Whether you’ve remained open, or are preparing to reopen, to make your environments safer, your ways of working will need to evolve.

To help you prepare in the weeks leading up to reopening, we’ve put together critical roadmaps that will guide this process. We’re here to guide you through each step, week by week, via regular briefings to our teams and yours, to ensure that all the correct precautions and measures are in place.
Whether your site is reopening and/or preparing to adopt new ways of working to support a revised scopes of services, our Ready to Rise planning roadmap will include thorough 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
- Workplace 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
Systems and protocols to manage change safely

To ensure we instil new ways of working compliantly and safely, our regional internal experts have created toolkits and checklists, covering actionable items for our teams to complete before, during, and immediately after reopening or reconfiguring services at your site.

These include mandatory COVID-19 specific guidance on how to be operationally compliant and effective, for example adapting shift patterns to meet social distancing requirements. They also offer best practice recommendations on how to make beneficial changes that can further reduce risks and help optimise resources.

These toolkits ensure compliance with government or industry guidance and will be updated with new information or actions automatically as it becomes available.

We’ve also developed a reconfiguration and optimisation dashboard - sophisticated monitoring software that we’ll use to track our progress and yours throughout these changes. This means that you can be confident that the scope of action is clear, and that we can clearly demonstrate its delivery.

We are encouraging you to take the time to undertake a formal structured meeting with your Sodexo account team at the start of the process of transitioning to your new normal. This meeting will ensure we understand your high-level expectations, what you need us to focus on and when, what expertise we can bring from around the globe, and what we will need in order to deliver. The output will be clear documentation of your expectations and an action plan which will be reviewed with you regularly.
Putting measures in place to limit exposure to, and contact with others, is vital to creating a safe environment. And we’ve got you covered. Based on a risk assessment of your business’s unique requirements, we’re ready to guide you in actioning contactless services where required.

Our tailor-made solutions will take into account physical distancing measures with floor signage as guidance, sneeze guards at points of interaction, and limitations on the amount of people allowed in spaces.

And where we can use technology to remove physical contact, we’ll be recommending ways to achieve this, too.

Working together to stay safely apart

Reduce Contaminant Spread
- Implement sneeze guards
- Offer contactless payment
- Provide pre-packed food options

Optimize Common Spaces
- Change seating arrangements to support 2 metre/6 foot distances*
- Establish foot traffic flow and guidelines
- Post clear signage of physical distancing expectations

Improve Building Access Control
- Establish entrance monitoring with security team
- Camera installation to monitor building capacity
- Optimise reception protocols

Changes to support social distancing
Over the last five months our business, globally and in the region, has adapted at pace to the very different demands that the coronavirus crisis has presented, supported by experts in all facilities management disciplines.

In the UK and Ireland, we have supported clients with their new workplace requirements and worked with the government to provide the infrastructure build, estates management, security, cleaning, and waste management at many of the rapid testing centres that have opened across the country.

As you reconfigure your workplace, we’re here to offer support, technical advice and subject matter expertise to help you manage your facility to a new standard in this new normal.

We'll keep you informed of global best practices and government guidance, advise you on how we need to implement them, and continually review them to keep you up-to-date.

Mike Grimmel
Director of FM
Sodexo UK & Ireland
Your employees might feel uncertain and anxious about their workplace, as it is likely to run very differently from the one they remember. So it’s our job to help everyone feel confident and reassured in their new way of working and make the transition as simple and smooth as possible.

Ensuring the health, safety and wellbeing of your employees, and ours, is our number one priority, and underpins our entire approach. In order to quickly bring our teams up to speed with new policies and procedures, we have created training courses to help them understand and implement new guidance. This onboarding takes into account three key stages:

1. Important considerations and actions before the team returns to work
2. Priority actions on day one and week one of being back at work
3. Ongoing training and planning as the team adapts to a new way of working.

Sodexo is ensuring our staff have access to appropriate PPE in support of their activities for you and to ensure that both your people and our teams are safe.

While we’ve always recognised the importance of cleaning, recent events have highlighted its vital role in keeping people safe and well. We’ve developed global protocols for both preventive and reactive disinfection to prevent the spread of COVID-19, drawing on global expertise in infection prevention and control, health and safety, and cleaning science. The disinfection protocols we recommend, using chemical products specially designed to kill pathogens via wiping and mopping, are targeted and effective methods of application and will safeguard the health of our teams and our client employees.

We will apply a new focus on ‘cleaning for health’ and our cleaning will increase in frequency. We will also work with your teams to establish new thinking on environment protection and the importance of everyone taking responsibility through hand hygiene, keeping areas ‘clutter free’ and using alcohol wipes to help keep work areas clean and hygienic.

While we’ve been at the heart of the fight against the coronavirus since January 2020, when we provided a secure quarantine facility to care for the first cohort of UK citizens’ repatriation from Wuhan, China. We’ve also provided 237 officers, 24/7, at 12 testing centres for COVID-19 and additional services at closed sites and hospitals.

Our officers have adapted to new environments to protect employees, the public, and property, embracing new technology to be at the forefront of providing security services for the future world. So, you can rest assured that when it comes to assisting you with improving your security, we’re more than prepared.

As you reconfigure the workplace, we’ll guide you through a risk assessment to identify potential new and critical risk areas and put actions in place.

A safe return for your people, and ours

Welcoming the new normal the right way

Deeper cleaning

Strengthening security
Whether you closed operations completely, partially, or continued as normal, technical maintenance services and risk assessments are important in operating safely, efficiently and productively. We’ll offer guidance to support all scenarios via checklists which we can work through together alongside our subject matter experts.

Key considerations will include all planned statutory and mandatory maintenance, correct PPE procedures, task specific risk assessments reviewed in light of the COVID-19 situation, fire risk assessments, water quality management and more.

Firstly, we’ll review current office layouts and workplace needs, to redefine occupancy aligned to current UK government workplace social distancing principles. We’ll also undertake a site-specific risk review, identifying areas within the workplace which are high and medium risk for surface transmission of COVID-19. We’ll then provide you with short, mid and long-term solutions.

As changes in layout of furniture, spaces and other facilities are required to accommodate social distancing and new ways of working, our team of architectural and project professionals will provide guidance, layout plans and management of changes specific to your site.

The way that employees interact with and serve guests is also going to be very different, so it’s our job to not only inform guests of how this will work in each outlet, but to also reassure them of the safety measures we’ve taken. To do this, we’ll provide a suite of guest-facing marketing and wellbeing materials that guide them on things like how to buy, and reassure them around things like their food’s preparation.
Working together, we can ensure the safety of your food services, environments, teams, and the guests you serve, as we begin to establish our new normal. Our subject matter experts have been working closely with other regions to take learnings and recommendations so that you can implement them at pace.

We know your priority is to create a safe environment for your teams and guests. Implementing some additional steps into your way of working can help you deliver on this. Insight shows what our guests want to see happen, which includes a number of factors. From seeing employees regularly cleaning areas, wearing PPE and confidence in the food being served. Providing food covers, sanitation products for guests to use, and making more space in between tables, are also among their top expectations.

As we work with you to prepare for the new normal, we’ll ensure you’re fully equipped to address the above, and more. For example, we can support you with new menus, service styles and merchandising, as well as support you to realise the opportunities and benefits of our digital solutions. As we do this, we will continue to understand any impact these changes will have on your business and your people.

Catering for a new, safer food service delivery

Dan Corlett
Head of Food Platform
Sodexo UK & Ireland
Preparing you to re-open your retail spaces

Before we return to site, we’ll ensure we have a mutual understanding of what you expect from our service to you and how we intend to fulfil that. We’ll provide you with measures we recommend across all areas of your retail space, and tangible actions you can take to delight guests and maximise retail revenues.

These can come in many forms, such as site mapping examples that clearly demonstrate how to achieve social distancing within catering outlets; guest service refresher training for those who’ve been absent; and introducing more contactless payments, click and collect, and click and deliver options.

Deep cleaning before you reopen, and agreeing to a new frequency and standard of cleaning on re-opening, will also be required to meet new guidelines, as will ensuring all employees are equipped with and wear the correct PPE to carry out their tasks.
Putting confidence back on the menu

Providing the right menu that guests can trust is vital to rebuilding their confidence. So, as we plan our menus and how they’re delivered, we’ll work with key insights in mind - such as guests’ wanting pre-packaged meal solutions and a focus on health and wellbeing. And we’ll clearly outline the key actions to take to meet those expectations.

A new kind of service

How we deliver our food services will be very different from before. But with careful planning and preparation, this won’t be a problem. From introducing new queuing systems and limiting numbers within seating areas, to using disposable items and serving pre-packaged options, we’ll guide you in meeting best practices at every stage of the guest journey.

Limit exposure risk & enhance convenience

Strategic deployment of digital technology is critical for optimising daily employee experiences. Using employee-facing digital applications for on-site food orders and contactless payment for on-site retail locations is the smart way to limit infection exposure risks while enhancing personal convenience.
Whether your employees are on site or working remotely, Sodexo’s easy to use, reloadable contactless meal and food cards can be used online or in-store at thousands of local and national supermarkets and food shops. Employees can purchase their meals at local favourites around your site, close to home or online – they can spend anywhere that accepts a Visa card.

Meal and food cards provide easy access to lunch and beyond, enabling freedom of choice. Your employees can choose the food that fits their own preferences and restrictions, be it healthy, delicious food vital to overall wellbeing or local, preferred food takeaways and shops. Employees can also benefit from our accredited retailer network, where they earn cashback when they spend, to add to their purchasing power.

Today, a new meaning of work life is emerging. Dispersed workforces, lacking their usual structures, face-to-face interaction, and facilities, can find it difficult to settle into a new routine, especially with the added pressure of staying fit and well, round the clock childcare, social distancing being the norm and the aftermath of global lockdown on travel and leisure plans.

Sodexo’s concierge service, Circles specialises in employee concierge and workplace support services, tailored to solve a variety of business needs, such as improving productivity, wellbeing and satisfaction, engagement, talent acquisition and retention. The service is accessible via our call centre, on-site staff, or a customised portal. The program supports employees with a broad range of requests from assisting and supporting projects and urgent repairs at home, downtime and leisure suggestions, pet services, travel advice and booking to general assistance with everyday life needs and so much more.

The service relieves mental load from your employees’ work and personal lives, by removing workplace and home distractions, allowing the employee to focus on the task at hand and maximising their free time – we replace the thought of “I have to remember to do that” and replace them with “That’s one less thing to worry about.”

Meal and food cards with Sodexo Benefits and Rewards

Circles, Sodexo concierge

Meal card
Our sustainable approach to staying safe

While our priority right now is ensuring the safety of people, our commitment to sustainability remains at the forefront of the changes we're making.

As we move to using disposable items to deliver safe food services, increasing our pre-packaged meal options, and requiring disposable PPE, we’ll be working with suppliers to ensure that more and more of the materials we use can be recycled.

While we’ll be using plastic cutlery packs temporarily for infection control purposes, our refrain from using other single use plastics such as straws, stirrers, plastic bags and unrecyclable polystyrene items still stand.

With these changes in mind, if waste streams do increase, we’ll also assist with managing this in partnership with our waste management supplier.

Social value continues to be at the heart of Sodexo’s business and, as we continue to deliver our contracts in challenging times, we are focused on delivering wider positive benefits to our people, our communities and society.

We are proud to be a signatory of the government’s C19 Business Pledge, a national scheme that encourages employers to join the coronavirus effort through support to employees, customers and communities.

During the COVID-19 crisis we are proud to have been able to celebrate our hidden heroes, who have played a key role in the government’s response to the crisis, providing support for key services in healthcare, justice and education, as well as taking on new projects such as delivering the COVID-19 testing centres and supporting quarantined citizens at Arrowe Park Hospital.

As we support our clients with adjusting to the new normal, our focus will remain on health and wellbeing, for your people and ours, and in a time of economic uncertainty, we will continue to focus on our communities and wider society through positive action to support small businesses in our supply chain, and through continued support to charities and community groups through our Stop Hunger Foundation.

Social value