



Proposal for Integrated Facility Management Services Prepared for COVID-19 Care Centres

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This is high level brief and please reach out to us for a detailed proposal document.
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Introduction to Sodexo's proposal

Sodexo is committed to partnering with Client to achieve expertly managed and delivered integrated facility management services to support the operation of your COVID-19 Care facility at _____.

As the COVID-19 situation has steadily worsened around the world, Sodexo continue to deliver on its commitment to deliver safe, and effective services to our clients, consumers and widely community.

Available data in India suggests that nearly 70% of cases affected with COVID-19 either exhibit mild or very mild symptoms. Such cases may not require admission to Dedicated COVID-19 health centre. As the number of cases increases, Sodexo understands that it would be important for Client to appropriately prepare the health systems and use the existing resources judiciously. We understands that purpose of this facility is to break the chain of transmission of COVID-19, and will offer care for

- **COVID CARE CENTER:**

Cases that have been clinically assigned as mild or very mild cases or COVID-19 suspect cases.

- **DEDICATED COVID CARE HEALTH CENTRE:**

All cases that have been clinically assigned as moderate.

Our Approach:

Our proposed solution includes strategies and systems for **establishing a successful collaborative relationship with Client from day one**, and to ensure the effective delivery of all services in support of the safety of occupants, staff and the wider community.

Sodexo has the capability to scale services up or down to align with Client's operational needs. We understand the serious, and changing nature of COVID-19, as well as the need to deliver responsive, adaptive solutions within quick time frames.

As a provider of Facility Management Services to hundreds of sites across India – and across Government and Private Hospitals, Medical Colleges, PHCs, CHCs, Pharmaceutical facilities, Education facilities, Mining & Offshore facilities and Corporate workplaces. It's our experience and capability in the management of services across the country that makes Sodexo a safe and strategic choice in provider during this unprecedented time.

Sodexo has full working knowledge of the planning required to effectively resource and rapidly mobilize this project. Sodexo has delivered similar services across India as part of our Integrated Facility Management Solutions.

Currently Sodexo is responsible for delivering services in 450+ healthcare sites, maintain 52,000+ medical equipment, serve 65,000+ meals, manage 35,000+ linen, and manage 1 Million + square meter space of facility every day.

2. HSE, INFECTION CONTROL

Risk Assessment

We have established clear business continuity and pandemic plans, and are working to ensure that our teams have the right tools and information to manage the COVID-19 outbreak and to reduce transmission risk and mitigate any suspected or confirmed cases, whether at work or at home. These learnings have been incorporate into our processes to **enable safe preventive and reactive management of healthcare setup** and tasks where suspected and confirmed cases of COVID-19 have been identified.

Working in the Healthcare sector has provided us with on the ground experience of working in environments with potential or actual infectious diseases and the ability to quickly respond and develop systems of work around the COVID19 outbreak, specifically

- Managing suspected and confirmed cases of COVID19
- Preventive and reactive cleaning
- Food Safety Processes
- Laundering for Infection Control
- Managing Sub-Contractors

To mitigate risk of facility getting infected with novel coronavirus as a result of movements and activities performed in the facility, the areas shall be segregated as per guidance of National Centre for Disease Control which follows.

- **Low risk areas:** Areas having less direct contact with evacuee suspects such as control room center in the quarantine center, nursing station and areas of kitchen where food is cooked in case of an in-house kitchen.
- **Moderate risk areas:** Moderate risk areas are where infectious aerosols are generated from areas where the suspects were inhabiting in their bed linen, pillows and nearby clothes; low concentration of infectious particles. Contaminated surface near the quarantine zones.
- **High risk areas:** Areas where direct dealing with the suspects are as under: Medical examination room, sample collection areas (high concentration of infectious particles while coughing, sneezing, gag reflex during nasopharyngeal & oropharyngeal sample collection). Toilet and bathroom areas, dining areas, areas of bio-waste collections, segregation and disposal.

Sodexo has developed a **COVID-19 Resources Centre** on our Sodexo Operating Standards to enable all personnel to have easy access to extensive COVID-19 tools and materials including and not limited to a Manager's Guide, Risk Assessments, Processes, SOPs, Training Packages, Q&As and Safety Shares and Work Aids.

Infection Prevention & Control

Sodexo understand that **visibly sanitary is no longer enough to keep people safe. What is required today is total disinfection through a multi-pronged and multi-tiered approach to pathogen removal.** Including a strict strategy for the effective identification and management of risk, and the implementation of practical and tenacious monitoring standards. Sodexo deliver's our service leveraging three inter-related capabilities to deliver an effective service.

While institutionalizing Sodexo's infection prevention and control procedures at Client site, **our team shall ensure the following recommendations from NCDC.**

- That the movement of health care staffs and other personnel to undertake as per the designed map to prevent and control infections.
- To ensure that all health care personnel use PPE as per guidelines, they shall be properly trained and assisted during wearing of PPE.
- Separate areas shall be earmarked for PPE Donning and Doffing Compliance.
- Our team shall ensure that all the quarantine facility is decontaminated daily with disinfectants (freshly prepared 1% hypochlorite, detergent solution) including surface mopping of all the floor, bathrooms, toilets facility, under side of beds, other related items placed in the rooms of quarantine people .

By delivering a service that is proportional to the level of infection and confidence risk, it is possible to prevent healthcare associated infections and give occupants and staff confidence that they are in a facility where safety is the primary focus!

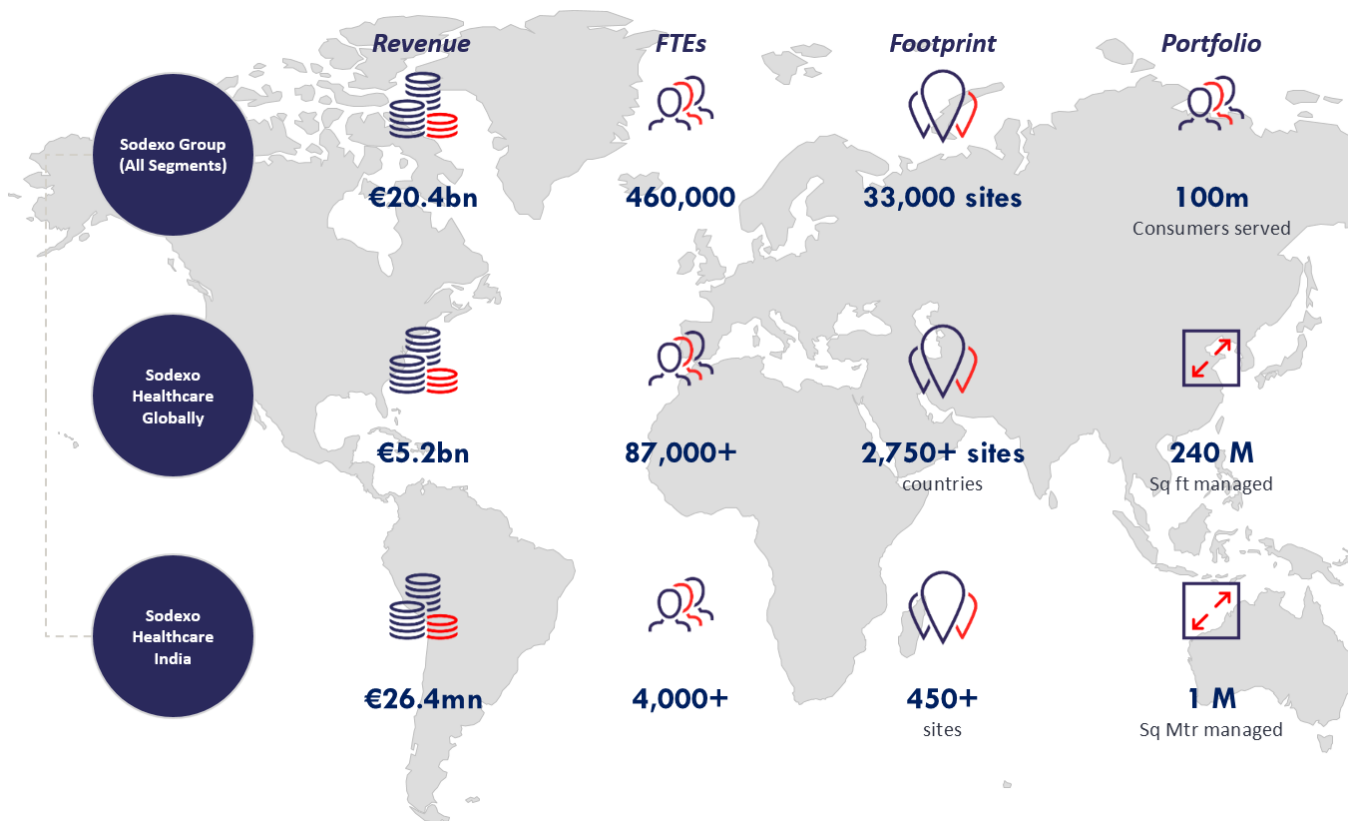
3. ABOUT SODEXO

We aim to build on the successes and lessons learned of our current global and local experience, recognizing the need to continue to improve and evolve our solutions.



Sodexo is a multinational Facilities Management and Food Service company head quartered in Paris, France and founder in 1966 in Marseille by Pierre Bellon. **We are the global leader in services that improve Quality of Life**, an essential factor in individual and organizational performance.

Although our heritage is founded in hospitality and food services, today Sodexo serves around 100 Million consumers everyday across 33,000 sites globally. **Sodexo has been an active contributor to the healthcare sector for over 40 years.** We have 87,000 employees working on-site in hospitals in 35 countries. Reputations are built on people, performance and progress and we are proud to contribute to that in 2,750 hospitals across the world.



Sodexo's efforts in fighting COVID19 globally

Temporary Hospitals / Camps

- UK - Sodexo is supporting the setup of 'pop-up' hospitals in exhibition centres. Sodexo is supporting the set-up in Birmingham's National Exhibition Centre.
- Spain – Like UK exhibition centres are used as camps. Sodexo does provide food service request in Barcelona in FIRA (exhibition centre in Barcelona) which is transformed in COVID-19 Camp with 300 beds.

Quarantine facilities for returnees from overseas (previously from China)

- UK - Operated Wuhan Repatriation Accommodation at Arrowe Park (14 day isolation).
- Canada Sodexo provides Food Services.
- US Sodexo provides Food Services & Cleaning.

Screening Centre in Thailand



Vending in Belgium: Sodexo installed an Alberts smoothies dispenser at the **University Hospital of Antwerp**, to give hospital staff 24/7 access to vitamin-rich snacks



Sodexo in India

Sodexo India provides a bouquet of 100+ service offerings to healthcare organizations, pharma, corporates, manufacturing locations and schools and universities. Our solutions include environmental cleaning, food and catering, facilities management, technical services, workplace experience, energy management and benefits and rewards services. All our solutions are aimed to improve the Quality of Life of our consumers, clients, employees and the communities at large. It is our ongoing effort to evolve with the changing needs of our consumers.

Taking a shift from traditional facilities services to an Integrated Facility Management model, we deliver services in over **1,750 locations in the country**. We employ over **50,000 employees** in India. In Healthcare, Sodexo supports over **450 hospitals and healthcare centres** ranging from **private hospitals, medical institutions, and regional ministry of health** with customized solutions to improve the satisfaction and experience of patients, staff, visitors and students, while enhancing the efficiency and reputation of hospitals. Few of our esteemed clients are as follows.

4. SODEXO'S SOLUTION FOR COVID19 CARE CENTRES

Environmental Cleaning Services

To demonstrate our market leadership in the specific area, Sodexo's Soft Services Framework has developed a best practice document, **using Sodexo's experience in supporting the approach to COVID19 for our global clients, including those located in Mainland China and Western Countries.**

Our SOPs for COVID19 Care Centres are aligned with the guidelines for Environmental Cleaning issued by NCDC in collaboration with WHO and other stakeholders.

DELIVERY MODEL:

Sodexo's cleaning service will focus on productive allocation of tasks. Specialized teams will be formed to conduct various tasks. This **team-based model will maximize the effective use of resources** whilst ensuring that the cleaning staff understand the importance of their role and responsibilities.

Biomedical Waste:

To ensure that biomedical waste management in the facility takes place as per standard guidelines, separate yellow, red /black bags, foot operating dustbins shall be kept at each floor and outside the facility. **It shall be strictly ensured that Doffing takes place in the designated area with all the PPE kit including mask, gloves is properly placed in yellow bags.** All the staff collecting the possible infectious material such as food items, PPE kits from yellow bags shall also wear PPE and following the IPC measures.

Designated place shall be earmarked outside the building for collection of yellow and black bags.

Site of collection of biomedical waste shall be regularly disinfected with freshly prepared 1% hypochlorite solution. Steps in the management of biomedical waste include generation, accumulation, handling, storage, treatment, transport and disposal as mentioned in the SOP shall be followed. All the generated waste from facility shall be treated as isolation waste.

Support required from Client: Support required from client for arranging the collection of biomedical waste from the facility at least twice daily as per local established practice. **Sodexo shall do only segregation and will keep the segregated waste at the designated place within the premises.**

General Duty Attendant Services (GDA)

Sodexo works closely with Client customizing our program to address the center's specific needs. GDAs work with nursing team to assist occupants and intra facility transportation requirements if any.

DELIVERY MODEL

- Services built on priorities like Hygiene, Safety, Empathy & Timeliness
- Provides assistance to COVID Care Centre Occupants
- Assists Occupants in Transportation (Wheel chair etc if any)
- Coordination with departments
- Ensures cleanliness of transport equipment/ occupancy assistance equipment.

Food Services

As the world's largest private employer of dieticians, Sodexo has a wealth of expertise in clinical nutrition. Sodexo will provide healthy and nutritious food service to the COVID Care Centre, harnessing our successes delivering a wide range of solutions to our healthcare clients. **Sodexo's scope, capability and flexibility mean we can quickly engage local resources within a particular area, enabling our business to cope with unforeseen requirements or pre-determined needs for additional catering resource.**

As guided by NCDC, Sodexo shall provide pre-packed food in disposable containers, as we understand, we shall make provisions for three meals a day – breakfast, lunch and dinner. Meal services will be undertaken using meal trolleys suitable to the environment and trays will be delivered outside each guest room.

FACILITIES & EQUIPMENT REQUIRED TO DELIVER THE SERVICE

- Sodexo require an appropriate facility for assembly of daily meal kits on trays, within a space compliant with relevant Food Safety Standards and Best Practices. This will include appropriate space, storage facilities, and space for assembly.

Laundry Services

Sodexo India has an extensive Health, Safety and Compliance regime with appropriate policies, procedures and training to ensure we comply with Clinical Laundry standards supported by our laundry operations manual. Sodexo's approach to laundry and linen ensures that the services provided meet the standards for Laundry and Linen within

the Healthcare environment and any other new or emerging requirements to ensure the safety of occupants and staff. Sodexo's approach uses an established framework called Soft Services Framework to train out teams using clearly defined systems processes and tools – all of which ensure the safety and efficiency of the services.

DELIVERY MODEL

Sodexo shall provide laundry services if requisite infrastructure and equipment is provided by client at site. Sodexo's dedicated laundry teams will be trained in all processes relevant to their role, including the importance infection prevention and control which in turn leads to the appropriate treatment of laundry and personal items using PPE and color coded laundry systems.

5. HUMAN RESOURCE PLAN

Sodexo considers attracting and retaining the best people as an important and integral part of our Human Resources Management policy, enabling us to provide the best service to Client. Especially during the crucial mobilizing phase of COVID Care Centres – we know how critical it is to have the right team on-board.

People Fundamental at Sodexo

Sodexo works to ensure the following basic standards for its employees, which form the foundation of employment that supports and improves their Quality of Life:

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| 1 | Safe, secure & healthy workplace | 6 | Full pay: On time every time |
| 2 | Respectful workplace relations: No threats harassment, discrimination or violence | 7 | Fair schedules: Within legal maximum with proper days off and rest breaks |
| 3 | Training, tools, and equipment for competent and safe job performance | 8 | Data privacy and security for personal information |
| 4 | Clear management: Job descriptions and objectives | 9 | Proper and dignified living accommodations |
| 5 | Respect for fundamental rights at work | 10 | Voice: Meaningful grievance mechanism free from retaliation to report any violations of our Statement of Business Integrity |

6. COMMUNICATION & TRAINING

Sodexo understands that there might be an obvious sense of psychological fear and panic among all the occupant in the facility. Occupants shall be educated by Sodexo team on Universal infection control measures , personal protective measures, provide written instructions on Do's and Don'ts in the facility basis guidance from the facility in-charge to contain and avoid spread of the infection. Importance of frequent Hand washing specially after touching surfaces like door handles, stair railings, bed railings, etc. shall be instructed for strict compliance.

Sodexo shall also establish a communication board, appropriate signage for Information, Education, Communication purposes which outlines the information shared above.



Fig: Example of Communication Board on Environmental Infection Control

7. QUALITY & COMPLIANCE

Being a world leader in providing Quality of Life services, and operating in such a wide range of sectors including healthcare gives Sodexo a mass of quality and compliance benchmarks to work towards. Our Quality Management System demonstrates our ability to provide consistent service that meets our client and applicable regulatory requirements and is externally certified to:

- ISO 14001:2015 – Environmental management systems
- ISO 9001:2015 – Quality management systems
- ISO 45001:2018 – Occupational health and safety management system
- ISO 22000:2018 – Food safety management systems
- ISO 13485 – 2016 – Medical devices

We've developed audit and inspection methodologies and frequencies to ensure hospitals have confidence that the right thing is being performed in the appropriate way to the correct standard amidst the evolving circumstances of COVID19.

Periodic audits shall be conducted by our team on site.

- Infection Prevention & Control - Risk management and minimization
- Health, Safety & Environment
- Human Resource
- Purchase & Inventory
- Training & Development
- Subject Matter Expert Review
- Issue management and corrective and preventative actions

