

17 APRIL 2020



IMPROVING QUALITY OF LIFE AT YOUR FACILITY  
- A POST COVID 19 FM SOLUTION FROM SODEXO



## Working Together

Sodexo has been on the front lines of the coronavirus (COVID-19) response since it first emerged. We have business continuity and pandemic plans in place and we 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.

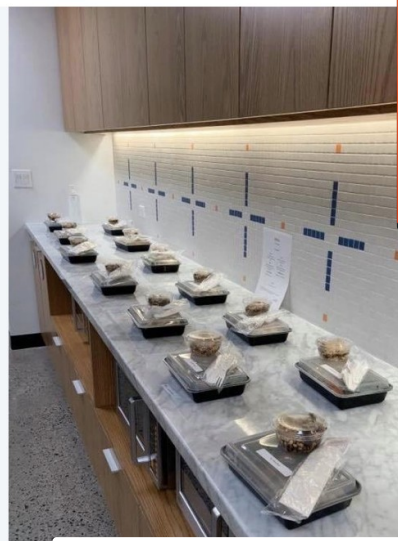
Sodexo recognizes that all organizations have a role to play to address COVID-19. By working with our clients and mobilizing all of our employees, we can help to reduce the spread of this virus and mitigate its impact.



**Christophe Airault** • 1st  
Senior Vice President at Sodexo  
6d • Edited •

Quand nos clients exercent des activités essentielles, chez Sodexo nous nous adaptons en adaptant constamment nos services et en prenant soin de nos employés. Merci à **Sonia Saidi, Dominique Guertin et Aymeric Halba** ...see more

See translation



**Denis Machuel** • 2nd  
Chief Executive Officer of Sodexo  
4d • Edited •

If this crisis has a lesson to teach us already, it is by bringing to light the extraordinary value of the jobs done by those in the service industry. For several weeks, our teams have been working tirelessly in the field, under exc ...see more

**Roger Stéphane** • 2nd  
Directeur Général France chez Sodexo Entreprises  
3d • Edited •

Très belle initiative de nos équipes à Toulouse qui ont partagé les œufs de Pâques qu'ils avaient créé avec leurs collègues du segment Hôpitaux Cliniques de la région qui sont actuellement en première ligne dans la bataille en cours. Toutes ces actions de partage entre nos collaborateurs redonnent du sens à l'Esprit d'équipe, une des valeurs fondatrices de notre Groupe et me rendent très fier.  
Merci à tous.

See translation



**Juvé Mathias** • 2nd  
Directeur Régional chez Sodexo & Sogeres  
1w • Edited •

La #Solidarité bat son plein dans le Sud-Ouest et notamment en Dordogne ! Il y a 10 jours, le Service de Restauration Sodexo de l'HÔPITAL PRIV ...see more

See translation



**Sean Haley** • 2nd  
Chairman at Sodexo UK & Ireland, FRICS  
1w • Edited •

Over the past couple of weeks we have all felt the impact of the COVID-19 outbreak both on our professional and our personal lives. ...see more

**Sodexo**  
632,502 followers  
1w • Edited •

Frontline medical workers, security personnel, pharmacists, people who work in facilities management such as Sodexo employees, and many more, are working around the clock to wipe off COVID-19 and keep us all safe and healthy. Let's thank these superheroes for their incredible efforts, and do what we can - wash our hands, have good hygiene and practice social distancing - to lessen the burden on them.

#COVID19 #SodexoIndia #SodexoAPAC



**Christophe Airault** • 1st  
Senior Vice President at Sodexo  
3d • Edited •

Chief Enzo and Shivang Puri, MBA care about our clients! In order to support people who still go to work during this difficult period and who don't want to queue after work at their grocery stores, we at Sodexo propose to them at their workplace a full range of take-away grocery and convenience items. #sodexotoronto #sodexoGTA #sodexocanada



**Juvé Mathias** • 2nd  
Directeur Régional chez Sodexo & Sogeres  
2w • Edited •

Tout en conservant un stock nécessaire pour nos propres besoins et ceux de nos équipes "Santé" et "México-Social" des marques SOGERES et Sodexo, l'équipe de **Marilyne Catrin** à la Cuisine Centrale de l'Établissement de Cont ...see more

See translation



# One crisis – thousands of heroes

**Sodexo**  
632,503 followers  
2w • Edited •

Nous remercions toutes nos équipes qui sont mobilisées pour faire face à la situation exceptionnelle à laquelle nous sommes tous confrontés. C'est grâce à votre engagement et à votre dynamisme à toute épreuve que nous pouvons assurer une continuité de service sur l'ensemble des lieux où nous intervenons, dans les hôpitaux et cliniques, les crèches, l'aide à domicile, les établissements médico-sociaux, nos institutions, les établissements pénitentiaires...

Votre mobilisation au quotidien fait notre fierté.

Restons mobilisés et vigilants, tous ensemble.  
**AMELIS groupe SODEXO Crèche Attitude - Groupe Sodexo**

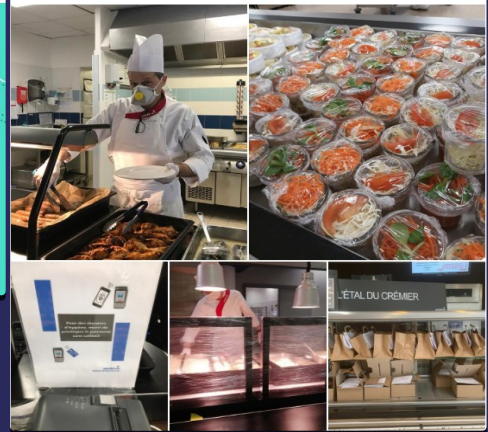
See translation



**Corinne HIRSCH** • 2nd  
2w • Edited •

"Une armée marche sur son estomac" - N. Bonaparte

Même par ces temps compliqués, il est hors de question d'abandonner nos clients!  
Nos courageux collaborateurs continuent d'œuvrer dans le respect des règles d'hygiène et de sécurité draconiennes afin de garantir une continuité des services de qualité de vie au sein des entreprises.  
Le mot d'ordre : show must go on (very safely!)  
Ne le dites à personne, mais une petite surprise attend nos équipes en fin de service :)



**Christophe Airault** • 1st  
Senior Vice President at Sodexo  
1w • Edited •

Across Canada, our Sodexo people do whatever is right to help the ones in need. Here Chef **Ian Blodreau** at **Musée canadien de l'histoire** and his friend **Rosie** donate all of our gloves to the incredible staff of **The Ottawa Hospital!**



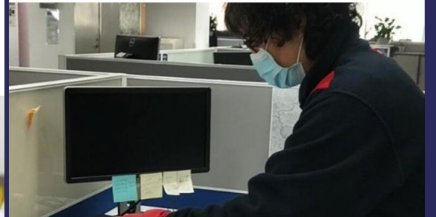
**Valérie CHAPY** • 3rd+  
Assistante spécialisation marketing/communication  
1w • Edited •

Un coup de chapeau pour nos collaborateurs qui assurent la restauration dans les centres hospitaliers, les EHPAD, les ESAT et maisons de retraite. Un grand merci à nos collaborateurs de la filiale Education **Sodexo SOGERES** du secteur de **David Rémy** qui prêtent main forte aux équipes de restauration, notamment du centre médical **Georges Coulon** au Mans, du foyer résidence **Marcel Lebreton**, de l'EHPAD **Jeanson** à Angers ou bien encore de l'ESAT de **Blain**.



**Sunil Nayak** • 2nd  
CEO - Corporate Services Worldwide at Sodexo  
2w • Edited •

Our CEO, **Denis Machuel**, shares how Sodexo team members are working together to preserve the **health & safety** of the communities we serve. More info: <http://ow.ly/wb2Y102cQD0> #Coronavirus #Covid19



Sodexo's Actions to Mitigate Impacts of Coronavirus (COVID-19)  
sodexo.com





## Prevention of the Coronavirus (COVID-19) starts with you & me!



Wash hands frequently and avoid shaking hands



Clean and sanitize all frequently touched surfaces



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



Keep a safe distance from people who are coughing/sneezing (> 2 meters, 6 feet)



Cover your mouth and nose when coughing or sneezing



Help keep others calm: check facts and beware 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.

# AGENDA

- Context
- Your Priority
- Sodexo Solution For a Safer Tomorrow
  - › Employee Pathway & Experience
  - › Site Restart Process
  - › Covid 19 Contamination Removal Solution
  - › Hygiene and Wellness Solution
- Benefits to Your Organization

# CONTEXT

Over the last few weeks – or even the last few months for those of us who are based in Asia – the world as we knew it has changed drastically. In these unprecedented times there are number of uncharted challenges for us all, individually and collectively.

Around the world, Sodexo service professionals are at the forefront to keep supplying essential goods, feeding populations, providing - clean, safe and hygienic environment for the operation of infrastructures that are essential to the continuation of our societies in this very challenging context.

Once the pandemic is over how the workplace will change, when the world goes back to normal is yet to be seen. But it's likely that the 'new normal' will include a shift in employee and employer preferences – and the expectation of a more safer and hygienic workplace.

As part of this change in preference, from employer standpoint you will observe a major shift in the attitudes of employees at large, creating elevated awareness of altered beliefs about personal and environmental hygiene, health, social relations, travel and crisis preparedness. On the professional front they will certainly look up to their organizations of creating and maintaining a more hygienic and safer work space for them.

In this regard we understand the expectations coming our way, to ensure your facility environments are completely safe and hygienic for easy employee movement with a sense of comfort and without any fear.

As a result, Sodexo has established a **Global Covid 19 Response Team** that is monitoring the situation regularly across geographies where we are present. And in no time this team has been able to develop Covid 19 FM Services Offer, SOP's, Training Program, Communication, Service Strategies and a Network of Service Partners; to deliver the appropriate range of services for your facility when the businesses start operating.

Today we would like to present you with Sodexo's Covid – 19 Response FM Offer for your facility.

# YOUR PRIORITY AS FACILITY ADMINISTRATOR

## KEY PEOPLE RESPONSES

- › Update office hygiene program and environmental cleaning procedures
- › Instill a sense of hygiene and safety
- › Communicate the Measures taken to disinfect the facility and workstations
- › Address Employee Anxiety
- › Future measures / change in cleaning practices

## ENHANCE HEALTH & HYGIENE

- › Adopt new hygiene and health habits
- › Improve Workplace Hygiene
- › Support & Monitor Employee Health
- › Guarantee Social Distancing

## MITIGATE PEOPLE RISK

- › Identify and Support Critical Roles
- › Decrease Risk Exposure (e.g. split teams)
- › Contingency Staffing and Planning

**Team Sodexo Understands your Priority towards Health & Safety of your Employees. To support your objective, as part of our FM Services at your Facility we have come up with A Range Of Solutions which will Enhance the Hygiene and Make Your Workplace further Safe and Employee Friendly.**

# OUR SOLUTION FOR A SAFER TOMORROW

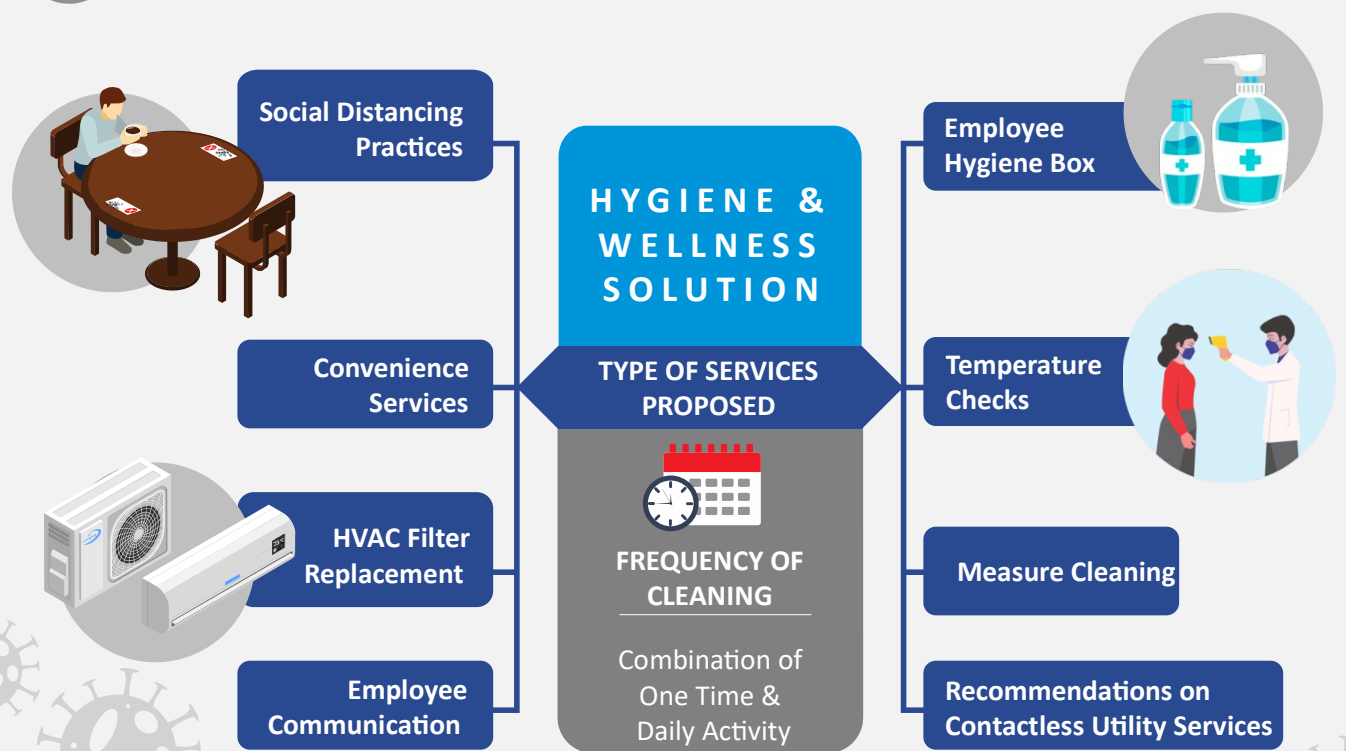
We at Sodexo understand that Protection of your employees, vendor staff and visitors is your key priority. This is your ultimate goal in this challenging times. At your esteemed organization, People always come first and remains your priority throughout and until the end of this outbreak with focus on their Health and Wellbeing by reducing the exposure of the virus.

Being one of our key client, Team Sodexo has planned for a set of solutions with defined measures which can be deployed immediately and incrementally, in accordance to the level of the outbreak in each of your facilities.

## A WHEN: SITE RE-OPENING POST LONG SHUTDOWN



## B WHEN: AFTER DISINFECTANT CLEANING AT YOUR FACILITY

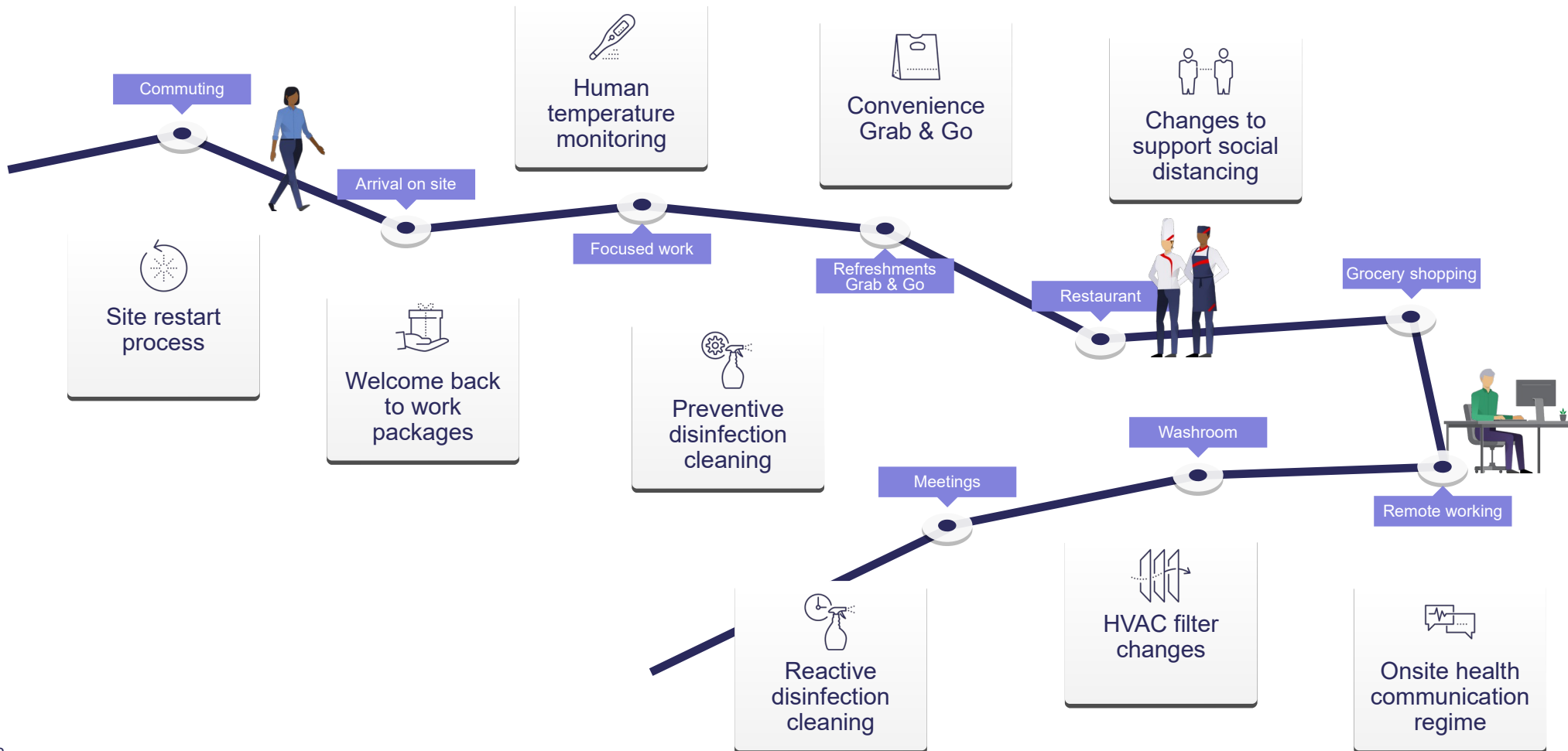




# EMPLOYEE PATHWAY & EXPERIENCE

## ADAPTED AND NEW SERVICES TO PROVIDE A SAFE WORKPLACE ENVIRONMENT

We contribute to every step of the journey of your employees in the facility, delivering them a safe and hygienic experience.



### EMPLOYEE EXPERIENCE –

Especially in times of widespread social stress, employees need to feel valued, informed and supported by their employer. This environment retains employees and in turn boosts the customer experience they are likely to provide.

# SITE RESTART PROCESS

At this stage, Sodexo as your FM partner will work closely with your administrative teams to put together a comprehensive plan for reopening of the site and its facilities.

As a result of exposure to other geographies which were impacted due to Covid 19 pandemic much prior to India, Sodexo Team has well established

‘Site Restart Process’ and ‘Range of Services’ to manage through workplace, facility and people centric issues in this new reality.



## Key Highlights -

- › Collaboration with Sodexo-Team based on a clear restart framework process.
- › Help to cope up with new needs and opportunities arising through the different reality.
- › Provide assurance that work can be re-started safely.
- › Receive advise and support to manage the site comeback process smoothly.



### SITE RE-OPENING CHECK LIST

Date	
Name of the site	
Segment	
Audited by :	
Verified by	

Slno	Activity	Yes	No	NA	Remarks	Attachment/reference
<b>A</b>	<b>General Points</b>					
1	Ensure agree with client likely requirement of deployment based on client working plan- based on lockdown lifting announcement date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	Communicate to staff about the deployment and when they should come etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3	Identify workers who supported site during lockdown and announce during first briefing session with site staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	Check with client whether any COVID 19 suspected /confirmed STAFF worked at site during lockdown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5	Ensure Sodexo staff temperature screening process is in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		 G/12/10 to undertake body tm
6	Share with client Best practices on social distancing that could be implemented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Share best practices for Dining area, Pantry area, Lifts area, meeting room , conference room	 Best Practices on Social Distancing
7	Once agreed – deploy those critical practices at site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8	Get self-declaration from staff about illness to them or to family and take appropriate actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**In next couple of slides Presenting you with our Range Of Solutions and thereby Services which are supportive to the Site Restart Process, with an objective to make the Workplace safe and hygienic including an improved employee awareness.**



S I T E R E - O P E N I N G  
P O S T  
L O N G S H U T D O W N

# COVID 19 CONTAMINATION REMOVAL SOLUTION

## SERVICES PROPOSED

- Preventive Disinfectant Cleaning
- Reactive Disinfectant Cleaning



# CRITERIA TO DECIDE - TYPE OF DISINFECTANT CLEANING

- If any staff worked during the shut down reported sick with symptoms of COVID – 19
- If any of contracted employee worked during shutdown reported sick with symptoms of COVID – 19
- Any visitors reported with symptoms of COVID-19

**IF YOUR ANSWER IS**



**NO**



**PREVENTIVE DISINFECTANT CLEANING**



**YES**



**REACTIVE DISINFECTANT CLEANING**

# PREVENTIVE DISINFECTANT CLEANING

We recommend to implement Preventive Disinfection Cleaning in your facility.

Preventive disinfection helps to reduce the overall level of contamination in the facility and maintain contamination at a low level.

## Key Highlights -

- Disinfect your environment to help prevent the spread of COVID-19.
- Trained personnel to carry out the disinfection work as per defined SOP.
- Usage of sanitized PPE & Ladders before and after of disinfection cleaning.
- Focus on High touch surfaces (e.g. light switches, telephone, desks, door handles, toilets etc.)
  - › Our processes follow local legislation and standards



Standard Operating Procedures, defined by Sodexo Global Covid -19 Response Team

# PREVENTIVE DISINFECTANT CLEANING

## TOOLS FOR DISINFECTANT CLEANING

### CHEMICALS

VIREX II 256 or PEROXIDE  
(JOHNSON DIVERSEY)



OR

20 NEUTRAL  
DISINFECTANT  
(ECOLAB)



### EQUIPMENT



### PPE



## CLEANING FOCUS ON HIGH TOUCH SURFACES

### General Work Area / Room

- Light switches / pulls
- Door handles
- Door plates
- Lift (elevator) controls
- Tables
- Desks
- Cabinets
- Chairs
- Wall mouldings
- Window sills
- Telephone
- Keyboards (as appropriate)
- TV remote
- Dispensers
- Taps
- Shower fixtures
- Shower curtains / screen
- Toilet flush handle
- Toilet seat
- Bathroom handrails
- AC Grills
- Copier machine

### Technical Area / Room

- Switch gear handles
- Metering panels/ apparatus
- Chiller Panel & its control panel
- Pump starter Panel
- AHU Panel
- Diffusers and dampers
- Remote Panels of DX and VRV units
- Sub Panel and distribution boards
- Switch boards ( if any fault attended by affected person)
- Water Pumps and its Panel
- BMS / FAS Panel
- Door handle /knobs
- Water taps & health facet
- Hand tools & Ladder
- Work table
- Log sheets and registers
- Water Tanker / HSD tanker valves & pipes



# REACTIVE DISINFECTANT CLEANING

We recommend to carry out Reactive Disinfectant Cleaning, in case there was a confirmed case of Covid 19 at your facility. This type of cleaning activity is must to ensure the entire facility is completely deep cleaned and any type of contamination do not remain with possibility of infecting other employees.

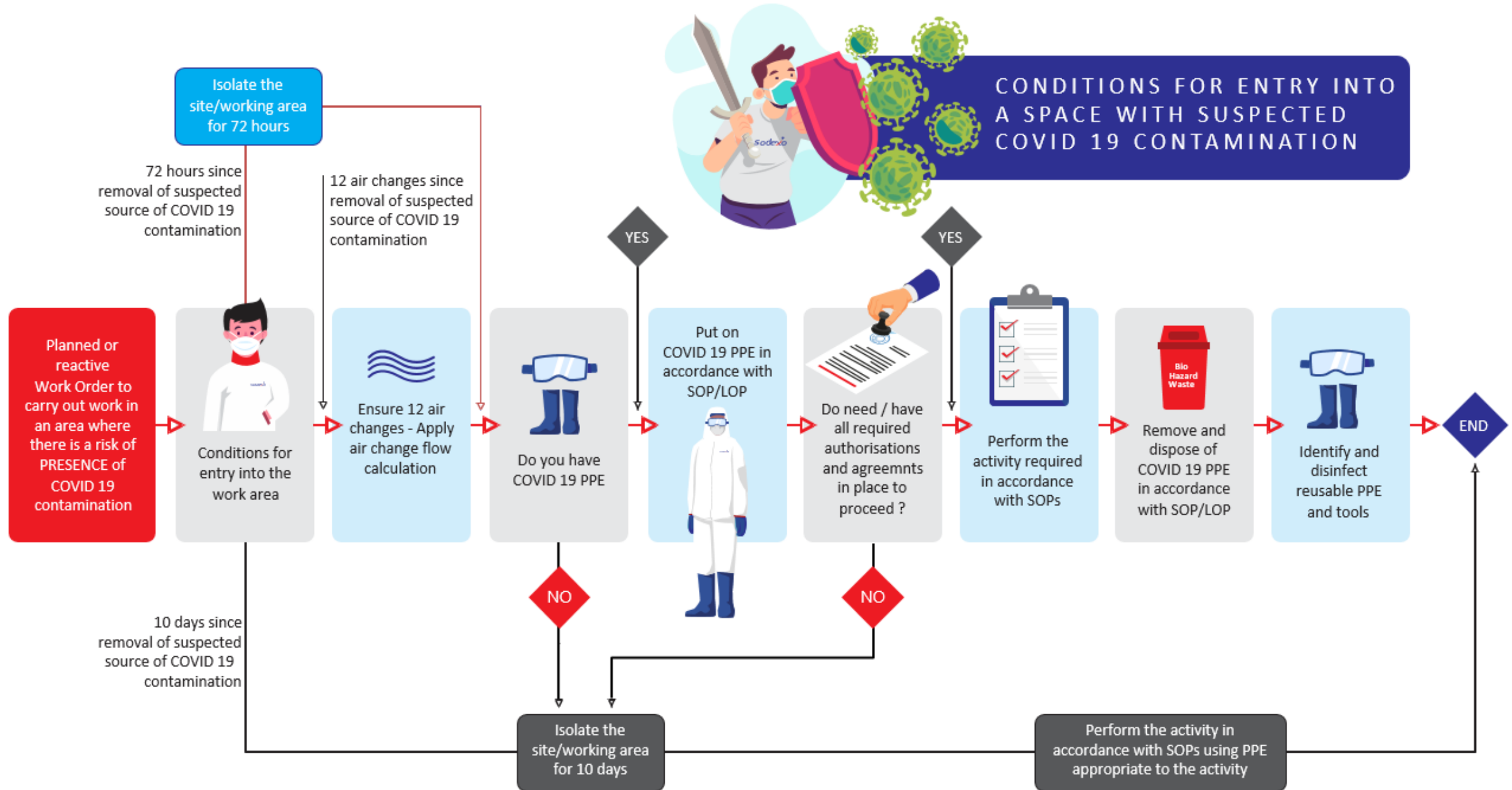
## Key Highlights –

- Help mitigate the spread of infections and make contaminated spaces available for use again.
- Highly trained staff to carry out specialized disinfection services.
- **Process**
  - › Use specialized protection equipment, chemicals and provide training
  - › Buddy system of 2 people and a strong supervision
  - › Risk assessment of area to be cleaned  
(e.g. kept undisturbed for a minimum of 12 air changes or 72 hrs)
  - › Clean hard surfaces (incl. high-touch ones like light switches, door



Safety Operating Procedures,  
defined by Sodexo  
Global Covid -19 Response Team

# REACTIVE DISINFECTANT CLEANING – PROCESS FLOW



# REACTIVE DISINFECTANT CLEANING

## TOOLS FOR REACTIVE DISINFECTANT CLEANING

### CHEMICALS

VIREX II 256 or PEROXIDE  
(JOHNSON DIVERSEY)



OR

20 NEUTRAL  
DISINFECTANT  
(ECOLAB)



### EQUIPMENT



### PPE



Cap



Safety Glasses



Face Shield



Face Mask



Disposable  
Gloves



Disposable Gown



Disposable Apron



Safety Shoes



Shoe Cover



# REACTIVE DISINFECTANT CLEANING -

## KEY PRINCIPLES AND PROCESS GUIDELINES

### ZONES FOR SAFER EMPLOYEE PATHWAY



Operating zone where reactive cleaning will take place, wearing full PPE



Transition zone where staff will put on / take off PPE, prepare disinfectant and equipment



Clear zone where standard ways of working can be continued

Isolate area using signage / barrier or tape – to prevent anyone other than the disinfecting team moving from the Green Risk Zone into the Amber Risk Zone.



### ENSURE AVAILABILITY OF WELFARE EQUIPMENT FOR STAFF STATIONED IN RISK ZONES:

- Drinking water
- First Aid Provision
- Means of communication in case of emergency

### ZONE TRANSIT –

Deploy additional staff to remain in the GREEN RISK ZONE to support the team – for example to bring additional items that may be needed to the AMBER RISK ZONE. This ensures staff from risk zones do not visit Clear Zones during cleaning process.

### DISPOSABLE PPE –

Remove & Place all used cloths, mop heads and PPE into a hazardous waste bag, then carefully place into a second bag & dispose as per the guidance/Procedure.

# **HYGIENE & WELLNESS SOLUTION**

## **SERVICES PROPOSED**

- **Employee Hygiene Box**
- **Temperature Checks**
- **HVAC Filter Replacement**
- **Measure Cleaning**
- **Convenience Services**
- **Sodexo`s Packed Meal Solution**
- **Recommendations on Contactless Services**
- **Social Distancing Practices**
- **Employee Communication**

# EMPLOYEE HYGIENE BOX

Welcome your employees back to work with an assurance of a safe workplace and committing to their safety and hygiene while they are at work as part of this new reality. This will not only help the employees to be productive but also remind them to stay focused on hygiene.

Team Sodexo has developed an 'Employee Hygiene Box' to help you achieve this objective.

## Key Highlights of the Box:

- Promote hygiene and healthy living and raise responsibility for own workplace.
- The box allows for efficiency while raising awareness on hygiene. This box is a part of the Organizational Efficiency Value Creation Model.
- It engages the end-user and makes them feel responsible for the up-keep of personal hygiene and their desks.
- Employee health focus is the main driver for this 'hygiene box'.
- Box could be customized with addition of: **Face Mask, Hand Gloves, Social Distancing Tips, etc.**



# TEMPERATURE CHECKS

High body temperature and fever is considered a vital sign of Covid- 19. In order to ensure the safety of your employees, Team Sodexo can assist in laying down the site access policy and setting a temperature screening threshold over which employees will not be permitted to enter the workplace.

## ■ Key Highlights:

- › Provision of monitoring equipment.
- › Prior communication to workforces regarding temperature checks and related implications (*e.g.*, being sent home).
- › Appoint staff with proper training to facilitate the temperature checks on your employees.
- › Perform a temperature check on all visitors, contractors and employees entering the site, in non-invasive manner.
- › Ensure safety for all individuals based on social distancing, use of protection equipment and materials.
- › Regularly Clean and Disinfect medical equipment used for temperature checks.



## ATTENTION

Please note that Human Temperature Checking is in operation at this site

Access will be only be granted to those that show no signs of a raised temperature or fever

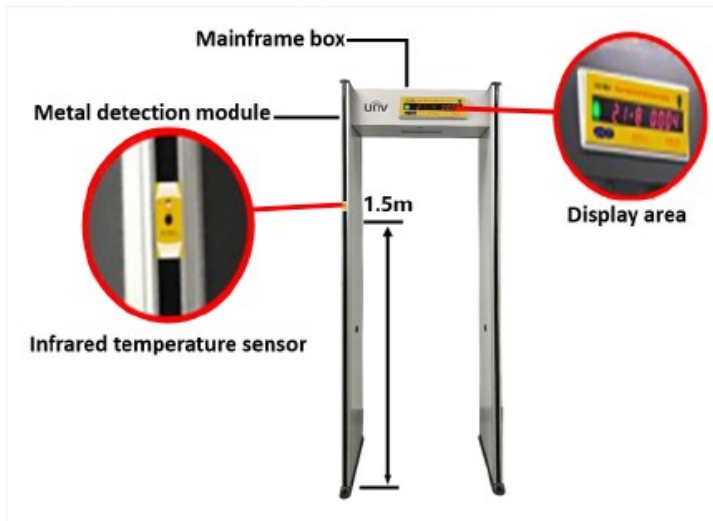




# TEMPERATURE CHECKS – TYPE OF EQUIPMENT

With the support of any of the proposed equipment, Sodexo team will monitor the body temperature of an individual prior to allowing access to site. This will also enable us to establish enhanced access control scheme to help provide a secure and safe environment for employees, clients and visitors.

## HUMAN BODY TEMPERATURE MEASUREMENT METAL SECURITY GATE



## THERMAL CAMERA



## THERMAL CAMERA GUN



## INFRARED THERMOMETER



Appropriate for Large Corporate Parks & Manufacturing Plants

# HVAC FILTER REPLACEMENT

Air filters within the HVAC system can harbor COVID-19 contamination. Preventive replacement can mitigate the risk of spreading undetected contaminants – reactive replacement is strongly recommended for sites with COVID-19 cases.

## Key Highlights:

- Keep the air free from contaminants to help prevent the spread of COVID-19.
- Replacement of HVAC filters:
  - › More frequently before starting to see COVID-19 cases
  - › Mandatory for sites with COVID-19 contamination
  - › HEPA filters are more likely to harbor COVID 19 contamination and should be disposed off
  - › Washable filters to be treated as disposable filters and replaced
  - › All disposable filter media is to be double bagged and disposed off appropriately



# MEASURE CLEANING

Sodexo team proposes to use a combination of measure cleaning methodology to ensure a bacteria free and clean facility experience is delivered.



## BLACK LIGHT INSPECTION

Black light inspections for cleaning. Under black light, you can see stains and bacteria that are not otherwise be visible.



## ATP MEASUREMENT

ATP (Adenosine Tri-Phosphate) is an energy molecule that is present in all living cells. ATP measurement uses ATP meter to measure how clean a surface is. A sample is taken through Swab Test, inserted into the ATP meter, and a numerical value is returned. Pre-defined ranges of values determine if the surface is clean or dirty. This provides a quick, easy, and **scientific method to determine if a surface is clean and free of bacteria.**





# CONVENIENCE SERVICES

Sodexo's association with 'Big Basket Instant' has enabled possibilities to propose convenient food options and selected grocery items for employees at your workplace. A simplified service driven by digital technology to provide take away options to support employees to adhere to social distancing guidelines.

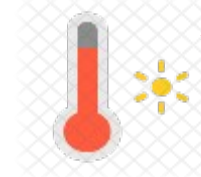
## CONVENIENCE RANGE :

Ready To Eat | Lunch boxes | Juices | Energy Bars | Grocery  
| Convenience Foods | Fruits | Snacks & Yogurt |  
Biscuits & Cookies | Dry Fruits |

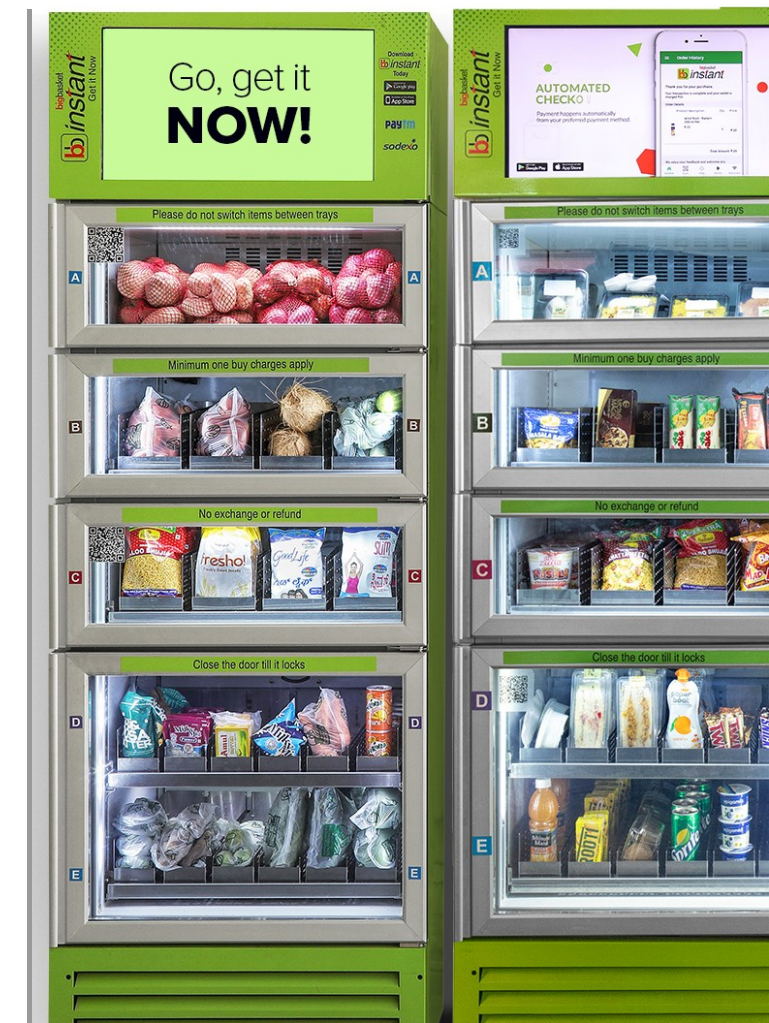
### Key Highlights:

- › Organised stations in a way that infection risk is minimised.
- › Availability of popular Daily Needs items
- › Implement a specialized, simplified and healthy menu focusing on Grab & Go options, already pre-packaged.

Warm products  
including snacks,  
lunchboxes and more



Cold products  
including chilled  
beverages,  
sandwiches and more





# Sodexo's Packed Meal Solution



Offers an array of Healthy & Nutritious packed meal options curated by our Food Experts from our HSE approved Kitchen's deliver to you with utmost precaution.

1



An Array of Regional Delicacies

2



Contact less Food Delivery

3



HSE Approved Kitchen

4



Healthy & Nutritious Meals

5



Daily Fresh Meals

6



Breakfast, Lunch & Dinner

7



Menu Developed by Experts

8



Microwaveable, Disposable Packaging

# RECOMMENDATIONS FOR YOUR FACILITY

A set of recommendations from Team Sodexo to enable a safe and hygienic work environment in the client facility.

## Shoe Cleaning



The sole of a shoe could be the breeding ground for bacteria, fungi and viruses, also there is a possibility of respiratory droplets carried in the air from a person infected with coronavirus can still land anywhere on the upper part of a shoe like the laces or the heel.

**It is advised to use the Shoe Cleaning tools at the entrance of the office to ensure employees enter the premises with cleaner shoes.**

## Motion & Occupancy Sensor Light System for Washrooms

A motion and occupancy sensor light system triggers a response when motion is detected and turns off the lights in case of unoccupied rooms and spaces.

This system ensures that users do not have to touch the switches in washroom and toilet area, avoiding any type of contamination and averting the risk of spreading it further.

**This lighting system is not restricted to only Washrooms but could be extended to Meeting Rooms as well, in case such system doesn't exist there.**



Note: Sodexo with its network of service partners, could assist in deploying these recommendations at your facility to provide a more safe & hygienic environment for your employees.

# RECOMMENDATIONS FOR 'CONTACTLESS' SERVICES

A set of recommendations from Team Sodexo to enable easy access and consumption of services at your facility through contactless solution for frequently used services.



**Sensor Sanitizer Dispenser**



**Sensor Soap Dispenser**

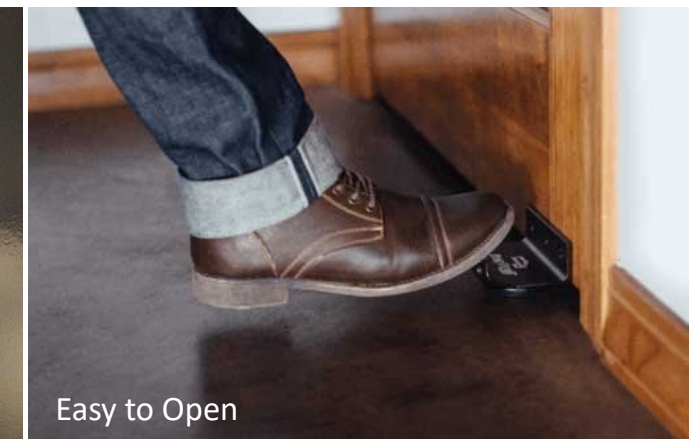


**Sensor Water Faucet**



**Sensor Paper Napkin Dispenser**

**FOOT OPERATED DOOR OPENER** that works on any latch-less commercial wood or metal door. Ensures no hand touch while opening doors and eliminates the spread of germs, prevent cross-contamination.



Easy to Open

Note: Sodexo with its network of service partners, could assist in deploying these recommendations at your facility to provide a more safe & hygienic environment for your employees.



# SOCIAL DISTANCING PRACTICES

Fewer interactions with people and the added distance when you must interact means less chance of exposure and hence infection with the virus. If you do get infected, social distancing lowers your chance of spreading the infection to someone else.

Sodexo could Implement 'Social Distancing' methods to reduce the spread of contaminants based on a local risk analysis at your facility. These practices on site are meant to keep individuals safe and the business operational.

## Key Highlights -

Assess potential areas of improvement to reduce spread of contamination.

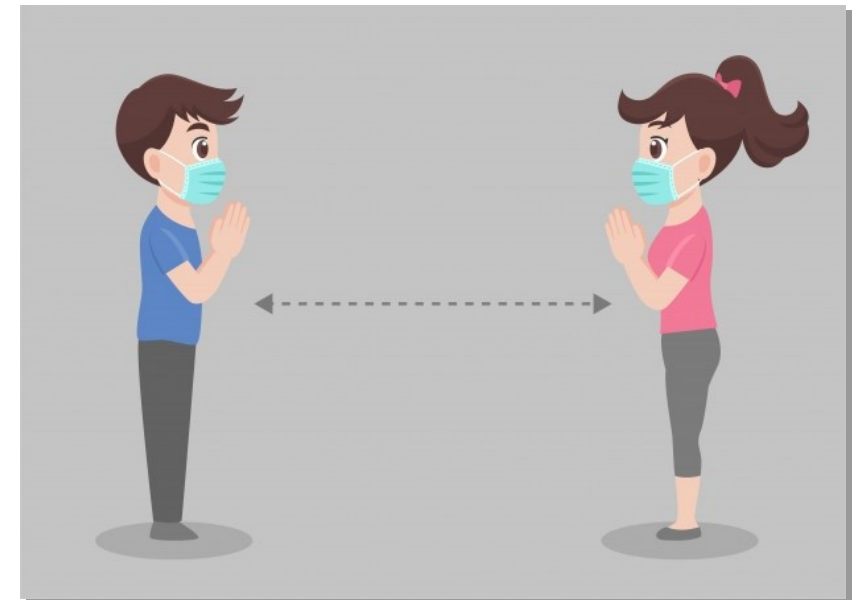
Few examples:

### Facility Environment:

- > Contactless services in Washroom
- > Elevator Access guidelines
- > Meeting Room arrangement changed to support social distancing
- > Marking on floor at office entry points, for employees, visitors to ensure required distance is maintained

### Cafeteria Environment:

- > Equipment of food outlets with sneeze guards
- > Restaurant seating area changed to support social distancing
- > Contactless payment
- > Individually packaged boxed lunches
- > Grab & Go options



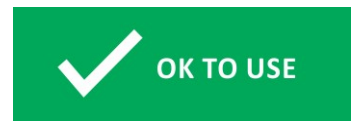


# SOCIAL DISTANCING PRACTICES - EXAMPLE

## HANDWASH

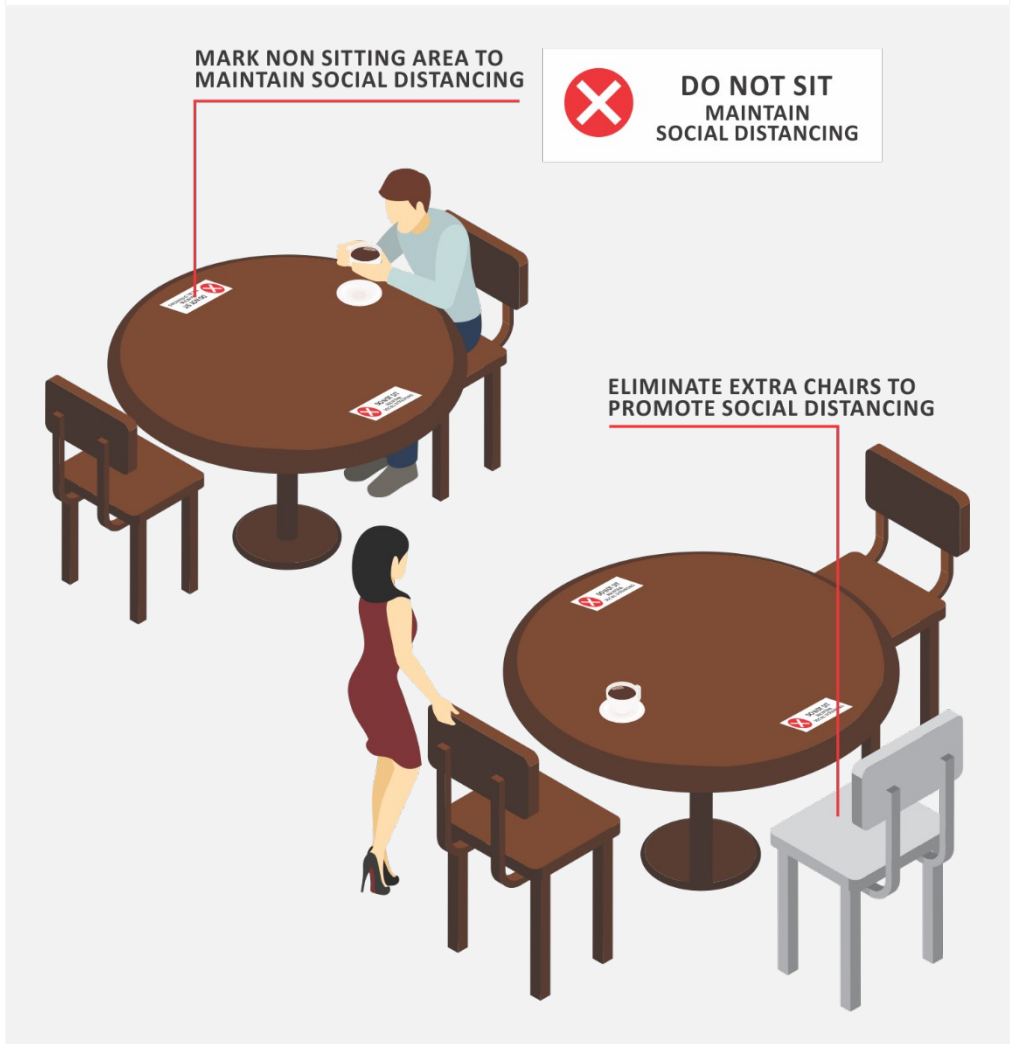


## URINALS



# SOCIAL DISTANCING PRACTICES - EXAMPLE

## CAFETERIA



## ELEVATOR



**STAND IN THE  
MARKED AREA  
AND MAINTAIN  
SOCIAL DISTANCING**

# EMPLOYEE COMMUNICATION

An interactive communication and messaging in the Facility at relevant employee touchpoints to educate and raise awareness amongst the facility end users on Hand Hygiene, Washroom Etiquettes, Social Distancing, Facts vs. Myths on Covid 19, Employee Wellbeing and related topics.

## ■ Key Highlights:

- › Use existing and new channels to drive awareness and behavioural change around social distancing, hygienic measures and wellbeing initiatives.
- › Help establish and embed new routines and behaviors at work recognising that work will likely not be done in the same way as prior to COVID-19 epidemic
- › Leverage communication campaigns around hand washing, social distancing recommendations through existing channels like:
  - Consumer Apps, LCD Screens, Posters and Emails



Sensitize end users through communication campaign

# COMMUNICATION EXAMPLES

You can catch COVID-19, no matter how sunny or hot the weather is. Countries with hot weather have reported cases of COVID-19. To protect yourself, make sure you clean your hands frequently and thoroughly and avoid touching your eyes, mouth, and nose.

**FACT:**

Exposing yourself to the sun or to temperatures higher than 25C degrees DOES NOT prevent the coronavirus disease (COVID-19)



World Health Organization #Coronavirus #COVID19

Frequent or excessive alcohol consumption can increase your risk of health problems.

**FACT:**

Drinking alcohol DOES NOT protect you against COVID-19 and can be dangerous

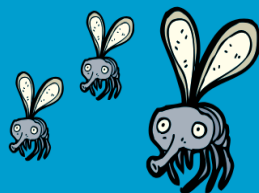


World Health Organization #Coronavirus #COVID19

To date there has been no information nor evidence to suggest that the new coronavirus could be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water. Also, avoid close contact with anyone who is coughing and sneezing.

**FACT:**

The new coronavirus CANNOT be transmitted through mosquito bites



World Health Organization #Coronavirus #COVID19

Thermal scanners are effective in detecting people who have developed a fever (i.e. have a higher than normal body temperature) because of infection with the new coronavirus. However, they cannot detect people who are infected but are not yet sick with fever. This is because it takes between 2 and 10 days before people who are infected become sick and develop a fever.

How effective are thermal scanners in detecting people infected with the new coronavirus?



World Health Organization #2019nCoV

**COVID-19**  
(Coronavirus Disease 2019)

**PRACTICE GOOD HAND HYGIENE**



How to Properly Wash your Hands



sodexo



# COMMUNICATION EXAMPLES

## Protect yourself from getting sick

Avoid unprotected contact with sick people (including touching one's eyes, nose or mouth) and with live farm or wild animals



## Protect others from getting sick

Cover mouth and nose with tissue, sleeve or elbow when coughing or sneezing



Throw tissue into closed bin after use

Clean hands after coughing or sneezing and when caring for the sick



## Reduce your risk of coronavirus infection:



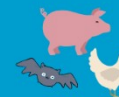
Clean hands with soap and water or alcohol-based hand rub

Cover nose and mouth when coughing and sneezing with tissue or flexed elbow



Avoid close contact with anyone with cold or flu-like symptoms

Thoroughly cook meat and eggs



Avoid unprotected contact with live wild or farm animals



# BENEFITS TO YOUR ORGANIZATION

- › Contamination Free Facility
- › Improved Safety and Hygiene Care for Employees, Visitors and Vendor Staff
- › Improved Health & Wellness of Employees
- › Trained Professionals to carry out cleaning in the 'New Reality'
- › Measure Cleaning enabling Sodexo team to identify source of bacteria and apply measures to avert any future health hazard
- › Network of Service Partners to deliver other allied services
- › Sodexo a One Point of Contact for All Services – ensuring alignment across varied requirements
- › Global Expertise of Sodexo with Dedicated 'Global Covid 19 Response Team' – Bringing in Best Practices to Your Facility

**THANK YOU**

**CORPORATE SERVICES TEAM  
SODEXO INDIA**