rise for students and communities

Sodexo’s COVID-19 Game Plan for Independent Schools
COVID-19 has complicated every aspect of delivering high quality instruction and services for all students. Regardless of the circumstances—even during a pandemic—those involved in primary and secondary education always rise for students. Our entire Sodexo team shares your urgency in meeting the needs of your school’s students, employees, families and community members.

While pandemic planning, response and recovery require specialized strategy and flexible tactics, your Sodexo team has the resources, tools and knowledge necessary to support all phases of reopening your school. Our optimistic spirit rises with a return strategy, grounded in both global best practices and consumer insights.

We share your focus on serving students and pledge to deliver:

1. Safe and efficient school reopenings in the timeframes required by your region and state
2. Consistent access to high-quality nutrition for all students
3. Environments that facilitate learning and are safe and clean for staff and students
4. Compliance and cost-effectiveness
5. Student and family confidence and satisfaction
6. Equity-focused programming and community engagement to reconnect your school community

Sources:
2. AACU President’s Pulse Survey March 27, 2020 through April 1, 2020

School closures due to coronavirus have impacted at least 124,000 U.S. public and private schools and affected at least 55.1 million students.¹

Of presidents anticipate re-engineering operational processes as a result of COVID-19.²

Of presidents are concerned about enrollment as a result of COVID-19 from the UNI DOC.²
Global Best Practices

Our partners can benefit from our cross-segment strength and global best practices refined in China and across Europe. We are reopening corporate, healthcare and school sites in China with not one confirmed COVID-19 case among our team members there. Our current work in China reveals four key best practices:

1. **CONFIDENCE & COMPETENCE:** Increase visibility and frequency of sanitation practices, deliver more cleaning with general and preventative maintenance practices and amplify communication.

2. **PROCESSES:** Define employee health protocols, ensure PPE availability and document all safety measures.

3. **FLEXIBILITY:** Implement agile approaches to social distancing that allow for a variety of service styles but enable students more options to choose when and how they access food.*

4. **DILIGENCE IN PREVENTION:** Enhanced facilities protocols, including infection prevention procedures and replacement of HVAC filters.

Beyond Sodexo’s commitment to service and community involvement, this work has reinforced our cross-functional and cross-segment agility and strengthened organizational and partnership resilience, even as the ground continues to shift. Insights, science and best practices drive our collective approach to school health and safety, as well as menu redesign and environment, including how we will prepare facilities and nutrition programs.

**Key Focus Areas for Return**

**RISE FOR STUDENTS AND COMMUNITIES**

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**Health + Safety**

A school-community-centered (workforce and customer) approach to cleanliness and safety practices

**Menu Design**

Combining safety and convenience with our passion for fresh, local and delicious food

**Environment**

Service and environmental considerations in **restricted, relaxed and the “new normal”** phase of social distancing
Community Expectations

Your Sodexo team recognizes that your school is balancing evolving local, state and federal guidelines and regulations, as well as the perceptions, needs and concerns of your students, their families and your staff. Schools serve as the center of communities; your staff, your families and your students must feel comfortable and confident as they return.

We apply consumer analysis to identify key drivers that may influence perceptions of facilities and student dining program participation.

**Health + Safety**
- **DATA**: 76% of consumers state that a restaurant’s cleanliness and food safety matter more to them now.
- **INSIGHT**: Post-COVID-19, personal hygiene and cleanliness cited as a top driver of wellbeing.
- **ACTION**: Communicate new protocols to students, parents and staff.

**Menu Design**
- **DATA**: 66% of consumers will avoid self-serve food such as buffets and salad bars.
- **INSIGHT**: Prior to COVID-19, healthy eating was top driver.
- **ACTION**: Implement service changes in a highly visible way.

**Environment**
- **DATA**: 69% of consumers state they will avoid crowded places, even if the government says it is safe.
- **INSIGHT**: Sanitation practices must be front-and-center for the students to see.
- **ACTION**: Uniforms include appropriate PPE.

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Sources: *Datassential COVID-19 Report, Money Matters, 16 April 2020
**GlobalData COVID-19 Case Study: The Pursuit of Health in Self-Isolation*
Our Approach

Because states, cities and regions will take a phased approach, we will work with our partners to determine the right mix of menu options and service to build a safe and successful solution throughout the reopening journey.
Changes to Operations

Picking up where we left off and confidently rising to meet our students’ needs in the new normal will require a game plan tailored for each school community. Sodexo is providing managers with the resources, support, and training to create customized plans for reopening based on your school’s specific needs.

Sodexo’s regional and national teams have been hard at work delivering a new service approach including:

- Embracing an ever-changing “normal,” including supply chain preparedness
- Equipping employees with appropriate PPE and monitoring human temperatures
- Accelerating frequency and depth of cleaning and disinfection procedures
- Implementing infection prevention services specifically tailored to the Independent Schools setting
- Planning for multiple meal scenarios, including dining room, in-classroom and dining experiences accounting for space and distance
- Enhancing technology, including our Bite App, to allow touchless ordering and payment, including integration into card systems like SaaS, Blackboard and C-BORD
- Delivering a variety of virtual student and family engagement
- Welcoming back students with programming and special events
Infection Prevention Cleaning

Sodexo’s evidence-based solution for cleanliness and infection prevention combines disinfecting chemicals, tools, processes, employee training and technology, to produce key infection prevention results: reducing outbreaks, associated costs, heightening overall wellness, increasing stakeholder satisfaction and heightened perception of cleanliness.

Infection Prevention cleaning is a critical step that ensures the safety of your students, faculty, staff and visitors as they return to campus and settle into the now normal. Key features of this service include:

- Operational Excellence Audit Process
- Hospital-grade disinfection
- Pathogen eliminating pulsed UVC technology
- Scope of work with higher recommended frequencies for high-risk areas
- Microbiology swabbing, testing and dashboard reporting by third party lab for bacteria, yeast and mold (2X per year)
- Proprietary 7-step cleaning procedure that includes daily blacklight testing and inspection reporting
- Centralized monitoring via mobile app
- Elimination of cleaning-related laundry
- Audit/alignment with region’s health and wellness guidance and regulations
- Feel safe signage/marketing content on hygiene and infection prevention
Service Plan Capabilities and Enhancement Options
Adapted and new services to provide a safe campus environment

- Order ahead for made-to-order items & touchless payment
- Managed traffic flow and restricted seating
- Enhanced take-out menus and grab-and-go options
- Reserved tables ensure social distancing
- Mobile ordering, food lockers and in-seat delivery
- Infection prevention offer (coming soon)
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New guard dividers and cleaning requirements are available for all kiosk screens, drink machines, counters and other contact surfaces.

Established pickup areas for retail orders and Groceries-To-Go with new holding areas as a permanent addition.

Taking a phased approach, we are adding options and services as restrictions are relaxed. Safety is a priority as we reopen service stations and provide full menus.

Encourage distancing throughout campus with new signage, limited seating and operating procedures.

Create Sodexo "Certified-Safe" Zones

Managed traffic flow and restricted seating

Contactless delivery/service

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Game Plan In Action Throughout The Day of Students and Staff

- Changes to Support Social Distancing & Signage
- Parent + Community Communication Support
- Resigned Menus
- Reopening School
- Human Temperature Monitoring
- Touchless Water Fountains & Restroom Entry
- "Welcome Back" Safety Boxes for Student and Staff
- Locker Room & Athletic Facilities Cleaning
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- Technology & Digital Services
- "Welcome Back" Safety Boxes for Student and Staff
- Locker Room & Athletic Facilities Cleaning

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