rise for students and communities

Sodexo’s COVID-19 Game Plan for Schools
Returning with Resilience

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 district’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 district’s schools. 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 district**
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**

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**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 district leaders are “at least doing something” to address equity during school closures.² Most often, this equity work is a feeding program.

Of parents believe that providing meals that can be picked up at school would be helpful in supporting home instruction.³

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Sources:
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.

Community Expectations

Your Sodexo team recognizes that your district 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 meal 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. Implement service changes in a highly visible way. Uniforms include appropriate PPE.
- **SOURCE**: Datassential COVID-19 Report, Money Matters, 16 April 2020

### Menu Design
- **DATA**: 56% of parents stated they would be comfortable pre-ordering lunch before the pandemic.
- **INSIGHT**: Best practices garnered during shut down - over 96% of our locations are providing emergency feeding during the pandemic.
- **ACTION**: Modified meals accommodate take-away and other service options. Continued supplemental community feeding programs persist, if students are not in school full time. Take out menus allow for pre-order and include student favorites.

### Environment
- **DATA**: 69% of consumers state they will avoid crowded places, even if the government says it is safe.
- **INSIGHT**: Visible practices for social distancing by stage. High-traffic locations reconfigured to deliver both experience and safety.
- **ACTION**: U.S. locations that continued emergency feeding throughout the crisis provide a blueprint for appropriately sequenced operating models. Schematics for contactless serving. Contactless entry into restroom facilities.

Sources: * Datassential COVID-19 Report, Money Matters, 16 April 2020
**GlobalData COVID-19 Case Study: The Pursuit of Health in Self-Isolation
A transparent plan, followed by effective delivery, will help your students, families, teachers and staff feel safe and confident with school meals and facilities. Throughout this crisis, our teams have been transforming the operations at dozens of facilities, partnering with school district and state and local governments to support health centers, emergency feeding and a variety of other operations. We have reinforced our supplier networks, bolstered safety and health protocols and trained employees in a constantly evolving environment.

Sodexo deployed a two-phase, local, regional and national strategy to immediately ramp up emergency feeding programs for our K-12 public school partners. Prior to the closure of public schools due to COVID-19, managers in each of our K-12 districts were already assessing local needs to develop comprehensive emergency feeding programs aligned with federal regulations. Key priorities of these near-term plans included:

- Using all available in-stock ingredients in order to reduce food waste and reduce loss;
- Using existing core menus with ingredient replacements, when needed, to be flexible and nimble during this time of need; and
- Immediately donating food that was unused within school communities or neighboring school districts to be used in their emergency feeding programs, even if those districts were not Sodexo clients.

As local teams deployed the first phase, regional and national teams simultaneously supported the development of the longer-term emergency feeding program, designed to operate for as long as the COVID-19 pandemic keeps public schools closed. Applying our depth and breadth of expertise in logistics and leveraging unparalleled supplier networks allows Sodexo’s regional and local managers, chefs and dietitians to build extended menu patterns for every school district that utilizes ingredients that are in-stock and ready.

In some school districts, Sodexo is partnering to prepare and distribute over 20,000 meals daily. Regional and national experience contributes to refining our best practices in sourcing, menu development and regulatory compliance, because local team members are constantly assessing needs as they change – issues relating to local safety and health restrictions to rates of participation in the feeding programs as COVID-19 continues to economically destabilize families and communities.
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**

**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
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

Confidently rising to meet our students’ needs in the new normal requires a partner that can tailor a game plan for each school community with new products and services that can accommodate new schedules and service styles this fall and beyond. Technology, packaging, distribution, marketing and communications enable us to successfully implement new procedures in operations and deliver on expectations.

Your Sodexo team has 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 K-12 setting
- Planning cafeteria, in-classroom and dining experiences accounting for space and distance
- Enhancing technology, including our SoHappy app, to allow student/parent ordering
- 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 new normal. Key features of this service include:

- Operational Excellence Audit Process
- Hospital-grade Oxivir 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 district health and wellness guidance and regulations
- Feel safe signage/marketing content on hygiene and infection prevention
Game Plan In Action Throughout The Day of Students and Staff

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

RISE FOR STUDENTS AND COMMUNITIES
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