RETURN TO WORKPLACE
SODEXO’S RESPONSE FOR THE ENERGY INDUSTRY
QUALITY OF LIFE HAS NEVER BEEN SO RELEVANT

Sodexo has been on the front line of the coronavirus (COVID-19) response since it first emerged in China. As a global team we have worked quickly – together with our clients and stakeholders – to build business continuity and ‘Return to Workplace’ plans and apply the learnings from our teams in China, at other accounts around the world and here in the U.S. and Canada.

Since the beginning, our number one priority has been to protect and safeguard our people, our customers, our clients and our suppliers. This shared priority to protect everyone’s physical health and mental well-being on site will not be compromised.

We have worked hard to ensure our teams have the right tools and information to reduce the risk of transmission and to mitigate any suspected or confirmed cases by implementing a series of pre-opening solutions and ensure workplace and service adaptation to social distancing measures.

The Return to Workplace initiative involves a truly collaborative approach. At Sodexo, we pride ourselves on our strong relationships, delivered through passionate and committed teams. These relationships allow us to navigate challenging situations and find solutions.

In the following pages, we’ve shared some of our solutions to support organizations through the Return to Workplace period and to help them prepare for the ‘new normal’ that will follow.
We see five potential drivers of change impacting office workplace, industrial and remote sites environments.

## Drivers

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<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Get site running in downgraded mode and prepare to progressively return to full capacity</td>
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<td>2</td>
<td>Changed expectations around workplace and food services in relation to social distancing</td>
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<td>3</td>
<td>We may see up to 3 waves of COVID-19 over the next two years</td>
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<td>4</td>
<td>Energy industry slowdown due to drop of oil price could trigger new cost efficient operations delivery models</td>
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<td>5</td>
<td>The new normal will drive environmental sustainability (e.g., single-use plastics, energy management)</td>
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## Service Themes

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<tr>
<td></td>
<td>Prepare site risk assessment and back to work adaptation of all services</td>
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<td></td>
<td>Review of all site food services to ensure safe delivery and social distancing in common areas</td>
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<td>Plan for the next wave of COVID-19 and associated risks</td>
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<td>Adapt current services scope and delivery to the new norm while being cost conscious</td>
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<td>Leverage opportunities around environmental sustainability</td>
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Digital as an enabler for services in the new reality

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**Case Study**

**Navigating the New Normal – Lessons from China**

We are working closely with clients on their recovery plans. A really important part of this has been to map clients’ strategies for recovery alongside the availability of our people. Many clients have requested additional deep cleaning and sanitation services with an increased focus on personal hygiene and personal protective equipment (PPE).

We are at a stage now where people really want to move on and get back to normal. We are focused on engaging with clients and assessing how their people are feeling. Due to increased anxiety, we are taking lots of additional measures to make people feel secure and safe – more visible cleaning, sufficient PPE and more visible on-site communications. Some of our service adaptations and enhancements include:

- Making changes in our services to reflect continued social distancing measures, including staggering lunch services at some sites to give customers more space
- Launching campaigns to promote nutrition, health and the safety of our food production, as well as reinforcing personal hygiene and social distancing rules
- Delivering more cleaning, security and general maintenance services, whilst there is less activity linked to in-person meetings and events

There is an inherent caution and people desperately want to reduce the risk of a second wave, but life is slowly starting to return to normal. Restaurants are opening and the economy is starting to get moving once again. We are certainly through the worst, but not entirely back to normal.
The impact of COVID-19, combined with historically low oil prices, is significantly affecting Sodexo’s clients, customers and employees. As business resumes, it is highly unlikely that all employees will come back at once – particularly while social distancing measures are still being promoted and anxiety remains about disease spread and mitigation.

In the majority of circumstances, the Return to Workplace will require a phased approach.

This means that:

- Technical staff will come back sooner to care for preventive and reactive maintenance of buildings
- Cleaning and disinfection will become more complex and require new protocols and communication to reassure employees that their environment is hygienic.
- Social distancing will become a part of office, remote, and some industrial sites. Workplace reconfiguration should be a part of workplace strategy for the future.

Sodexo is poised to help you at every point along the employee journey in your workplace – from home to home. We realize that proactivity to get us all back on track is a must, so let’s start now.

Sodexo has experience bringing sites and companies back online. We know that this isn’t just a flip of a switch, but a complex interplay of steps to ensure a safe, efficient return to business. We’ve also learned that the work doesn’t start the day your employees come back – it starts now.
The Home to Home Experience

At Sodexo, we take care of your people with the right services at each moment of their Home-To-Home journey. We will redesign and adapt the services and the spaces, bringing to life solutions that will inspire trust in your workplace, including:

- Contactless services, digital touchpoints
- Redesigned people flows, space management and the way we operate the services

At Sodexo, we are supporting our clients in managing the Return to Workplace through a phased remobilization approach. In addition, we are applying service adaptations and enhancements and planning for longer-term changes to the world of work, anticipating ‘the new normal’.

We’ve outlined some of these solutions below:
PREPARING WORKPLACE OPENING

Site Restart Process
Site restart processes and project management services – bringing together workplace, facility and people solutions

Space Management
Design and amend, including refurbishing of current space to allow your site to re-open or expand capabilities while respecting social distancing, local legislation and standards

Pre-occupation Assessment
A structured process to ensure all services are brought back online in a safe, compliant and efficient manner (e.g., water quality assessments to analyze the effects of low occupancy and closed buildings on the water quality)

Reactive Disinfection Cleaning
Disinfecting following a confirmed case of COVID-19 on site, including the use of specialized PPE and chemicals and enhanced sanitized stations with wipes and hand gels; dedicated operating procedures and specialized training of our staff

Welcome Back to Work Packages
Equip employees with hand sanitizer, wipes and information on the new ways of working to ensure they feel safe, at ease and remain focused

SERVICE ADAPTIONS AND ENHANCEMENTS AFTER WORKPLACE RE-OPENING

Preventive Disinfection Cleaning
With a focus on high-touch surfaces, this service helps to reduce the overall level of contamination in the facility

Human Temperature Monitoring
Temperature checks of employees and guests entering your building to support infection control

Social Distancing Support
Methods to reduce the spread of contaminants based on a local risk analysis (e.g., sneeze guards, changed restaurant seating, contactless payment, revised office layouts, queue management including guidance lines on floors, lifts and lobby areas)

Food Service Adaptation
Food scope and catering services adjustment to correctly source products during the re-opening phase. Introduce a series of effective control measures and regulated social distancing measures. Increase hygiene level during food preparation and service

Convenience Grab-and-go and Prepackaged Food
A simplified menu and tasty take-away/meal-deal options that support employees in socially distanced by eating outside of on-site restaurants

Digital Retail Solutions
Using our Sodexo preordering app, employees on site can preorder their food and collect it from the restaurant/café area, as well as use self-serve catering solutions via contactless self-pay

Virtual Security
Remote monitoring of premises through virtual patrols, access control, secure perimeters and weighbridges

Remote Maintenance Support
Sodexo maintenance SMEs remotely support on-site technicians to repair and maintain assets using smart glasses

Circles™ Remote Employee Concierge
Remote concierge services delivered via online/telephone helpdesk to support employees with information/life administration
MAINTAINING SOCIAL DISTANCING

Maintaining social distancing is critical to being able to reopen workplaces with the purpose to limit the risk of COVID-19 transfer and create associate confidence in safety.

We are introducing 3 types of controls on our clients’ sites:

**PHYSICAL CONTROLS**
- Use of screens to create a physical barrier (serveries, receptions)
- Human Temperature Monitoring to prevent the entry of the contamination on site
- Adapting the workplace (desks, restaurant seating, gyms, elevators, coffee corners, etc.)
- Use of PPE where not possible to maintain two metre gap
- Installing hand sanitation stations

**DIRECTIONAL CONTROLS**
- Signage to control six feet gap inside and outside the building
- Directional signage to control movement of travel

**SOCIAL OR BEHAVIORAL CONTROLS**
- Increased use of social areas as opposed to meeting rooms
- Limiting number of physical attendees at meetings

**FOCUS ON HSE**
COVID-19 has changed the workplace. However, it has not changed Sodexo’s #1 priority: protect everyone’s physical health and mental wellbeing on site. This will not be compromised.

People will always be the center of our safety strategy. All decisions regarding changes to our operations are made with our employees’ and clients’ safety and wellbeing at the core of our action plan. For Sodexo, forming every decision with a people-centric approach is ensuring each person returns home safely to their families every day.

**FOOD SERVICES**
The immediate consideration for food services teams, when workplaces reopen, will be managing ongoing social distancing, while ensuring our consumers feel safe and comfortable. There are lots of ways we can do this, looking at how we manage dining spaces and through revised food offers and styles of service. Making all these changes will not impact the quality and taste of the food we will continue to serve.

We use floor graphics and screens to keep our employees and consumers at a safe distance. We also change the flow of spaces, so consumers can make their choices more quickly.

We are anticipating that consumers will feel anxious about food production as a possible source of infection, so we will adapt our offer to manage those anxieties and ensure the quality of their food is safe. We will offer many more Grab & Go, meal deals and pre-packaged options, whilst taking away open salad bars if required. We can also introduce our pre-order apps, so that employees can pre-order and collect food quickly.

**CLEANING SERVICES**
The events of the past few months have shone a spotlight on the critical role cleaning plays in helping to keep people safe and well. Sodexo’s protocols for disinfection cleaning are based on the latest science and align with global best practice in the cleaning industry. Our on-site teams are fully committed to supporting you in minimizing the spread of COVID-19 and other socially acquired illnesses through tailored cleaning programs that focus on breaking the chain of transmission.
We look forward to helping you and your people when you start preparing your business to Return to Workplace.

If you would like any further details on any of the information provided, please do not hesitate to contact us.

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