



together we rise

sodexo

BACK TO SCHOOL

Ensuring the continued safety and stability of your campus

COVID-19 SOLUTIONS



CARING FOR YOUNG PEOPLE HAS NEVER BEEN SO IMPORTANT

I trust that you, your families, and loved ones are keeping safe and well during this pandemic.

Sodexo has been at the front line of the coronavirus (COVID-19) response since it first emerged in Wuhan, China in December 2019. As a global education team we have learned a lot since the beginning, working closely with our clients to implement our pandemic and business continuity plans and sharing learnings from our teams in China, APAC, and around the world.

In China, the school environment remains fluid and each of our partner schools which have been reopening since April, have been doing so with customized plans. Our number one priority has always been the health and safety of our teams, clients, consumers and suppliers and since the arrival of the Covid-19 virus in China, this has never been more important. I am extremely proud of the way our teams have responded to helping maintain services and continue to feed children, teachers and carers during this crisis.

I am also proud of the way that Sodexo, a family led business, has responded to protect jobs and keep our people out of poverty. A ¥235m Employee Relief Fund has been established to support the people in our global business who are most impacted by this crisis. We are committed to retaining our fantastic people and being ready to respond when you, our pupils and students need us the most.

As the government's narrative has turned to the easing of restrictions and the re-opening of schools, our clients and customers have naturally looked to us for support and solutions. We have worked hard to ensure that our teams have the right tools, information and best practice guides to ensure we re-open right.

There are still many unknowns with respect to exact protocols for re-opening schools and when our children will fully return to school.

One thing is for certain, the re-opening program will require a collaborative approach. At Sodexo we pride ourselves on strong client relationships and committed teams. These relationships will help us all to navigate the challenges ahead and find solutions as long-term partners.

Overleaf, we share lessons learned from our clients and teams in China and some of our solutions that we have deployed as part of the schools re-opening process.

Stay Well,
Adrian



Adrian Copeland

Segment Director
Education
Sodexo China



FIVE DRIVERS OF CHANGE

THAT ARE NOW IMPACTING LIFE AT SCHOOL

DRIVERS

1

Increased social distancing requirements will create further timetabling pressure and require the modification of services

2

Higher levels of anxiety and increased mental health concerns across all stakeholder groups within school communities

3

We might see up to 3 waves of COVID-19 over the next 2 years

4

Parental interest in school policies, especially around hygiene and H&S will increase significantly

5

The demand for digital solutions to support all aspects of school life will accelerate at unpredicted levels

SERVICE THEMES

New catering delivery models
Amended cleaning regimes & new pupil facilities like isolation spaces
New services like temperature checking on arrival

Invest in additional mental health training and resources
Provide more support for staff

Create school resilience plans to prepare for the next wave of covid-19
Ensure flexibility in contracts to meet new challenges

Enhance communications to all stakeholders
Increase cleaning regimes and infection prevention activities to expert standards

Introduce cashless payment systems
Online learning platforms
Improved solutions to support home working & self isolation for staff & pupils

RE-OPENING RIGHT

A LESSON FROM CHINA



COLM O'MAHONY

CEO, Education Asia Pacific
Schools & Universities
Sodexo

In China, our schools started to return in early April and we have been working closely with our clients and local authorities to ensure we are able to welcome the entire school community back to the safest and most hygienic campus possible. The Chinese Government has been proactive and issued comprehensive guidelines on the standards schools and their partners must reach before they are authorized to receive pupils. Schools have been unable to open without passing a comprehensive audit. This has been positive as it has established clear and unambiguous standards for the school's team and Sodexo team to work towards. It's ensured we have met the Government standards and the school communities' expectations on their return.

New rituals are being created with staggered opening times, temperature checks and handwashing on arrival, all now forming part of a typical school day. Social distancing is particularly noticeable during mealtimes. There are restrictions on the number of pupils allowed to eat at a single sitting, a requirement for separate and additional tables and service points and also the need for a staggered lunch shift over a longer lunch period. All food is now served in disposables by our teams wearing increased PPE and facemasks, so we are also working with our schools to revisit our short-term sustainability plans to meet the most immediate short-term needs for now. We want food on campus to continue to be enjoyable and experimental, so our Sodexo teams are finding wonderful creative ways to achieve this.

Understandably, there is increased anxiety and we have been taking additional steps to make staff and pupils feel safe and secure - more visible cleaning, increased stock-levels of PPE and increased communication to reinforce personal hygiene and social distancing have all formed part of our re-mobilization activity.

Our schools were shut for almost twelve weeks with our teams only able to carry out the most critical maintenance during this time. From a legislative and compliance perspective our pre-opening checklist has been invaluable to ensure legislative compliance for our clients and a safe and healthy environment for pupils.

We have got a lot of things right in China, but if I had to pick one thing to improve, it would be to dial-up communications levels even further, to help reduce anxiety and the inherent caution people have about returning to school.

I would advise you to push beyond the boundaries of government guidelines or standards that are given. Campus life should remain engaging, enjoyable and interactive wherever possible. Try to prevent it from becoming a functional experience as the school community return.

Life is slowly starting to return to normal here. Restaurants are open, and the economy is starting to get moving once again. We are adjusting to the new ways on campus and working with our clients to find opportunities to enhance the student experience on campus and in our dining facilities.

A SCHOOL'S PERSPECTIVE THE CLIENT'S VIEW



Ross Allan (left), Director of Sustainability for Dulwich College International and **Colin Seymour** (right), Director of Business Administration at Dulwich College Suzhou and Dulwich International High School Suzhou share their reopening insights and lessons learned.

1. Expect the unexpected

The biggest challenge COVID-19 presented was a series of unknowns and the uncertainty that brings. Try to stay one step ahead by thinking through all of the potential scenarios that you may encounter. For each scenario, push the boundaries to think deeply about all possible outcomes and how you might manage them. This will ensure you can be confident in knowing you've taken every reasonable step to protect people.

3. Ensure that everyone understands their responsibilities

You can't be over-prepared. Once you have your scenarios and you've agreed your approach, bring staff in early to ensure that everyone in the team from your teaching faculty to support staff understands the new measures and their role, whether that be in the classroom or in the dining room, to keep everyone safe. Run multiple drills to practice so there is no ambiguity.

5. Sustain

One thing is certain: we need to be prepared for a second and third wave of COVID-19. Have plans and comms ready and be prepared to keep the energy going. Identify high-risk areas and keep focus and attention on them. Understand and track the health status of the team at site – including all partners – and ensure records are 100% accurate.

2. Share plans

There is a need for schools to share and be more transparent. Use networks to share insights and plans for new processes and procedures – and recognize there won't be a one-size-fits all model to reopening. Evolve ideas to accelerate learning and ensure the wellbeing and safety of students. Being a part of the Dulwich family of schools has gone a long way in helping us synthesize better ideas at a faster pace because there is a natural community that we can work together with.

4. Keep Community Spirit front and center

Staff and students will have been through a tough time. Keep a close eye on their wellbeing. Ensure that the whole team, including partner organizations such as Sodexo, feel part of the family and ready to share their expertise. For pupils, anxiety, fear and isolation are factors in the COVID-crisis and well-managed, adapted rituals of schooling provide moments of interaction that promote wellness.

6. Be ready for the change

Schools had to shift from almost 100% offline to 100% online in a very short period of time. There has been an acceleration of teaching, support services and the parent experience moving online, and this trend will continue. However, to enhance student wellbeing, we need to balance this digital interaction with engagement in green spaces and a connection to the environment, which the research shows is good for us. We need to also stress the importance of play for student well-being. Schools should embrace their unique position to care for, inspire and grow the responsible leaders of the future. At Dulwich College International and Dehong sister schools, we recognize our responsibility to connect students with nature and inspire a love of the planet.

RETURN TO WORK AND REMOBILISATION SERVICES

School restart process

Provision of site restart processes and project management services to support schools opening.

Pre-occupation assessment

Provides structured process to ensure all services are brought back online in a safe, compliant and efficient manner e.g. water quality assessments.

Deep cleaning

Deep cleaning the school to ensure it is in the optimum condition to receive pupils.

Welcome back to classroom packages

Provision of hand sanitizer, wipes and information on the new ways of working to ensure teachers feel safe, at ease and remain focused.



SERVICE ADAPTATIONS AND ENHANCEMENTS

Preventative Disinfection Cleaning

Helps to reduce the overall level of contamination in the school and maintain contamination at a low level; focused on high touch services.

Human Temperature Monitoring

Temperature checks of staff and pupils entering your building to support infection control

Social distancing support

Implement methods to reduce the spread of contaminants based on a local risk analysis -

e.g. sneeze guards, changed dining room seating, cashless payment and queue management, including guidance and floor graphics

Wholesome pre-packaged food

A simplified menu and tasty take-away meal options to support pupils to socially distance themselves. A range of delivery options to support in-classroom dining. All supported by increased PPE and disposable crockery to maximize hygiene standards.

Cashless solutions

Using WeChat, parents can pre-order their child's meals without the need for cash. Onsite offers for self-serve catering solutions via contactless self-pay.

Pupil-centric communication

Using existing and new channels to drive awareness and behavioral change around social distancing, hygienic measures and wellbeing initiatives at school.

FOCUS ON



CATERING

Our immediate consideration for catering services as schools have re-opened, has been to minimize any risk to pupils, protect our employees and do as much as we can to minimize any disruption to the school day. The solutions we deploy at each school will need to be tailored to local needs, so we have already started planning our approach based on our learnings from other countries.

We are continuing to engage our teams whether they are furloughed or busy continuing to provide a service. Our team will be concerned about their personal health and safety so we are investing in retraining to build confidence that the new ways of working will keep them and the people they serve, safe.

Floor graphics and age-appropriate signage and marketing will be available to support social distancing and help to reassure pupils.

Increased PPE, disposable food containers and cutlery, sneeze guards and more intensive cleaning regimes are available to minimize contamination and reassure parents.

Our menu offer will stay true to our philosophy of fresh food production and quality ingredients. It will be adapted to ensure meals can be delivered in a take-away format or direct-to-classrooms where needed. Our menus have already been tested in our development kitchen and we continue to work with our suppliers to ensure the continued availability of ingredients for our dishes. Our digital solutions will speed up queuing through a range of cashless solutions appropriate to the age range of pupils.

We'll also introduce a range of online courses to ensure our teams are trained in the new service standards for day one. We believe we have an important role to play as a service partner supporting the school community and our training reflects this.

Bear Yu

Segment Executive Chef, Education
Sodexo China



CLEANING

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 cleans 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.

Alex Liu

Soft Services SME Director, FM Platform,
Sodexo Greater China



TECHNICAL SERVICES

With so much uncertainty still ahead of us, we need to work together to plan the safest way to welcome children back to school. Our teams will work with you to ensure your school environment is safe, healthy and compliant. All building equipment and systems will need to be inspected, and where necessary re-certified prior to re-entry. Water Quality management will be essential, HVAC systems will need to be checked and Fire Risk Assessments updated.

William ZHU

Director - Facilities Management Platform,
Sodexo Greater China

rise with *sodexo* 

We look forward to helping you and your people as the world starts moving again.
If you would like any further details on any of the information provided, please get in touch.

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