

Sodexo's Master Service Agreement Model

Find out how we can help you save cost
and increase efficiency

Global Private Education Groups Challenges

1. Growth speed and efficiency

- Time consuming lack of streamlined process
- Too many services to separately procure
- Inefficient number of stakeholders to have to communicate with

2. Marketing & positioning challenges

- Differentiation in face of increased competition and more discerning cost conscious parents
- Expansion plan, which portfolio to acquire, where to invest
- Standards alignment across global portfolio, image building

3. Cost challenges

- Increasing personnel cost (~70% of total cost), talent retention issue
- Tightened operating budget (energy, facilities, food...)
- Capex challenge, construction cost

**Sodexo understands
your challenges. Our
MSA framework is
specifically designed to
help you navigate the
challenges and grow.**

What is Sodexo's Master Service Agreement (MSA) Model?

All education groups are seeking differing solutions but with similar outcomes:

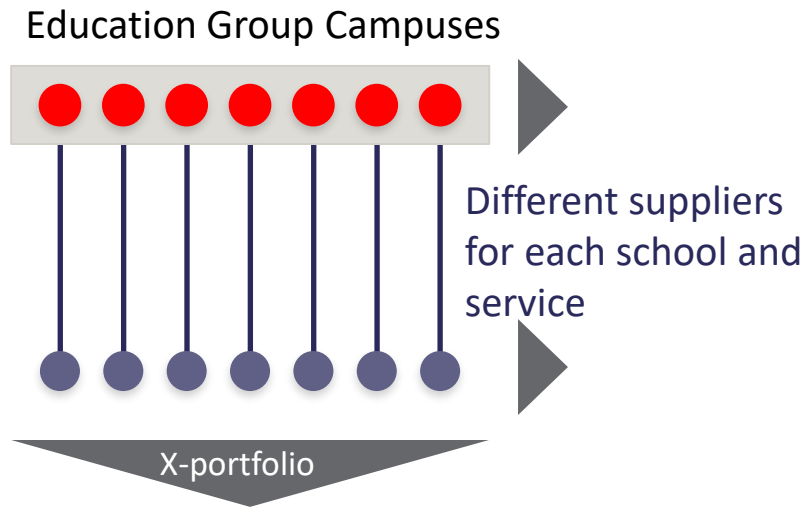


Sodexo's aim is to seamlessly run your campuses and the core services that they require, so that you can be left to focus your time, talents, and resources on educating tomorrow's leaders. That's why we are committed to nurturing a transparent partnership, helping you meet your fundamental needs of consistency, continuity, and acceleration of growth.

That's also why Sodexo offers a unique Master Service Framework approach and integrated offer with scalable solutions and global resources to meet your group's reputation for excellence.

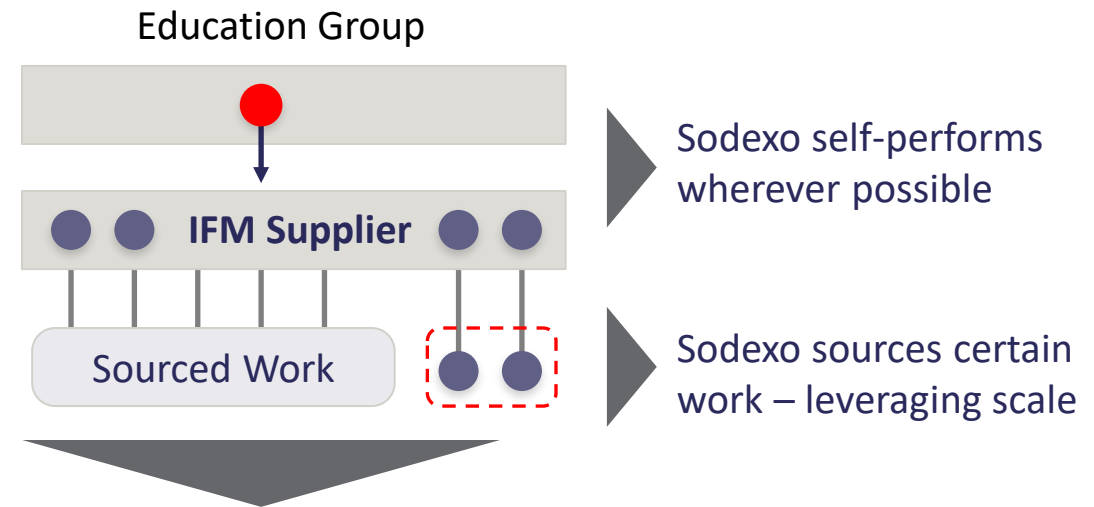
MSA Model VS Traditional Model

Traditional Approach



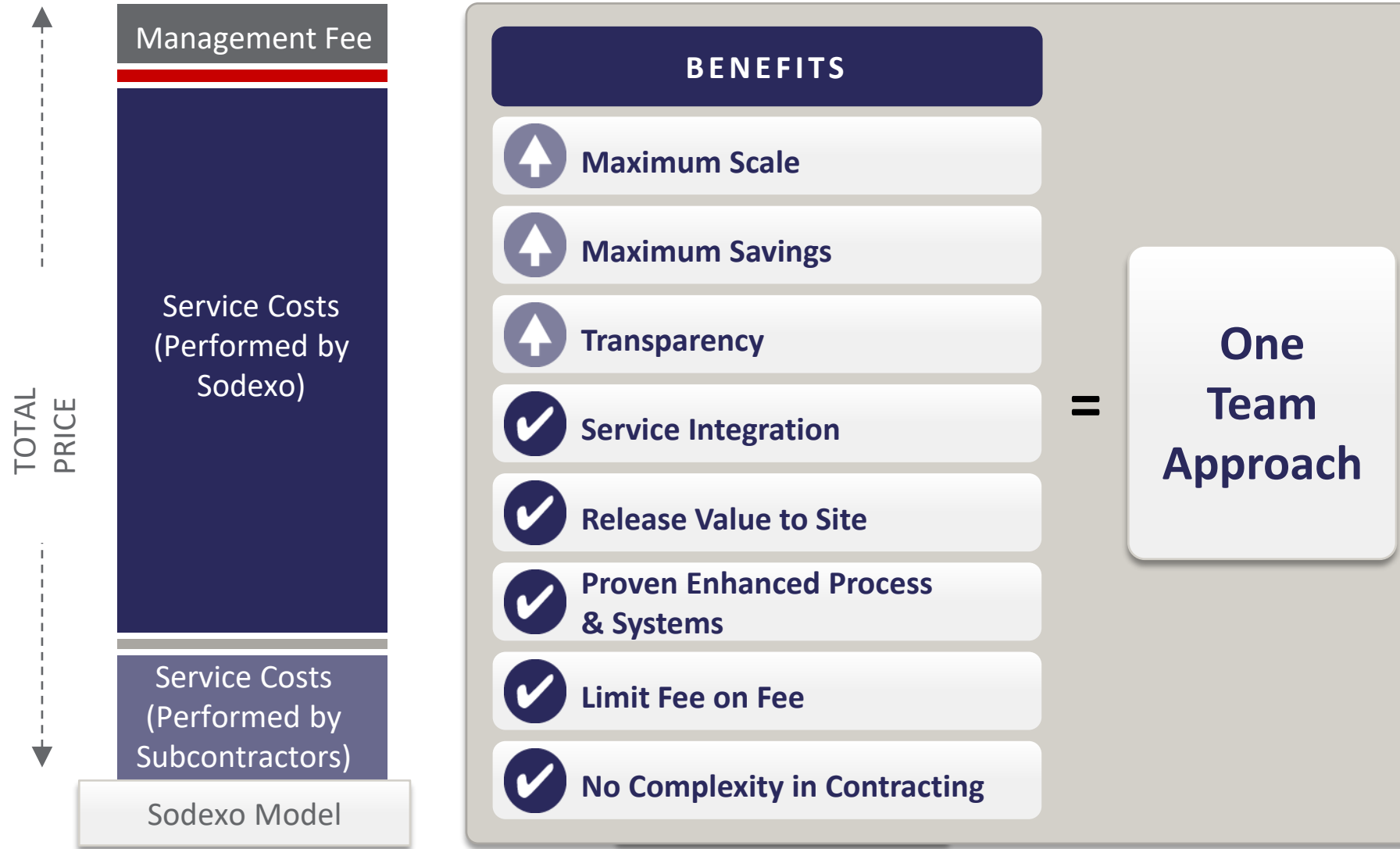
- Excessive headcount
- Many inconsistent, prescriptive contracts
- Many POs and diverse commercial terms
- Managed by Site organisation and/or local procurement
- Some consolidation of categories – country-wide service contracts, etc

MSA Approach



- Single Master service agreement with standard contract
- Common metrics across school group
- Stronger business terms
- Simplified PO/Contract
- Consolidation of site and supplier management
- Small, retained organisation focused on governance
- Single point of contact management oversight

Explanation of Our Model – Value of Self-delivery

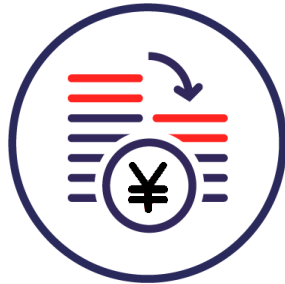


Breakdown of Total Price based on Sodexo

Assumed Breakdown of Total Price based on market knowledge

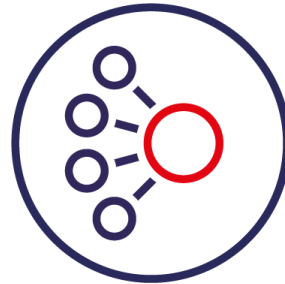
Benefits of the MSA model

Enabling quicker and more efficient growth of your Education Group



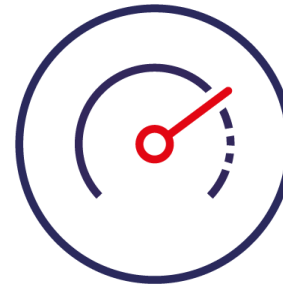
SAVINGS

- Reduce your time spent monitoring contracts
- Maximises scale – reduces cost
- Minimises fee on fee – allows for greater transparency
- Value for money – increased savings without detriment to quality
- Added value services



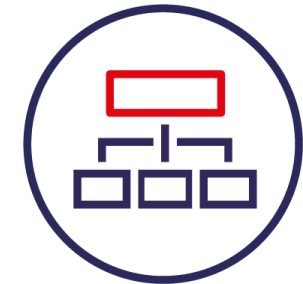
STREAM LINING

- Single point of interface – governance, reporting, strategic planning, investment, easy escalation process
- One contract – audit, visibility
- One invoice – supply chain
- Optimised Reputation & Image



TRANSFORMATION

- In line with market trends and other industry leaders
- Specialists able to ‘think global, act local’
- Long term, strategic partnerships – achievement of shared goals



GOVERNANCE

- Allows for smaller more focused strategic organisation
- Build ONE integrated management team, with a single point of contact
- Risk Management / Compliance
- Enable schools to scale up quickly with stable service standard

Putting your students' experience at the heart of our service



At the heart of entrusting your group campus IFM services to Sodexo, lies not only our love of food but also the service engagements that accompany it. We are tremendously proud of the raft of programs and activities that we run to enhance the enjoyment of student life on campus, and we look forward to discussing with you how we can tailor make educational engagement programs for your school campus network.



Sodexo COVID-19 Solutions – Contactless Services along the Student Journey

CANTEEN FOOD SERVICES

Physical distancing

- Designated separate Entrance and Exit
- Set up one-meter apart queuing space
- Set dining distance by setting up partition on table or designate one-meter apart seating
- Staggered dining hours

Sanitization and disinfection

- Hand Hygiene Gel Provision at canteen
- Enhanced cleaning and disinfection of the restaurant floor, kitchen, dining tables and chairs and high touch surfaces such as cash register and door handles
- Open windows to ensure air circulation

Meal solution

- Limit choices to two meal sets to reduce serving time
- Lunch box offer
- Rearrange service line to reduce queuing time
- Deliver lunch boxes to designated dining area

Tea Break Solution

- Snacks delivered to the classroom
- Package solution for tea break

Drink solution

- Bottled water replacing public water dispenser
- Water dispenser disinfection

Coffee bar solution

- Ready to serve food and drinks
- Single use cups
- Pre-wrapped ready to eat products replacing home baking

Salad bar solution

- Pre-wrapped salad instead of open salad bar

CLASSROOM AND CAMPUS FM SERVICES

Cleaning and disinfection

- Focused cleaning and disinfection on critical areas and touchpoints
- Enhanced cleaning and disinfection for indoor and outdoor spaces
- UV air disinfection lamp (on client request)

HVAC solution

- Turn off the AC and ensure all air conditioning outlets are clean and disinfected
- For schools that have HEPA, enhanced maintenance for the filters

- Manage Self isolation camp for returning faculty and residential students

STUDENTS AND PARENTS COMMUNICATION

COVID-19 Communication via multiple channels

- Sodexo COVID-19 solution information sheet to schools and school community
- Onsite bilingual posters and signages
- WeChat post regarding COVID-19 updates to reach wider school community

SECURITY SERVICES

- Visitor temperature check
- School space reorganization
- Preventive measures: PPE, Sanitizers, Queue Lines

Case Study – MSA with a leading international education group in China

In 2018 Sodexo signed a strategic Partnership to provide IFM services to a leading international education group. The current portfolio includes 6 schools over 5 campuses.

Sodexo serve 6 schools with over 4500 students and 260 staffs.

Sodexo has been providing FM services from 2014 and catering services from 2018.



6 Schools over 5 Campuses



Service Scope

Engineering Service: air conditioner system, building maintenance, elevator maintenance, fire control system, delivery equipment, handyman, small projects reform

BSS Service: cleaning service, security, project management, help desk, outdoor landscaping, pest control, uniform service, reception services

Food Service: student dining, function & events, food Promotion, VIP, Special care, Activities.



Savings and Value-added Service

- Management fee decrease
- Significant Sodexo investment
- Single Group Account Manager
- Sustainability (green technologies)
- Building surveys
- Energy management
- Waste Consultancy
- T&C MEP
- Kitchen Consultancy
- Construction Project
- HSE Compliance
- Safeguarding Policy



We're excited to start working with you

Please get in touch to find out more:

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