together we rise

Solutions to Start and Stay Strong in Lounges
In the midst of never-before-imagined circumstances, lounges have an opportunity to set a positive course for the future. Embracing new ways to live, travel, work, play, and care, we can re-imagine what is possible.

Simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a program that helps our clients craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our employees, customers, partners, communities and society. When you Rise with Sodexo, you have access to a comprehensive offering of best-in-class practices created by a team of experts and our experience from around the world. Our unique program prioritizes safety and wellbeing so everyone can get back to the business of living.

A Systematic Approach To Embracing A Positive New World

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**Services & Capabilities**

- **PREPARE**
  - Site restart process
  - Safety amenity kits

- **PROTECT**
  - Human temperature monitoring
  - Disinfection cleaning
  - Changes to support physical distancing
  - Contactless service
  - Blacklight inspections
  - UVC Technology

- **ENABLE**
  - Individually packaged food solutions
  - Digital services and contactless solutions
  - Hospitality and service reimagined
  - Reception
  - Virtual concierge with Circles

- **SUPPORT**
  - Return to work guidance for front and back of house teams, including PPE provision and usage guidance for chemicals
  - Working with local partners and communities
  - On-site health & wellbeing communication

- **OPTIMIZE**
  - Design and space management consultancy
  - Energy management
  - H4D health check booth
  - Waste prevention
  - Internet of Things
Safer environments for a Better Tomorrow

Rise with Sodexo is a holistic approach to wellbeing readiness. Working together, we prepare not only the site restart process but also how we continue to work together as we welcome travelers back into your lounges. The safety of your customers, your employees and ours is our number one priority therefore we guarantee that our teams will have had full training prior to re-opening. Together, we are preparing to overcome the challenges of the restart process, and are getting ready for the transition to the next normal and beyond.

You will benefit from our OPEX award-winning site management system, which we use to monitor, inspect and analyse our operations within your lounges for optimal visibility and transparency.

Delivering the right service at the right moment
Site Restart Process

**WHAT IT DOES**
- Provision of site restart processes and project management services to manage through facility and people centric issues.

**WHAT’S IN IT FOR YOU**
- Receive advice and support to manage the site comeback process smoothly

**HOW IT WORKS**
- Collaboration with Sodexo team based on a clear restart framework process
- Help to cope with new needs and opportunities arising through a different reality

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Human Temperature Monitoring

**WHAT IT DOES**
- Monitor the body temperature of an individual prior to allowing access to site

**WHAT’S IN IT FOR YOU**
- Establish enhanced access control scheme to help provide a secure and safe environment for employees and visitors

**HOW IT WORKS**
- Provision of monitoring equipment.
- Perform a temperature check on all visitors, contractors and employees entering the site.
- Ensure safety for all individuals based on social distancing, use of protective equipment and materials.

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Disinfection Cleaning

**WHAT IT DOES**
- Our disinfection programs help reduce the overall level of contamination in the facility and maintain minimal contamination levels.

**WHAT’S IN IT FOR YOU**
- Ensures the health and peace of mind for you and your guests

**HOW IT WORKS**
- Risk assessment and thorough analysis of different areas to be cleaned
- Adapted cleaning frequency based on risk level
- Cleaning all high-touch surfaces (including door handles, dispensers, toilet seats, etc.)
- Innovative solutions such as UV light sanitization
- Hand sanitizing stations and self-service disinfectant solutions

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Physical Distancing Changes

**WHAT IT DOES**
- Implement methods to reduce the spread of contaminants based on a local risk analysis

**WHAT’S IN IT FOR YOU**
- Social distancing practices on site to keep individuals safe and the business operational

**HOW IT WORKS**
- Assess potential areas of improvement to reduce spread of contamination.
  » Deploy sneeze guards where appropriate
  » Lounges seating areas changed to support social distancing
  » Contactless options (payment, satisfaction survey, etc)
  » Individually packaged and boxed menu items
  » Grab & Go options
  » A la carte service to reduce self-service options
**Black Light Inspections**

**WHAT IT DOES**
- Determines the effectiveness of the disinfection process on high-touch surfaces

**WHAT'S IN IT FOR YOU**
- Confirm for our clients and guests that your space is disinfected and safe

**HOW IT WORKS**
- Leave a trace amount of the fluorescent indicator on frequently touched areas
- Indicator is placed on surface before it is clean (black light wand)
- After the cleaning process is finished, the surfaces are inspected with the UV light to determine effectiveness of cleaning

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**Hospitality and Service Re-imagined**

**WHAT IT DOES**
- New food options and re-engineered menu cycles with safe service delivery to match

**WHAT'S IN IT FOR YOU**
- Limits exposure for our employees and your guests to lower the risks
- Implement a specialized, simplified and healthy menu focusing on grab & go options, already pre-packaged

**HOW IT WORKS**
- Individually pre-packed food options
- Adjusted planograms and food & beverage set up to enable social distancing
- Move away from self-service
- Screening used to separate groups where required
- Sneeze guards deployed where necessary

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**Support with Health & Wellness Communication**

**WHAT IT DOES**
- Gives your guests ways to create a more mindful and positive travel experience

**WHAT'S IN IT FOR YOU**
- Continue engagement with members to drive loyalty

**HOW IT WORKS**
- Recipe cards made available online to lounge guests and loyalty program members
- Video demonstrations from our culinary team
- Recommendations for health and wellbeing whilst traveling

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**Return to Work Guidance Including PPE Use**

**WHAT IT DOES**
- Provides guidance on how our teams will return to work safely and how to correctly use Personal Protective Equipment (PPE) and sanitation chemicals

**WHAT'S IN IT FOR YOU**
- Protects the health and wellbeing of employees and the people they interact with in your lounge

**HOW IT WORKS**
- Sodexo helps facilitate the success of protection and prevention efforts with thoughtful training and promotional materials that can be used in conjunction with established protocols. Benefits include:
  - Changing behaviors
  - Improved effectiveness
  - Reduced costs
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<td>• Supports local communities with food drives and keeps local businesses active via partnerships</td>
<td>• Maintains a link with the community and supports local businesses close to your venue</td>
<td>• Sodexo works to build partnerships with local chefs, brands and suppliers to help these businesses thrive.</td>
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| • Provides a user-experience approach to designing and optimizing front and back of house space for the lounge | • Ensures the spaces that welcome employees and guests back are safe and optimized for everybody who uses them | • To help get the most function and user-friendliness from any environment, we use a variety of tools and methodologies to optimize space management, including user personas, consumer journey maps, experience design, consumer preference surveys and more. Key areas of focus include:  
  » User experience  
  » Safety & Compliance  
  » Technology |

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  » Partnership  
  » Performance  
  » Monitoring & Targeting |

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| • Optimises labour productivity using a tool that analyzes exact requirements with the help of the IOT technology. | • Data driven operational excellence to deliver a precise balance of labor in the lounge against the service scope and number of passengers. | • Sensors are placed around your lounge to gather information on occupancy and space utilization  
  • Data is collected from the sensors and uploads automatically in to the dashboard to track and forecast |

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Our approach to consumer confidence starts with understanding their journey through the lounge and how we map that to ensure it is a safe and secure experience.

Ensure guest experience confidence during every step of their journey.

Our approach to consumer confidence starts with understanding their journey through the lounge and how we map that to ensure it is a safe and secure experience.
We're a team dedicated to the spirit of rising to the challenge, evolving our work to help you achieve your goals and exceed expectations.

As we begin to build your customized plan, your Sodexo team will work with you to define critical activities that will prepare you to open, and welcome your guests back.
Creating Best-in-Class Lounge Experiences

With a portfolio of over 170 lounges and more than 20 years of experience in this area, we provide total lounge management for your premium travelers.

We recognize the critical revenue impact your premium travelers have on your business and how important it is to differentiate your service. We create a premium and safe on-ground guest experience that reflects your brand values and creates lifetime loyalty. We help our clients achieve this thanks to our holistic approach.

Through consumer research, innovation and local personalization, we are positioned to deliver an unrivaled array of services to successfully contribute to offer a safe and memorable experience for the guests of our clients.