SUPPORTING SCIENCE AND TECHNOLOGY
INTEGRATED SOLUTIONS

We design and deliver a complete range of scientific services enabling research, analysis, discovery and diagnostics – to optimise your performance

ASSET MANAGEMENT
Sourcing, purchasing, PAT, installation, tagging, tracking, total cost of ownership, lifecycle management, redeployment, sale, donation, disposal

DATA MANAGEMENT
Database administration, data analysis, financial and operational reporting, compliance healthcheck reports, trending, records management, archiving and retrieval

DECONTAMINATION AND CLEANING SERVICES
Laboratory, clinical, manufacturing environments

EQUIPMENT SUPPORT
Repair, maintenance, calibration, decommissioning, recommissioning, reconfiguration, modification, application support, IT

HEALTH AND SAFETY
Learning and development, visual management, continuous improvement

LABORATORY STAFF
Media, reagent, instrument and sample preparation, sample management, environmental monitoring

LOGISTICS
Just in time, Kanban, consignment stock, IT systems, usage reporting, satellite stores management, gases, solvents, consumables, chemicals

PROJECT MANAGEMENT
Relocations, installations, capital asset replacement programmes, technical writing, cost containment programmes, Environmental Health and Safety (EHS) and compliance support goods, lab design and retrofitting

QUALITY AND COMPLIANCE
Technical agreements, quality management, regulatory intelligence, continuous improvement, sharing of best practice

SUPPLIER RELATIONSHIP MANAGEMENT
Vendor approval process, management of visiting contractors, governance, strategic partnerships

TRAINING
Operational excellence, GxP, science, technology, logistics and waste management

WASTE MANAGEMENT
Reduce, reuse, recycle, recover and dispose
SCIENTIFIC SERVICES BY SODEXO

SOLUTIONS

At Sodexo, we have developed onsite scientific services which are designed to let your professionals focus on their core business.

Nowhere is this more important than in pharmaceutical, healthcare, food and petrochemical environments which are complex and demanding, presenting ever changing requirements, constraints and challenges.

We are closely aligned with scientific environments, both laboratory and clinical. We have the expertise, experience and qualifications, and the global presence, to support you.

Scientific services by Sodexo offers an extensive portfolio of opportunities for your organisation. Whether it is asset management, logistics, equipment maintenance or scientific support you require, we have the skills and experience to design, manage and deliver the solution.

We invest heavily in people, products and risk management to ensure we deliver a holistic integrated solution that aligns with your business needs.

The solution designed for you will deliver financial and operational benefits and positively impact on compliance.

Our global reach and established relationships ideally position us to provide you with the best possible outcomes for all your scientific support needs and to deliver you real business benefits.
Our vision is to become a truly strategic partner by designing, managing and delivering services which make a meaningful difference to your organisation. The value pillars of compliance, innovation and performance underpin our proposition and reflect the benefits we can deliver to your organisation.

**COMPLIANCE**
- Applying regulatory intelligence through our network of experts
- Global quality and IT systems continuously improve performance
- Effective leadership that enforces sharing of best practice and operational excellence
- Actively working with regulatory bodies to ensure an operational framework for outsourced service provision
- Assurance of continuous compliance through implementation of the most up to date standards and regulations

**INNOVATION**
- Designing, managing and delivering industry leading, award winning solutions
- Environmental expertise and ongoing investment to meet our socio-economic commitment
- Strong, collaborative relationships with manufacturers, vendors and industry leading global experts
- Proactively reviewing and introducing the latest technology in accordance with the change control process
- Progressive product trials for cleaning, decontamination and sterile services

**PERFORMANCE**
- Ability to combine skill sets to provide the optimum solution
- Robust quality management system performing to global standards and industry best practice
- Proven track record of significant year on year savings through self delivery of multi-skilled on site teams
- Bespoke solutions tailored by our experts to meet client requirements
- Operational excellence methodology used to remove waste, error and variation to deliver continuous improvement
DELIVERING QUALITY OF LIFE SERVICES

We reinforce the wellbeing of individuals by improving their effectiveness, and help organisations to improve their performance every day.

- Sodexo is a global company delivering group revenue of €18.4bn
- 427,900 employees operate in 80 countries across the globe
- 18th largest global employer
- Named ‘global sustainability industry leader’ in the Dow Jones Sustainability Index
- Ranked number one for ‘diversified outsourcing services provider’
- Ranked ‘Gold’ in Corporate Responsibility Index for third year
- 10 years’ experience operating in Science and Technology integrated services
DESIGN

Within our scientific community, Sodexo has expertise in many disciplines, ranging from junior level lab technicians, to PhD educated academics.

As a result of Sodexo’s global organisation structure, these individuals can give their input to design solutions, regardless of their geographic location.

Our extensive experience in the Pharmaceutical, FMCG and Healthcare arenas gives us invaluable knowledge.

This, combined with insight into your specific requirements, allows us to design the optimal solutions for your scientific support needs.
WE DESIGN, MANAGE AND DELIVER SOLUTIONS

MANAGE

Having designed the optimum solution, we ensure we embed robust management processes to define and measure success in this highly regulated environment.

Underpinning our performance is Sodexo’s greatest asset – our people.

People are at the heart of everything we do. So, managing our people in a way that allows them to contribute to their full potential, is fundamental to our success and yours. Our integrated services are created to deliver increased employee satisfaction, motivation and effectiveness.

Our muti-skilled team can transform your organisational workflow by managing up to 90% of scientific tasks, releasing your workforce to focus on your core business activity.

Our training and coaching programme ensures employees are fully engaged with our joint business objectives, ensuring a client-centric approach is delivered through the integration of all work streams.

Part of our approach is to establish strategic supplier relationships. Our position as partner to many global pharmaceutical and FMCG clients creates greater opportunities for strategic collaboration and enables greater leverage and choice when sourcing products and services, as well as optimising equipment usage.

Performance management is a vital part of our offer. It enables us not only to monitor how we perform in relation to your needs, but also enables us to future proof our services to you.

We base our performance measurement on jointly agreed Service Level Agreements and key performance indicators that are underpinned by standards of ISO9001, OHSAS1800 and ISO14001. We foster and manage a culture of zero defects to remove waste error and variation by establishing operational excellence and developing effective leadership.
DELIVER

The successful delivery of scientific services is managed through our holistic operating model. This model draws upon expertise from our global operating platform and is supported by a combination of factors, including stringent policies, international quality standards, supply chain partnerships, codes of practice, innovation forums, insight, and the experience of our multi-skilled teams.

The level of this success is dependant upon good communication. This is vital at all stages in the development of our relationship. One of the key elements of communication during the earliest stages of the delivery phase is agreeing an expectations. The format of expectation meetings varies; from looking at tangible elements of the mobilisation plan and expected levels of performance at key stages, to broader strategic discussions regarding the future development of our services and meeting your strategic goals. Fundamentally, this is about defining expectations and then meeting them.

We recognise that effective transition and transformation is critical to the success of the contract life. We have dedicated experts within our team who take full project ownership for new contracts, as well as relocations of individual laboratories and entire campuses, both locally and internationally. This may involve decommissioning, moving of equipment and collaboration at an executive level.

We are confident taking full project ownership, synchronising the work flow to ensure time, cost and scope constraints are met through a client centric approach.

We endeavour to build long-term partnerships and ensure the highest levels of commitment, value and service standards.

This integrated approach delivers optimum solutions, driving forward the following areas for your organisation.

- Quality
- Sustainability
- Productivity
- Scalability
- Creativity
- Science and Technology
An effective service partner should integrate itself within every aspect of the business, building a mutually beneficial long-term partnership with clear strategic goals and direction. With our unparalleled market insight, diverse service offering, flexibility and strategic vision, Sodexo will do exactly that.

At Sodexo, our reassuringly stringent quality standards ensure compliance and our high level of innovation brings greater efficiency. In addition, our operating model delivers real business benefits by increasing output by up to 40%.

These are the value pillars that drive our delivery and underpin our operating model and value proposition.

**COMPLIANCE**
We deliver within a robust operating framework that guarantees regulatory compliance and risk management.

**INNOVATION**
Our sustainability strategy leads us to create innovative, bespoke solutions for environmental and socio-economic benefit.

**PERFORMANCE**
Our highly trained, multi-skilled teams drive efficient and effective output—giving our clients a competitive advantage.

**SUPPORTING SCIENCE AND TECHNOLOGY**

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