

together we rise

*Solutions to Start and Stay Strong in Convention & Conference Centers*

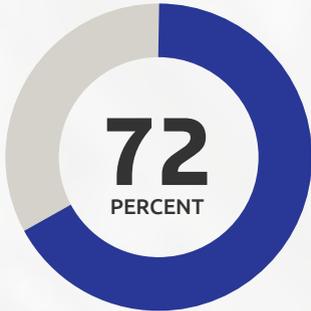
preparing for the  
next normal

## A Systematic Approach to Embracing A Positive New World

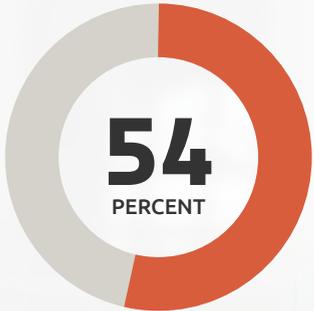
In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo and Centerplate were 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 and Centerplate have 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 associates, customers, partners, communities and society. When you Rise with Sodexo and Centerplate, 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.



**of event planners** have seen their events been canceled or postponed – with many rescheduled to fall this year.  
(Source: eventsforce.com)



**of businesses** indicate that their ability to run their businesses effectively has been reduced by COVID-19  
(Source: McKinsey)

# Services & Capabilities



rise with  
sodexo AND Centerplate



## PREPARE

- Site restart process



## PROTECT

- Human temperature monitoring
- Disinfection cleaning
- Changes to support physical distancing in food and beverage areas



## ENABLE

- Grab & Go Convenience solutions and pop-ups
- Digital services and contactless payment solutions
- Catering & hospitality reimagined



## SUPPORT

- Return to work guidance for front and back of house teams, including PPE provision
- Working with local partners and communities



## OPTIMIZE

- Design and space management consultancy
- Energy management
- Venue sales and marketing
- Virtual concierge with Circles



## Safer environments for a Better Tomorrow

Rise with Sodexo and Centerplate is our approach to support you with not only the site restart process but also how we continue to work together as we welcome visitors back into your venue. The safety of visitors, your employees and ours is our number one priority therefore we guarantee that our teams will have had full training prior to re-opening.

Our clients benefit from our award-winning site management system (Opex Awards 2020 winner), which we use to monitor, inspect and analyse our operations within your site for optimal visibility and transparency.

### Delivering the right service at the right moment

#### PRE RE-OPENING



PREPARE & PROTECT

#### RE-OPENING



ENABLE & SUPPORT

#### THE NEXT NORMAL



OPTIMIZE





## 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 and Centerplate team based on a clear restart framework process
- Help to cope with new needs and opportunities arising through a different reality



## 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



## Disinfection Cleaning

### WHAT IT DOES

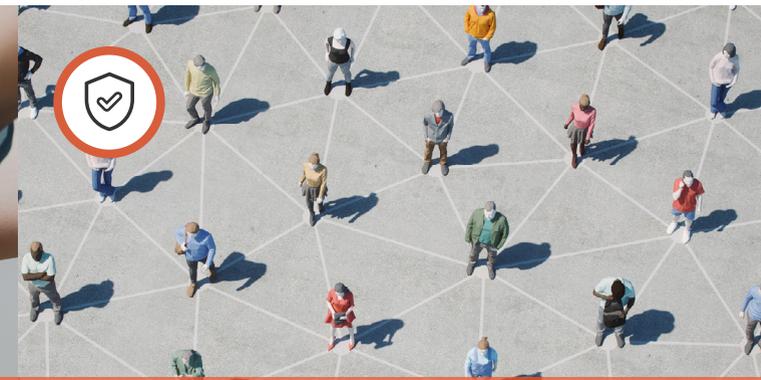
- Our disinfection programs help reduce the overall level of contamination in the facility and maintain minimal contamination levels

### WHAT'S IN IT FOR YOU

- Ensures the health and peace of mind for you and your venue visitors

### 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 (incl. door handles, dispensers, toilet seats, etc.)



## Physical Distancing Changes In F&B Areas

### 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. Example for food and beverage outlets:
  - » Deploy sneeze guards where appropriate
  - » Food court seating area changed to support social distancing
  - » Contactless payment
  - » Individually packaged boxed menu options
  - » Grab & Go options



## Grab & Go Convenience Solutions & Pop-Ups

### WHAT IT DOES

- Propose convenient food options for visitors and your employees in the right locations around the venue

### WHAT'S IN IT FOR YOU

- A simplified menu and tasty take away options to support social distancing and opportunities where possible to eat outside

### HOW IT WORKS

- Establish pop-up food outlets close to or in the existing retail space.
- Implement a specialized, simplified and healthy menu focusing on grab & go options, already pre-packaged



## Catering & Hospitality Re-Imagined

### WHAT IT DOES

- New food options for meetings and events with safe service delivery to match

### WHAT'S IN IT FOR YOU

- Limits exposure for meeting / event organizers and their guests when delivering catering services for groups

### HOW IT WORKS

- Individual pre-packed meals
- Catering set up in larger spaces to enable social distancing
- Screening used to separate groups where required
- Sneeze guards deployed where necessary



## Digital Services & Contactless Payment

### WHAT IT DOES

- Strengthen existing and deploy new digital retail and catering facing tools

### WHAT'S IN IT FOR YOU

- Help limit exposure of event organisers, guests and employees to infection risk while enabling new digital retail and catering experiences

### HOW IT WORKS

- Pre-ordering for catering and hospitality
- Click and collect options for retail
- Contactless payment in all outlets



## Return to Work Guidance for Front & Back of House Teams 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 sanitization chemicals.

### WHAT'S IN IT FOR YOU

- Protects the health and wellbeing of employees and the people they interact with at your venue

### 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 behaviours
  - » Improved effectiveness
  - » Reduced costs



## Working with Local Communities and Partners

### WHAT IT DOES

- Supports local communities with food drives and keeps local businesses active via partnerships

### WHAT'S IN IT FOR YOU

- Maintains a link with the community and supports local businesses close to your venue

### HOW IT WORKS

- Sodexo and Centerplate work to build partnerships with local chefs, brands and suppliers to help these businesses thrive



## Design & Space Management Consultancy

### WHAT IT DOES

- Provides a user-experience approach to designing and optimizing front and back of house space in the venue

### WHAT'S IN IT FOR YOU

- Ensures the spaces that welcome employees and visitors back are safe and optimized for everybody who uses them

### HOW IT WORKS

- 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



## Energy Management

### WHAT IT DOES

- Sodexo simplifies and optimizes energy management programs through global expertise and local focus

### WHAT'S IN IT FOR YOU

- Effectively managing energy usage can increase efficiency, significantly reduce utility costs and boost the impact of sustainability programs.

### HOW IT WORKS

- Provides a single source for all the consultation, creation and continual improvement services needed to achieve goals for today and scale potential for tomorrow. Key components include:
  - » Partnership
  - » Performance
  - » Monitoring & Targeting



## Venue Sales & Marketing

### WHAT IT DOES

- Provides fully operational sales and marketing team to deliver best in class events at your venue on dark days

### WHAT'S IN IT FOR YOU

- Will drive more revenue in meetings and events to optimize the venue 365 days per year

### HOW IT WORKS

- Optimize the venue to ensure the best user experience whilst ensuring the environment is ready for the next normal. Areas of focus include:
  - » Lead generation, acquisition and customer retention
  - » Guest experience
  - » Spaces & resources optimization
  - » Re-engineer service delivery



## Virtual Concierge with Circles

### WHAT IT DOES

- World-class concierge teams, digital platforms & a vast partner network provide unique & memorable experiences for event organisers and their attendees

### WHAT'S IN IT FOR YOU

- Reduction in employee stress & burnout, 3+ hours saved per request, improved wellness & engagement by assisting with their personal to-do's while they work, attract & retain the best talent in your industry, comprehensive data analytics & trend reporting

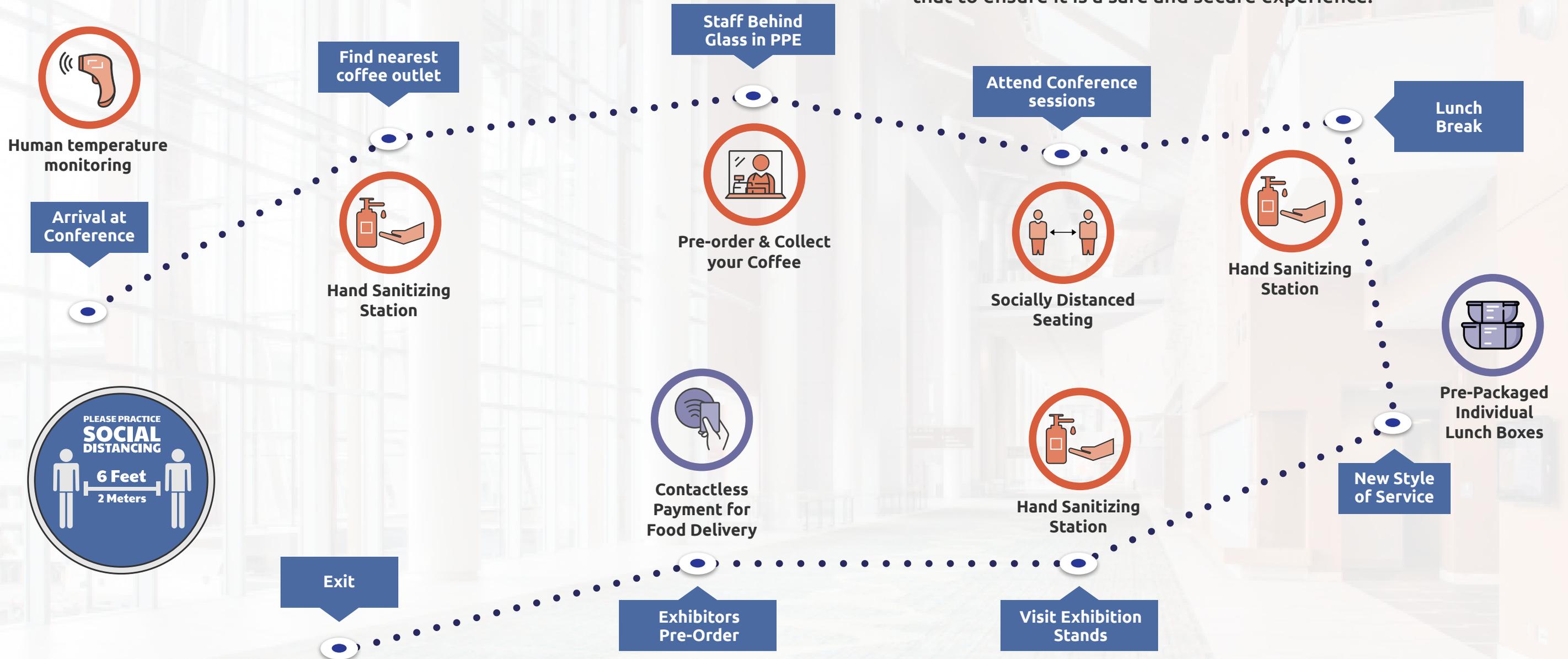
### HOW IT WORKS

- 24/7/365 access to dedicated concierge team via digital portal, phone, or email, +1 access for partner or spouse, access to network of 4,000+ vendors

## Ensure customers experience confidence during every step of their visit

Sodexo and Centerplate are committed to making a positive impact. Our approach to keeping people healthy starts with understanding their journey through your venue and how we map that to ensure it is a safe and secure experience.

# CUSTOMER JOURNEY



# together we will make great things happen

**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 and Centerplate team will work with you to define critical activities that will prepare you to open.**



Each year, the combination of Sodexo and Centerplate enhances the level of services provided to more than 116 millions guests across premier venues in North America such as stadiums, arenas, conventions centers, museum, zoos, aquariums and more.

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

