Sodexo Healthcare

Powering
Human Care,
together.

sodexo
HEALTHCARE

Key Priorities for Healthcare Providers in 2021

The pandemic has significantly impacted where healthcare leaders need to focus in order to address revenue gaps and the changing face of care delivery.

Invest in technology and telehealth to provide high level of care regardless of location	Reprioritize capital expenditures and defer large purchases	Offer remote working options for non patient facing positions	**Renegotiate supplier contracts to reduce costs**
Partner with providers/ legislative agencies to address Social Determinants of Health	**Build consumer loyalty and improve patient experience/journey**	Work to improve payor mix/ reimbursement model	**Accelerate rationalization of products/process to achieve greater consistency in results and outcomes**
Identify and explore nontraditional sources of revenue	**Embrace and optimize risk-based payment models**	Develop employer partnerships with self insured organizations	**Address staff burnout, retention and satisfaction**

■ Denotes where Sodexo can add value

Source: "2021 Strategic Planner Survey Results", *Advisory Board, 2021.*
Source: "2021 Healthcare Industry Trends", *Advisory Board, 2021.*

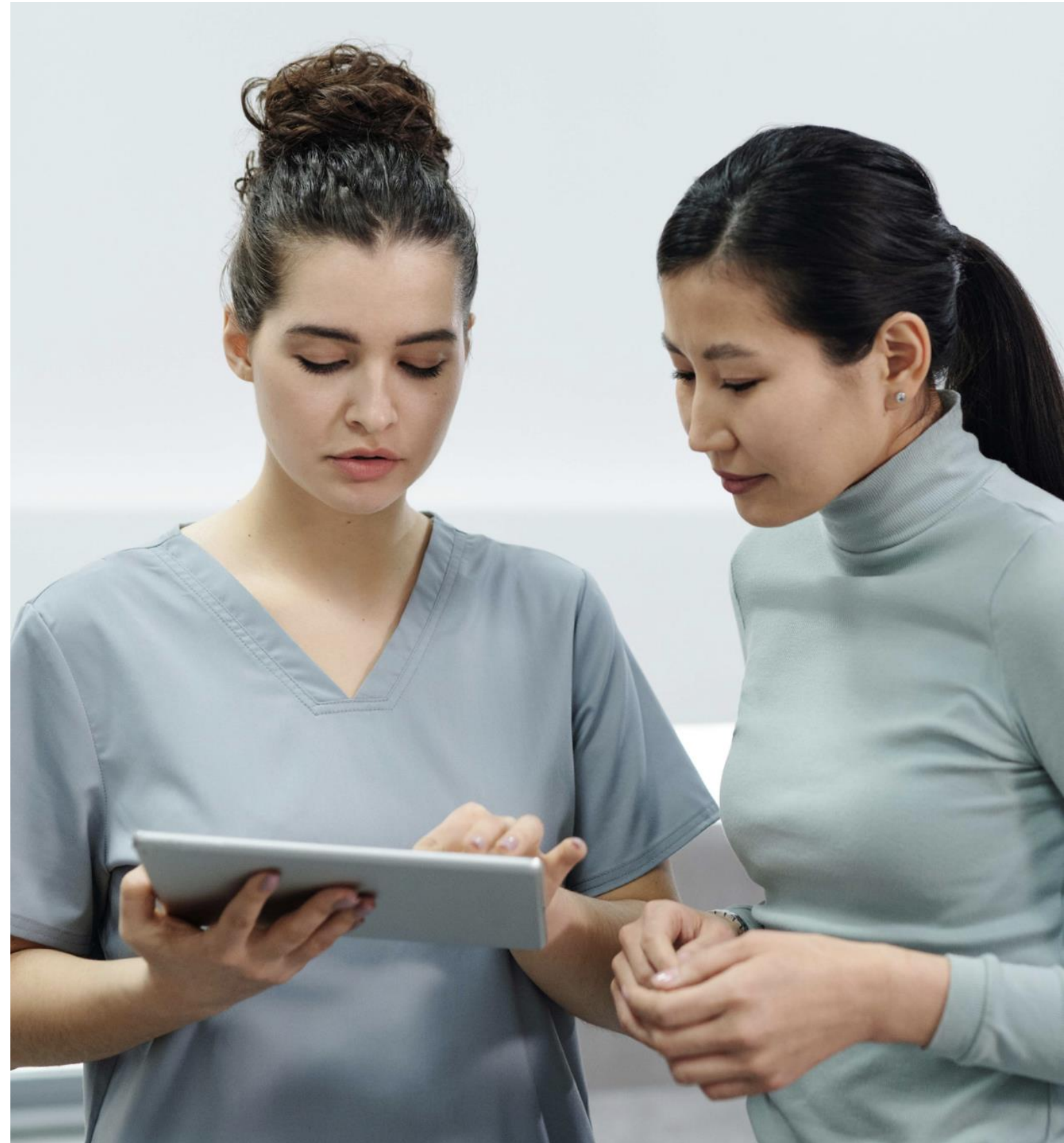# At Sodexo Healthcare we are Powering Human Care together, one person at a time

We believe that people deliver better care one person at a time. That's why we've built a connected, human-centered community of care givers and specialists, all focused around one mission — unlocking solutions to create a better care experience for each individual no matter where they are in their care journey.

Powering Human Care is what we do every day. It's our promise to each other and the world. We're positioning our business around this core belief to express and create more value. Read on for context around what Powering Human Care means to our business, why it's important and how we think and speak about it, so that we can deliver on our vision to unlock solutions and improve the quality of life for people every day.
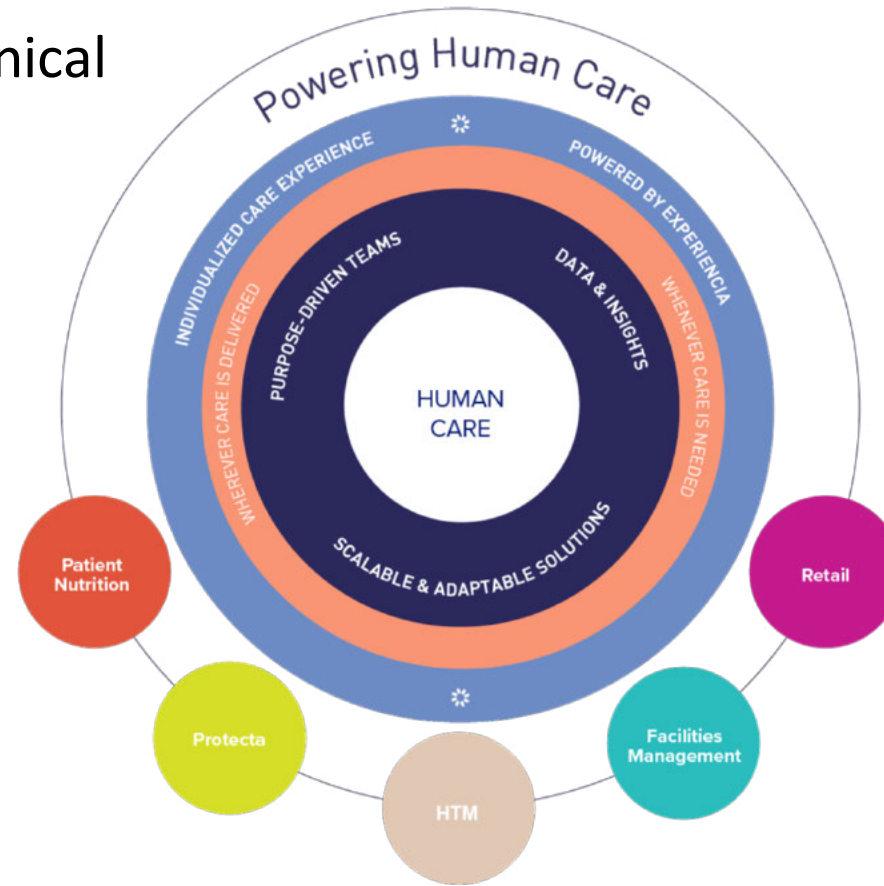
At the core of our strategy are people.

The patients and the healthcare providers we support are the ultimate focus of all that we do. We recognize that each patient is more than a symptom or a diagnosis, but rather a whole person with physical, social and emotional needs. Similarly, each healthcare team or institution we support is unique in its own way. Each cares for a distinct patient population with a specific payor mix, centers of excellence, operating processes, technology, organizational culture and more. Both the patient and our hospital partners deserve an approach that unlocks solutions to fit their needs.

Powering Human Care weaves through all our areas of expertise.

Everything we do is inextricably linked to clinical care delivery and outcomes—

ALL POWERED BY **EXPERIENCIA**

Experiencia is the thread that weaves through all of our offers so we can deliver individualized care experiences.

Shaping the patient experience through our proprietary insights platform

Patient experience is critical to overall satisfaction and clinical and financial outcomes. Experiencia is the foundational thread that supports a patient throughout their journey and ensures that all services are delivered in the most applicable and personalized way.

A result of extensive research and innovation over nearly ten years, the Experiencia platform aggregates historical, real-time, and research-based data from qualitative and quantitative sources, providing care teams a 360° understanding of each patient so they can engage on the most personal level and proactively address that patient's unique needs.

Experiencia plays a key role in how we deliver our services:

- **Elevates human engagement with insight and compassion to improve patient outcomes**
- **Powers caregivers with real-time data and insights to optimize efficiencies and care**
- **Impacts the patient care experience and outcomes across the continuum of care**
- **Aligns with and enhances each patient's clinical pathway with specialized expertise, insights and care**

EXPERIENCIA

Powering human-centered experiences along the care journey

+3.28%

RAW SCORE IMPROVEMENT

IN 300 HOSPITALS INTEGRATING

EXPERIENCIA

500 +

HOSPITALS IN THE US

USING EXPERIENCIA

Elevating the role of nutrition across the continuum of health

Patient nutrition is a foundational component to patient care and all too often it is underutilized as a resource to drive recovery and improved outcomes; clinical, operational, and financial.

The Sodexo Healthcare approach to patient nutrition ensures patients have the clinical nutrition and positive experience they need today, while empowering them and their communities to embrace better nutrition for life.

Our patient nutrition program is an evidence-based, individualized approach providing patients the nutrition they require (and desire) for health and healing while ensuring their experience is timely, tasty, at the right temperature and accurate to their expectations.

We are a people-focused strategic partner that is invested in our clients' clinical and financial performance across the continuum of care by:

- **Championing healthier lives through our network of dietitians**
- **Driving better clinical outcomes**
- **Empowering healthier communities**
- **Offering culinary excellence backed by clinical expertise**
- **Solving our clients' unique business challenges**

Patient Nutrition

Powering healing, clinical outcomes and overall health through nutrition

69
DIETS CUSTOMIZED BY PATIENT COHORT

120 +
ALLERGENS TRACKED IN OUR DIET OFFICE SOFTWARE

2500 +
NETWORK OF DIETITIANS UNIQUELY POSITIONED TO UNDERSTAND GLOBAL NUTRITION TRENDS AND IMPLEMENT PROCESS IMPROVEMENTS TO ADDRESS THEM

Driving satisfaction and performance through an insights-driven approach to retail solutions

Moments of respite are essential for health system staff and visitors who are often experiencing life's extremes. Ensuring a space where they can rest, rejuvenate, and nourish themselves is critical to quality of care and patient experience.

Our guest-centric approach to retail is grounded in insights and customized for each client to meet the unique needs of their community. Solutions are guaranteed to drive performance and provide a consistent guest experience as concepts are curated from our proven, nationally supported portfolio of over 60 (and continuously growing) Culinary Concepts.

We are a people-focused strategic partner that is invested in our clients' clinical and financial performance across their system of care by:

- **Preparing frontline workers who understand and support care teams**
- **Leveraging data, insights and experience to create custom solutions**
- **Driving satisfaction, engagement and financial outcomes**
- **Offering opportunities for respite whenever and wherever the need arises**
- **Integrating customizable solutions across different care locations**

Retail

Powering real moments of respite for the people caring for patients

60
CULINARY CONCEPTS

50 +
NATIONAL AND REGIONAL BRAND PARTNERS

TIME ACTIONABLE INSIGHTS

Environmental Services and Infection Prevention

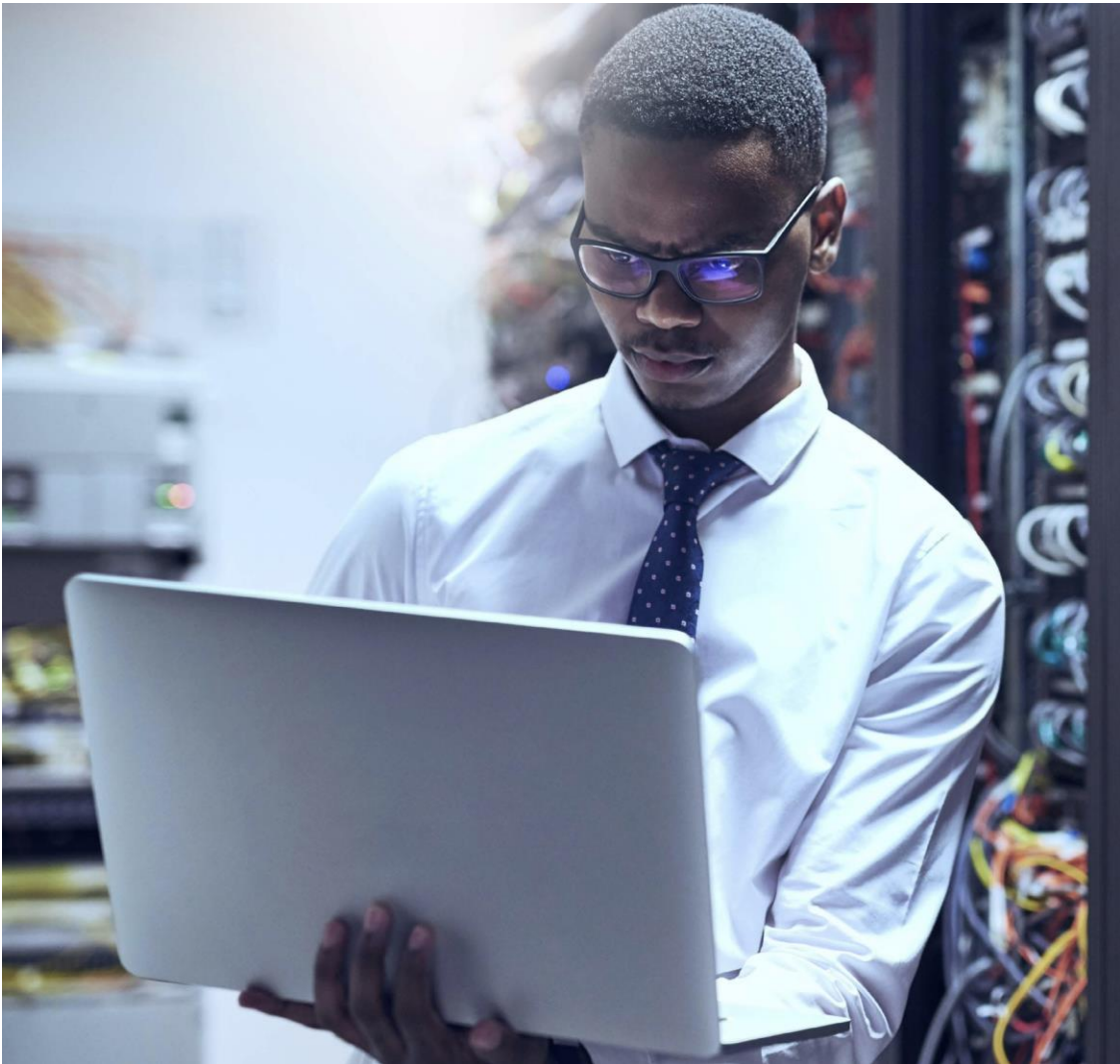Customized solutions to address specific client needs.

Safer Together Client Confidence Program

Front-of-the-house cleaning and brand experience solution to improve safety and confidence

- Addresses ongoing need for hospitals to communicate their efforts to ensure safe, clean environments
- Enhances existing safety marketing programs to build patient confidence and overcome hesitance to seek the vital care they need
- Combines best-in-class Sodexo processes, familiar brand names from Clorox Healthcare, Mr. Clean Professional and PURELL and turnkey marketing approach

Core Cleaning and Disinfection Services and Floor Care

Basic cleaning for safe environments

- Flexible solutions help clients balance quality, safety and cost
- Data-driven approach informs labor model and ongoing quality, efficiency and efficacy
- Leveraging our vast experience and best practices from across a range of hospitals nationally to create a program that delivers the level of service and results to fit each client's needs
- Ongoing evaluation of new processes, products and the latest technology to ensure methods are the safest, most efficient possible and deliver measurable value

Protecta® Enhanced Environmental Infection Prevention

Integrated end-to-end solution to help deliver the highest standard of care to reduce HAIs and their impacts

- Standardized bundled approach encompassing best-in-class protocols, training, latest disinfection chemicals and products, and IP support
- Robust staff training focused on the latest infection prevention protocols and regulatory guidance and supported by infection prevention professionals and health care experts
- Ongoing KPI monitoring and reporting
- Data and insights drive identification and management of high-risk areas

Protecta® Plus Infection Prevention Technology Solutions

Next level technology for added assurance for terminal disinfection, outbreaks or areas with immunocompromised patients

- Hand Hygiene Training
- UVC Technology
- Hydrogen Peroxide Vapor Technology

2300 +
HAIs AVOIDED AND $85 M SAVED OVER 3 YEARS WITH PROTECTA

400
TOTAL SITES SERVICED WITH 70+ USING PROTECTA

Supporting care delivery by providing visibility and productivity through scalable technology management

Operating as a true health system is an imperative in today's environment. Taking a comprehensive asset management approach to integrating and maximizing all system assets is critical to achieving quality care outcomes and financial health.

We provide comprehensive asset management for all of our clients' healthcare technology. We are a people-focused strategic partner that is invested in our clients' clinical and financial performance across their system of care.

We bring an evidence-based approach to managing healthcare technology assets — one that is based on visibility to data and insights. Armed with our state of the art CMMS, our expert team understands how to gather and analyze critical data to drive optimal management of technology assets and provide ongoing recommendations on how to maintain and plan for the future. We provide:

- **People centered-service**
- **Strategic insights, honest guidance and proactive expertise**
- **Data-driven tailored solutions**
- **Resources when and where they're needed**

Healthcare Technology Management

Powering health system integration through healthcare technology management

98%

UPTIME FOR DIAGNOSTIC IMAGING AND BIOMEDICAL EQUIPMENT

95%

OF OUR REGULATORY SURVEYS HAVE ZERO FINDINGS

Maintaining efficiency and compliance through comprehensive asset management and operations maintenance

Health system facilities must be safe, efficient and compliant to support successful operation and care delivery.

Our facilities management solutions provide support for managing the complexities of the physical healthcare environment through a comprehensive set of operations and maintenance standards that are maintained through Sodexo's document management system and process governance.

We deliver measurable outcomes to our clients including:

- Improved patient experience
- Continuous regulatory compliance
- Improved operating efficiency
- Asset budget efficiency

Industry leading, proprietary Sodexo programs provided within our facilities management program include:

- Safety (SoSafe)
- Compliance Document Exchange (CDX)
- Quality Management
- Asset Management (Maximo)

Facilities Management Program

Powering safety and seamless operation for health system sites of care

99.6%

SUCCESS RATE ON REGULATORY COMPLIANCE DOCUMENT SURVEYS

100%

COMPLETION RATE FOR HIGH RISK PMS

7%

SAVINGS THROUGH ENERGY/OPTIMIZATION PROGRAM YOY

Rooted in the core values of Sodexo is a zero-harm mindset.

Powering Human Care weaves through all our areas of expertise.

Across our portfolio of products, we strive to maintain the highest safety standards.

The prevalence of "superbugs", or multi-drug resistant organisms is increasing in hospitals and, according to the CDC, cause 35,000 deaths per year. Consistent environmental infection prevention programs, handwashing, and employee competency training are some of the most effective ways we combat these infections to keep patients and staff safe. We use rigorous standardized processes to ensure protocols are followed properly and efficiently across operating procedures, supplies and governance.
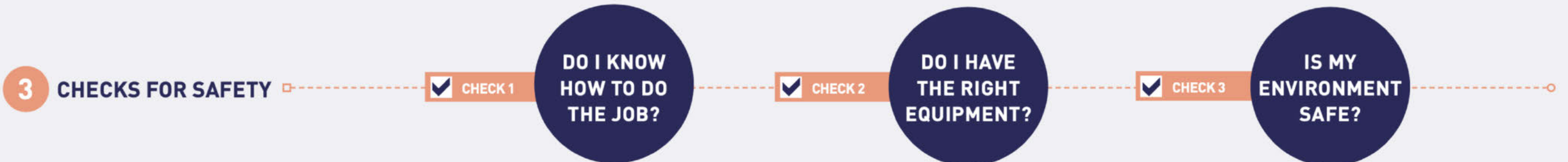
In managing healthcare technology, we ensure equipment is always in good working order per CMS regulatory guidelines. Our teams follow proper maintenance schedules to ensure every piece of equipment is safe and operating at the highest levels of quality. For select types of equipment we employ cleaning and disinfection protocols to support optimal patient care.

Our teams employ safe food-handling practices for food preparation, tray assembly and delivery. All our patient dining programs focus on providing nutritional adequacy for patient menus, recipes, and food products. Our diet office software ensures the highest safety standards are maintained for all patient dining including:

- Accuracy of transcription of practitioner orders for patient diets
- Awareness of allergens
- Awareness of potential food-drug interactions
- Dysphagia and aspiration precautions (consistency and thickness modifications)

Zero-Harm Mindset

Before starting a job, **stop and think**:

3 CHECKS FOR SAFETY

CHECK 1 — DO I KNOW HOW TO DO THE JOB?

CHECK 2 — DO I HAVE THE RIGHT EQUIPMENT?

CHECK 3 — IS MY ENVIRONMENT SAFE?

WasteWatch powered by Leanpath

FOOD WASTE

NOT ON MY WATCH

Sodexo and Leanpath have created WasteWatch powered by Leanpath as a program to not only make food waste tracking accurate and fast, but as a conduit for anchoring corporate responsibility into our daily operations.

The equipment pairs scales with tablet computers to quantify and identify causes and means of disposal. All waste data is captured on the online portal, where reports are run and waste goals are set. The method we've developed focuses on culture change and continual staff engagement, empowering our employees and clients to adopt behaviors that will help us cut our food waste in half by 2025.

Sodexo is Committed to Deploying WatchWaste by Leanpath at:

100%
OF RELEVANT SITES BY 2025

3000
SITES GLOBALLY IN THE NEXT 12 MONTHS

Why Track Food Waste?

Tracking food waste empowers our teams to recognize the food waste being created and to implement smart goals to eliminate food waste. Ultimately, reducing food loss and waste is how we can ensure there is enough food for everyone, while also increasing efficiencies to reduce the emission of greenhouse gasses.
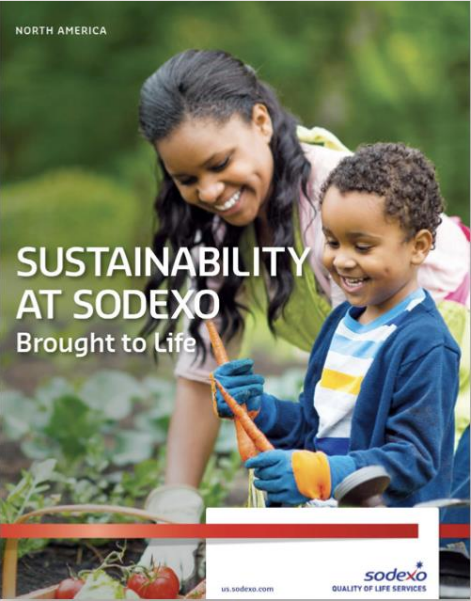
870m
PEOPLE WORLDWIDE GO HUNGRY EVERY DAY

1/3 OF FOOD PRODUCED FOR HUMAN CONSUMPTION GOES TO WASTE EACH YEAR

FOOD WASTE CONTRIBUTES TO CLIMATE CHANGE

Powering Human Care expresses our mission to serve our community and the world.

Sustainability at Sodexo

From our healthy menus to the well-being of our consumers and communities, to responsible sourcing and food preparation, as a services provider it is
our duty to positively impact natural, social and economic ecosystems wherever we can.

Diversity, Equity and Inclusion

Being a leader for Diversity, Equity and Inclusion, we have the opportunity to share and partner with our clients to bring diversity, equity and inclusion to our locations with a variety of tools, resources and subject matter expertise.

Global Annual Culinary Report

This publication celebrates Sodexo chefs, our culinary expertise and our passion for food. Featuring our chefs around the world, our latest and greatest food initiatives, prestigious culinary awards and recognition, heroic events in our kitchens, while getting a glimpse into some of the latest food trends.

We build trusted partnerships with health systems to support their care delivery mission and help them power human care.

Leveraging science, insights and imagination, we provide solutions and contribute essential non-clinical services wherever care is delivered, to enhance patients' and caregivers' experience while improving our clients' financial health. Sodexo Healthcare's 35,000 employees provide human-centered care with patient nutrition, retail, environmental care and infection prevention, healthcare technology management and facility management services that support healthcare teams and overall operations at over 1,500 sites in the United States.

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