

Risk Controls in a New Normal Workplace at Pharmaceutical Sites

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3 CHECKS FOR SAFETY

Before starting a job, all Sodexo employees must stop and think



3 CHECKS FOR SAFETY are three simple and easy to remember questions to be asked before starting any task. The 3 Checks For Safety can be used by everyone every day to help us all to stay safe. There is always a safe way to do any job. If it can't be done safely then we don't do it.



CHECK 1 	CHECK 2 	CHECK 3 
 DO I KNOW HOW TO DO THE JOB? Take the time to make sure you fully understand everything you need to be safe. Doing the job right ensures your safety and the safety of those around you.	 DO I HAVE THE RIGHT EQUIPMENT? There is specific Personal Protective Equipment (PPE) and tools for each job. Be sure that you have all the tools and equipment you need to work efficiently and safely: for example, a hard hat, protective goggles or a pair of gloves when handling hot dishes.	 IS MY ENVIRONMENT SAFE? Take the time to make sure you fully understand everything you need to be safe. Doing the job right ensures your safety and the safety of those around you.

IF THE ANSWER IS “NO” TO ANY OF THE CHECKS,
share your concern with your colleagues and supervisor

The 7 Safety Nets

- Applying to this scenario to maintenance & construction activities

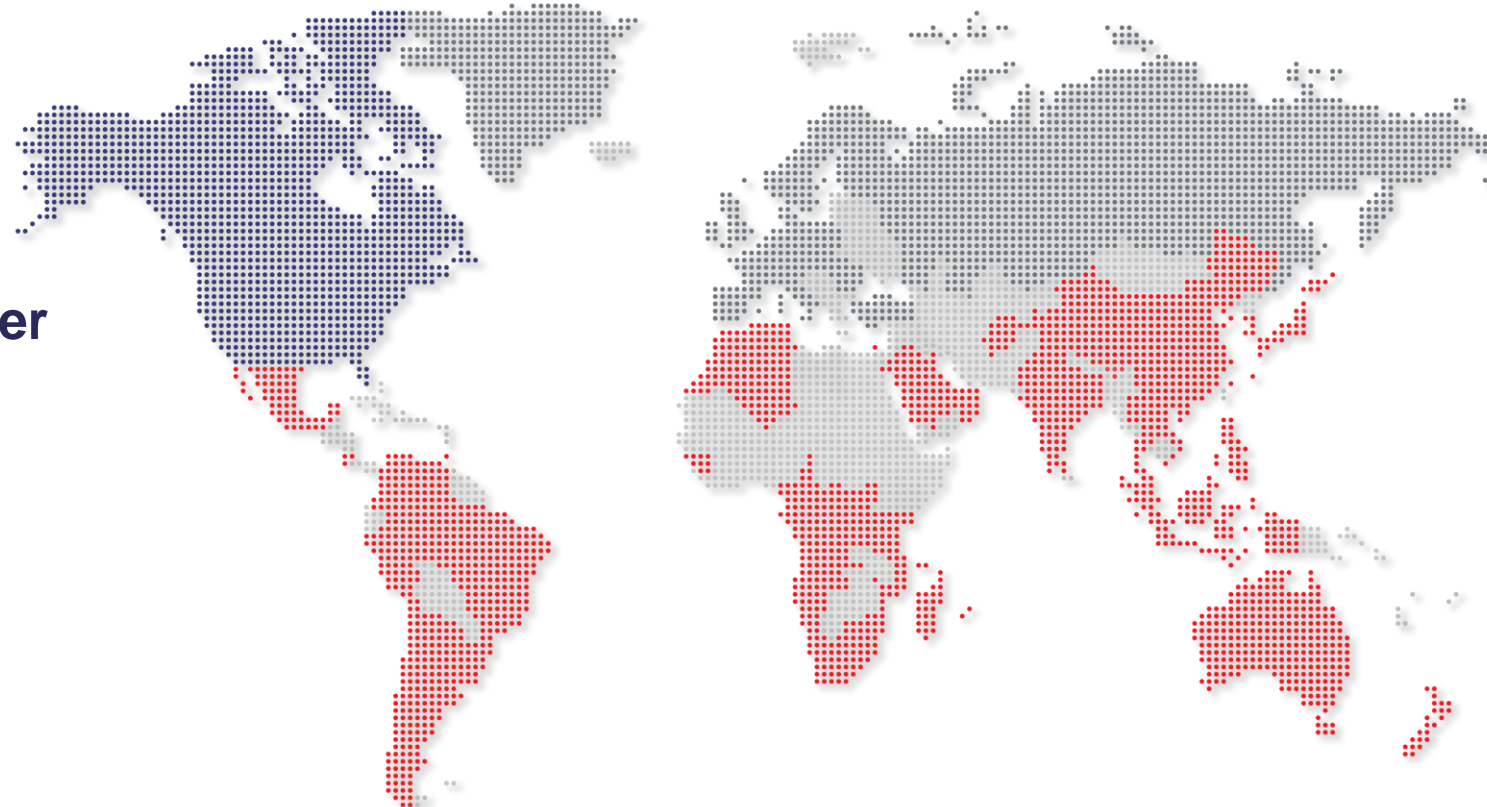


This is what we do...



Sodexo Footprint in the world at a glance

Fiscal 2019



€ 22 billion
FY19 revenue



World Leader
in Quality of Life
services



470 000
employees



100 million
consumers
served daily



67
Countries



#19
Largest private
employer
worldwide

To continue providing key services during the Coronavirus pandemic (e.g. healthcare, government agencies, FMCG & Pharma etc.), it has been necessary to operate with a level of risk that is higher than would normally be accepted. The contamination risk from Coronavirus is not well understood and the controls that are available cannot completely eliminate the risk of infection or reduce it to level where it does not pose some threat.

In addition to the direct risk of infection, this risk assessment includes secondary hazards such as low staffing levels, redeployment of staff and closure/remobilisation of sites. For this reason, all known hazards below are ticked- and the controls contained within this risk assessment should be implemented along with our existing site-specific risk assessments. In this way, the risk can be controlled to as low as is reasonably practicable (ALARP).

To implement this risk assessment and make it site specific, **the Sodexo Global COVID-19 Page should be checked regularly** and hazards and controls contained in each section should be reviewed and those that are not applicable to the site should be removed by deleting the row. The controls contained in the **Existing Controls/Safe Systems of Work** column must then be implemented where applicable or deleted where not applicable. These controls (or other site-specific controls added)-must be trained out to ops teams and recorded in the training section below. The Known Hazard and site-specific PPE section should be completed, and the risk assessment signed off by the completing manager. Any questions relating to the completion of this assessment should be forwarded to the local HSEQ Support.

Site Risk Assessment – Actual Copy

Segment: Corporate



COVID19 REGIONAL RISK ASSESSMENT

Title:	COVID19 Regional Risk Assessment: Sodexo APAC				
RA Ref. Number:	CO/RA/Singapore XXX site	Date Completed:	26 Sep 2020	Review Date:	Monthly
Site Name	Asia House	Completed by:	Andrew L		

Description:

In order for Sodexo to continue providing key services during the Coronavirus pandemic (e.g. healthcare, prisons, government agencies, defence etc.), it has been necessary to operate with a level of risk that is higher than would normally be accepted. The contamination risk from Coronavirus is not well understood and the controls that are available cannot completely eliminate the risk of infection or reduce it to level where it does not pose some threat.

In addition to the direct risk of infection, this risk assessment includes secondary hazards such as low staffing levels, redeployment of staff and closure/remobilisation of sites. For this reason, all known hazards below are ticked- and the controls contained within this risk assessment should be implemented along with your existing site-specific risk assessments. In this way, the risk can be controlled to as low as is reasonably practicable.

To implement this risk assessment and make it site specific, the COVID-19 Page on Sodexo.net should be checked daily and hazards and controls contained in each section below should be reviewed and those that are not applicable to your site should be removed by deleting the row. The controls contained in the Existing Controls/Safe Systems of Work column must then be implemented where applicable or deleted where not. These controls (or other site-specific controls you have added)-must be trained out to your teams and recorded in the training section below. The Known Hazard and site-specific PPE section should be completed, and the risk assessment signed off by the completing manager. Any questions relating to the completion of this assessment should be forwarded to your HSEQ Support.

Persons at risk of harm:	Sodexo employees	✓	Visitors	✓	Public	✓
	Client employees	✓	Contractors	✓	Other	✓

Known Hazards for site

Tick all known hazards

✓		✓			✓			✓							✓	

RA Ref Number CO/RA/V1

Risk Scoring Matrix

		SEVERITY				
		Negligible	Low	Moderate	Significant	Severe
LIKELIHOOD	Expected	5	5	10	15	25
	Likely	4	4	8	12	20
	Possible	3	3	6	9	15
	Unusual	2	2	4	6	10
	Remote	1	1	2	3	5

Likelihood		Severity	
5	Expected to encounter hazard	5	Severe - Fatality
4	Likely to encounter hazard	4	Significant Disabling/severe injury or illness
3	Possible to encounter hazard	3	Moderate-recordable (medical treatment)
2	Unusual but may encounter hazard	2	Low - First aid
1	Remote chance of encountering hazard	1	Negligible- (no injury/no treatment likely to be needed)

Hazard Identified	Potential harm	Risk Score		Existing Controls & Safe System of work	Final Risk Score			
		L	S		Score	L	S	Score
A. INFECTION FROM CORONAVIRUS								
Hazard 1: Hazard resulting from Sodexo employees coming into contact with potentially infected individuals or viral contamination whilst working at a Sodexo sites or travelling to different sites	Severe - fatality Potential infection & fatality caused by COVID19	3	5	15	<ul style="list-style-type: none">• All Sodexo staff are briefed on Coronavirus response guidance & it is also available on Sodexo_net (See Specialist Training Section below)• Symptomatic individuals (client/team members etc.) if reported are advised to leave sites• Self-isolation of all symptomatic or vulnerable persons• Applicable employees to work from home• Onsite Sodexo employees to maintain at least 1m social distancing (where possible)• Seating & workstations arranged to enable at least 1m separation where possible• Floor markings used to achieve at least 1m separation in areas where people may congregate• Coronavirus guidance posters displayed• Meetings and other face to face interactions replaced by email, telephone, Skype/Teams etc.• Hand contact surfaces on sites disinfected regularly in	1	5	5

Site Risk Assessment – Actual Copy

Hazard Identified	Potential harm	Risk Score			Existing Controls & Safe System of work	Final Risk Score		
		L	S	Score		L	S	Score
<ul style="list-style-type: none"> Growth of Legionella in water systems and other water quality hazards Expiration of statutory PPM on buildings, equipment and fire/life safety systems during close down 	safety				<ul style="list-style-type: none"> water cisterns to ensure no stagnant water Reference Guidance from FM Platform on Sodexo_net Site lead is working with Landlord to ensure that the maintenance/servicing/testing of statutory/life safety installation such as fire lifts, fire suppression/fire response/HVAC systems, electrical systems are executed as planned. 			
E. MENTAL HEALTH & WELLBEING								
Hazard 1. Stress & mental health issues caused by change to work practice including short staffing & additional pressures created by Coronavirus	Significant Disabling/severe injury or illness	3	4	12	<ul style="list-style-type: none"> Managers to monitor mental health of team members and take appropriate action where required Teams to be made aware of Sodexo Supports Me and how to access suitable mental health support 	2	4	8
Hazard 2. Stress & mental health issues caused by uncertainty of anxiety of the Coronavirus pandemic	Significant Disabling/severe injury or illness	3	4	12	As above	2	4	8
Hazard 3. Violence & aggression due to reduced service, anxiety & fear	Significant Disabling/severe injury or illness	3	4	12	<ul style="list-style-type: none"> 3 checks for safety to be applied Avoid aggressive situations & report to manager for escalation Teams to be made aware of Sodexo Supports Me & how to access suitable mental health support 	2	4	8


















F. REGULAR PANDEMIC SUPPORT FROM LEADERSHIP		
	Supported by	Frequency
Onsite toolbox talk/engagement	Services Lead	Daily or every alternate day
Virtual engagement to align COVID response PPE & consumable update & alignment	Regional HSE Lead	Every Monday
Operations meeting (virtual)	Regional Account Director	Twice monthly
Video call with split teams (onsite & those WFH)	Site Lead	Every Friday morning
Ad-hoc engagement (virtual or onsite subject to specific arrangement)	Regional EHS Lead	Impromptu
Monthly virtual breakfast/team breakfast session (for mental health support)	Regional Account Director	The last Friday of the month

Training / Competency required
<ul style="list-style-type: none"> Quick Share - Identifying suspected COVID-19 cases Quick Share - Isolation of suspected COVID-19 cases Quick Share for Coronavirus prevention Sodexo Prevention Guide Sodexo Safety Moment Food Safety - Safety Moment Contact recording form for suspected Covid-19 case on-site Low Occupancy and Mothballed building guidance GLO-SOFT-CLEA-UK&I, COVID 19 PREVENTIVE DISINFECTION, 020420 GLO-SOFT-CLEA-UK&I, COVID 19 – REACTIVE DISINFECTION COVID19 Regional Risk Assessment User Guide
Further guidance will be added to this section as it is developed and issued
Specific Equipment Required to complete task

Please Complete Personal Protective Equipment to be Used (as determined by local risk assessment/PHE/NHS guidance)																			
Air Fed Helmet	Face Visor	Goggles	Glasses	Ear Defender	Safety shoes	Safety Shoes/ non slip	Hard Hat	Bump Cap	Hair Net/Chef Hat	Overalls uniform	Hi-Viz	Apron	White /Chef Coat	Half Respirator	Respirator	N95 Mask	Surgical Mask	Harness/Lanyards	Rubber Gloves
	✓	✓				✓	✓		✓			✓					✓		

Identified Hazards

Tick ✓ on the known hazard associated with the task

 Manual Handling	 Slip Trip	 Work area	 Noise/dust	 Electric shock	 vehicles
 Working at height	 Fire/explosion	 Biological	 Fragile surface	 Cuts	 Cold temps
 Hot surface	 Falling objects	 Gases	 Chemicals	 Asbestos	

LIKELIHOOD	SEVERITY					
		Negligible	Low	Moderate	Significant	Severe
		1	2	3	4	5
	Expected	5	10	15	20	25
	Likely	4	8	12	16	20
	Possible	3	6	9	12	15
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Likelihood		Severity	
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A. Infection from Coronavirus

Hazard identified	Potential harm	L	S	R	Likelihood with strong controls
Hazard 1: Hazard resulting from Sodexo employees coming into contact with potentially infected individuals or viral contamination whilst working at a Sodexo sites or travelling to different sites	Severe - fatality Potential infection & fatality caused by COVID19	3	5	15	1
Hazard 2: Hazard resulting from Sodexo Cleaning teams coming into contact with Coronavirus whilst cleaning a contaminated area		3	5	15	1
Hazard 3: Hazard resulting from Sodexo employees coming into contact with potentially infected visitors to a Sodexo site (outsourced/subcontractors /suppliers workers, delivery personnel etc.)		3	5	15	1
Hazard 4: Hazard resulting from tasks that require closer than 1m distance between non-symptomatic Sodexo colleagues		3	5	15	1
Hazard 5: Hazard caused by Sodexo delivery drivers travelling to client sites where they may be exposed to Coronavirus (E.g. outsourced drivers)		3	5	15	1

A. Infection from Coronavirus

Risk Controls & Safe Systems of Works

- All staff are briefed on COVID response guidance
- Symptomatic individuals if reported are advised to leave site. Self-isolation of all symptomatic persons
- Applicable employees should WFH. Travel restrictions & Split team arrangements
- Onsite safe distancing - to maintain at least 1-2m distancing whenever possible. Seating/workstations also at 1-2m separation
- Floor markings done with 1m separation safe distancing in areas where people may congregate (eg pantry, photocopying)
- COVID guidance posters displayed
- Avoid F2F Meetings and other replaced by email, telephone, Skype/Teams/WEBEX etc.
- Hand contact surfaces on sites disinfected regularly in accordance with the Preventive Disinfection process,
- Cleaning frequently to follow govt guidelines & disposal of potentially contaminated cleaning materials
- Hands washing/sanitisation regularly for 20 seconds (posters displayed)
- Sanitiser available for staff and visitors (where available but this is not a substitute for hand washing)
- Controls identified by site specific RA to be incorporated into Safe Systems of Work & team members are regularly trained
- to apply the 3 checks for safety before starting a task- (including *'is my environment safe'?*)
- Reactive disinfection process must be adhered to
- Every team member must be fully trained, informed & instructed on the outcomes of the RA
- The leads / supervisors must be certain that the area to be cleaned has remained undisturbed for a minimum of 12 air changes (or a minimum of 72 hours (3 days) if this cannot be achieved). This must be aligned with client.
- Disinfection/cleaning should be outsourced to specialist contractors with relevant RAMS to be reviewed by competent persons

B. Site Staffing Level

Hazard identified	Potential harm	L	S	R	Likelihood with strong controls
Hazard 1. Hazard resulting from absence of safety critical personnel due to illness and self-isolating-leading to a failure to comply with statutory requirements for: <ul style="list-style-type: none"> ▪ Maintenance of fire systems ▪ Site emergency response (Fire wardens/Marshals, evacuations, drills etc.) ▪ PPM maintenance on buildings, plant & machinery. ▪ Lifting equipment Pre-Start up Safety Review ▪ Electrical inspections 	Severe - fatality Potential infections & fatalities caused by Legionella	3	5	15	1
Hazard 2. Hazard resulting from absence of safety critical personnel responsible for legionella management.		2	5	10	1
Hazard 3: Hazards caused by redeployment of existing site staff (to different roles or areas) that they may be unfamiliar with.	Significant Disabling/severe injury or illness	3	4	12	1
Hazard 4: Hazards caused by redeployment of external Sodexo employees from other sites-to sites that they are not familiar with and roles they are not trained to carry out.		3	4	12	1

B. Site Staffing Level

Hazard identified	Potential harm	L	S	R	Likelihood with strong controls
Hazard 5: Hazard resulting from staff absence due to illness and self-isolating: leading to remaining staff having to manage: <ul style="list-style-type: none"> ▪ Excessive workload ▪ rushing ▪ Fatigue ▪ Stress ▪ Lone working 	Significant Disabling/severe injury or illness	3	4	12	1
Hazard 6. Hazards caused by temporary increase in use of agency staff		3	4	12	1

Risk Controls & Safe Systems of Works

- RA for key activities to identify safety critical processes that are vulnerable to staff absence & implement controls in line with site BCP and incorporated into SWP
- Site key personnel (Fire wardens/marshals, Hard/soft services teams, etc) identified
- Alternative key personnel on split teams as backup contingency
- Use of engineering/maintenance contractors to cover for absence of Sodexo personnel
- Global Tech Services guidance as backup

Risk Controls & Safe Systems of Works (cont'd)

- Consideration of site closure if suitable contingencies not available
- Cooling towers & external water features maintained by Landlord –to monitor their PM schedule adherence maintenance schedule as top priority
- Appropriate guidance/training (including HSE Induction & emergency procedures) for those with a change in role or responsibility
- All relevant controls trained out as required by site specific general area/task RA & associated safe systems of work
- All supervisory staff to be trained/refreshed on Sodexo's 7 Safety Nets
- Team members must be trained to apply the 3 checks for safety before starting a task
- Work activities considered and decision made whether to **Continue, Postpone or Stop** the activity
- Covid response briefing provided outlining site-specific infection controls
- Sodexo drivers (if deployed) to maintain min 1m social distancing (where possible) whilst delivering
- Arrangements to be made at client sites to avoid entering sites if possible -minimum interaction
- All drivers provided with hand gel and mask. Vehicles are cleaned & disinfected before & after use
- Vehicles that have been driven by employees who have subsequently self-isolated should be taken out of service for disinfection.

Risk Controls & Safe Systems of Works (cont'd)

- Employment agencies carry out pre-employment checks for Covid for all agency workers before being sent to sites
- Symptomatic agency workers reported are required to leave sites immediately & self-isolate as per local govt guidelines
- Usual agency training/ induction process to be followed (including all relevant site emergency processes)
- All agency personnel to be trained on Sodexo Covid response & controls required by site specific general area/ task RA & associated safe systems of work

C. Substitution of Chemicals & Equipment

Hazard identified	Potential harm	L	S	R	Likelihood with strong controls
Hazard 1. Hazard caused by substituted chemical products, (caused by supply chain problems) including different chemical hazards & PPE requirements	Significant Disabling/severe injury or illness	3	4	12	1
Hazard 2. Hazard caused by substituted tools/work equipment (caused by supply chain problems) including different safety requirements and PPE requirements		3	4	12	1

Risk Controls & Safe Systems of Works

- All new/substituted chemical products are provided with the SDS and a Sodexo *COSHH assessment
- COSHH assessment will include first aid & PPE requirements) are trained to ops team & recorded in their training records.
- Site/Services leads are advised to report any new/ substituted products that do not have COSHH assessments
- Team members are to be trained to apply the 3 checks for safety before starting a task
- All work equipment used will require site-specific RA in accordance with Risk management)Reg.
- All new tools or equipment will be assessed and controls will be incorporated into SWP

D. Coronavirus Related Closures/Reopening & Re-mobilisation

Hazard identified	Potential harm	Likelihood	Severity	Score
Hazard 1. Hazards resulting from closure & remobilisation of Sodexo sites in response to Coronavirus closure, including: <ul style="list-style-type: none">• Existing Coronavirus contamination• Growth of Legionella in water systems and other water quality hazards• Expiration of statutory PPM on buildings, equipment and fire/life safety systems during close down	Severe - fatality Potential infections and fatalities caused by Coronavirus & Legionella. Potential safety	3	5	15

Risk Controls & Safe Systems of Works

- Cooling towers/water features maintained under Landlord PM schedule will be monitored by ops leads
- FM team is manually flushing shower heads & water cisterns to ensure no stagnant water
- Reference Guidance in Sodexo Global SharePoint for guidance
- Ops lead is working with Landlord to ensure that the maintenance/servicing/testing of statutory/life safety installation such as fire lifts, fire suppression/fire response/ACMV systems, electrical systems are executed as planned.

E . Mental Health & Wellbeing

Hazard identified	Potential harm	L	S	R	Likelihood with strong controls
Hazard 1. Stress & mental health issues caused by change to working practice including short staffing and additional pressures created by Coronavirus	Significant Disabling/severe injury or illness	3	4	12	2
Hazard 2. Stress and mental health issues caused by the uncertainty & anxiety of the Coronavirus pandemic		3	4	12	2
Hazard 3. Violence and aggression due to reduced service, anxiety and fear		3	4	12	2

Controls & Safe Systems of Works

- Managers to monitor mental health of team members and take appropriate action where required
- Regular team engagement through virtual coffee sessions
- Teams to be made aware of *Sodexo Supports Me* and how to access suitable mental health support
- Regional/Country HR arranged staff get together for sharing/announcement
- Sharing of Safety Moments on mental health & wellbeing
- 3 checks for safety to be applied
- Avoid aggressive situations & report to manager for escalation

Regular Pandemic Support from Leadership

Activities	Supported By	Frequency
Onsite toolbox talk/ engagement	Site Lead/Services Lead	Daily or every alternate day
Virtual engagement to align COVID response PPE & consumable update & alignment	Regional EHS Lead	Every Monday morning
Operations meeting (virtual)	Regional Account Director	Bi-monthly
Video calls with split teams (onsite & WFH)	Site Lead	Every Friday 10am
Ad-hoc engagement (virtual or onsite subject to specific arrangement)	Regional EHS Lead	Impromptu
BCP Tabletop exercise	Regional EHS Lead	impromptu
Monthly virtual team breakfast/coffee session (mental health support)	Regional Account Director	Last Friday of the month

Regional HSE Training Since COVID Pandemic

Training Programme	Date	Attendees
COVID response-PPE donning & doffing (coverall type) + N95 Fit test	6 April	Through Video circulation
Pharma EHS Contractor induction	7 April	New joiners
Pharma site monthly EHS reporting – <ul style="list-style-type: none"> EHS report EHS inspection Environmental report 	8 April	New joiners
Safety observation, safety walk engagement & near miss reporting	6 May	APAC team
Safety observation, safety walk engagement & near miss reporting (Mandarin)	13 May	China team
Sodexo HSE Induction & Risk Assessment	20 May	APAC team
Sodexo Permit to work	17 June	APAC team
HSE induction (including refresher) for Sodexo team & onsite contractors	8 July	APAC Team
a) Risk Assessment Methodology b) Application & compliance to COVID Risk Assessment on Return to work	3 Aug	APAC Team
Fire Safety & Fire Mitigation at site	26 Aug	APAC Team
Pharma contractor induction & refresher training	4 Sep	APAC Team
Pharma monthly reporting & 6 monthly review walk through	8 Sep	APAC Team
Sodexo APAC HSE induction & refresher training for staff & contractors	18 Sep	APAC Team

Virtual Refresher Training on Business Continuity Plan

Business continuity in Sodexo

Business continuity risks that affect the business are typically those which are:

- High impact
- Low likelihood of occurrence



Likelihood	5	4	3	2	1	0
	5	4	3	2	1	0
	4	4	3	2	1	0
	3	5	4	3	2	1
	2	5	4	4	2	2
	1	5	5	4	1	2
Impact						
	1	2	3	4	5	

Risk Evaluation Matrix

Impact definitions

	1	2	3	4	5
Descriptor	Negligible	Low	Moderate	Significant	Catastrophic
Operational	Some service interruption but can be made up without customer becoming aware	Small fail in service levels, some minor quality standards are not met, no financial penalties	Moderate fail in service levels, major customer and/or supplier relationships strained, project delays, some financial penalties	Significant fail in service levels, project deadlines not achieved, product specifications not met, clients go elsewhere, substantial financial penalties	Catastrophic fail in service levels, permanent loss of major clients, failure of quality standards, maximum financial penalties
Knowledge & People	Short term low staffing level temporarily reduces service quality	Ongoing low staffing levels reduces service quality	Late delivery of key objective / service due to lack of staff, minor error due to poor training, ongoing unsafe staff level	Uncertain delivery of key objectives/service due to lack of staff, serious error due to poor training, critical unsafe staff level	Non-delivery of key objectives/service due to lack of staff, loss of key staff, critical error due to insufficient training, unable to deliver service due to staff levels
Financial	Loss of less than 1% of FY budgeted EBIT/Profit	Loss of less than 1-2.5% of FY budgeted EBIT/Profit	Loss of less than 2.5-5% of FY budgeted EBIT/Profit	Loss of less than 5-7.5% of FY budgeted EBIT/Profit	Loss of more than 7.5% of FY budgeted EBIT/Profit
Compliance	Non-compliance with industry best practice/guidance (no regulatory impact)	Non-compliance with contract/standards	Multiple minor non-compliances with contract/standards	Enforcement action, low inspection rating, major non-compliance with contract/standards/legislation	Death, major personal injury, major non-compliance with legislation, legal proceedings, fines, compensation, reputational damage, loss of multiple contracts
Reputation	Public concern unlikely to have any lasting effect. No measures required to correct the situation	Minor adverse public or media attention or complaints – No special measures needed beyond normal operations	Attention from the media or public in an local or local area, localised community / client relations at risk but no damage nationally	Significant adverse national media or public coverage, UK & Ireland public statement required to respond to situation	Services public or media outcry on an international level, ongoing potential global level attention and damage to reputation

Quick Share: Return To Work Safely to reinforce Safe Management measures

QUICK SHARE

Life Safety

HAVE A SAFEDAY with sodexo

RETURN TO WORK SAFELY

As most of our regions are starting to plan a return to work, maintaining our Zero-Harm focus during the next weeks and months is critical. The risk of accidents today is high due to:

- New services and activities
- Redeployments
- Full and partial site closures
- Restart of operations
- Intense focus on Coronavirus*
- Psychological pressures

7 SAFETY NETS:

*Focus on COVID-19 prevention is essential, but without careful management can lead to other aspects of health and safety being forgotten or neglected.

We know that re-starting and re-opening businesses is high risk for accidents. After time-off work, routines and ways of working can to be forgotten. In addition, there are likely to be many changes required due to COVID-19 precautions which may introduce additional risks.

WHAT DO WE NEED TO DO?
Ensure 100% focus on our Safety Nets and, in particular review the following with every team member for every task/job:

- Risk Assessment (review and update as required)
- Safe Systems of Work (review and updated as required)
- 3 Checks for Safety (ensure followed by everyone before starting every task)

3 checks

BEFORE STARTING A JOB. STOP AND THINK

SPEAK UP

Sharing with team on how to focus on Sodexo's Safety Net on safe way of working as we are no longer doing things the way we did.

More attention will be focused on:

- Risk Assessment
- Safe System of Works & SOPs
- 3 Checks for Safety

COVID SAFETY Share – Safety Check on Safe Commuting while return to work during COVID-19 Pandemic

3 Check for Safety - Check 3: Is My Environment Safe?

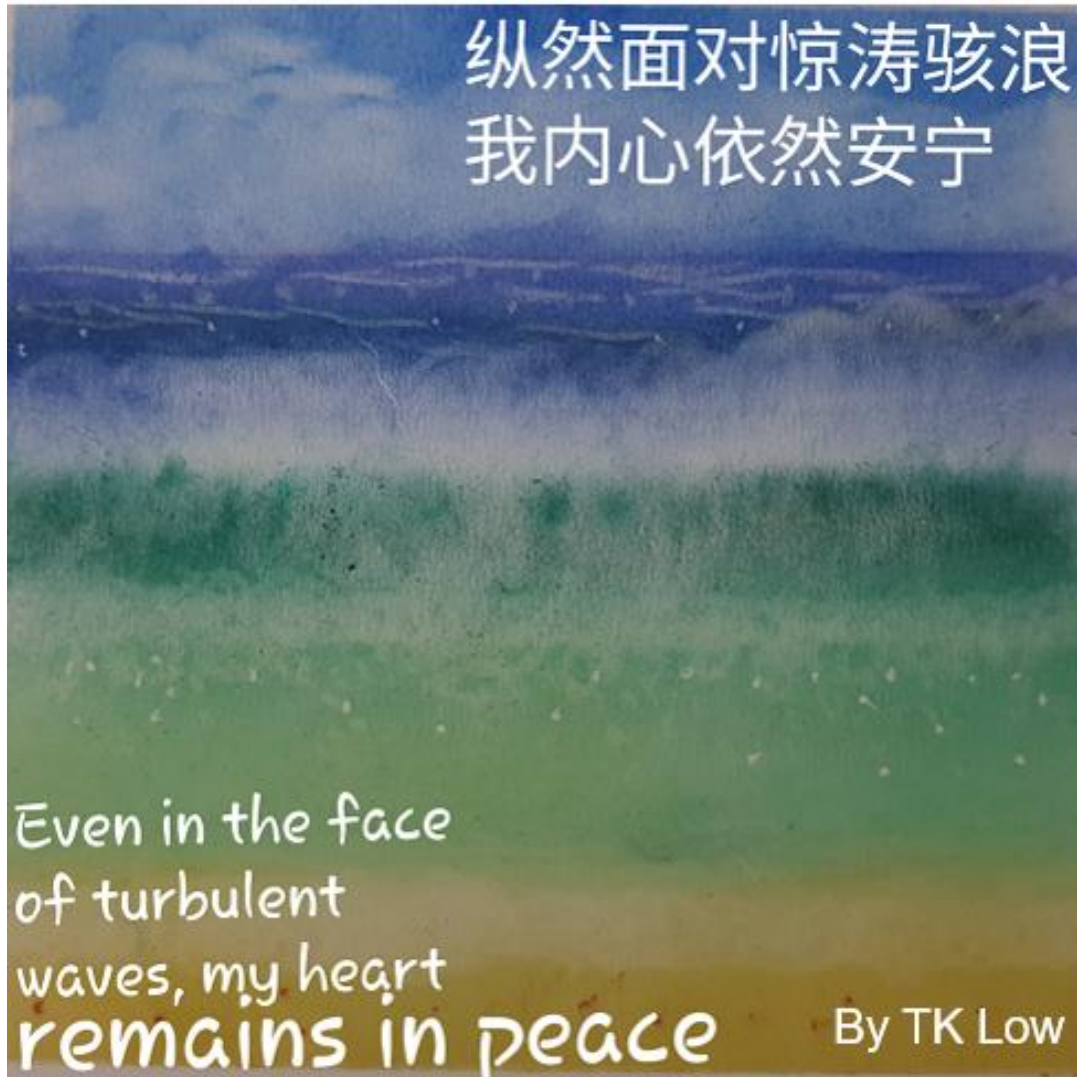
Many are concerned about travelling to & from work locations during the pandemic. Here are some practical actions to make our commuting travel a safer & healthier experience.

- Where taking public transport - consider staggered timing to avoid congestion.
- Try to maintain social distancing while in public transport– if this means standing away from others instead of sitting close by
- Wearing a face covering if you cannot maintain social distancing
- avoid unnecessary touching of your face during your travel time
- Avoid talking on a phone or to anyone else
- Carry a hand sanitizer along when travelling if necessary
- As soon as you arriving at workplace or – wash hands with soap & water for a minimum of 20 seconds

Team action - team challenge: conduct safety engagement to discuss on how they are applying the 3 Checks for Safety under this COVID Pandemic.



Safety Moment – Mental Health Support -Being More Understanding



The global pandemic has caused everyone to feel stressed. It is important for managers to show empathy to their teams.

- appreciating their work (through benefits if possible)
- being open to flexible working hours & breaking arrangements
- not reprimanding errors caused by this stressful situation (loss of colleagues etc.)
- being there for them & with them with active listening and taking action



1

Picture Illustration

Donning & Doffing of Pandemic Response PPE (Onsite & Video training) for frontline



Sodexo APAC House access for clearance



Mandatory Safety Rules when checking in/out of Sodexo APAC House

To complete all 3 steps when arriving at APAC House & Before leaving



1. Check in and out using **SafeEntry** at two locations:

- i. Level 1 security lobby
- ii. Level 2 APAC House



2. **Take your temperature twice** – once when you reach and once before you leave APAC House (*record on e-health declaration form*)



3. Complete the **e-health declaration form** upon reaching and before leaving APAC House

Back to office – Safety Guidelines



Check in and out using **SafeEntry** at:

1. Level 1 security lobby
2. Level 2 APAC House



Do not come to office when **you are unwell**



Take your temperature when you arrive at and before you leave APAC House (*record on e-health declaration form*)



Complete the **e-health declaration form** upon reaching and before leaving APAC House

<https://bit.ly/APACHseForm>

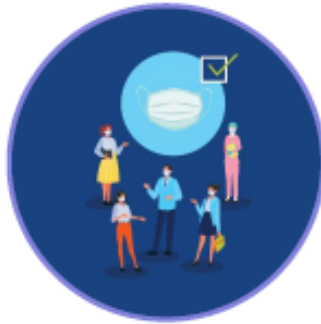


Observe **Split Team Work Arrangement** in and out of office



Strictly follow assigned **staggered-hour work schedule**

Back to office – Safety Guidelines



Wear mask at all times



Observe **good personal hygiene** - regularly wash and sanitise your hands



Maintain **safe distance** of at least 1.5 – 2m



When **managing suspected cases**, reach out to the Experience Team, HSE or HR for support



No social gatherings

Do not congregate in meeting rooms, pantries, around the photocopier or other areas where people socialise.



Bring your own cutlery and crockery



Avoid in-person meetings.
Use online conferencing, email
or the phone when possible.

Follow the maximum room person capacity in each meeting room.
Unavoidable in-person meetings should
be **short, in a large meeting room** where
people can sit at least 1.5-2m from each
other.





Space out and maintain **safe physical distancing** of 1.5 to 2m at all times. Do not use demarcated seats in the meeting rooms.

Avoid handshakes or hugs.



Please help us keep everyone safe.
Respect social distancing.

Only one person at the checkout at a time.

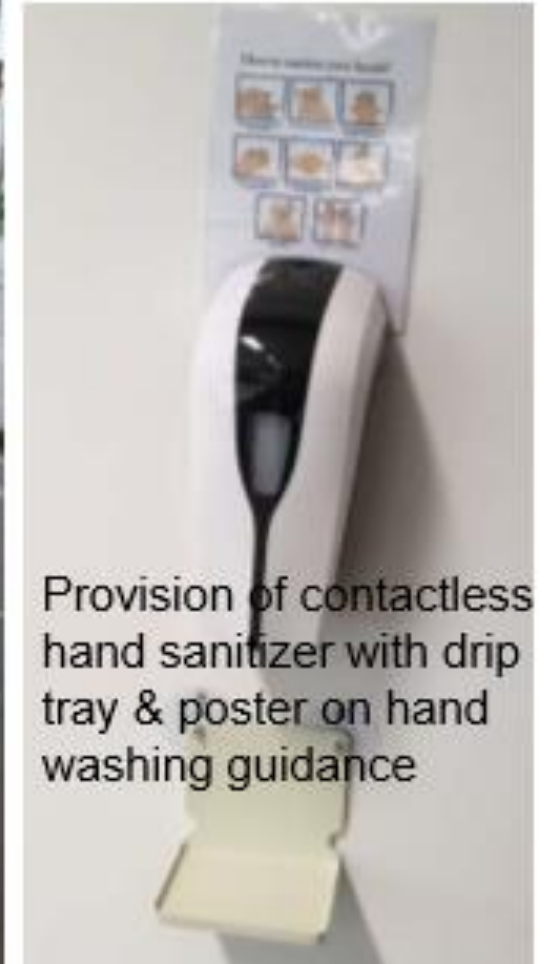
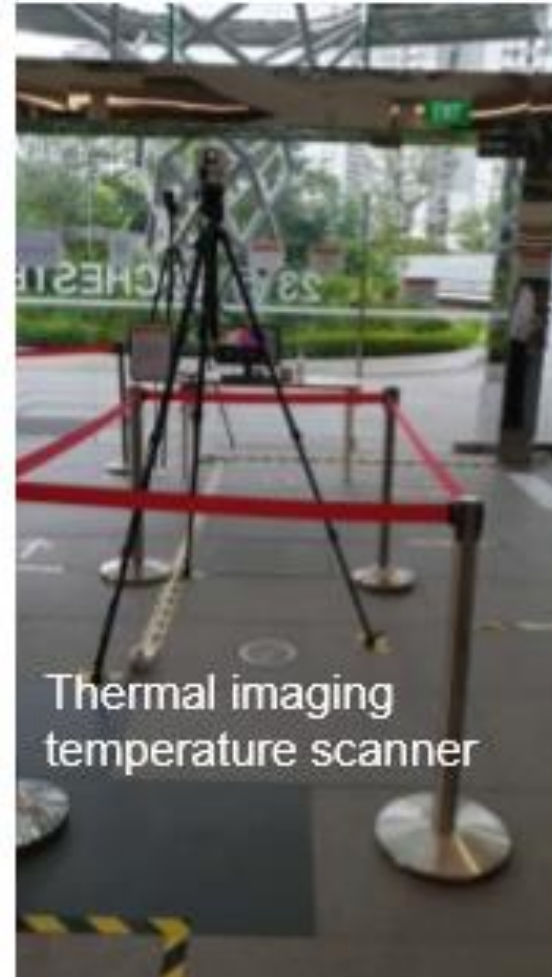




Space arrangements for safe distancing



Reception at Client offices



Office areas within the pharma manufacturing plant



Food preparation in manufacturing plant



Food serving areas in manufacturing plant & Café



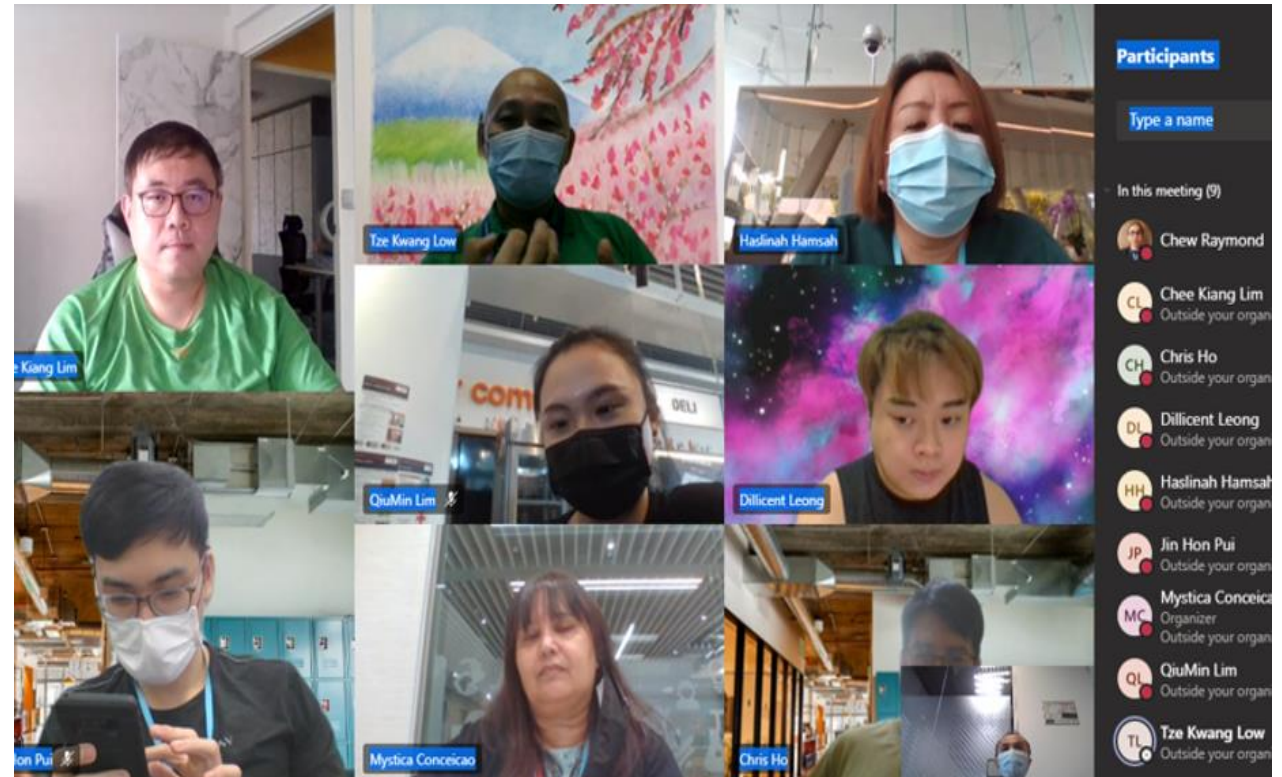
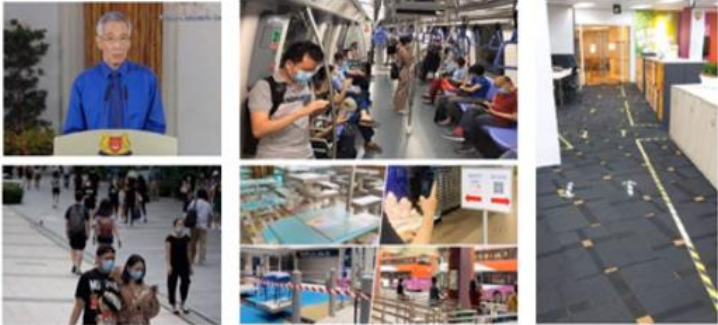
Virtual Coffee Session with the split teams – WFH & onsite



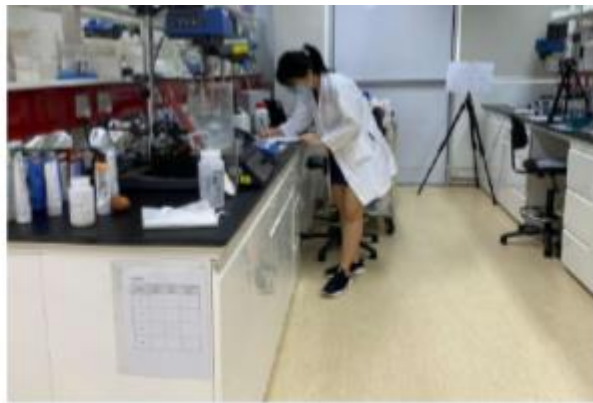
BCP Tabletop Exercise

Scenario 3

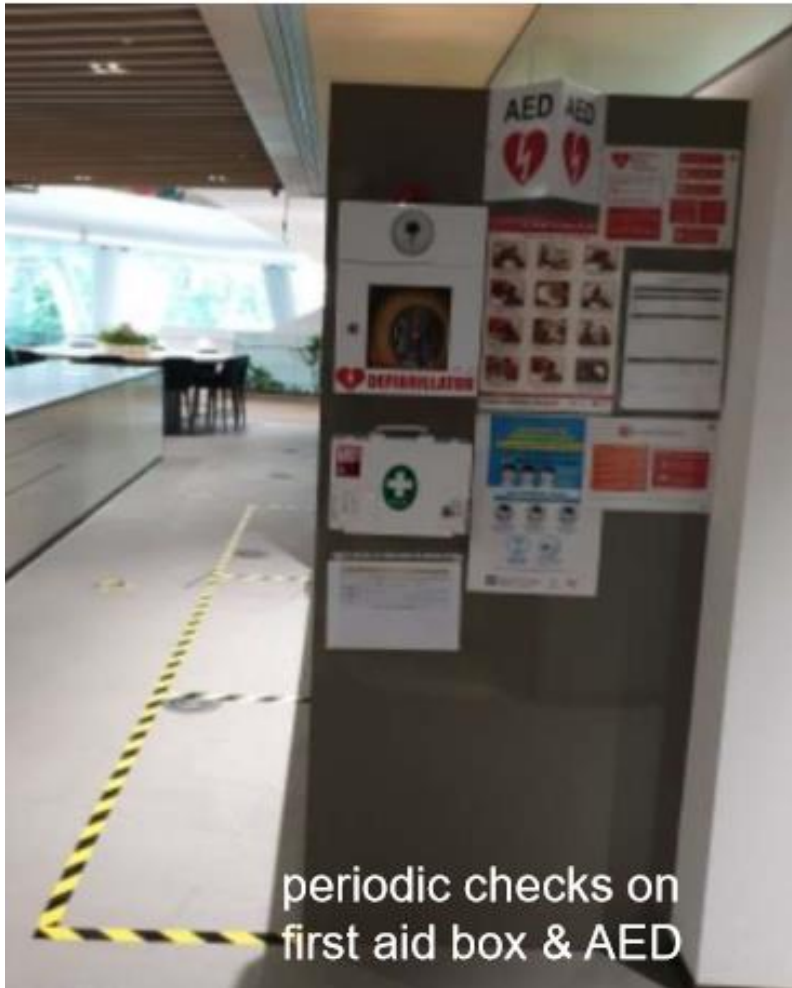
- Government announcement on lock down?
- Very limited personnel on site – Sodexo and client
- How split team is implemented?.
- What is your response if there is a suspect case appears at site



Working in the pharma laboratory with safe distancing & good safe management measures



Facilities operations



On site interaction/Discussions



M&E Project Installation Works



In the pharma plant / storage areas



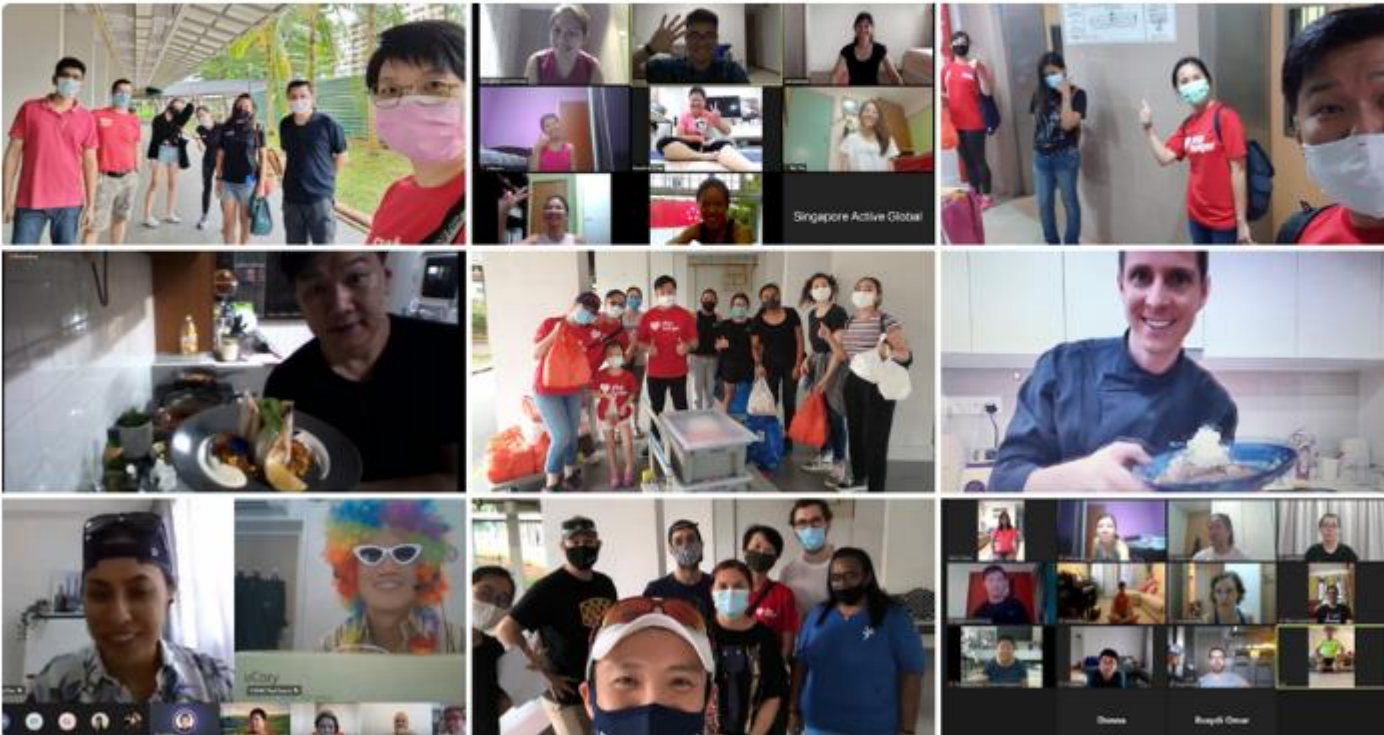
Client recognition



SERVATHON 2020 – to [fight against hunger](#)

A huge "Thank you" to all our activity coaches and participants, our food preparation, packing and distribution volunteers and everyone who gave so generously of your time and funds to support Stop Hunger this year, helping us to overcome the challenges of not having in-person events! The funds raised will go towards our beneficiaries Food Bank Singapore and Daughters of Tomorrow. We hope you had a good time and look forward to your continued support!

Fund raising through the conduct of virtual exercise program ie yoga, run, swim, culinary masterclass, e-Auction to provide food to the needy... this is still ongoing despite during the pandemic...

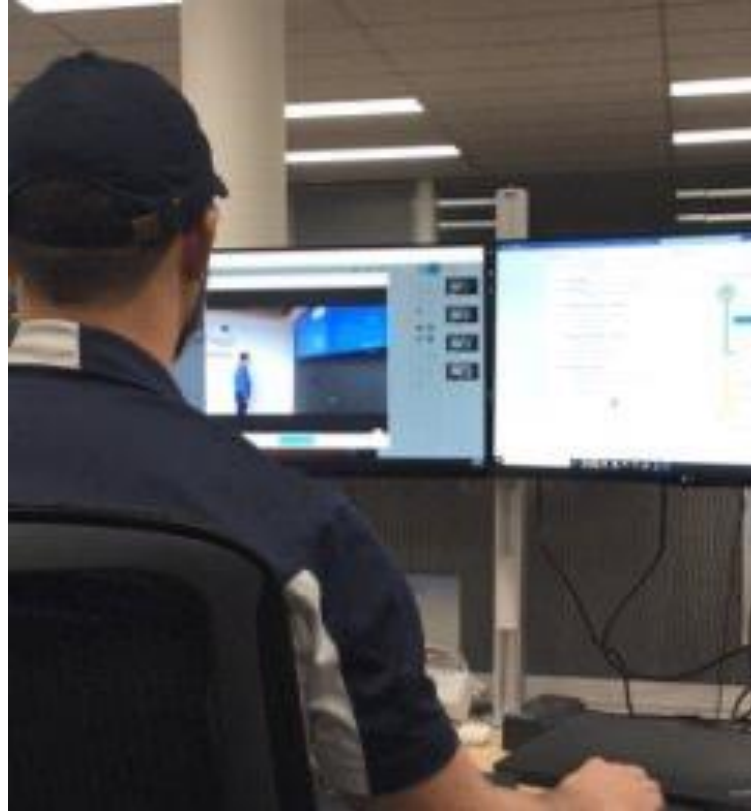


Future Direction - Exploring Smart Glass Technology

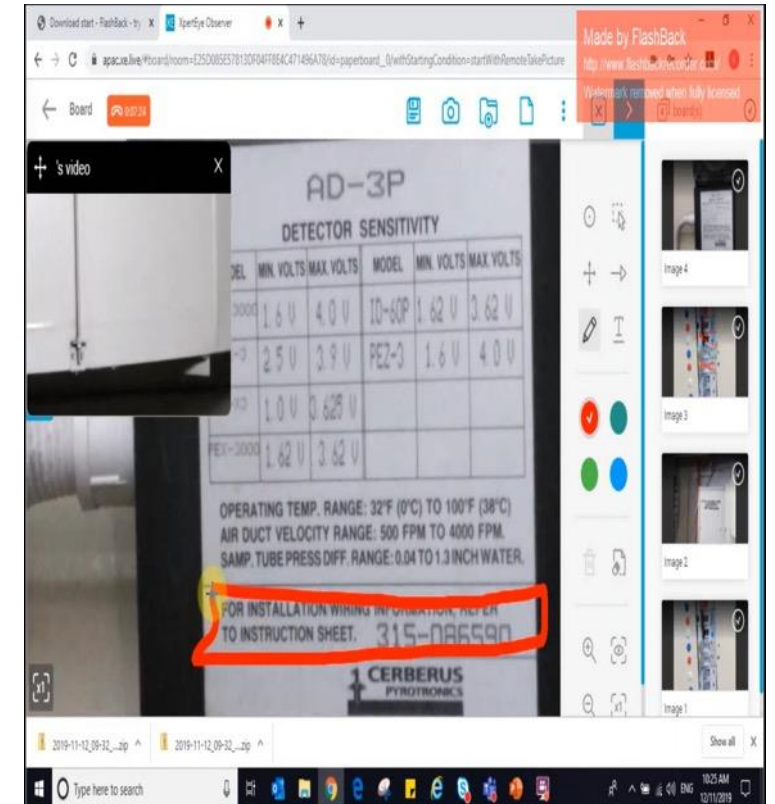
- **Smart Glasses Technology** empowers on-site personnel with instant, on-demand access to remote HSEQ experts.



On-site team member wears the virtual support glasses & uses them to connect with a support centre SME

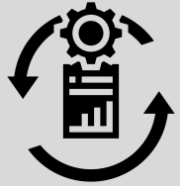


A support centre SME can view the video feed from the glasses through a software portal



SME interacts with the on-site team member & shares relevant documents, images e.g. SOP's with live annotations where required

Benefits of Smart Glass Technology



Improved business continuity
due to reduced turnaround time
for service delivery



Ease of access to SMEs for
coaching & technical support



Reduction in carbon footprint



Cost efficiencies due to
reduced travel



Build HSEQ capability of
frontline workforce



Improved governance &
visibility of compliance

DURING COVID-19



Reduction in visitors at
site mitigating risk of
exposure



Delivery of HSE
SME support despite
travel restrictions



Business continuity for
HSE governance and
compliance activities

Maintaining wellbeing during COVID-19 outbreak is key

- With lives becoming busier, both at home and in work, it is easy to forget to take time to focus on yourself.
- In 2019, the International Self Care Foundation developed the '7 pillars of self-care'.
- Incorporating just one of these into your life can support and enhance your mental health and wellbeing.

Keep learning about your health

Get familiar with how your body works, what your needs are and where to find health information

Focus on your mental wellbeing

Surround yourself with people who understand and support you. Be aware of your needs. Balance rest with activity

Get active

Regular exercise can boost your mood, sleep and health. Find an activity that is fun and suits you

Eat well

Getting the right nutrients can help prevent illness, boost energy, and help you feel better both physically and mentally

Avoid risks

Self care includes looking after your safety

Good hygiene

Keeping clean can help you feel good about yourself and prevent illness. Self care through hygiene includes hand washing, showering and brushing your teeth

Get help

Get support when you need it by reaching out to your doctor, friends or colleagues

THANK YOU – Q&A