

August 6, 2009

sodexo

Making every day a better day

**H1N1 Influenza: A
Pandemic Action Plan**

STOP HUNGER



A Sodexo Initiative

Pandemic Sodexo's Mission



In the event of a pandemic, Sodexo is prepared to respond with operational efficiency, timely and effective communication and ethical practices to minimize the negative impact on our business operations, our employees and image.

INCIDENT OCCURS		
<p align="center">"HOUR ONE" CRISIS CHECKLIST AND TIMELINE <i>(Note- timeframes may expand or compress depending on nature & level of crisis. See also checklist on pages 36-40)</i></p>		
WITHIN FIRST 30 MINUTES AFTER EVENT/CRISIS: INFORMATION GATHERING		
1. Notify Crisis Management Team		
2. Verify the Situation & Conduct Assessment (Local / Divisional Level)		
IF CRISIS:		
3. Stakeholder Safety Measures Taken		
4. Organize Team and Assignments		
30 MINUTES TO 1 HOUR AFTER CRISIS		
5. Dispatch Tactical CMT Response Teams		
6. Establish On Site Response Teams		
7. Prepare Public Information and Obtain Approvals		
8. Release Initial Information to Employees, Media, Public, Partners Through Arranged Channels		
1 TO 2 HOURS AFTER CRISIS		
9. Provide Updates with New Information		
3 TO 4 HOURS AFTER CRISIS		
10. News Conference (if necessary)		
4 TO 36 HOURS AFTER CRISIS		
11. Disseminate Additional Information		
36 HOURS TO TBD AFTER CRISIS		
12. Obtain Feedback and Conduct Crisis Evaluation		
13. Post-Event Follow Up		

This chart is taken from Sodexo's Corporate Crisis Plan- designed to be carried out at the Corporate Level

- **In response to the ongoing H1N1 flu pandemic occurring globally, Sodexo is continues to monitor its progress as well as maintaining constant contact with national regulatory agencies in order to provide the highest level of preparation and response.**
- **We continue to reinforce Sodexo's food safety, cleanliness and personal hygiene guidelines throughout our operations. With our high standards, these are an effective safeguard against transmission of the H1N1 flu. We are also reinforcing our recommendations and policies that Sodexo employees must notify their manager when experiencing flu-like symptoms and to stay home when ill in order to prevent the spread of infection.**

- It is important to note that this strain of the H1N1 flu is passed from human to human, and not from eating infected pork products. The H1N1 flu is an influenza, not a food borne illness, so there is no need to remove pork from the menu.
- Sodexo continues to reinforce our policies and procedures that all meats should be cooked thoroughly, including maintaining a cooking temperature of 155F/68C for at least 15 seconds for pork steaks and chops; and at least 22 seconds for pork roasts, according to the standard in our HACCP manual.
- Sodexo's Food Safety team continually reinforces food handling procedures with regards to all consumable and non-consumable products, such as proper cooking times and temperatures and proper hygiene.

- **To address any potential concerns, Sodexo has received statements of confirmation from our approved pork suppliers that their products are not affected by the H1N1 flu.**
- **Our suppliers provide regular updates as required.**

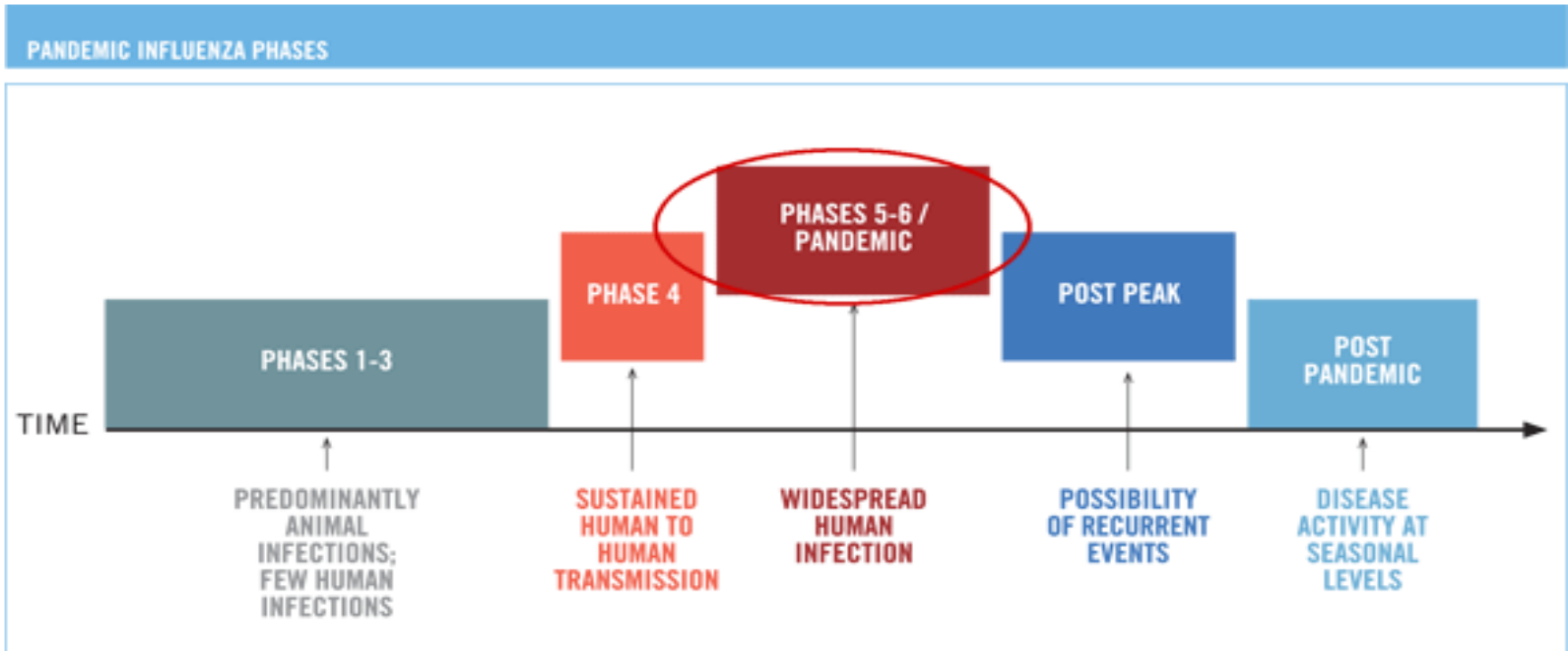
Sodexo's Pandemic Task Force was convened in April 2009 and continues to meet regularly. It is dedicated to quickly implementing processes and procedures in response to this ever-changing issue, and ensuring the safety of our customers and employees.

The charter of the task force is to:

- Understand and monitor the current situation by working closely with resources both internal (vendors and suppliers) and external (industry experts, World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and other, global counterparts.
- Provide clear and accurate information for our employees, clients and customers.
- Plan for alternatives to menus, workflow, staffing and other issues in the event of a significant disruption to normal operations.
- Emphasize strong commitment and practices to maintain our high standards of food safety, sanitation and prevention of disease.
- Educate our employees on current issues and risks.
- Review and revise when necessary Sodexo policies and procedures pertaining to various scenarios involving H1N1 and avian flu (transmitted among animals) and pandemic flu (flu passed human to human).

- **Sodexo's Safety and Health team has engaged an occupational health nurse and an infection control nurse to help us evaluate and operationalize WHO and CDC directives.**
- **A resource center is available and up to date on the company intranet to continually provide our employees with the most current information.**

CURRENT THREAT LEVEL



Sodexo's current phase (Code Red) and response measures are in line with the current phase established by the WHO



H1N1 Flu Influenza Pandemic Influenza Phases



Phase	Description
1 (Green)	In nature, influenza viruses circulate continuously among animals, especially birds. Even though such viruses might theoretically develop into pandemic viruses, in Phase 1 no viruses circulating among animals have been reported to cause infections in humans
2 (Green)	In Phase 2 an animal influenza virus circulating among domesticated or wild animals is known to have caused infection in humans, and is therefore considered a potential pandemic threat.
3 (Green)	In Phase 3, an animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks. Limited human-to-human transmission may occur under some circumstances, for example, when there is close contact between an infected person and an unprotected caregiver. However, limited transmission under such restricted circumstances does not indicate that the virus has gained the level of transmissibility among humans necessary to cause a pandemic.
4 (Yellow)	Phase 4 is characterized by verified human-to-human transmission of an animal or human-animal influenza reassortant virus able to cause “community-level outbreaks.” The ability to cause sustained disease outbreaks in a community marks a significant upwards shift in the risk for a pandemic. Any country that suspects or has verified such an event should urgently consult with WHO so that the situation can be jointly assessed and a decision made by the affected country if implementation of a rapid pandemic containment operation is warranted. Phase 4 indicates a significant increase in risk of a pandemic but does not necessarily mean that a pandemic is a forgone conclusion.
5 (Red)	Phase 5 is characterized by human-to-human spread of the virus into at least two countries in one WHO region. While most countries will not be affected at this stage, the declaration of Phase 5 is a strong signal that a pandemic is imminent and that the time to finalize the organization, communication, and implementation of the planned mitigation measures is short.



H1N1 Flu Pandemic Influenza Phases



Phase	Description
6 (Red)	Phase 6, the pandemic phase, is characterized by community level outbreaks in at least one other country in a different WHO region in addition to the criteria defined in Phase 5. Designation of this phase will indicate that a global pandemic is under way
Post Peak (Yellow)	<p>During the post-peak period, pandemic disease levels in most countries with adequate surveillance will have dropped below peak observed levels. The post-peak period signifies that pandemic activity appears to be decreasing; however, it is uncertain if additional waves will occur and countries will need to be prepared for a second wave.</p> <p>Previous pandemics have been characterized by waves of activity spread over months. Once the level of disease activity drops, a critical communications task will be to balance this information with the possibility of another wave. Pandemic waves can be separated by months and an immediate “at-ease” signal may be premature.</p>
Post Pandemic (Green)	In the post-pandemic period, influenza disease activity will have returned to levels normally seen for seasonal influenza. It is expected that the pandemic virus will behave as a seasonal influenza A virus. At this stage, it is important to maintain surveillance and update pandemic preparedness and response plans accordingly. An intensive phase of recovery and evaluation may be required.

Sodexo Response Measures for H1N1 Pandemic Flu



Sodexo Code Green



WHO Phase 1-3:

**Predominantly animal infections; few
Human infections**

Actions Considered

- Establish & periodically revise an emergency communications plan identifying key contacts, back-ups and outline a chain-of-command and communication flow.
- Advocate the importance of pandemic planning to relevant decision-makers.
- Establish a company-wide pandemic planning committee with members representing all key divisions.

Sodexo Code Green



WHO Phase 1-3:

**Predominantly animal infections; few
Human infections**

Actions Considered

- Begin obtaining information from governing bodies, CDC, experts and authorities to educate planning committee members & decision makers.
- Disseminate general information to employees about pandemic preparedness, response planning and personal hygiene.
- Evaluate employee access to and availability of mental health and social services during a pandemic.
- Evaluate employee tracking & communication tools.

Sodexo Response Measures for H1N1 Pandemic Flu



Sodexo Code Yellow



Who Phase 4:

Sustained Human-to-Human Transmission Globally

Actions Considered

- Continuous environmental scan.
- Continued preparation & education of our employees and clients.
- Contact suppliers for contingency planning.
- Communicate to units to reinforce buying from approved vendors.
- Reinforce food safety procedures for cooking and handling all products
- Reinforce personal hygiene messages.
- Heightened customer education: facts on H1N1 flu & hygiene.

Sodexo Code Yellow



Who Phase 4:

Sustained Human-to-Human Transmission Globally

Actions Considered

- Identify units in affected geographical area(s) and provide heightened education.
- Institute restricted international travel policy.

Sodexo Response Measures for H1N1 Pandemic Flu



Sodexo Code Red



WHO Phase 5:

Widespread Human-to-Human Transmission Globally; Pandemic is imminent

Possible Actions

- Consider alternate menu plans.
- Close or limit self-service.
- Limit foreign or domestic travel.
- Institute reporting process for symptoms and closed units.
- Make protective materials available to employees.
- Reinforce safe food handling enforcement.
- Reinforce general cleanliness enforcement.
- Consider institution of telecommunication precautions for staff positions.
- Sodexo Crisis Communication Plan (adapted for flu pandemic) is activated.
- Prepare for disruption to work schedules.

Sodexo Code Red



WHO Phase 6: (current situation)

Widespread Human-to-Human Transmission Globally; Global Pandemic Level

Possible Actions

- Allow for employee absences for personal/family illness & containment measures.
- Regularly communicate with local and/or state public health agencies and/or emergency responders and comply with requests.
- Follow CDC recommendations for quarantine of presumed exposed/infected persons
- Create regional contact and distribution lists
- Hire temporary employees where needed; use regional leadership (in areas of high account density to coordinate cross-divisional staffing needs
- Institute employee hotline



Sodexo Response Measures for H1N1 Pandemic Flu



Sodexo Code Yellow



WHO Phase - Post Peak:

Possibility Of Recurrent Events

Possible Actions

- Continue to monitor, plan and prepare.
- Evaluate current protocols, update and revise as necessary.
- Communicate with all stakeholders.

Sodexo Code Green



WHO Phase – Post Pandemic:

Disease activity At Seasonal Levels

Possible Actions

- Evaluate response and revise plans.
- Begin recovery actions.
- Conduct a post-event evaluation with lessons learned for continuous improvement.

H1N1 Flu

Sodexo's Emphasis on Safety



- **H1N1 is not spread by food. We continue to emphasize the Sodexo requirements for cooking pork:**

- All meat should be cooked thoroughly. This means maintaining a cooking temperature of 155F/68C for at least 15 seconds for pork steaks and chops; and at least 22 seconds for pork roasts, according to the standard in our HACCP manual.



H1N1 Flu

Sodexo's Emphasis on Safety



- **There is no risk of acquiring “H1N1 flu” from eating pork products as long as proper food handling practices are observed. Also –**
 - Don't handle raw meat or poultry with open cuts or sores on hands or arms.
 - Don't touch your face, especially nose, eyes, or mouth, after handling raw meat or poultry.



H1N1 Flu

Tips for Infection Prevention



- Wash hands with soap and water thoroughly and often - at least 20 seconds, and rinse them with clean water.
- Turn off the faucet with a paper towel, not with your clean hands!
- Dry your hands with a paper towel or use an air dryer.
- Use a paper towel also to operate the door knob or door handle.
- Alcohol-based hand-sanitizers are recommended for customers and employees during this time. As usual, they are to be used after proper hand washing.
- Avoid crowds and minimize person to person contact.
- Cover your nose and mouth with a tissue when you cough or sneeze.
- If you don't have a tissue, cough or sneeze into your upper arm or sleeve.
- Turn your face away from others around you.
- Put used tissues into a waste basket.
- Always wash your hands after coughing or sneezing.
- Avoid touching your mouth, nose or eyes.
- If you have flu-like symptoms, tell your manager and stay home from work.

H1N1 Flu

For Additional Information



- www.pandemicflu.gov
 - Official US federal government site for aggregated information
- www.who.int/csr/disease/H1N1flu/en/index.html
 - World Health Organization (WHO) site
- www.nppc.org
 - Pork industry site
- www.usda.gov/wps/portal/!ut/p/s.7.0.A/7.0.1OB?contentidonly=true&contentid=2009/04/0131.xml
 - US Department of Agriculture site
- www.cdc.gov/news/2009/04/H1N1_flu/
 - US Centers for Disease Control & Prevention
- www.fda.gov/oc/opacom/hottopics/H1N1Flu/
 - US Food and Drug Administration
- <http://www.hc-sc.gc.ca/index-eng.php>
 - Health Canada
- <http://www.insp.mx/influenza/salud.php?ident=inicio>
<http://www.prevencioninfluenza.gob.mx/>
 - Mexico Health Department (in Spanish)