New Mexico Military Institute Re-opening Plan: Fall 2020

Returning with Resilience

PREPARE  PROTECT  ENABLE  SUPPORT  OPTIMIZE
A Systematic Approach To Embracing A Positive New World

In the midst of never-before-imagined circumstances, organisations have an opportunity to set a positive course for their next normal. Embracing new ways to live, work, play and care, we can reimagine what is possible.

Quite simply put, Sodexo was made for this moment. We have the unique capabilities and resources to combine a complete range of services – from disinfection to safety services and healthy, convenient meals, wellness services and space transformation. Taking learnings from our early experience in restarting businesses in China during the COVID-19 crisis, we developed a program that helps organisations craft their future and rise with confidence.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable organisations to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo, 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, wellbeing, and productivity so everyone can get back to the business of living.

57% of people are concerned about the safety of returning to work

(Source: Ipsos)

54% of businesses indicate that their ability to run their businesses effectively has been reduced by COVID-19

(Source: McKinsey)
Services & Capabilities

**PREPARE**
- Consultancy based on risk assessment
- Site restart process
- Welcome back to work packages

**PROTECT**
- Human temperature monitoring
- Disinfection cleaning
- Changes to support physical distancing
- Contactless services
- Usage guidance for PPE and chemicals

**ENABLE**
- Convenience grab & go, pops up and stores
- Digital retail and digital services
- Meal / food card with Sodexo benefits and rewards
- Virtual concierge with Circles
- Gift card with Sodexo benefits and rewards

**SUPPORT**
- H4D health check booth
- Health and wellbeing live meetups
- On-site health communication

**OPTIMIZE**
- Workplace Technology by Wx
- Workplace Consulting by Wx
- Services for the next normal
- Space design and management
- Energy management
Healthy, Productive Environments for a Better Tomorrow

Rise with Sodexo is a holistic approach to wellbeing readiness. Working together, we prepare you to overcome the challenges of the site restart process before people return to your locations during their transition to the next normal and beyond.

With dedicated training for your employees, robust disinfection and infection control methods, employee health checks and more, your dedicated Sodexo team will work to your unique requirements and opportunities.

Our clients benefit from our award-winning site management system, 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
Expansive Expertise, Precise Problem Solving

Sodexo’s unparalleled global expertise and uninterrupted resources position us to take a consultative approach to our partnerships, leveraging broad experience to find pinpoint solutions for your organisational needs.

We work closely with our robust supply chain to give access to the items our clients need to operate safely, like PPE and sanitization products. We customise our programs to precisely fit your organisation, leveraging our deep expertise and experience to explore every relevant option to overcome your challenges.

“There is an inherent caution and people desperately want to reduce the risk of a second wave, but life is slowly starting to return to normal – restaurants are opening and the economy is starting to get moving once again. We are certainly through the worst, but not back to normal in the coming months.

We are at a stage now where people really want to move on and get back to normal. We are focused on engaging with clients and assessing how their people are feeling. There is increased anxiety and we are taking lots of measures to make people feel secure and safe.”

MARTIN BODEN
Country President, Sodexo China
Ensure People Experience Confidence Every Step Of The Day

Sodexo is committed to making a positive impact. Our approach to keeping people healthy starts with understanding their everyday journeys, experiences and also understanding the social, economic and environmental challenges of the world they live in.

This is why we map out each step of their daily routines and create solutions to address each need. Using this people-centered philosophy, we build a custom plan to adapt the principles and services to your unique needs.
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 customised plan, your Sodexo team will work with you to define governance, review your data to identify opportunities, conduct a risk assessment and define critical activities that will prepare you to open.

Even after all your people return, Sodexo will support you and your organisation with contactless services and disinfection services, providing regular reporting on work completion, inspections conducted, incidents & risks identified.
Seizing the Opportunity

When we assess your service data from before and after, we establish not only how we can reopen and address the need of our new reality, but identify areas of opportunity to push your business and organization forward, aligning your solutions with key departments such as HR, IT, FM and HSE.

Prepare

- Site and employee restart

Protect

- Enhanced cleaning, temperature monitoring and contactless provision of services

Enable

- Nutritious & sustainable to-go / prepared meals, food cards and digital services

Support

- Onsite health checks and wellness services

Optimize

- Physical distancing, space management / planning, environmental efficiency services

Sodexo was made for this moment – Supporting people in need is in our DNA

Never has a focus on quality of life been so important. Fortunately, we built our mission around this over 50 years ago. Today, our responsibility is to work with our clients to build resilient, inclusive and sustainable communities that preserves quality of life.

How we can help – What is rise with Sodexo?

We have the unsurpassed global experience, team and uninterrupted resources to ensure your business or organization operations run smoothly, while also keeping a keen eye on seizing opportunities.

Sodexo has created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. We call it rise with Sodexo. Our unique program customized to the precise needs of each individual client, prioritizing safety, wellbeing, and productivity so everyone can get back to the business of living.

View May 20, 2020 Press Release Here
Preparing for the next normal

As leaders stand at a crossroads, the inertia that often drives daily decisions has suddenly come to a halt for millions worldwide. Many are simply trying to reclaim familiar routines, while others are seizing the unprecedented opportunity to reimagine what’s possible and embrace new ways to live, work, care, and play. In the midst of never-before-imagined circumstances imposed by COVID-19, set a positive course for your next normal.

PREPARE to reopen with confidence

As you prepare to reopen, we’ll take you through our clear restart framework - a systematic approach, customized to the unique requirements of your organization, to help your teams return to work safely and confidently. You’ll have access to Sodexo’s proprietary process developed from our data and experience reopening businesses and organizations around the world after COVID-19 shutdowns.

Clear site reopening process | Risk assessment consulting | Welcome-back-to-work employee packages
PROTECT your team’s health and safety

Our top priority is the security of all employees, consumers and the communities we serve. It is essential that buildings and workspaces remain healthy and safe for everyone, while also paying attention to the impacts on productivity, emotions and morale created by new measures.

Human temperature testing | Disinfection cleaning | Layout changes to support social distancing | Contactless services | Usage guidance for PPE & chemicals

ENABLE access to healthy eating and support for personal needs

To come back strong, its vital to consider the whole employee experience. Facilitate faster and easier access to delicious, nourishing food choices at a proper physical distance. Go beyond basic needs and help employees manage their workload with the changing landscape of shopping, childcare, and much more through concierge services.

Grab & Go convenience | Digital retail and services | Contactless payment | Meal, food, gift cards | Virtual concierge | Healthy & Sustainable Food Offers, Fresh and Local offers
SUPPORT wellbeing services

Without proactive efforts, these adjustments may impact morale and culture, or lead to loneliness. Creating culture and community is a long-game and is needed now more than ever, even at a time when business-critical activities are being threatened. We help you support and encourage your people, keeping them connected and productive.

H4D health check booth | Digital live meetups | Onsite tips & education | Company Updates

OPTIMIZE physical spaces

Even though collaboration may not look the same, it can't be stopped. During the transition to your next normal, the spaces throughout your locations will need to evolve alongside your changing processes and expectations. We can help you analyze how much space and what type of space you need, as well as improve sustainability and performance.

Space management | Energy management | Services for the next normal | Workplace technology & consulting | Food and non-food Waste Management
Health & Safety
new service models centered around hygiene and sanitation across the student journey
Health & Safety – NMMI: Re-Opening Plan
Serving Tables
• Clean and sanitize serving tables every 30 minutes, before starting, and at the end of distributions.
• Disinfect, rinse, and sanitize serving tables if touched with hands or exposed to respiratory droplets.

Dining Tables & Chairs
• Implement procedures to ensure tabletops, including community tables and chairs, are cleaned and disinfected after each guest using single-use wipes or spray bottles with single-use towels on all FOH surfaces.
• Ex. Use disposable sign placed on table stating "table is ready" or "cleaned and sanitized" with the request that the guest dispose of the sign as they leave. The designated employee will then know to clean and disinfect any table without a sign and afterward, will subsequently place a new sign. Table will have table tent with directions.

Modified Floor Plan
• Ensure 6' social distancing with modified floor plan, signage and directions, single entry and exits points through west doors, single serve station with beverages, salads, desserts, dressings, and condiments.
• Entry and exit through SUB doors will be prohibited to support 6' social distancing guidelines.
Limit Capacity
• Control the numbers of customers/guests who enter to avoid overcrowding as per state, local, and client requirements. Follow general guidance to limit capacity.
• Capacity will be communicated via signage and Sodexo team.

Configure Seating
• Configure dining room seating to ensure social distancing. To avoid overcrowding, scheduled/staggered/assigned mealtimes are an option that could be considered by the NMMI planning team.
• Dining hall will hold forty-seven 10' tables, providing seating for 6 cadets per table, eliminating back-to-back seating arrangements. This will seat 282 Cadets following existing social distancing guidelines.

Manage Traffic Flow
• A one-way system for customers entering and exiting using 6 foot spacing.
• Use signage, floor markings, and stanchions to facilitate traffic flow and reinforce social distancing, particularly in the most crowded areas, such as serving counters and cash registers.
• Dining hall hours will be extended to accommodate social distancing protocol.
Configure Serving Stations
- Space out serving stations to comply with social distancing.
- Maintain a 6-foot distance between staff and guests at the serving table.

Touch-less Hand Sanitizer Stations
- Install touch-less hand sanitizer station(s) at convenient spots for customers to use prior to selecting self-service items and install floor markings and signage to reinforce social distancing policy.
- Four hand sanitizer stations will be installed in the Cowboy Cafe dining hall. One will be located at entrance, one at hot service line, one in dining area, and one at exit. Dispensers will always be monitored daily and kept full.
Initially, upon re-opening, there will be no self-service in any venue.

When conditions relax, and if self-service returns, cleaning and disinfecting procedures will be implemented to ensure area is closely monitored by staff. Hand sanitizer station(s) will be located at convenient spots for customers to use prior to selecting self-service items. Floor markings and signage will be used to reinforce social distancing policy.

Service Style

- Encourage packaged, bundled and complete menu items for quick distribution.
- Practice no contact transfers by placing food items on the counter for customer pickup.
- Bakery and fruit items will be individually wrapped.
- All tabletop items will be removed. Condiments, spices, salt/pepper, disposable and individually wrapped plasticware, straws, napkins will be distributed by single serve format.
- Bringing in food and beverage items from the outside will be prohibited.
- Individual sanitizing wipes will be available for every guest.
Serving Tables
- Clean and sanitize serving tables every 30 minutes, before starting, and at the end of distributions.
- Disinfect, rinse, and sanitize serving tables if touched with hands or exposed to respiratory droplets.

Dining Tables & Chairs
- There will be no seating available.

Configure Serving Stations
- Space out serving stations to comply with social distancing.
- Maintain a 6-foot distance between staff and guests at the serving table.
- There will be no self-service stations available.

Install Plexiglass Barriers
- Plexiglass barriers will be installed around POS system/Cashier, as well as around the area used for order pickup. These barriers will be disinfected frequently, at least every 2 hours.

Touchless Hand Sanitizer Stations
- Install touchless hand sanitizer station(s) at convenient spots for customers to use prior to selecting self-service items and install floor markings and signage to reinforce social distancing policy.
- Two hand sanitizer stations will be installed in the Purple Brew. One will be located at entrance, and one at exit. Dispensers will always be monitored daily and kept full.
- Individual sanitizing wipes will be available for every guest.
health + safety – The Grill/Tres Habaneros
front of the house | serving styles

Limit Capacity
• Control the numbers of customers/guests who enter, to avoid overcrowding as per state, local, and client requirements. Follow general guidance to limit capacity.

Configure Seating
• There will be no seating available in the PX.
• Previous seating area will be utilized to ensure 6' social distancing protocol for ordering.

POS & Check-in Stations
• Design all POS and Check-in stations with 6' separation to maintain social distancing requirements and install plexiglass barriers.
• Employees directed not to touch reusable bags.
• Reusable cups/mugs not allowed.
• Separate payment areas from order pick-up landing zones.
• If cash transactions are necessary, create process, landing zone.

Manage Traffic Flow
• A one-way system for customers entering and exiting using 6' spacing.
• Ensure social distancing with modified floor plan. Use signage, floor markings, and stanchions to facilitate traffic flow and reinforce social distancing, particularly in the most crowded areas, such as serving counters and cash registers.
cleaning | sanitizing | service styles

Limit Capacity

• Control the numbers of customers/guests who enter, to avoid overcrowding as per state, local, and client requirements. Follow general guidance to limit capacity.

Configure Seating

• There will be no seating or standing room available.

Touch-less Hand Sanitizer Stations

• Install touch-less hand sanitizer station(s) at convenient spots for customers to use prior to selecting self-service items.
• One hand sanitizer station will be installed at the coffee shop entrance. Dispenser will always be monitored daily and kept full.
• Individual sanitizing wipes will be available for every customer.

Manage Traffic Flow

• A one-way system for customers entering and exiting using 6' spacing.
• Use signage, floor markings, and stanchions to facilitate traffic flow and reinforce social distancing, particularly in the most crowded areas, such as serving counters and cash registers.
Limit Capacity
- Control the numbers of customers/guests who enter, to avoid overcrowding as per state, local, and client requirements. Follow general guidance to limit capacity.
- Capacity will be communicated via signage and Sodexo team.

Install Plexiglass Barriers
- Plexiglass barriers will be installed around the POS system. These barriers will be disinfected frequently, at least every two hours.

Touch-less Hand Sanitizer Stations
- Install touch-less hand sanitizer station(s) at convenient spots for customers to use prior to selecting self-service items.
- One hand sanitizer station will be installed in the bookstore entrance/exit. Dispenser will always be monitored daily and kept full.

Manage Traffic Flow
- One entry and exit in bookstore. Customers are to enter and exit one at a time, following social distancing guidelines.
- Use signage, floor markings, and stanchions to facilitate traffic flow and reinforce social distancing, particularly in the most crowded areas, such as cash registers and merchandise racks.
Initially, upon re-opening, there will be no self-service/buffet forms of catering available. When conditions relax, and if self-service returns and larger gatherings are permitted, cleaning and disinfecting procedures will be implemented to ensure that event area is closely monitored by staff. Hand sanitizer station(s) will be located at convenient spots for customers to use prior to selecting self-service items. Floor markings and signage will be used to reinforce social distancing policy.

Service Style
- Encourage packaged, bundled and complete menu items for quick distribution. Simply To Go catering menu will be available for delivery or pickup.
- Bakery and fruit items will be individually wrapped.
- All tabletop items will be removed. Condiments, spices, salt/pepper, disposable and individually wrapped plasticware, straws, napkins will be distributed by single serve format.
- Bringing in food and beverage items from the outside will be prohibited.
- Individual sanitizing wipes will be available for every guest.
Resident Dining
As guests move through the dining room, they will see and experience:

- Floor decals and consistent signage to reinforce traffic patterns and social distancing
- A clockwise travel pattern that allows them to efficiently move from the Welcome Station to their selected stations
- Stations attended by uniformed staff who are wearing and using appropriate PPE
- Staff frequently sanitizing serving stations to ensure safety and instill confidence
- Efficient stations designs for each menu module to ensure quality selection and service, as well as optimal sanitation standards
resident dining – student journey
Bates Hall modified floor plan with social distancing

Bates Hall
New Mexico Military Institute

Table
Flow of Traffic
Sanitation Station
Exit Path Only
resident dining menus
engineered for a world in a time of great change and new guest expectations

What considerations shaped the menu design?

- Preserving menu variety and creativity in new limited service modes
- Maximizing speed of service given social distancing requirements
- Ensuring product availability in a time of unprecedented supply chain challenges
- Addressing new guest concerns with safety and security
- Balancing health, comfort, adventure, dietary preferences and allergens
- Effectively managing new cost streams such as Grab & Go packaging and labeling

The finished menu portfolio reflects the careful consideration, passionate conversation and uncompromising focus on optimizing the guest experience that were hallmarks of the menu design process.
micro-strategy will be determined by the specific needs of NMHU. The menu portfolio has been engineered for modularity so that it can be tailored to optimize the guest experience, regardless of the service model changes that the “new normal” may bring to campus life.

The menu is designed to be able to expand or contract based on current conditions and client expectations as they evolve in real-time. Each menu module contains vegan, vegetarian and allergen-free options and each added module layers more variety and guest choice on the modules already in place. Packaging and labeling for all Grab & Go options have been selected to optimize the guest experience whether the mode of service is takeaway or delivery.

### The Phases of Reopening

<table>
<thead>
<tr>
<th>Restricted</th>
<th>Relaxed</th>
<th>New Normal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dining Room is Closed to seating</td>
<td>Dining Room is staged for Social Distancing</td>
<td>Dining Room is open for full service</td>
</tr>
<tr>
<td>Menu is pre-packaged TO GO Served by Staff</td>
<td>Prepackaged menu items can be self-served</td>
<td>Implemented Social Distancing</td>
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</tbody>
</table>

### Changing Conditions

**Select Favorites**
- Select breakfast favorites, hot entree and side choices, pizza and pasta options, soup and select grill favorites served hot and ready

**Variety Builders**
- Expanded served entree, pizza, pasta and breakfast selections

**Late Night Stars**
- Late night favorites including pizza, toasted subs and Grab & Go snacks

**“Dine &...”**
- Our full complement of served options available with or without self-service formats

**“In My Kitchen”**
- Full meals ready to Grab & Go and packaged for reheating at the guest’s convenience

**“Simply to Go”**
- Pre-packaged Sandwiches, wraps, salads, snacks and sides ready to Grab & Go and enjoy immediately or save for later

**Breakfast Grab & Go favorites such as yogurt, fruit, handheld breakfast sandwiches and overnight oats**
Sodexo provides comprehensive resources for both culinary refreshers as well as “the six-foot kitchen”, a training program for safeguarding your kitchen operations in a post-COVID 19 world.

In today’s COVID-19 world, “CLEAN AND SANITARY” is a top concern for diners.

Sodexo has always put safety at the front of our operations. Six-Foot Kitchen is our response to our guest’s COVID-19 concerns, with extra precautions added onto our already high standards.

This training program ensures the safety of our guests, our kitchen staff and the foods that they handle. These actions will increase safety awareness in the kitchen and assure you that Sodexo continues to make safety of others our top priority.
Resident Dining – Bates Hall Menu Re-Opening Plan

• Elimination of all self-serve stations. Salads, desserts, dressings, and condiments will be served by a Sodexo team member.
• Disposables will be utilized for all service: to-go, plates, cups/lids, bowls/lids, individually wrapped flatware sets that include salt and pepper.
• Hot line will serve menu of the day, including vegetarian entrée option.
• Grill will provide a rotation of hamburgers, cheeseburgers, grilled cheese, corn dogs, etc.
• Beverages will remain to be self-serve fountain drinks, water, juice, and milk on disposable cups with lids and wrapped straws.
• Delivery service will be available for students who are in isolation/quarantine in the barracks and/or infirmary. Additional delivery options will be up for discussion after initial recommendation.
• Dining hall hours will be extended by one hour to provide additional time to sufficiently and safely serve our students, faculty, and staff.
Retail – PX & Game Room Menu Re-Opening Plan: Purple Brew

- Elimination of all self-serve stations. Beverage condiments will be served by a Sodexo team member from the service counter.
- Disposables will be utilized for all service: to-go, plates, cups/lids, bowls/lids, individually wrapped flatware sets that include salt and pepper.
- A robust Simply To Go program will be available.
technology
as a driver of the resilient campus recovery

The shift to digital will lead the way in efforts to re-open campus commerce. Beyond new business models, the digital revolution has the potential to change traditional ways of conducting business. Auxiliary enterprises must adopt various digital services to reduce obstacles caused by physical barriers, simplify supply and value chains, and provide speedy delivery of goods and services.

A precursor to achieving such adoption are policies and measures, including telemedicine, mobile banking, third-party delivery, and online sales, that support further adoption of digital features to conduct business on campus.

As the COVID-19 crisis grinds on, its impact on how students, faculty, and staff shop becomes more pronounced. With the utility of brick and mortar retail limited by legal restrictions, social distancing, and consumer reluctance to visit, Sodexo is turning to digital technologies and strategies to help weather the pandemic and safely return to the new normal.
retail and resident dining digital solutions
Want to Dine In?

With strict social distancing in place, seating is limited. Let us know when you are coming – so we can ensure we have the appropriate arrangements in place.

Good Morning, Jeff!

500 Bites to get $5 off your next order

Book a Table

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**Bite+**

Your Students’ One-Stop-Shop Mobile Application

We have invested in the rapid advancement of key features that enhance the student experience in retail, resident dining, and in-homes through broad-scale deploy-ability of:

- Custom Visual Territory
- Click and Collect
- Delivery
- Seat Reservations
- Contactless Payment and Integrated Loyalty
- Seamless campus card and POS system configuration
Marketing
Sodexo’s traditional marketing channels provide a great platform to engage and communicate with customers, especially in changing times like these.

This section will introduce the resources that help Sodexo communicate changes to service and offerings, as well as bolster our safety messaging throughout the phases of reopening.

• Clearly defined signage and protocols communicated via print, social media, website, and the local team.
• Digital newsletters and social media templates.
• Virtual dining tours.
• Customer Experience training updated to reflect social distancing protocols.
• Activities organized to inspire community building with others, while still supporting social distancing guidelines.
• Welcome back boxes with info/tips for safety and engagement.
Marketing - Sanitation Signage

Sodexo

We take our job of keeping you safe very seriously. To be extra cautious, all self-service stations will now be served by a member of our staff. Thank you for your patience due to any additional wait times.

Thank You

Safety and sanitation are important to us. To be extra cautious, we are temporarily suspending the use of re-usable green to go containers. You can still take a meal to-go using a compostable container.

Thank You

Our team is committed to high sanitation standards, including:

- Changing utensils every 30 minutes
- Cleaning and sanitizing all sneeze guards between each meal period
- Cleaning and sanitizing all tables and chairs
- Maintaining proper handwashing and glove usage
- Increased availability of hand sanitizer for our guests

Thank You

We are closed to allow staff to support increased safety and sanitation efforts in the dining halls.

To get the latest hours of operations, please visit our dining website. Apologies for any inconvenience.
marketing - customer experience training

Our food teams are the faces of Sodexo at NMMI, and they make a difference.

Updated training protocols to reflect social distancing requirement and to re-engage our workforce in a way that positively impacts the student experience.

Our workforce knows the customer experience starts with them!

- Every portion of the business is geared toward the Customer.
- Our team is the difference that you, our customers, see.
- It starts with the frontline and transcends to the top.
- They make the impact on you, our customers, every day.