



Facilities Management Trends to Watch for in 2019

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**Sodexo Names Top
Facilities Management
Trends to Watch for
in 2019.**

Read the Press Release



FACILITIES MANAGEMENT



“The combination of talented people and technological advances are creating smarter buildings that are more responsive to the needs of the people who occupy them. We see trends that are making work and living environments safer, more comfortable and more energy efficient.”

**-Eric Jouane,
Vice President of
Facilities Management**

 **Meet Eric Jouane**

Sodexo is a world leader in Quality of Life Services. More than 160,000 Sodexo employees work to improve the Quality of Life for more than 15 million customers every day at 13,000 client sites in North America. Sodexo partners with clients to help them attain their strategic vision by developing Facilities Management (FM) service solutions that increase the effectiveness of their people, enhance their business processes and optimize their infrastructure, which deliver tangible outcomes.

Sodexo’s facilities management services create clean, welcoming environments that allow schools, hospitals, senior living centers and businesses to run smoothly and efficiently. Our experts help maintain every aspect of a facility, from grounds care and housekeeping to construction, project management and preventive maintenance.

We provide facilities services in the following industries:

- Aviation**
- Business & Industry**
- Defense**
- Energy & Resources**
- Government**
- Healthcare**
- Schools**
- Seniors**
- Sports & Leisure**
- Universities**



TECHNOLOGY



AR Glasses Demonstration



Meet Koby Okrah

Augmented Reality (AR) helps support and enhance technicians' capabilities in the field during maintenance or inspection.

AR Glasses provide step-by-step guidance, live video call with a remote expert and automatic reporting.

Proven results by industry experts:

46%

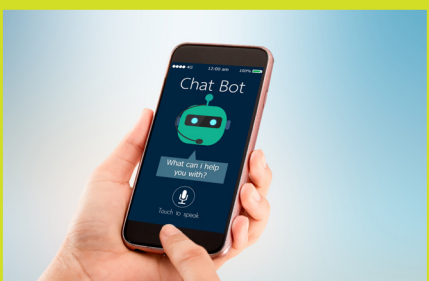
Percentage improvement GE Healthcare saw in order completion upon first use of AR Glasses

Percentage Boeing cut its wiring production time and reduced error rates effectively to zero

25%

Benefits of AR Glasses:

- Reduce travel expenses
- Increase repair accuracy, quality and compliance
- Establish productivity, operation speed and fix rates
- Enhance transfer of knowledge



Chatbot Programs are the newest way to ask and receive information. This version of artificial intelligence offers an alternative to live customer support by continually learning from the questions asked by users. Sodexo's Quality of Life Hub is a modern chatbot that is easily accessible from a desktop or mobile phone. It is designed to simplify and streamline a busy day by providing easy access to information and support services.

TECHNOLOGY



Sodexo and IFMA commentary on technology trends in the FM industry

Ultra Violet Lights (UVC) are the latest innovation in the fight against super bugs, viruses, mold, pathogens and bacteria. New research has shown that shorter wave UV lights can be a safe and effective way to slow viruses, pathogens, mold and bacteria in public places like hospitals, schools and nursing homes.

UVC Efficiency in HVAC Units

Biofilms form when mold and bacteria adhere to surfaces in moist environments, just like the ones inside your HVAC system. By continuously cleaning the HVAC coils and drain pan, UVC eliminates biofilm much more effectively than conventional cleaning methods.



Benefits of UVC include:



Electrical energy savings up to 15%

Reduced fan, chiller and chiller pump use

Payback typically < 24 months

Cleaner coils that improve airflow

TALENT

Attracting talent in FM trade careers is one of the most pressing issues in FM today. The workforce is getting smaller as fewer young adults are choosing blue collar jobs and older workers are retiring. This has left a significant shortage of skilled talent in FM. Providing apprenticeships for high school students through partnerships with schools and giving access to the latest technology are two options to engage younger hires.

How I Learned to Excel in a Male Dominated Workplace

Read the Blog



Meet Melinda Gorgenyi

Through several initiatives, Sodexo works to attract talent through:

- In-house Talent Acquisition Group
- Internship Programs at FM accounts
- Employee Business Relationship Groups (EBRGs)

Sodexo strives to provide exposure to individuals of all ages through:

- National Bring Your Child to Work Day
- SheWorks—Sodexo's day of job shadowing
- Discover FM community outreach initiative

TALENT

Retaining talent through:

- Organizational think tanks
- Centralized employee portal
- Technologically advanced training exercises
- Clear career growth trajectory
- Commitment to innovation
- Devotion to technology



Sodexo's Innov'Hub is an internal platform that highlights innovative solutions and best practices across all service lines. Employees can share their ideas and solutions, and best practices are showcased globally. Programs like this help employees be heard and recognized for their contributions.

Focus on Nurturing Talent through:

Providing Innovative Solutions: Sodexo is a leader in Quality of Life solutions

Improving Quality & Efficiency: Sodexo is a leader in continuous improvement

Share Knowledge & Experiences: Sodexo is one global team



Discussion on careers in FM

Meet Angela Johnson

How Sodexo Gives Women a Voice in a Company of 400k

[Read the Article](#)



DATA

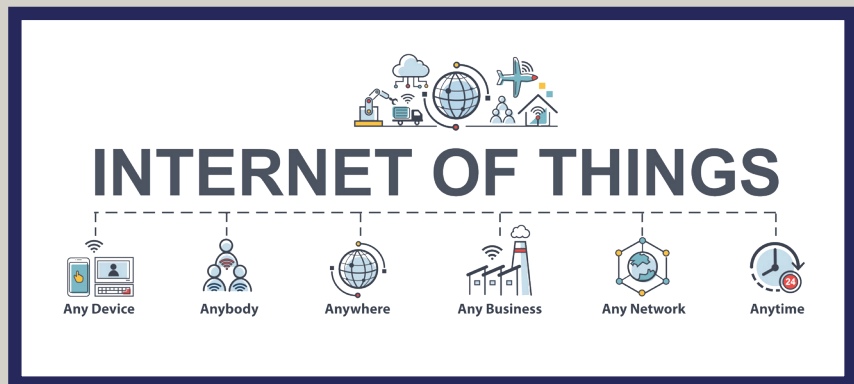


Internet of Things (IoT) is leveraged in an Integrated Facilities Management offer to establish a single service provider.

This enables a single service provider to:

- Inventory and aggregate data
- View the client's needs holistically
- Predict how equipment is maintained

The technological single service provider trend also creates purchasing power opportunities and a scalable relationship centered around growing business objectives.



Building Analytics provide operational insight to the systems that are responsible for conditioning the building environment. Ultimately, building analytics identify avoidable energy costs, when and why issues are occurring and what action is required to resolve those issues. Sodexo provides building analytics through a user-friendly cloud-based software platform. Utilizing this platform, Sodexo is able to monitor and capture data, troubleshoot failures and report on several areas of equipment inefficiency.

DATA

Remote monitoring of commonly installed critical assets, such as mechanical, life safety, or lighting equipment, provides a 24/7/365 presence for clients. These call centers can identify failures, respond to alarms and resolve the issues remotely, providing support to the on-site teams.

24/7/365 - Prevent Unnecessary Service Dispatch



Concentration of Resources

“We have technology that allows us to mount sensors on top of a building in Manhattan, NY, and monitor that information in Youngstown, OH. The command center will send a technician to the roof of that building only if the sensors indicate that some breakdown may occur. We can concentrate our resources by having a team serve three or four locations because we know much better what’s happening at each site at all times.”

– Eric Jouane, Vice President of Facilities Management

SUSTAINABILITY



The Living Building concept is strongly based on the energy management services provided to our clients. A plan to better manage and reduce energy operating expenses will allow clients to take a measured approach to managing assets and processes. Without this approach, clients risk committing capital to address problems that can be solved with lower cost solutions that we can help identify.

Sodexo implemented an energy monitoring program that introduced various building enhancements which resulted in reducing energy and water consumption, ultimately saving the client more than \$5 million.

\$5M

70%

Solar installations at another client site generate enough heat to supply more than 70% of the hot water needed in a large residence hall and the main athletics building.



Meet Bill Kerr

Using Technology to Meet Our Clients' Sustainability Objectives

Read the Article

Waste-free Buildings not only produce their own electricity, they also minimize waste including paper, food and trash.

Sodexo's approach is to efficiently manage all aspects of waste in an environmentally and socially responsible way, using a waste management plan tailored to the client's needs.

SUSTAINABILITY

Innovative Solutions for Waste-free Buildings include:

- Unique programs that focus on diverting food waste from going to landfills by using a composting (food waste disposal) system
- Conducting awareness campaigns, with client collaboration, to highlight ways to reduce waste and to encourage people to get more engaged through different initiatives
- Improving waste management, using roll compactor or cardboard compactors on sites where the waste generation is high

“Sodexo developed a range of innovative waste solutions that support our manufacturing process and our global achievement of zero waste to landfill.”
– Automotive Manufacturing Client



Wellbeing (WELL) Buildings that are good for the body are one of the hottest trends in facilities management. These “Well Buildings” utilize low VOC paints; furnishings and carpeting made from natural, non-toxic materials; whole-building air and water filtration systems; the maximum amount of natural light; and spaces that are ergonomically designed. Well Buildings can be new-builds or retrofits. Sodexo led a project comprised of a full renovation up to LEED and WELL standards of approximately 410,000 square feet of space. Sodexo was able to help this client encourage movement at work, provide healthier food options and support optimal lighting design initiatives that had far-reaching positive impacts both in and outside of the work environment.

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