

(re)imagine



Workplace food services

What's next?

Content

- 01 Forewords
- 02 Preface
- 03 C-suite's perspective in COVID-19 era
- 04 The emerging trends
- 05 F&B Services - Applying the new normal
- 06 The Compass Group approach
- 07 Case studies
- 08 Conclusion
- 09 Contacts

Hello

The impact of COVID-19 on all aspects of our lives, including workplace environment, has been extremely significant. Everything that was considered 'normal' at the start of this year, is undergoing a sea change. In this scenario, employee's health and well-being has taken a centre stage like never before, allowing individuals and organisations to adapt to the 'next normal'.

Well-being is emerging as the prime focus for employers. The return of the employee to the workplace will necessitate some changes at the workplace. Workforce, on the other hand, will be more confident to enter offices if they note a thorough implementation of safety and hygiene protocols.

Services related to a workplace will require significant transformation. All aspects of workplaces including workstations, meeting rooms, cafeterias will need to be re-imagined. Food services is one of the most important aspects of the workplace experience and will need to evolve to meet the changed consumer needs. Amidst this change, we will also see an increased adoption of digital technology to promote touchless dining operations. Cafes, dining spaces and breakout areas will all be a part of the new workplace strategy.

Leaders planning for a re-entry at the workplace are framing strategies to create welcoming workplaces. Through this paper, we bring some best practices for C-suite and business leaders, who are now looking for solutions in workplace food services. The paper is based on our conversations with industry leaders, who have either implemented some of the best practices at various sites or are in the process of bringing the transformation. We are sure that you will enjoy reading.

Sandeep Sethi
Managing Director
Corporate Solutions,
West Asia, JLL



Forewords



For Compass Group

We all understand the importance of the cafeteria in the workplace. Conversations over a coffee shared meals and informal time spent with colleagues goes a long way in building relationships, reducing work-stress, aiding collaboration and driving productivity. But all this is possible when workplaces are functioning normally! Unfortunately, in a socially distanced economy, several aspects of a workplace face unprecedented disruption. Months of lockdown have left workplaces in a state of inaction.

It is not surprising, therefore, that prolonged work from home, inability to collaborate and socialize, is leading to rising stress levels for the workforce. We believe that Workplace Café can be a key feature in ensuring that employees feel comfortable and happy when they return to work. In this scenario, corporate food services providers have a huge role to play. Workplace food services need reimagination and the sector will see a rapid transformation.

The resurrection of the workplace café will call for disruptive models of working, innovation around the food itself, embracing digital, contactless ordering, creative and smart choice of ingredients which may help boost immunity and promote wellness. Adherence to social distancing norms, the introduction of safety regulations in-sync with the changed consumer behaviour and maintaining a robust and transparent supply chain will also need to be kept in mind.

In our conversations with industry leaders, most have admitted that the re-entry will require mammoth preparations. India Inc is keen to get the workforce back in offices. On the consumer front, there is a lot of anxiousness over personal safety, quality and safety of food, service staff health and wellness and integrity of supply chain and traceability of all material. Another important aspect of this change is our promptness towards the use of environmentally sustainable products that have a lower carbon footprint and attract fewer carbon taxes.

Through this paper, we present some ideas for leaders on transforming the workplace, to meet the expectations of the workforce and changing consumer preferences.

Dev Amritesh

Managing Director
Compass Group India



C-suite's perspective in COVID-19 era



The Covid-19 pandemic has thrown most businesses into disarray. While some industries have got a boost in demand and opportunities, several others continue to suffer because of the cataclysmic levels of the downturn. Factors such as customer data security concerns and business continuity requirements have been compelling the C-suite to guide their employees back. As more companies are cautiously pressing their workforce into action, the workforce demographic remains under immense stress due to a new style of working, longer work hours than before, the threat of job and pay cuts and other factors. The workplace, hence, needs to provide a physically and psychologically safe and welcoming environment.

The rise of COVID-19 cases in the country means that organisations will need to reimagine the workplaces and facilities while they continue to work with a skeleton staff in offices. In a recent JLL survey, Technology, Health and Wellness were highlighted as key Investment priorities for CRE leaders. The pandemic has also forced the organisations to re-think their real estate portfolios and invest in tech infrastructure. In such a scenario, workplace experience is undergoing a paradigm shift. The two key pillars of this experience - interaction in office and food services, which used to drive collaboration and innovation will no longer be the same.

India Inc has had to adapt, and quickly, everything from office spaces to catering services is being re-designed from scratch with 'people' at the core of this 'new normal'.

In the recently held JLL Roundtable with top HR leaders, it was stated that of all the services which an employee avails at the workplace, F&B services came at the top of every employee's concern list. 'Imagine getting tea in a clean set of cups made of recyclable material for your afternoon break in the cafeteria at a click of a button.'

This small yet meaningful sentence presents a glimpse of corporate conversations currently happening around the business ecosystem to impart a great workplace experience. Hence, food and beverage services, the core of the human experience need reimagining.

A recently concluded JLL survey revealed that of all the services that an employee enjoys at the workplace, food and beverage services always come at the top of everyone's concern list. A Compass Group study, "Eating at Work", showed that food was chosen as the preferred non-monetary perk ahead of flexible working hours, onsite fitness and employee wellness programmes which are perceived as vital non-monetary benefits. As per the study, 73% ranked café meals as a top priority, demonstrating the power of food at the workplace.

This whitepaper deals with various aspects of a successful strategy for food and beverage services at the workplace.



Workforce stuck at home for long needs change - and so do the leaders. According to a [JLL Global \(WFH\) Experience Survey \(May 2020\)](#), **almost 82 percent of the people in India in a survey have shown their eagerness to go back to their workplaces.** The survey reveals, employees have been missing office during the lockdown. Globally, missing social interactions at workplaces has got 54 percent of the votes making it the biggest factor of all to miss office.

Indian professionals, in particular, stress more notably on lack of a professional environment while working from home. In India, the absence of a professional environment has got the maximum vote of 41 percent against the global score of 31 percent.

Even experts in mental health have warned of consequences. Social isolation, blurring boundaries between work and personal lives may predispose the vulnerable ones to depression and anxiety. So, leaders are now asking a potent question - Why WFH may not work for India in the long run?

India's score in the JLL Global Work from Home Experience Survey indicating lack of a professional environment proves a point - **Most Indian houses need adjustments when it comes to WFH.** Besides, there may be technical challenges such as broadband and connectivity issues at home, allocation and provision of hardware in case of any disruption and special requirements for specific workers needing large screens etc. There are certain kinds of jobs, which can be done only with the staff being at the workplace. Additionally, several sectors such as retail, e-commerce, transportation and logistics, healthcare etc. cannot function with professionals being at home.



The change in workplace F&B services

Workplaces currently operating with minimal staff presence continue to look at the situation with a problem-solving attitude. Across businesses, while some have started calling the staff on rotation, some other companies have asked their teams to develop staff rosters. In such a scenario, occupiers are looking at various available options to deliver food to its staff present at the workplace. The transformation is taking place faster than we thought.

Growing awareness of health and wellness both inside and outside the workplace have been accelerated by the onset of the pandemic. Here are some noteworthy emerging workplace food services trends:

- 01** Food safety, the integrity of supply chain, quality of food, traceability of raw materials and contactless food delivery mechanisms amidst a changing consumer behaviour are making the corporate food services players re-strategize. Consumers are now more conscious of their intake hence a huge play around nutrition and immune-boosting ingredients are being spoken about.
- 02** A great example of the change in consumer pattern is of pre-packaged meal boxes - cooked and packed centrally at a kitchen. Food prepared under strict health and safety norms, transferred hygienically to workplaces for employees, instead of the open serving or buffet model is just the starting point. And we believe that this may be an accepted model for months to come.
- 03** The focus is on the easy availability of seasonal ingredients to create the menus. Healthy and immunity-boosting options, meaningful variety and ready-to-eat items are making it more acceptable to consumers. Use of technology like the Internet of Things (IoT) and online payment windows have given strength to the applicable social distancing norms.
- 04** Moving forward we feel that the future workplaces will also be designed differently, use of more linear designs, surfaces which can be cleaned easily and a serving counter and seating design to avoid overcrowding.

The emerging trends



F&B Services - Applying the new normal



With no permanent cure in sight, new protocols have to be put in place for enhanced safety of the workforce. It would involve a combination of measures to improve workplace confidence along with workplace design upgrades. But to adapt to the new normal, it is important to understand the apprehensions of the stakeholders in the food services and address them. Several concerns continue to bother:



Areas to check	Employee	Employer	Food service provider
Safety measures while employees visit the workplace café	Is the Café safe to enter in COVID – 19 circumstances?	Staff invulnerability is of the highest priority.	Safety of their team Innovation around immunity boosting food cooking Enhanced safety protocols
Food quality	Is the food served in the Café safe to eat?	The hygiene standards of food – cooking, packing, transporting and serving all need to be infection free	Need to redesign the food model so it instils confidence in the consumer
Cafeteria infrastructure and contamination points	Concerned about the regular elements in café such as buffet, washing, crockery and cutlery, tables, chairs, drinking water etc. Is the café sanitised effectively and regularly?	Elimination of items that can be a cause of contamination and replace them with elements that avoid contamination Ensure deep cleaning sanitization	Concerned that there are multiple stakeholders in the cafeteria process. How to ensure all areas are maintaining the required hygiene standards? Need to minimise/eliminate touch points to make the food experience safe
Immunity boost and affordable food items	Are there any nutritious & immunity boosting food items? Are they to be trusted?	Ensure that all steps taken will still make the food affordable for the staff	Need to reimagine the food to make it relevant and motivate the consumer to choose
Serving of food	The daily regular menu served in buffet meals seems to easy to contaminate around bain-marie	What is the best food to serve so staff feels comfortable with its shape and hygiene standards	Need to serve food differently especially if it is Indian Cuisine
Occupancy and seating at the cafeteria	Concerned over seating flow management in the cafeteria while enjoying the food	Need to establish physical distancing in cafeteria in a congenial manner. How to do that?	The cost of production and service is going up whilst the sales volume has gone down due to low occupancy at any given time

Managing food services in times of COVID-19



Statutory compliances to safety norms:

In the face of a global public health crisis, the healthcare industry and its regulators have rallied together to address the immediate need for supply of diagnostics and treatment of COVID-19. Many countries are following the advice from the World Health Organisation (WHO) regarding the introduction of physical distancing norms and measures to reduce transmission of the disease.

Global organisations target to ensure the food services and processes adapt Food Safety Management Systems (FSMS) based on the Hazard Analysis and Critical Control Point (HACCP) principles. FSMS are fortified basis pre-requisites including good hygiene practices, cleaning and sanitation, zoning of processing areas, supplier control, storage, distribution and transport and personnel hygiene. All of these primary conditions and activities are necessary to maintain a clean food processing environment.

However, to annul the possibility of cafeteria acting as the source of contamination, companies must ensure the food processing and serving comply with standards stipulated by the local authorities such as FSSAI (Food Safety Standards Authority of India). FSSAI has, in turn, adapted the global best practices to apply to the local environment. In this, digitising the statutory inspection will ensure a quick and effective way to check and record compliance.

In this context, separate entry and exit for staff make sense. Staff coming to cafeteria need to be checked daily for temperature and any symptoms of COVID-19. Several companies have started giving out welcome kits that have a hand sanitiser, a disinfectant wipe, a pair of gloves, face mask and other necessary related items and there is a greater focus on regularly washing hands at frequent intervals.



Reconfigured cafeteria and the new strategy

There will be a dire need to reimagine and re-boot the workplace café - prompting companies to reconfigure the workspace and the workplace cafe.

As a first step, the company may determine whether to allow seating in the cafeteria at all. And if required, how to limit seats so that there is physical distancing. In the case of re-entry, this seating space is likely to increase. Reconfiguring the seating, furniture and introduction of barriers to create cluster eating areas within the café will enhance the security feature.

Workplace ambassadors may be deployed to monitor compliance with rules and to assist as needed.

There will be an imminent need to go contactless and hence, It is also vital to pay attention to the provision of drinking water, coffee, snacks etc. to ensure that crowding near coffee pots and water fountains need avoiding. The company should explore replacing manually operated vending machines, coffee machines etc. with smart-technology enabled dispensing units. Where there is an absence of such vending machines, devices should be sanitized regularly.

In this context, avoiding group dining activities may be considered. If it is not avoidable, carefully managed, customised food packages will work. Appropriate visible signages at vantage points will remind all to practice physical distancing and hygiene measures. In this context, consumers will be more comfortable when they get food in clean, environmentally friendly disposable packages and cutlery.

If the dining is to close the cafeteria, the company may consider offering takeaway, packed meals or disposable lunch boxes delivered at the workplace as described in the 're-imagine' section.

Another solution can be "delivery at desk" or pick up stations on each floor, where a prepacked meal box can be picked up by the consumer at the allocated time.



“

51% of the consumers are looking for immunity-boosting food/ingredients while eating out

Source – Survey, Indian consumer sentiment



Enhanced cleaning and disinfection

Enhancing the cleaning process in the food production and serving cycle should be seen as one of the most critical steps in response to the pandemic. All areas in the food establishment including production area, storage, packaging area, transportation, service area, restrooms and waste disposal area etc. should be regularly cleaned. Disinfection and sanitization as per statutory recommendations should follow this. Cleaning of all types of equipment, containers, utensils should follow the same procedure. Cutlery should be washed preferably at 60 degrees Celsius or above.

In addition to the above, periodic sanitization of common touchpoints such as furniture, door handles, serving counters etc. should be re-imagined. A detailed review of the entire cafeteria to identify all cleaning requirements can be put in practice and incorporated in site playbooks.

Thorough training of all janitorial and food services staff on the processes described in the playbook should be made mandatory for each cafeteria. The enhanced cleaning process for the cafeteria will require additional resources and material. According to JLL Research, 55% of companies are prepared to invest more in cafeteria operations to meet the requirements in coping with the challenges of COVID-19 pandemic.

During our conversations with industry, we have gathered that at least 70% of the clients are willing to make huge investments in design and layout. It will lead to better safety protocols in a post-COVID-19 era.



Central kitchen vs onsite kitchen

The pandemic has compelled corporates to press a reset button and rethink about the workplace food programmes and offerings. In these times, most Workplace Cafés are closed or fractionally operational. Low occupancy threatens to continue for some more time. The challenge of dwindling sales volumes, coupled with safety and social distancing norms has led organisations to review the existing catering models preferred until now. The choice is to stick with either an onsite Kitchen or move to a certified offsite Kitchen.

Onsite kitchens have several benefits. An onsite catering model allows better customization, bespoke solutions and suits the needs of the consumer. Every aspect of successful servicing is addressed here - from extended service hours to the right food volume. The company can thus ensure stringent controls on material selection, procurement and storage. It can, in a way, offer the peace of mind that the food service meets all health standards.

In addition to the above, the freshness of the food is maintained. Moreover, there is the opportunity to scale up or scale down the operations on performance levels, food quality and ability to cater to business continuity. However, onsite kitchens often come with disproportionate costs due to the pre-requisite of support infrastructure. In the current scenario, this cost might need to be reviewed before making any choice.

Compared to the onsite kitchens, a central kitchen model has its advantages. It particularly deserves consideration when the consumption volume is low. The model allows lighter focus on the site infrastructure and also enables a better control by reducing the checkpoints and, thereby, limits the risks associated with operational management, cost and the effort. While it gives flexibility and tends to be light on operating fee for the organisation Their virtual presence may enhance consumer satisfaction too. Organisations can choose between the above models by carefully listing their priorities and site requirements.

“

Our study showed that food was chosen as the preferred non-monetary perk, ahead of flexible working hours, onsite fitness and employee wellness programs which are perceived as vital non-monetary benefits. **73%** ranked Café Meals as top priority and favoured perk, demonstrating the power of food

Source - Compass Group India- Eating at Work Study





Renew supply chain

Often, most supply chains have relied on outdated sourcing norms and processes. Optimising the production and procurement, and keeping in mind the demand, leaders can reinvent the supply chain. Creating a smart and quick supply chain is the key to responding to the current challenges. It should involve minimal touch-intervention. The present scenario has highlighted the importance of quality and reliability of the regular supply.

It is equally imperative to maintain a clean logistics chain. Hence, the supply chain should factor in the use of technology in all aspects – procurement, production and preparation and packaging.

The traditional and regular suppliers of raw materials for food preparation may have suffered on their ability to sustain through the economic impact of COVID-19. It calls for a fresh look at the most suited suppliers with having the ability to meet the requirements of improved material and quality standards. The supply and transportation processes need re-engineering by introducing suitable new food-grade containers preferably packed right at the source of preparation under strict quality surveillance. Rigorous vendor audits for suppliers may help.

The supply networks should redefine the end of consumer demand. Here, supplying environmentally safe and sustainable food products without interruption of any essential delivery will ensure success toward the end.

Traceability and integrity of the supply chain need to be tested and has to be made more resilient. Organisations which can transparently share the source and the origin of procurement of raw material shall fare far better in these testing times. It is one of the key issues and a top priority for leaders.



Touch-free digitized transactions

Digitally enabled food services was evolving rapidly, even before COVID-19 pandemic hit us. Today, each stage in the food chain can be enhanced to adapt to a smarter, touchless operation or quality assurance. Digital intervention is already becoming significant in the following activities in the cafeteria:

- Contactless pre-ordering
 - Contactless, mobile-based payment solution
 - Real-time feedback mechanism with preference analysis
 - The digital monitoring & IoT based sterilization
 - Physical distancing protocol management - digital screening of personnel to all - only “Fit to Work”
 - Digital dashboard of sales volume, consumer preferences
 - Simple and engaging consumer interface leading to an enhanced experience
 - User dining scheduling
1. Contactless ordering and subsequent cashless transaction with least physical interaction followed by convenient slot booking can help in this regard.
 2. Another innovative idea is ‘Beyond the Cafeteria Market Solutions’. Here, the food and beverage services provider extends the new protocols for a travel and delivery to homes. Here, employees can pre-order the food and get it packed and take it back to their homes.
 3. A complete end-to-end solution can be used as a remobilisation tool. Several such solutions have been formalised to help teams and CXOs to monitor the progress daily. Cafe Pass, On Safe APP and the Shield by Compass Group, is one solution. Placement of necessary signages and posters for the staff to follow rules, a pre and post mobilisation safety checklist and FSSAI Guideline on COVID-19 and a simple downloadable planner application on the company network are part of the tool. Such an open platform can be accessed by all including the top management.

“

Our survey revealed that **87%** respondents strongly felt that café conversations foster a robust network in building a stronger team

Source: Compass Group India- Eating at Work Study





Re-imagine food and dining

The days when you will have a fresh hot steaming customised food, made as per your order landing into your plate is still a long way. Fear of contamination and contagion is making the consumer apprehensive of everything in his surroundings. The food programme will need to ensure the following to instil confidence in the consumer. The program will need to fortify the menu with immunity encompassing multiple aspects around processes, packaging, strengthened with seamless supply chain protocols.

Moreover, the usual and popular buffet system having a higher degree of physical contact may not be suitable in the current times. It also puts a high demand on the cleaning process. The emerging trend is to re-design the menu and make it contactless, shorter waiting time and queue busters are in vogue.

Companies are now preferring limited menu choices with simple to pack and carry food items. A smaller menu range, with meaningful variety, required nutrition and hygiene standards of the process can be better monitored and assured. Hydration is another key aspect of wellbeing, a choice of traditional beverages infused with immunity-boosting ingredients could also find occasions of consumption. Continuous focus on touchless dining process where the consumer pre-orders and books the meal and pays for it from a smartphone will be the norm. Food Service Providers on their part are required to take great care in ensuring that the chosen menu items have immunity-boosting elements.

Scheduled café passes can be used for visiting the cafeteria for eating or taking food delivery. It will help companies in controlling the occupancy of the area.

However, this does not mean going low on variety. The key will be to develop and implement a tailored menu that also enhances the attractiveness of the cafeteria. Such a menu may also include ready-to-eat options. While these items make it light on the pocket they help end consumers to make a buying decision soon, even during the non-lunch hours. As a result, quick ordering may see a gradual increase.

To prevent dining areas from crowding the other idea is to deliver the packed food at the employee's workspace. This will need to be performed by well-trained and monitored resources to ensure strict compliance with the new hygiene standards. Alternately, artificial intelligence and robotics can assist in regulating consumer flow into cafeterias and enable decongestion and better crowd management. It will ensure that users visit the café only when it is a safe and social distancing can be maintained.

On the service end, with both the staff and the consumer's face hidden behind the mask it will be even more important to provide a great consumer experience under the restraint of face masks, shields and protective films. Compass Group has come up with a new training program SMIZE, which entices its team members and trains them to smile through eyes, an intriguing and innovative way of consumer engagement and is now training the team on non-verbal greetings.



Vending machines:

Often staff during COVID-19 times are willing to compromise on meal options so long as health and immunity are assured. Vending machines are good options to explore as a replacement for tuckshops and as alternate food options. There are a variety of vending machines available in the market. The vending machine suppliers have upgraded and adapted to the needs of the consumer in the present context. They have gone for a technology upgrade to make the machines are touch-free and smart to serve. Many options of the vending machines run on IoT and can be programmed to pay through an easy-to-use application on a phone.

The new age vending machines cater to both cold beverages and food as well as hot food items. It may be captivating for consumers at all times during the day at work.

Trusted branded machine suppliers are building the trust and confidence of the consumer by introducing products of varying range. However, the vending machine is best suited for small volumes of transactions, as an additional food option, augmenting a regular cafeteria or as a replacement of a tuckshop.





Communicate regularly and effectively:

The success of re-entry depends on effective communication and setting up the right expectations around new behaviour required under the new normal. Frequent communication regarding precautions that workers can take is a must. Hence, leaders must regularly communicate through all channels available – social media, internal mailers and newsletters, feedback forms etc. Those visiting the cafeteria daily should know the protocols and procedures across the cafe. It will ensure safe dining.

Channels of internal communications are key here. Regular sharing of information about the company's strategy for re-entry will help the staff in gaining knowledge on crisis measures. Clear, simple messaging comprising all matters removes confusion and reduces the chances of mis-information. Repeated communication through TV screens, standees, posters, newsletters & bulletins and social media will help in addressing the concerns. It means that consistency in messaging with a variety of content will help.

Industry leaders during our conversations have called out communication as one of the key requirements to engage with the workforce and making them feel welcomed and safe. With the increase in anxiety levels around safety and security, communication and engagement with the workforce will play a vital role in making the workforce feel safe.



Maintain a business continuity plan

The onset of the pandemic forced many corporates to implement business continuity plans. According to a recent JLL survey, 94% of firms across APAC implemented such plans. For most companies, the latter part of the first quarter (March) of 2020 was hugely impacted. This led to the cutting of operational costs. As a result, deferring all important decisions for the next 2-3 months and in some cases even for 12 months, limiting of all discretionary spends (with the possible exception of technology), conserving cash reserves and follow-up on cash collections and keeping on hold all the annual business plans.

However, an important aspect of this evolution would be a skill upgrade across the traditional, senior ranks in the company. With leaders strategising for the post lockdown and recovery phase, streamlining of internal operations, completing reviews, running e-learning and e-trainings have emerged as the possible tools to growth.

Focus on sustaining through the pandemic instead of simply stressing on profitability. With companies taking a hit on their profits, there is likely to be an economic and social downturn of up to a year.

In such a scenario, taking a decision keeping in mind long term objectives may not entirely work. But revising the yearly projections/plans based on current impact will prove to be more helpful. Under such circumstances keeping a short term view on maintaining cash flows and keeping the expenditure under control or check is advisable. Tighter control on building a reserve cash account and liquidity strategy may prove beneficial. Hence, keeping the operating model flexible for sustainability should be the prime concern. Such a liquidity reserve will help both, companies and their suppliers to tide over challenging periods like this in the future.



As we begin to come out of the pandemic, we see emerging themes around business change, shifting consumer behaviour and as a reflection of this significant operational model changes for our teams on the ground. Whilst the current environment is challenging, we need to transform our way of working by fast-tracking innovation and new working practices. It's an endeavour to design the future of food at work, to help keep people productive, healthy and happy.

Compass Group Asia Pacific's new framework SafeSphere™ supports organisations in getting employees, guests and clients back to enjoying food in the workplace safely and with minimal anxiety.

SafeSphere™ provides a portfolio of insights, services and products that allows our clients a fast, simple and flexible way to achieve their safe return to work.

Implementing the new normal – Applying the best practices – A Compass Group approach

Adherence to safety protocols

- Hygiene & PPE
- Cleaning
- Physical distancing
- Clear communication
- Technology enablement & upgrade
- New food offers and services

Creating local solutions at workplace

- Human health & hygiene
- Food reimagines
- Digital touch
- Healthy spaces & places

- Remobilization kit for workplace safety – New safety standards & protocols – Café Pass
- A multi channel communication implemented for better understanding
- Employee readiness for transition – staff training, health screening, work allocation, regular communication and safe behavior
- Re-designed food and beverage service solutions for low touch workplace delivery
- Immunity boosting menu
- Seamless supply chain alongwith vendor compliance measures
- Contactless ordering through improved food-tech platform

- Get the business up and running
- Guiding back the workforce safely and serving them healthy meals
- Flexible operations
- Hassle free availability of safe, healthy food at workplace
- Staff wellbeing



45% of the employees mentioned that their companies are doing more for their safety.

Source – Survey, Indian consumer sentiment



The Compass Group approach

Case study – leading technology company



Challenges

- Monitoring health & hygiene practices
- Contactless ways of operations
- Balancing health with nutritious food
- Truncated offerings
- Low in café participation



Solutions

- Engineered business model
- Packed meals solutions
- Plug & play model
- Enhanced safety protocols
- Consumer awareness
- Designed concepts - essentials @ workplace



Outcome

- End to end contactless operations
- Increased consumer participation
- 100% in Café consumer engagement

Case Study – leading automotive



Challenges

- 100% complete compass manpower remobilisation due to Covid-19.
- Low food variety being offered.
- 40% reduction in consumer engagement.



Solutions

- Health & hygiene safety for staff and employee maintained through new guidelines set (safe sphere).
- Effective communication – social distance marking, protocols for temp. Check, regular manpower training and briefing, manpower sanitisation, food serving check.
- Immunity boosting recipe designed (Aayush Kadha).
- Recipe innovation to avoid monotony; essentials – enhanced convenience food solution for employee introduced on site.
- Payment mode moved to digital.
- Enhanced safety protocols for employees.



Outcome

- 100% client satisfaction.
- 90% consumer engagement.
- Essentials help reduce fear of exposure amongst employee.

Enhanced protocol

- Temperature monitoring
- Pulse oximeter reading
- Social distancing guidelines
- Aarogya setu app mandatory
- Protocols for wearing masks

Communications

- Posters for COVID information
- Newsletters for the new normal

Case studies



Conclusion



Conversations at lunch will always have a special place in our lives. Therefore, workplace food and beverage services need to be encouraging enough for the workforce in terms of value for money and quality.

While it is established that the current pandemic is temporary, the returning staff have already prioritised themselves on various parameters – spend out on food, focused on only healthy-safe meal, which is value for money. Amidst the changed scenario, convenience to eat lunch or a meal at the Workplace Café should not be the biggest worry if companies apply the suggested changes for a re-entry. But safe and healthy food, sourced through the most sustainable and environment-friendly manner should be on offer. Food and beverage service providers are working in sync with changed end-consumer behaviour and the workplace redesign.

With the shift in consumer behaviour CXOs should do the following:

- Ensure adherence to compliances at all costs
- Bring in a greater variety of safe food options
- Greater convenience in ordering through contactless interfaces and cashless transactions
- Put health and wellness concerns as top priority while planning the entry
- Focus on ecological and social concerns
- Bring in innovative technology solutions
- Communicate regularly with the staff and motivate them on being responsible

There is a need to invest in new technology and make offerings more relevant and safer. Here, delivering through cloud kitchens, virtual cafes, central cafés and off-campus deliveries are some best practices to be considered.

The current disruption has led many industries to re-imagine their business models and strategies. Workplace food services sector is also at the cusp of a rapid transformation and through various innovations, keeping pace with the requirements of corporates and ready to welcome India's dynamic workforce in the 'next normal'.

“

65% of the consumers in the APAC region say that they are either always or often influenced by health and wellness in choosing what they eat and drink.

Source - [Foodservice Trends 2020](#)



About JLL

JLL (NYSE: JLL) is a leading professional services firm that specializes in real estate and investment management. JLL shapes the future of real estate for a better world by using the most advanced technology to create rewarding opportunities, amazing spaces and sustainable real estate solutions for our clients, our people and our communities. JLL is a Fortune 500 company with annual revenue of \$18.0 billion in 2019, operations in over 80 countries and a global workforce of nearly 93,000 as of June 30, 2020. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated. For further information, visit jll.com

About JLL India

JLL is India's premier and largest professional services firm specialising in real estate. With an unaudited revenue in excess of 4,900 crores for FY 2019-20, the Firm is growing from strength to strength in India for the past two decades. JLL India has an extensive presence across 10 major cities (Mumbai, Delhi NCR, Bengaluru, Pune, Chennai, Hyderabad, Kolkata, Ahmedabad, Kochi and Coimbatore) and over 130 tier II & III markets with a cumulative strength of close to 12,000 professionals.

The Firm provides investors, developers, local corporates and multinational companies with a comprehensive range of services. This includes leasing, capital markets, research & advisory, transaction management, project development, facility management and property & asset management. These services cover various asset classes such as commercial, industrial, warehouse and logistics, data centres, residential, retail, hospitality, healthcare, senior living, and education. For further information, please visit jll.co.in

About Compass Group India

Compass Group India is a wholly owned subsidiary of Compass Group PLC and has been servicing the Indian Workplace, Healthcare and Education market needs since 2008. Compass Group is the world's leading provider of contract food and support services with presence in 45 countries. More than 96 of the Fortune 100 companies are its clients. Compass India operates in 450+ client locations across India. Our sector-focused businesses give our clients access to unrivalled experience, global best practices and market-leading innovations.

Compass India has won the 'Most Admired Food Innovation of the Year Award' for our workplace food concepts at the India Food Forum Awards- across all retail & food service categories. We also won the Coca Cola Golden Spoon Award for FoodBook, our engagement and food ordering platform.

We endeavour to continue to innovate and design relevant concepts to nourish workplaces and aid the transition to better workplace food habits and choices.

JLL

V Babji

Executive Director, Corporate Solutions,
JLL
v.babji@ap.jll.com

Kawalpreet Singh

Director, Corporate Solutions
Marketing,
JLL
kawalpreet.singh@ap.jll.com

Compass Group

Ashwani Vohra

Vice President,
Operations (India), FS
ashwani.vohra@compass-group.co.in

Arjyo Banerjee

Vice President
Culinary & Food Innovations
arjyo.banerjee@compass-group.co.in

Richa Madhukar

Vice President
Client Solutions
richa.madhukar@compass-group.co.in

Subroto Gupta

Chief Innovation and Transformation Officer
subroto.gupta@compass-group.co.in

Malabika Gupta

Marketing Head
malabika.gupta@compass-group.co.in

Business Enquiries

V Babji

Executive Director, Corporate Solutions,
JLL
v.babji@ap.jll.com

Ashwani Vohra

Vice President
Operations (India), FS
ashwani.vohra@compass-group.co.in

Media Enquiries

Arundhati Bakshi Dighe

Lead - PR and
Communication
arundhati.dighe@ap.jll.com

jll.com

© 2020 All rights reserved. The information contained in this document has been compiled from sources believed to be reliable. Neither Jones Lang LaSalle nor any of its affiliates accept any liability or responsibility for the accuracy or completeness of the information contained herein. And no reliance should be placed on the information contained in this document.