



## Sodexo Launches a Global Health & Safety Management System

by Alastair Davey

*Since our founding in 1966, health & safety has always been an integral part of our values and guiding ethical principles. As we seek to improve the quality of daily life of all the people we serve, we are committed to protecting the health & safety not only of our consumers but also of the employees delivering our comprehensive service solutions daily.*

— Michel Landel,  
Chief Executive Officer

Sodexo teams work with clients at a strategic level to design and then manage and deliver Quality of Daily Life Solutions. Over 95% of Sodexo's revenues are generated from services provided at 34,000 client sites around the world. This highly diverse range of services is aimed at improving organizations' performance—and their employees' well-being:

- from visitor reception to maintenance of scanners and laboratory equipment
- from food services to construction management
- from life-long learning to leisure cruises
- from housekeeping to rehabilitation services at correctional facilities.

### A strategic imperative

Fundamental to Sodexo's mission to improve quality of daily life is providing safe and healthy services. Every day, in 80 countries, Sodexo serves 50 million consumers, all of whom rely on our safety systems. With operations of this scope and scale, health & safety is clearly recognized as a global strategic priority for the Group.

### A new approach

In 2009, CEO Michel Landel requested a thorough review of Sodexo's decentralized health & safety systems. The review

resulted in a Group decision to invest in a world-class, global health & safety system.

The project was named Salus, after the Roman goddess of safety and welfare. The business case for Salus was based on the added value—to the Group and to our clients—of providing better risk-related information and prevention

actions, thus reducing incident frequency, severity and associated costs.

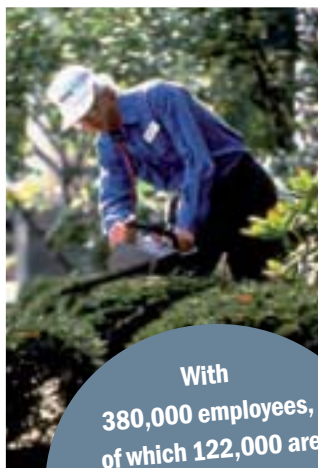
### A global system, operated and managed locally

From the very beginning, the philosophy of the Salus project has been to work closely with country management teams to specify a system that is easy to use and adds value by automating workflows, providing practical tools and reducing costs. Each country is responsible for managing its own users, data organization and reporting output.

### Integrating regulatory compliance, health & safety and finance

Salus has also provided an opportunity to more closely integrate three key functions. Incorporating insurance and finance functions into the incident-management process allows claims to be directly linked to originating incidents and the financial costs of incidents to be captured and analyzed. Regulatory-compliance reporting is handled with the same global system.

**The project was named Salus, after the Roman goddess of safety and welfare."**



With 380,000 employees, of which 122,000 are in North America, Sodexo is the 21<sup>st</sup> largest private employer in the world.



### Common standards

Another important aspect of Salus has been defining and embedding global standards within the system. As Sodexo clients are requiring more integrated and global services delivered in standard ways, Salus offers common processes, definitions and reporting protocols.

### Protecting our consumers

Being able to share health & safety intelligence globally, across different countries, languages and time zones, is essential in order for Sodexo teams to work effectively together to prevent incidents and to respond to those that occur. When fully deployed, Salus will provide global coverage, offering automated triage and alerting processes ; Sodexo's global network of quality, health, safety, security and environmental experts will be able to collaborate and respond more quickly and effectively.


### Protecting our employees

Salus is being progressively deployed to all of our 34,000 Site Managers across the globe. Using a simple web-based interface translated into local languages, Sodexo Site Managers can report a wide range of incidents, from near misses to employee, sub-contractor and guest injuries and illnesses. Best practices can be shared via the system as well.

### Continually learning and improving

Integrated within the Salus platform is a range of tools to facilitate investigation, root-cause analysis and action planning arising from incidents. In addition, there is a collaborative space for sharing expertise and a library of documents maintained by Sodexo's global community of health & safety professionals.

### A solid foundation for the future

Salus provides Sodexo with a flexible tool that can be expanded and dynamically re-configured to meet evolving needs. Strong top-down leadership combined with the enthusiasm of Sodexo's health & safety professionals around the world will continue to drive implementation of and make concrete advances in Sodexo's systems, protecting clients, consumers and our workforce into the future. 

*Alastair Davey is  
Global Health & Safety Director at Sodexo.*

  
AmCham France Member since 2008  
[www.sodexo.com](http://www.sodexo.com)




## La sécurité du patient est notre priorité

*par Josiane Vankerckhoven*

Dans le milieu hospitalier, la problématique des erreurs médicales, auxquelles tous les professionnels sont exposés, n'échappe à aucun établissement. C'est pourquoi l'Hôpital Américain de Paris a choisi de faire de la sécurité des patients sa priorité principale.

Comme dans toute organisation, des mesures sont prises au quotidien pour assurer la sécurité des personnes et des biens, la sécurité au travail ou en cas d'incendie. Parce que le monde de la santé touche à l'humain, des mesures particulières sont prises à l'Hôpital Américain de Paris pour s'assurer que les patients reçoivent les soins appropriés, en toute sécurité. En voici quelques-unes :

- **Double contrôle qualité** : en France, tous les établissements de santé se soumettent aux visites de contrôle obligatoires de la Haute Autorité de Santé en vue d'obtenir leur certification qualité. Depuis 1954, l'Hôpital Américain se soumet également, de manière volontaire, au processus d'accréditation américaine par la Joint Commission, selon les standards de qualité appliqués aux USA. Que la démarche soit obligatoire ou facultative, l'esprit reste le même : mettre en œuvre un processus continu d'amélioration de l'efficacité et de la sécurité des soins, au bénéfice des patients et des professionnels.
- **Le patient, acteur de sa santé** : les patients sont encouragés à signaler tout problème de sécurité, en s'assurant, par exemple, que l'on contrôle son bracelet d'identification, ou son nom et sa date de naissance, avant de réaliser un soin. Une brochure spécifique, « La sécurité du patient est notre priorité », est remise à chaque patient hospitalisé pour l'inviter à interagir avec les équipes médico-soignantes.
- **Un « temps de pause » (time-out) est réalisé avant chaque acte chirurgical** : l'équipe vérifie alors l'identité du patient, le type d'acte et le site d'intervention. Cette démarche est renforcée par la *check-list* de bloc opératoire.
- **Les patients participent à la sécurité en matière de médicament** : ils sont encouragés à demander la nature et les indications des médicaments qu'ils vont prendre.
- **Des contrôles permanents contribuent à limiter le taux d'infections nosocomiales et d'obtenir ainsi un chiffre particulièrement bas** : 0,40% en 2009, soit deux fois moins que la moyenne régionale de 0,95%.

Au sein de l'établissement, le Département Qualité examine ainsi toutes les préoccupations en matière de sécurité des soins. Il étudie chaque question et met en place un suivi des actions correctives, afin de faire de l'hôpital un lieu sûr. 

*Josiane Vankerckhoven  
est Directrice Qualité de  
l'Hôpital Américain de Paris.*

  
Membre d'AmCham France depuis 1985  
[www.american-hospital.org](http://www.american-hospital.org)