





# CALM AND CLEAN

## WHAT JULIE WANTS

To savor the time after the birth of her first child in a calm and clean environment and to be relaxed enough to rest when baby is asleep.

## WHAT WE'VE PUT TOGETHER FOR JULIE



LA CASAMANCE PRIVATE HOSPITAL  
AUBAGNE, FRANCE



SERVICES

**W**e'd been warned that we would need a lot of energy to keep up with Sylvie Riquelme —

the Elior Services site director — for a whole day. And on arriving at the La Casamance private hospital in Aubagne, we understood why! It was immediately clear that Sylvie had a lot of things to show us. "Where would you like to start?" she asked with a big smile.

### Coordination in the corridors

Sylvie's DECT phone — an essential tool for staying in permanent contact with the 24/7 on-site teams — makes the decision for us by calling her to reception, where patient arrivals are managed. "We use a software that informs us in real time of room availability, and the number of patient arrivals, departures and transfers. This means that our patients never have too long to wait."

Although everything seems calm, in fact the clinic is already in full swing, with surgeries, consultations and examinations all under way. Sylvie goes to meet Adèle who is in charge of centralizing calls and dispatching the clinic's porters. "Thanks to the Fluigo system, we always know where the porters are and if a patient should be getting from one place to another on foot, in a wheelchair or wheeled in their bed. We have an eye on everything!" Adèle gets a call from the OR: a surgery just finished.

Now it's time for the specialized cleaning teams to step in. Elior Services uses the Trapese software to manage, sort and weigh waste, including waste from operating rooms. "At a hospital, waste is an extremely important subject, for environmental, sanitary and economical reasons. There are rigorous processes in place and we take these tasks very seriously."

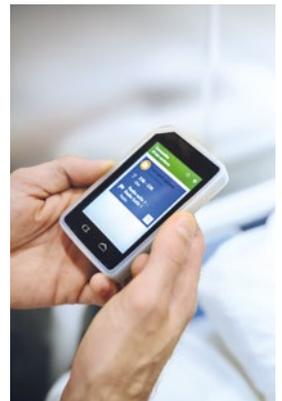
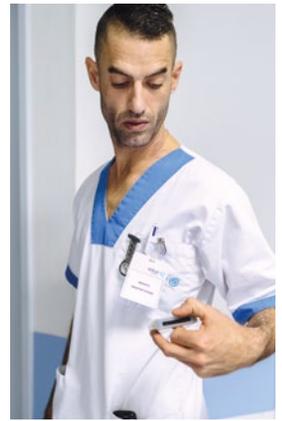
### More technology for more humanity

It's midday and the patients' meals are brought to their rooms by teams who changed into the appropriate smart uniforms. Lunch is an important time, with staff meeting and chatting to patients, which often helps brighten up their day.



It's time for us to have a break too and we intend to savor it after our busy morning! So we head to the Sous-Marin dining area to join Elior Services' teams — around 70 people in all. The room is filled with laughter and the good mood of the place is catching. "People often think that technological development comes at the expense of humanity. But here it's the exact opposite. By facilitating working conditions, our technological solutions improve relations not only between team members but also with the medical staff and patients."

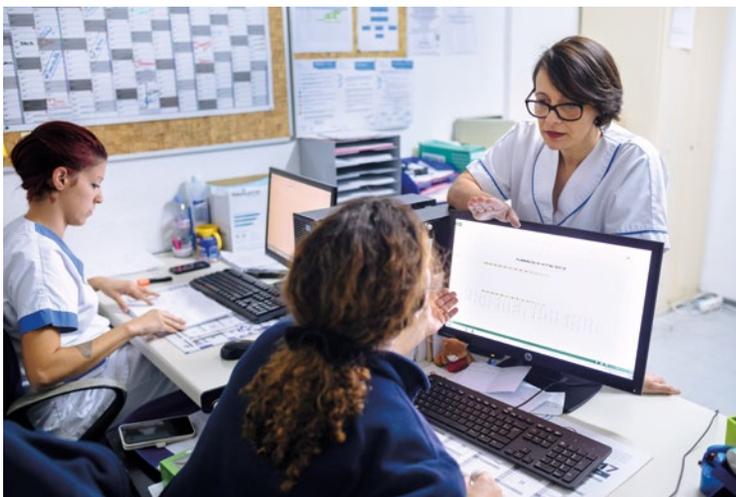




Thanks to Fluigo nomad technology, the transportation of people can be more effectively tracked within the hospital.



← Because logistics are crucial to running a hospital, it uses a software that shows room availability in real time. No sooner is the room freed than it is cleaned and made ready for the next patient!



← Elior Services' site director at La Casamance private hospital, Sylvie Riquelme, sees every day how new technologies have had a beneficial effect on work organization — and on the good humor of her team.

**A responsive cleaning service**

Enough chatting! A number of rooms have just been freed up and having been alerted, the specialized cleaning staff arrive immediately. Thanks to their connected trolley they can track on a tablet all of the protocols for each specific area. Once the cleaning is finished, reception is automatically informed and the room can be allocated to a new patient. As General Manager of the hospital, Caroline Berthet is always open to testing innovations, ensuring Elior Services teams can give their best.

It's now time for us to leave La Casamance. With barely the time to say goodbye, Sylvie sets off again into the hospital's corridors, accompanied by her precious DECT of course!



→ Meals are an important time for chatting with patients and Elior Services teams take great care to give best quality service.

← The specialized cleaning teams use tablets for quality control.



**TECHNOLOGY**

**A GALAXY OF INNOVATIONS**

To convince its clients, Elior Services constantly innovates to stay ahead of the pack. It has even created an innovation challenge called Novacio to act as an incubator for projects that will shape the future of hospitality services and logistics in the healthcare sector.

In France, Elior Services' numerous exclusive high-tech offerings have helped it win contracts with prestigious clients such as the two public procurement agencies UniHa and Resah, and Ramsay Générale de Santé.

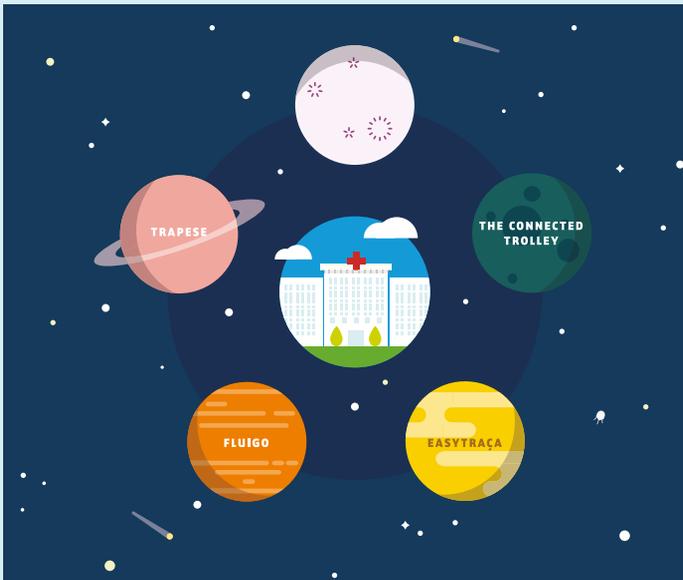
**The connected trolley:** to optimize cleanliness and turnaround times for spaces, starting with hospital rooms.

**Easytraça:** a technology that clients can use to monitor Elior Services' work in real time.

**Fluigo:** a tracking system for optimizing internal requests.

**Trapese:** a digital system for controlling waste management costs.

**As well as** a healthcare-specific platform for in-room services related to Wi-Fi and multimedia...



**REFERENCING**

**PUBLIC SERVICE**

Elior Services was referenced by the two main public health-care public procurement agencies (UniHa and Resah).



**STANDARDS**

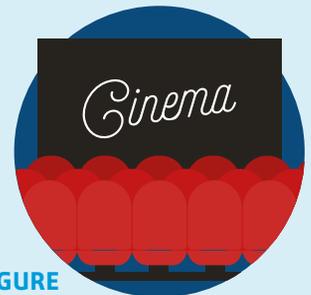
**NEW CERTIFICATIONS**

In 2017, Elior Services obtained new certifications further confirming its expertise. They come in addition to the MASE certifications that already guarantee the conditions for operations.

**ISO 14001 SIEGE ESPS:** shows Elior Services' ability to offer services that have a reduced environmental impact.

**ISO 9001:** renewed for cleaning services in the multisegment market, healthcare hospitality services and facility management services.

**QUALIPAYSAGE ESPACES VERTS:** certification for the management of green spaces.



**KEY FIGURE**

**71**

The number of Gaumont-Pathé cinemas whose auditoriums, foyers and rest rooms are now managed by Elior Services. This cinema operator was won over by the quality of Elior Services' offering and customer relations as well as its ability to provide scalable teams that can be adapted to changes in audience numbers.