HEALTHTRUST®

Diversey Transition Town Hall

May 2019

Thank you for joining! We will get started shortly.

CONFIDENTIAL

Welcome & Agenda

- Overview
- Scope of Transition
- Assessments
- Start-Up Pallets
- Installation
- Post Installation
- Leased Machines
- Distribution
- Next Steps

Overview

- We are ready to begin your Diversey transition process!
- Locations will be transitioning starting August 12th.

Schedule

- May 1st: Announcement sent
- Week of May 6th: Town halls being conducted
- May 6th: Diversey to send official esurvey
- May 20th: Esurvey responses due back from unit managers
- June 3rd: Diversey on-site assessments begin
- August 12th: Diversey installs begin for HealthTrust

Positive Feedback

“I just wanted to thank you for the excellent job Matt and John did with installing our chemicals yesterday and thank you for being patient with me about the concerns I had during the install process, everything went off as planned. I talked with Matt and he assured me that if we needed anything he would be available to make the trip from Nashville asap until you all hire a rep for our region.”

University of Tennessee Medical Center

“I spent the day with Kevin Shaffer, Business Development Manager, traveling to 8 of my 9 accounts for Morrison @ Roper Healthcare in Charleston, SC. What a great personality. He was very professional and friendly in all interactions with my staff and managers. This was a great way to start a relationship that requires a team approach to change.”

Roper St. Francis HealthCare

“The initial contact and communication was very good and thorough. The product arrived as they said it would (a few days ahead of install).”

University of Mississippi Medical Center

“I think we use less product. Dish machine items we are using less. A great feature from the new chemical bottles is that you cannot dispense the product unless is connected to the station.

University of Miami

“Mark and his team were polite, efficient and professional and the transition went very smoothly. The new machines and handwashing stations look great!”

Florida Atlantic University

Scope of Transition (Within 4 Walls of Kitchen)

Moving to Diversey:
Warewashing
All Purpose, Glass, and Specialty Cleaners
Delimers
Floor Cleaners & Care
Grease/Drain Products
Surface Sanitizers & Other Disinfectants
Bathroom Cleaners & Air Fresheners
Water Conditioning

Staying with Ecolab:
Food Labels (Daydots / FSS)
Date Guns
Food Safety Audits
Water Filtration
Date Guns
Pest Control

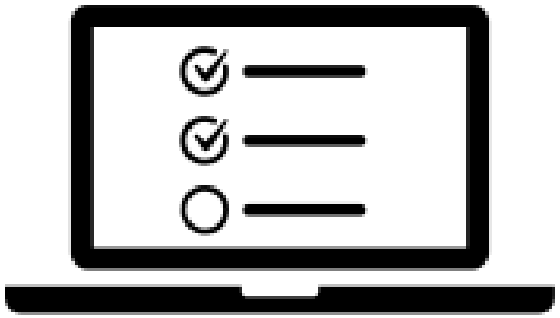
E-survey

- You should have received a mandatory e-survey on May 6th from Diversey. This survey is a tool to assess your units unique needs and the accuracy of your answers will ensure your conversion goes smoothly.

- The survey was sent to a single point of contact for each site. While not everyone on this webinar is receiving a survey, you may need to assist the unit point of contact in accurately filling it out.

- This survey is mandatory and all managers must complete it by May 20th.

- A separate survey must be completed for each individual site.



Ready-to-use Products

- Beginning August 1st, Diversey ready-to-use (RTU) products will be available on all MOGs and stocked in all applicable distribution houses.

- Units can begin ordering Diversey RTU products from MOGs as soon as they are available, regardless of installation date for dispensed products.

- Diversey RTU SDS information will be available in your new SDS binders from Diversey that will be delivered with your installation kit. You can also leverage the Diversey SDS Online Search Tool to look up individual products.

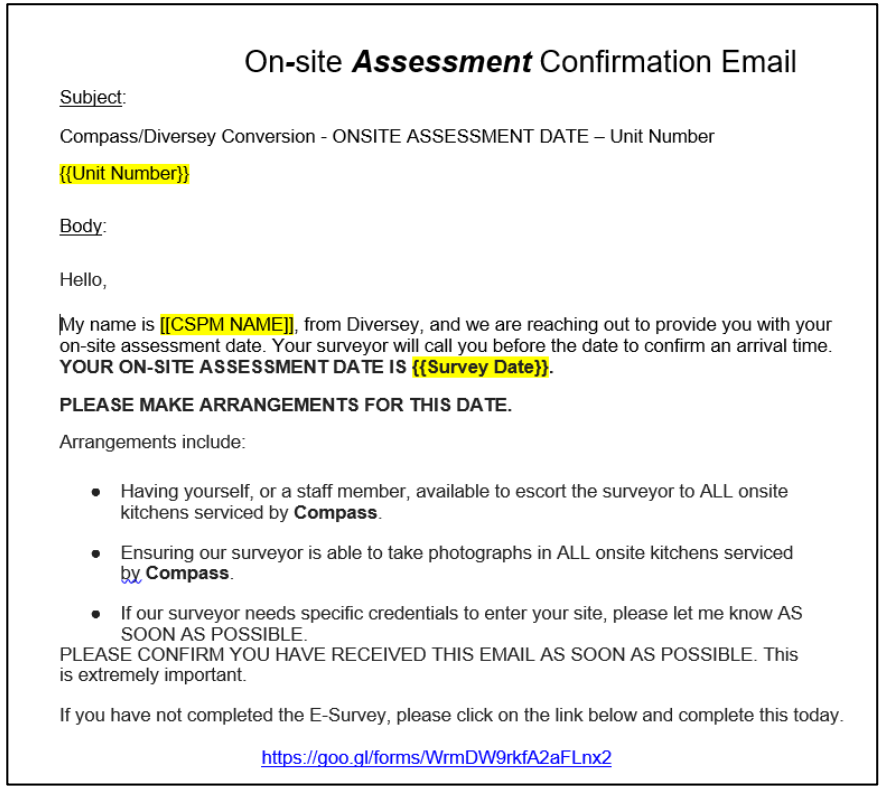
On-Site Assessments

- Assessments will begin on June 3rd and continue for the duration of the month.

- A Diversey Customer Service Project Manager (CSPM) will initiate contact with you via email to schedule your assessment. Please respond to this ASAP to confirm your date.

- Communications will be coming from emails ending in @diversey.com. Please have facilities ensure this domain is whitelisted with IT departments.

- **You should let the Diversey PM know if there are any special credentials needed for their technician to access your site (security clearance, parking, visitor badge, Certificate of Insurance, etc.)**



On-site ***Assessment*** Confirmation Email

Subject:

Compass/Diversey Conversion - ONSITE ASSESSMENT DATE – Unit Number

{{Unit Number}}

Body:

Hello,

My name is [[CSPM NAME]], from Diversey, and we are reaching out to provide you with your on-site assessment date. Your surveyor will call you before the date to confirm an arrival time. **YOUR ON-SITE ASSESSMENT DATE IS {{Survey Date}}.**

PLEASE MAKE ARRANGEMENTS FOR THIS DATE.

Arrangements include:

- Having yourself, or a staff member, available to escort the surveyor to ALL onsite kitchens serviced by **Compass**.
- Ensuring our surveyor is able to take photographs in ALL onsite kitchens serviced by **Compass**.
- If our surveyor needs specific credentials to enter your site, please let me know AS SOON AS POSSIBLE.

PLEASE CONFIRM YOU HAVE RECEIVED THIS EMAIL AS SOON AS POSSIBLE. This is extremely important.

If you have not completed the E-Survey, please click on the link below and complete this today.

https://goo.gl/forms/WrmDW9rkfA2aFLnx2

Day of On-Site Assessment

- **IMPORTANT:** Someone in management from your unit should escort the Diversey technician around the site to ensure every location where Ecolab dispensers and products are needed are accounted for in the assessment. **Don't forget mop closets, catering kitchens, etc.**

- Diversey builds your start up pallet order based on information collected during the site assessment. **If locations are missed, it will impact your initial pallet order and you may begin with incomplete dispensers and/or products and require return visits from Diversey.**

- The technician will capture and upload detailed information (including photos) about your **dish machine** (if there is one).

Start-Up Kit / Pallet (Shipment)

- A startup kit/pallet will be shipped to your unit ~1 week in advance of your install date and includes:
  - Dispensers
  - Initial dispensed product
  - Wall charts
  - SDS binder(s)

- Please be sure that when you are confirming the installation you are also checking to ensure the confirmation email contains the proper shipping address. If the address needs to be changed, please inform the Diversey Project Manager immediately.

- If you would like your shipping confirmation, please reach out to your Diversey PM and he/she can share it with you.

- **It is critical that the pallet gets accepted at your unit when it is delivered.** If the pallet is refused, the installation cannot be completed.

- If anyone else at the unit is receiving the pallet on your behalf, i.e. receiving dock, please make sure they are aware of when to expect this.

Start-Up Kit / Pallet (Storage)

- If your unit receives startup pallets for multiple locations, **you are responsible for moving each one to the appropriate area for storage.**

- Facilities need to ensure you have space to receive and store 1 pallet of equipment and be able to hold it for up to a week. Please go ahead and **think through where you plan to store the pallet** as they are somewhat large.

- All pallets are to remain unopened, unless you are unable to move the pallet without opening it.

- When your unit receives the pallet, you should take the packing slip & log onto your broadline ordering platform to create your shopping list.

- **IMPORTANT:** The aim is to send you an average of a 2 week supply of products. Some items may last you significantly longer (e.g. glass cleaner, multi-surface cleaner) or shorter depending on your usage. **You should monitor usage of products and plan to order additional high usage products from distribution immediately following installation.**

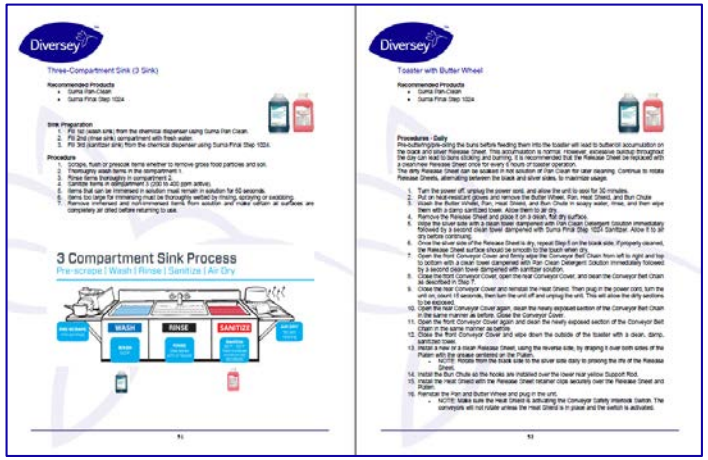
Start-Up Kit / Pallet (Payment)

- **Units are responsible for paying for the chemicals (no charge for dispensers) contained in the pallet. Please submit the invoice for payment through your normal channels.**

- The **amount of this invoice will range** based on the products identified for the unit's startup pallet. The cost may be higher than anticipated because Diversey is sending products to fill every slot in a dispenser. Some products may last longer than others.

Installation

- Installs will begin August 12th and continue in a phased approach through November.
- You will receive an email from your Diversey Project Manager asking you to confirm your install date about 4 weeks in advance. **Please confirm this within 24 hours**.
- You should let the Diversey PM know if there are any special credentials needed for their technician to access your site (security clearance, parking, visitor badge, COI, etc.).
- The day before installation, the Diversey technician will call the unit contact to confirm the installation time. If there is an issue, please reach out to your Diversey Project Manager to assist in resolution.
- Technicians are not to be turned away on the day of installation. We recommend that you put a reminder on your calendar when you receive your installation confirmation.
- During installation, Diversey will remove existing equipment and set it aside, install / test new dispensing equipment, and hang wall charts.
- Average time to install is ~3-4 hours. The time will vary based on the size and complexity of your unit.



Post-Installation / PM & Training Visits

- At the end of the install, the Diversey technician will train the unit personnel on safety (SDS manual) and product usage.
- Before the Diversey technician leaves after installation, **make sure you are comfortable with how the new dispensers and products work.** Do not let the technician leave without being trained on the new equipment.
- Diversey will conduct training through regularly scheduled preventative maintenance (PM) visits. Regular service visits will begin once the transition is complete and all units have converted.
- Within the month following your install, Diversey will contact you to ensure the new program is operating as expected.

Ecolab Equipment Pickup

- During your installation, the Diversey technician will package and set aside existing Ecolab equipment.

- **Do not remove** existing Ecolab equipment or let Ecolab pick up any equipment prior to the Diversey installation.

- Call your Ecolab rep or 1-800-352-5326 as soon as your installation is complete to request immediate pickup of Ecolab equipment.

Leased Dish Machines

- If you have **a leased machine with Ecolab,** the machine will be replaced by a comparable Diversey leased machine.
- Diversey will **determine the best option for a replacement machine** after assessing what currently exists in the unit **during the on-site assessment**.
- A new lease agreement will be sent to the unit once Diversey determines the appropriate machine that is needed. This agreement will need to be signed by the unit and returned to Diversey.

Dish machine lease

	• Model L1x • Low Temperature Under Counter • 30 Racks Per Hour • 120 Second Cycle Time
	• Model UC65 • High Temperature Under Counter • 30 Racks Per Hour
	• Model AF/C-ES • Low Temperature Single Rack • 37 Racks Per Hour
	• Model 180 • High Temperature Singe Rack • 60 Racks Per Hour
	• Model EST-44 • 44" Conveyor High or Low Temp • 249 Racks Per Hour
	• Model EST-66 • 66" Conveyor High or Low Temp • 249 Racks Per Hour

Leased Dish Machines

- It is not advisable to keep Ecolab leased machines for the following reasons:
  - HealthTrust members will no longer receive Entegra's contracted Ecolab pricing for warewashing chemicals as of August 1, 2019.
  - Shipping charges will be incurred since products will have to be ordered directly from Ecolab.
  - The minimum Ecolab product purchase levels may be difficult to meet with the leased machine being the sole source of Ecolab's revenue in the unit.

Leased Dish Machine Installation

- A **Diversey leased machine cannot be ordered until Diversey has received a signed lease agreement** from the unit. Please know that there are **~4 weeks** between receiving a lease agreement and when the leased machine will be installed at a unit.

- **It is critical that you return the lease agreement ASAP so a new machine can be ordered and installed in time!**

- **If a signed lease agreement is delayed**, Diversey can still send their technicians on a separate visit to install dispensers and other products that are not attached to the leased machine. **A second visit to install the leased machine** and attached dispensers will follow once the lease agreement is signed. **This situation is not ideal as it puts the unit at risk and requires two visits from Diversey.**

- For more information on the overall process, reference the **Lease Machine Instruction Guide**.

Test Strip Ordering Instructions

- Step 1: Click on this page to purchase necessary test strips from Ecolab
- Step 2: Login using your email and password
  - If you are not registered, follow the instructions of the website, registering by using your email and Account/Customer #
  - If you do not know your Account/Customer number, call Ecolab 1-800#
- Step 3: Order test strips
  - QT-10, other approved necessary test strips
  - For Suma Eden (Diversey vegetable wash), test strips will be provided by Diversey technicians. Please contact them ahead of when you need them to drop them off at your next service visit.

Unopened Cases of Existing Chemical Product

- Starting now (if you aren't already), leave existing chemical products in unopened cases as long as possible.

- Once your site's installation has been scheduled, you should manage your existing chemical inventory. **Only place additional orders for critical items.**

- Please follow your distributor return policies for any unopened cases of Ecolab chemicals.

Opened or Partially Used Product

- For disposal, each facility should work with your Environmental Health and Safety Department for proper disposal.

- EHS can refer to section 13 of the Ecolab SDS for each product if more information is needed.

- For exposure controls/personal protection information, refer to the SDS.

Diversey Training Resource

- Diversey has a comprehensive training deck with 2 minute video clips on product usage. Please utilize this resource with your team post installation!

Janitor's Closet – J-Fill Duo & Uno

- J-Fill Duo Demonstration Video
- Sanitizer Testing Procedures

3 Compartment Sink – Sink Mizer J-Fill

Products:
Suma Pan-Clean D1.5 (2x84.5 Oz J-Fill)
Suma J-512 Sanitizer (2x84.5 Oz J-Fill)

Instructions:

- Sink Mizer J-Fill Demonstration
- Sanitizer Testing Procedures
- Three Compartment Sink Procedures

Thank you!

Thank you everyone for attending this Town Hall.

If you have questions that weren't answered, please type them in the WebEx. Question will be read aloud for the group and answered if possible.

More questions? Contact HealthTrust@Foodbuy.com