

Sustainability  
Nutrition,  
health and wellness



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## Nutrition, Health and Wellness

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## NUTRITION, HEALTH and WELLNESS

*40 million customers served every day*

**We expect to serve 100 million customers in 2015**

As one of the leading Food Services' management companies and serving 40 million customers per day, Sodexo is committed to educating people about healthy eating and the long-lasting, beneficial effects of sound nutrition and a balanced diet. The local character of Sodexo's initiatives enables the Group to make a beneficial contribution each year to the Quality of Life of the communities we serve.

The different population segments we serve have different needs, depending upon whether they are composed of young children, adolescents or students, people at work, seniors, patients in hospitals or people with disabilities.

### **We regularly implement initiatives aimed at:**

- Reducing food safety risks
- Promoting healthy eating
- Improving supply chain transparency
- Increasing sustainable sourcing



## Reducing food safety risks



Based on the fundamentals of food and ingredients availability, our commitment to have food service contributing to making every day a better day for our consumers involves four areas of responsibilities :

- Proactive quality methods in sourcing.
- High nutritional standards in product selection and menu design.
- Hygiene and safety at all production and service stages.
- Transparent and educational information and communication to our consumers to help them in their choices and behaviors.

### Laurent Cousin

Group Senior Vice-President Marketing Offer - Research & Development, Food and Facilities Management Services  
Member of the Group International Committee

## STRATEGY

With respect to food safety risks, anticipating unpredictable situations is necessary to react rapidly and effectively when crises occur. Risk prevention starts with ensuring the highest quality and traceability for our suppliers' products. We strive to implement complete transparency, and have introduced rigorous hygiene standards and food safety programs in all countries where we operate or obtain supplies.

### A preventive policy

All of our operations use HACCP (Hazard Analysis and Critical Control Points), a method acknowledged worldwide as reliable for ensuring the supply of healthy food products from delivery through to the customer's plate.

Our QHSE (Quality Hygiene Safety Environment) policy defines in every country minimum food safety standards that are often guided by the HACCP standard or are part of an ISO 9001 management system.

We are improving our efforts in risk prevention, which depends on ensuring that our suppliers' products are of the highest quality and have the best available level of traceability.

### A responsive policy

All countries have a health-warning unit, ready to block any suspect product in the event of a food safety alert and to provide immediate information to clients and, when appropriate, to customers.

### France

Whenever a product represents a threat to consumer health, the information is immediately sent by SMS to our managers' mobile phones and posted on our intranet website, and no further use of their intranet connection is allowed as long as the message is unread and unacknowledged.

## A progressive policy

### United States

Sodexo maintains an effective working relationship with all appropriate regulatory agencies, public health associations and industry to impact important decisions and maintain current knowledge of laws and regulations. Websites maintained by the Food and Drug Administration (FDA) and the Centers for Disease Control and Prevention (CDC) are accessed regularly for pertinent information.

## PERFORMANCE ■ ■ ■

### United Kingdom

The 'Safe and Sound' campaign encourages employees to share ideas on improving health and safety in the workplace through posters and postcards that employees complete with practical health and safety ideas. A quarterly 'Safe and Sound' newsletter highlights employees' health and safety achievements.

## Food safety audits

**Our food risk management is assessed every year in the countries in which we operate:**

### FY 08 data for the United States and Canada:

**3,175 safety and health audits**

(3,166 in FY07 and 3,154 in FY 06)

**2,910 food safety audits**

(2,755 in FY 07 and 2,732 in FY 06)

**All audits were conducted by NSF International, a third-party group.**



## 2009 (targets)

We target to maintain food safety at 100% of our sites by strengthening our policies and securing food supply:

- Develop and implement safety programs in partnership with our suppliers.
- Train our employees to implement low risk daily practices.
- Define key indicators at the national and Group level to monitor our food safety initiatives.

## Award

### 2008 – Singapore

A Safety Award was presented by the Ministry of Labor to acknowledge our efforts and those of our client, Foster Wheeler, for 2 million hours of work without a single accident.

### Read more on:

- [http://www.sodexo.com/group\\_en/corporate-citizenship](http://www.sodexo.com/group_en/corporate-citizenship)
- HACCP (Hazard Analysis and Critical Control Points) protocol?
- Our QHSE (Quality Hygiene Safety Environment) policy?

## Promoting healthy eating



We are proud to play an educational role in promoting nutrition and a balanced diet. In all our host countries, we inform our customers about the benefits of a healthy, well-balanced life. We want all our clients and consumers to benefit from our healthy eating initiatives.



### George CHAVEL

Group Chief Operating Officer  
Chief Executive Officer, North America, Food and Facilities Management Services  
Member of the Group Executive Committee

## STRATEGY

### Food and eating are powerful expressions of cultural and social identity.

The different population segments of the countries in which we are present have different needs, depending upon whether they are composed of young children, teenagers or students, people at work, seniors, patients in hospitals or people with disabilities. Tastes and behavior evolve as well. We have to understand these changes to constantly **adapt our food selections** and remain ahead of our customers' expectations.

In our host countries, we play an educational role, informing our customers and employees about the need for a balanced diet and the benefits of healthy lifestyles. We regularly implement initiatives in schools, universities, companies and hospitals, and at all our other types of sites, to promote awareness of these issues for our clients and customers.

Our 355,000 employees form a very large community whom we encourage to develop balanced eating habits and healthy lifestyles, making information available in our offices and restaurants.

Since we are in daily contact with young people and adults at our clients' sites, we also have a role to play in the fight against obesity and to proactively address the strong need for wellness programs and services.



## PERFORMANCE ■ ■ ■

### Continental Europe

Thirteen major action areas have been identified as contributing to the fight against obesity. They have been divided into three categories: improving eating habits, improving customer knowledge about food and encouraging physical exercise. Sodexo is committed to ensuring that every customer at each site benefits from at least three of the thirteen actions every day. 2,350,000 consumers benefit from our commitment to offer vegetables every day through 36 different programs.

In addition to many national initiatives and contributions, Sodexo has been a major contributor to the first European Parliamentary Symposium on Diet and Health, organized on October 2007 at the European Parliament in Brussels. At the same level, Sodexo also actively participated to the "Entretiens Européens" organized on June 2008 at the European Parliament "So that eating rhymes with public health".

### 2008

#### The Sodexo PERSONIX™ methodology

PERSONIX™ is designed to analyze customers' expectations at their workplace and offer catering solutions best-suited to their needs. In FY 08, 31 countries (FY 07= 25) had already adopted the methodology: 20 in Europe, 4 in Asia (China, Malaysia, Singapore and Thailand), 5 in South America (Brazil, Argentina, Peru, Colombia and Chile), and in the United States and Canada.



### 2009 (targets)

We want **our clients and customers** to benefit from our healthy eating initiatives. Our action plan is to:

- Pursue the development of awareness programs for frontline managers.
- Implement training and education actions for employees.
- Develop and promote international guidelines based on a balanced diet.
- Work closely with our vendor partners to ensure that we are proactively supplying our clients with healthful products.
- Track key indicators at the Group level.

**98% of our subsidiaries develop programs for clients, customers and employees with information and training on healthy eating habits (basis for consolidation: 85% of Group revenues).**

### Europe

As part of our continued effort to improve the nutritional value of the products we use, we have worked with the European subsidiaries of one of our major global suppliers to improve the nutritional value of our soups, sauces and bouillons. This has resulted in a reduction in the salt and fat content of the sauce bases that we use.

For example, in France, the salt content of the veal sauce base was halved and the fat content of the fish sauce base was reduced by 60%.

■ **Read more on:**  
■ → [http://www.sodexo.com/group\\_en/corporate-citizenship](http://www.sodexo.com/group_en/corporate-citizenship)

## Improving supply chain transparency

“ We aim to improve supply chain transparency at category level by working more closely with manufacturers and producers. With these partners, we develop and promote an offer based on healthy products.

”

### Damien Verdier

Group Executive Vice President and Chief Marketing officer in charge of Supply Chain & Sustainable Development  
Member of the Group Executive Committee



## STRATEGY ■ ■ ■

Clients and customers are increasingly sensitive to the origin and quality of the food they consume. This requires very close cooperation with our suppliers in order to systematically comply with Food Safety and Hygiene standards and regulations.

As we feed 40 million people daily throughout the world, we have significant influence on the procurement chain in the food and agriculture industries.

We carefully select our suppliers in each country through a multi-criteria assessment approach that includes quality, traceability, safety, hygiene, economic, social and environmental factors.

We have developed programs to:

- **Focus on the supply chain**  
We conduct rigorous annual audits and inspections, and ensure that we comply with transparency rules governing the supply of all our products including perishable products.
- **Build long-term partnerships**  
In North America and Europe, our procurement policy has the overwhelming support of our suppliers, as our control approach enables them to improve their day-to-day performance.

## PERFORMANCE ■ ■ ■

We are continuing our formal activities to assess and monitor suppliers.

### France

Since 1995, our purchasing department has obtained ISO 9002 certification and in 2001, it obtained ISO 9001:2000 certification, covering the assessment, approval and monitoring of suppliers, products and services in the field of catering and communication of procurement data.

### United Kingdom

All our suppliers, including manufacturers, distributors and processors, are assessed. Failure to meet the required standard results in the supplier being delisted from Sodexo's approved vendors. We also have a robust recall process, which can immediately remove any product that has caused concern from the supply chain.

### United States

Between 2000 and 2008, purchases from suppliers approved on the basis of vendor compliance\* increased from 91.4% to 97.0%.

In FY 08, 383 suppliers (FY07: 275) were audited in the United States and 43 (FY07: 37) in Canada. In terms of sites, 1158 supplier sites were audited in the United States and 103 supplier sites in Canada.

Due to our decentralized presence at over 30,600 sites, we are not able to consolidate supply chain data globally, although each country rigorously monitors its supplier relationships.

\*Vendor compliance = purchases from approved suppliers / (purchases from approved suppliers + purchases from competitor suppliers).

## Award

### 2008 – United States

Sodexo received the Supplier of the Year Award in the United States from the VHA Inc, a nationwide network of community-owned health care systems and their physicians.

### Read more on:

→ [http://www.sodexo.com/group\\_en/corporate-citizenship](http://www.sodexo.com/group_en/corporate-citizenship)



# Increasing sustainable sourcing

## STRATEGY

In our businesses, it is essential to develop trusting, long-term relationships with each of our suppliers to guarantee the quality of our products throughout the supply chain. Sodexo responds to client and customer expectations and its own core values by seeking to increase its use of environmentally and ethically sound products.

### 2003

In North America, our suppliers agreed to comply with a formal Code of Conduct based on International Labor Organization (ILO) standards.

### 2007

Sodexo issued its Group Supply Management policy, which aims to formalize a set of corporate rules within which all Supply Management entities should operate, at all levels and in all regions. We also promote our Group Supplier Code of Conduct in every country. This document sets forth Sodexo's desire to work with reliable partners who utilize responsible ethical, social and environmental practices. Globally, when our suppliers already have their own code, we require agreement to our minimum standards.

### 2008

Sodexo is committed to ensuring the dissemination, implementation, enforcement and control of the Group Supply Management policy by the Supply Management Leadership Team:

- Align country Supply Management policies with the Group Supply Management policy and meet the minimum requirements.
- Increase the level of adherence by our suppliers to our values.

## PERFORMANCE

Wherever we operate, we apply the Group Supply Management policy and respect the applicable regulatory framework. In our host countries, we will not knowingly engage with suppliers that do not respect our standards. We have begun development of a product offer based on rational farming methods, organic farming and Fair Trade.

- **In the Netherlands**, we offer only organic milk under all our school contracts. This is beneficial to local farming communities and to the environment.
- We are increasing our efforts to encourage supplier diversity. For instance, **in the United States**, Sodexo works in partnership with 1,800 minority and women-owned businesses.
- **In Ireland**, Sodexo is committed to sourcing as much produce as possible from Irish farmers and growers to minimize the travel distance of food and its environmental footprint, while at the same time meeting clients' demands for local produce. Beef, pork and lamb are all sourced through two major suppliers who buy meat directly from local farmers. We work in partnership with suppliers to ensure customers get the freshest and best-in-season produce, which is locally sourced wherever possible.
- **Globally**, Sodexo is implementing the "Aspretto coffee" offer, a socially responsible brand based on three fundamental principles: environment, health and well-being and social responsibility. All products are ethically sourced within their individual markets with full accreditation from the Rainforest Alliance, Fairtrade Foundation and Soil Association.

**In 2008, 90% of our subsidiaries had already implemented a Supplier Code of Conduct (basis for consolidation: 80% of Group revenues).**

### 2009 (targets)

- Define key indicators to measure our suppliers' Corporate Citizenship, including environmental and ethical performance.

#### Read more on:

- [http://www.sodexo.com/group\\_en/corporate-citizenship](http://www.sodexo.com/group_en/corporate-citizenship)
- Our booklet Corporate Citizen in action against malnutrition and hunger
- Sodexo's Group Supply Management policy
- Sodexo Group Supplier Code of Conduct

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**sodexo**<sup>\*</sup>  
*Making every day a better day*