

Sodexo North America
2008 & 2009
Corporate Citizenship Report



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sodexo
Making every day a better day

Message from George Chavel



It gives me great pride to share with you our Sodexo North America 2008 & 2009 Corporate Citizenship Report. In it, you'll read about our initiatives to protect the environment, promote health and wellbeing, and support the development of communities where we do business. You will also learn about our actions to stop hunger and set the standard for ethical business conduct.

At Sodexo, we believe that good corporate citizenship is integral to achieving our business goals. The accomplishments contained in these pages reflect that belief. More importantly, they represent the passion and commitment of our people who choose to live their values through their work. This includes over 125,000 Sodexo employees working throughout the United States, Canada, and Mexico serving more than 10 million people every day.

Like any critical part of our business, we always look for ways to sharpen our performance. So, in this year's report, I want to share with you some significant changes we're making in how we run our business.

- We established an Executive Committee on Corporate Citizenship and Sustainability, one of only four executive committees in North America, to demonstrate top management commitment and champion our initiatives. I chair this committee and serve alongside executives from all our business units and key departments.
- We directed a new, long-term focus on incorporating sustainability into our core business activities and created a new Office of Sustainability and Corporate Social Responsibility to lead this effort. The new Office of Sustainability and Corporate Social Responsibility is responsible for accelerating our performance in citizenship and sustainability throughout North America.
- We formally adopted ambitious sustainability goals for the next ten years. Achieving them forms part of the value Sodexo delivers to our clients and customers, to the communities where we do business and to our planet. You'll find these goals in the Better Tomorrow Commitments section of this report.

Today, as you digest this report, I hope you'll learn something new and exciting about Sodexo and our people. Tomorrow, you'll hear much more about our sustainability performance and success. We'll regularly and candidly share our progress toward achieving our sustainability goals and the lessons we learn along the way.

Most importantly, we recognize whatever accomplishments we achieve in this journey are possible only because our people have the opportunity to serve you, to do our best to make every day a better day, and to ensure everyone has a better tomorrow.

George Chavel
President and Chief Executive Officer
Sodexo North America

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Message from Arlin Wasserman



Welcome to our 2008 & 2009 Corporate Citizenship Report. For Sodexo, Corporate Citizenship is about ensuring our business contributes to a better quality of life for everyone now and for generations to come. And thanks to our dedicated employees throughout North America, we have many great stories to share about the ways we are working toward a better tomorrow.

While we take pride in the progress illustrated in this report, we are also looking forward to Sodexo's next chapter of Corporate Citizenship. Simply put, this has been a pivotal year. As our company looks to address issues ranging from climate change to hunger and nutrition, we realize that good intentions and well meaning actions are not enough. We need to be sure that our company is improving our performance and also focusing our effort where we can make the greatest contribution.

Moving forward, we will be integrating sustainability into our core business practices and adopting a performance based approach for our sustainability efforts that address environment, health and wellbeing, and community development.

Some of the initiatives we've put in place during 2008 & 2009 to support these changes include:

- Launching the Sustainability Education and Expert Development (SEED) management program. SEED brings together experts from across our company to drive innovation and implementation of sustainability practices among 125,000 employees and to our 6,000 clients in North America.
- Expanding our engagement with leaders in environment, health and community development to improve our company's performance. In the past year, we developed valuable working relationships with organizations such as the Alliance for a Healthier Generation, the American College and University Presidents' Climate Commitment, the Sustainable Food Lab and Transfair.
- Adopting a set of sustainability performance indicators and goals. These Better Tomorrow commitments will help ensure our sustainability efforts are focused on where we can make our most significant contributions and establish a mechanism for measuring improvement and holding ourselves accountable.

We are pleased with the initial outcomes of these efforts and know that this next chapter for corporate citizenship will depend greatly on your continued partnership and engagement. We look forward to working with you to create a better tomorrow.

Arlin Wasserman
VP, Sustainability and Corporate Social Responsibility
Sodexo North America

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About Us

Sodexo North America is a leading integrated facilities management services company in the U.S., Canada, and Mexico, with \$7.7 billion (USD) in annual revenue and 125,000 employees. Sodexo serves more than ten million customers daily in corporations, health care, long term care and retirement centers, schools, college campuses, government, and remote sites. Sodexo North America is headquartered in Gaithersburg, MD, and is a member of the Sodexo Group.

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Learn more about Sodexo Inc. >>

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Making every day a better day

BY THE NUMBERS

- * 7.7 billion USD in annual revenue (FY08)
- * 125,000 employees
- * 6,000 clients served
- * 10 million customers served every day
- * 700 facilities management sites

About Sodexo North America

Our comprehensive service solutions include:

- Asset management
- Engineering plant operations and maintenance
- Facilities design and development
- Grounds keeping and turf management
- Housekeeping and environmental services
- Integrated support services
- Laundry and linen management
- Remote site management
- Dining, catering, and special events
- Concessions and arena management
- Food and nutrition services
- Office coffee and refreshments
- Retail operations and convenience stores vending
- Recognition Consulting
- Recognition program design and execution
- Reward and gift products
- Program management technology

Executive Committee on Sustainability

- **George Chavel**, President and Chief Executive Officer
- **Rick Brockland**, Market President and Chief Operating Officer, Presidents' Council Sustainability Champion
- **Rohini Anand**, Senior Vice President and Global Chief Diversity Officer
- **Steve Brady**, Senior Vice President, Corporate Communications and President, Sodexo Foundation
- **Steve DiPrima**, Division Vice President, Corporate Services
- **Shelley Kalfas**, Senior Vice President, Food and Nutrition Brand Management and Chair, Health and Wellness Council
- **Michael Montelongo**, Senior Vice President & Chief Administrative Officer
- **Ann Oka**, Senior Vice President, Supply Management Services
- **Tucker Schuldt**, Senior Vice President, Strategy
- **Arlin Wasserman**, Vice President, Sustainability and Corporate Social Responsibility
- ex-officio-**Damien Verdier**, Group Executive Vice President and Chief Marketing Officer
- ex-officio-**Lisa Larsen Hill**, Senior Vice President of Marketing and Creative Services

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Environmental Performance

How we choose to source, transport, store, and prepare our food, as well as maintain our buildings, is literally how we choose to treat the planet. We are committed to reducing our environmental impact and restoring natural resources, while increasing the benefits we provide to the people and communities we serve. To do so, we are turning to our expanding network of sustainability experts, investing in more efficient technologies, and partnering extensively with clients to offer a more sustainable solution for foodservice and facilities management.

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Commitments

Learn about our work to improve environmental performance >>

Our Commitment to Environmental Performance



Planting the SEEDs of change

The key to moving from progress to performance in sustainability will be found in our Sodexo expert network. In 2008 we launched the Sustainability Education and Expert Development (SEED) initiative to build collective insight across our organization that will lead to greater environmental performance and more effective engagement with the communities we serve.

Through SEED, foodservice and facilities management experts from hospitals to corporate offices to museums work together to share their experience with new technologies and practices. A pilot group of 60 leaders is participating in the first year of SEED and we plan to expand the group to several hundred in the next few years. SEED members have already identified best practices for site level eco-efficiencies and begun documenting client success stories. For example, a cross-section of members recently performed an assessment at the Sharp Electronics Headquarters, identifying 35 energy and water saving opportunities for their café.



Less water, more wash

Our Laundry & Linen Services group washes and processes towels, sheets, patient gowns, and other specialty linens for our healthcare customers. In 2008, they made significant investments to reduce water consumption delivering both environmental and financial benefits.

Fifteen Sodexo-owned laundry facilities installed the AquaRecycle™ system that cleans wastewater so it can be reused by our plants. This water recycling system reduced our water consumption by 200 million gallons company-wide in 2008 with a savings of \$200,000 at some of our larger plants.

Laundry & Linen Services has also adopted a policy when purchasing new equipment to replace old. Traditional commercial washers require about 2.5 gallons of water per pound of linen. In 2008, the Commercial Linen Exchange laundry plant in Phoenix replaced their conventional washers with a more efficient Continuous Batch Washing system. Installation of the new washer has cut our water consumption in a water-rationed region with a projected savings of 35 million gallons of water per year. This has all been accomplished while maintaining a consistent high quality program and delivery to our healthcare customers.



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The American College & University Presidents Climate Commitment is a high-visibility effort to address global warming by garnering institutional commitments to neutralize greenhouse gas emissions, and to accelerate research and educational efforts to re-stabilize the earth's climate.

[!\[\]\(34b4f260a8587d2e97eeaee361cc357b_img.jpg\) Learn more about the American College and University Presidents' Climate Commitment](#)



Second Nature is a leading organization in the movement toward sustainability in higher education and coordinates the ACUPCC. Since 1993, Second Nature has worked with over 4,000 faculty and administrators at more than 500 colleges and universities to help make the principles of sustainability fundamental to every aspect of higher education.

[!\[\]\(96cc62f861fdd6e50510c0224a756dff_img.jpg\) Learn more about Second Nature](#)

Getting to the source on food waste

Sodexo recognizes that waste should be addressed at the source. In our effort to reduce waste, we have helped numerous campuses move to trayless dining systems, a proven waste, water, chemical and energy-reducing practice. Forty percent of our campuses have now implemented trayless dining and experienced an average 30 percent drop in food waste as a result. We have also developed a reusable take out container program, "Green with Envy," that could reduce disposable waste on a campus by as much as 80 percent. But our aggressive waste reduction programs also reach beyond the college campus. For example, at Cox Communications we recycle or compost all paper, cardboard, plastics and food products that pass through the cafeteria, which serves between 550 and 625 meals per day. Since March 2008, when Sodexo began operating at Cox, we have reduced their waste by 80%.

Partnering with colleges and universities to address climate change

With a presence on more than 600 college and university campuses in the United States, Sodexo is uniquely positioned to help colleges and universities reduce their climate change impacts through daily operations.

In 2009 we partnered with the American College and University Presidents Climate Commitment and Second Nature to improve sustainability in higher education, on campus and as a part of community life. We are leveraging the resources of these partner organizations to develop innovative sustainability solutions for our clients and provide sustainability training for our facility managers. We are also working with the ACUPCC to help more higher education institutions understand the urgency of climate change and begin to address the sustainability of their operations.

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Caring for the planet at National Geographic

Sodexo is proud to serve the National Geographic Society. National Geographic's mission is to inspire people to care about the planet and we share their values. Each day 900 National Geographic staff members and their guests dine in the on-site cafeteria operated by Sodexo. We have worked with National Geographic to make the dining area a very tangible example of how to care for the planet. Some of the steps already taken include:

- Partnering with National Geographic to achieve LEED Silver certification for existing buildings in 2003 and expect to receive LEED Gold certification in the near future.
- Switching to re-usable, compostable, and recyclable containers, utensils, and napkins.
- Composting both pre- and post-consumer food waste.
- Ceasing sales of bottled water.
- Introducing a food service offer featuring organic and local selections.
- Serving only sustainable caught and raised seafood.

[➔ Learn more about the National Geographic Society](#)

At National Geographic we:

- Saved 2.5 million kWh of energy since we became LEED certified in 2003.
- Reduced water consumption 18% between 2006 and 2009.
- Reduced landfill waste through composting more than 20 tons in 2006, more than 30 tons in 2007, more than 60 tons in 2008, and anticipate composting almost 70 tons in 2009.



Energy for dining at Ithaca College

The Sodexo dining services team at Ithaca College has had great success in implementing a variety of sustainability initiatives. They implement trayless dining, have pre- and post-consumer composting, and operate a Fresh Food Market featuring organic, naturally raised and local ingredients. And in 2008 they turned their attention to energy management.

Working with Ithaca facilities management and a group of student interns, the dining services team set out to reduce energy consumption and address climate change. All equipment and mechanical systems, including 438 pieces of equipment, used in the 4 largest dining facilities were assessed. Through this process, we learned many things, including the fact that dining halls require five times more energy than lecture halls or offices. The audit team identified no/low-capital improvement opportunities to address energy use in the dining halls including an energy awareness campaign, resetting energy management systems, introducing a new exhaust system, and installing lighting retrofits/occupancy sensors. The changes we are implementing are expected to cut Ithaca's energy bill by nearly \$140,000 per year and result in over 600 tons of CO2 savings annually.

[➔ Learn more about sustainable dining at Ithaca College](#)

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Making every day a better day

Sustainable Food & Agriculture

The food and agriculture sector has a greater impact on our natural world than any other part of our economy. It dictates the use of half the earth's habitable land, uses two-thirds of the world's freshwater resources, consumes more than 10% of all energy, and employs over one billion people.

Sodexo—together with our business partners, clients, and customers—is promoting a food and agriculture system that is in balance with our natural world, supports the health of the people we serve, and treats fairly the people involved in production. At more than 6,000 sites across North America, we offer an increasing selection of affordable, healthy, sustainably-grown and responsibly-traded choices.



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Learn about our work to promote sustainable food & agriculture >>



Our Commitment to Sustainable Food and Agriculture

Supporting local farmers

Offering locally grown produce is part of our commitment to provide clients with fresh and great tasting food while supporting communities where we do business. In North America, Sodexo defines “local” as produce that is grown and delivered in the same state or region where we serve it. Our local sourcing efforts increase the viability of small-scale farms in communities where we operate and reduce environmental impacts by purchasing produce from farms closer to where food is consumed. Sodexo has a specialized database that matches local farms to distributors by region. This “Local Produce Farmer Listing” currently features more than 600 farmers in our supplier community. In addition, Sodexo requires that all of our regional produce distributors purchase locally grown produce for sale to Sodexo units in order to support local farmers in their state or region – this is a part of our contract standards. At all times we require our regional product distributors to comply with our Supplier Code of Conduct, even when working with local farmers.

A FreshPoint for produce

In the Northeast, FreshPoint allows us to supply an average of 20% local produce for our clients in Connecticut and Western Massachusetts despite the short growing season in the region. FreshPoint Connecticut accomplishes this by meeting with local farmers before the growing season and committing to purchasing crops ahead of time. This approach encourages farmland preservation and supports family farms by providing financial stability for the upcoming season.

In Northern California, FreshPoint buys from nearby family-owned farms, and delivers their locally grown fresh fruit and vegetables to Sodexo clients throughout the region. Most of these farms are about 100 acres and many are owned by independent minority farmers. Sodexo accounts receive crane melons and heirloom varietal tomatoes from the Humberto Castenada Farm in Santa Rosa, strawberries from the Martinez farm in Watsonville, and stone fruit from the Dwelley Farms in Brentwood.

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Choosing seafood from sustainable sources

Sodexo works to provide seafood as a healthy option for our customers today while protecting the long-term viability of aquatic ecosystems and a dependable supply of seafood for the future. We are moving toward sourcing 100% of our seafood from sources that are either certified by the Marine Stewardship Council (MSC) or from sustainable aquaculture sources including those certified by the Aquaculture Certification Council (ACC). In July of 2008 we developed a policy to only contract for seafood in three categories: 1) currently certified, 2) in the process of being assessed for certification; or 3) in pre-assessment stages if the fishery or farm has indicated that they intend to move toward certification. In the assessment and “pre-assessment” stages, we actively support certification by bringing together fishery or farm managers and our suppliers to help drive sustainability practices.

[!\[\]\(70d2c6078ab65d8fee937ad46006682c_img.jpg\) Learn more about the Marine Stewardship Council](#)

[!\[\]\(5ecd0a8be72909e00a43c3de93c00f44_img.jpg\) Learn more about the Aquaculture Certification Council](#)



Brewing a better cup of coffee

In recent years, a number of coffee marketing programs have been developed to provide a greater financial return to producers and employ practices that are better for the environment. Sodexo supports these efforts through our retail brands and by connecting our clients to sustainable agriculture and community development efforts around the world.

Our Jazzman's Café™ and Bakery brand continues to innovate in the field of sustainable coffee. Jazzman's is a full-service brand developed by Sodexo in 1999 that supports socially responsible coffee production. Today there are more than 200 Jazzman's Cafe & Bakery locations in the United States. Jazzman's supports fairly-traded and responsibly-grown coffee products by featuring Rainforest Alliance Certified, Fair Trade Certified and USDA Organic certified products in the core offering. Additional Limited Time Offer coffees have included Utz and Bird Friendly® certifications. In October 2008 Jazzman's was the first to bring to market coffee from Africa with the Smithsonian Migratory Bird Center (SMBC), Bird Friendly coffee certification. Beans for this coffee were sourced from a cooperative of 118 small-scale farmers that gained its' Bird Friendly certification in 2008.

[!\[\]\(eaac180de418db4eae4b4cefebda75e8_img.jpg\) Learn more about Jazzman's Café](#)



Aspetto® is a self-service hot beverage system developed in 2008 to emphasize environmental protection, social responsibility, and wellbeing. Aspetto provides guaranteed traceability as well as products that are ethically sourced. In many instances these are Fair Trade, Organic or Rainforest Alliance certified. Sodexo North America will feature Aspetto in the diverse markets we serve including 600 resident dining hall sites in the college and university segment.

[!\[\]\(173968034f6ca6c36e25dcb8a274badd_img.jpg\) Learn more about Aspetto](#)

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Reinventing the food experience at Emory University

What started as a sustainability reading group in 2006, has evolved into a comprehensive food and sustainability initiative at Emory University. Emory Dining strives to provide delicious and nutritious food in a manner that sustains the earth and supports the local economy. A Sustainability Chef Coordinator, a Sustainability Program Educator, and a Farm Liaison work closely together to help the University offer meals that emphasize more sustainable choices. Their goal is to use local or sustainable sources for 75% of the food served on campus by 2015. A Sustainable Food Committee established purchasing guidelines that are being used to meet this goal. During the 2007-2008 school year, Sodexo used these guidelines to source 29% of our purchases from local farmers and sustainable producers.

Sodexo also brought a wide variety of initiatives to campus that we hope will help students make more educated food choices on campus and beyond. Our robust education effort provides tours of local farms, organizes the Copper Chef cooking challenge featuring local food, and sponsors cooking classes in our exhibition kitchen. To increase access to better food choices on campus we offer boxes of locally grown organic produce through one of our produce suppliers. And to foster student leadership on food issues we help students run their own "Green Bean Coffee Cart" featuring Fair Trade Certified coffee.

Emory is one of only 11 schools to receive a perfect score in the Princeton Review's 2009 Green Rating and it is an honor to be part of the ambitious sustainability effort on their campus.

[Learn more about the comprehensive sustainability effort at Emory](#)



Chef Michael Smith Partners with Sodexo Canada on Sustainability

In 2008 Sodexo Canada announced a broad based strategic alliance with Michael Smith, Canada's best-known chef. Sodexo and Chef Michael are collaborating on several areas including sustainable culinary practices. As part of this relationship, Chef Michael is developing a branded series of seasonal recipes for use at Sodexo accounts, consulting with purchasing teams to expand local sourcing, and training Sodexo culinary staff in the use of local and seasonal ingredients.

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Health & Wellbeing

Health and wellbeing are vital to quality of life and contribute to the progress of individuals and the performance of organizations. We support our customers in the pursuit of a healthful lifestyle with appealing and healthy food choices and research-based education programs. We are the largest private employer of dietitians in the United States and are proud to put their expertise to work for the health of our customers across the country.

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Learn about our work to promote health & wellbeing >>

Our Commitment to Health and Wellbeing



Tailored Solutions for Healthy Lifestyles

Our robust programs for healthy living include both healthy food choices and wellness education tailored to the needs of those we serve. School children, seniors, college students, employees, executives—people of all ages and stages of life seek wellness in different ways. From what they eat to how much they exercise, knowing how to live in a state of wellbeing takes experts who understand the needs at every stage of life. Because of the wide range of individuals we serve, we have an opportunity to promote health and wellbeing at all life stages through programs built on the latest research about healthy diet and behavior change strategies for each population we serve.

K-12 School Services

Sodexo is the first food service provider to sign on to the Alliance for a Healthier Generation's School Beverage and Competitive Food Guidelines. The Alliance for a Healthier Generation is a joint initiative of the American Heart Association and the William J. Clinton Foundation that seeks to significantly reduce childhood obesity in the United States by 2015.

The science-based School Beverage and Competitive Food Guidelines were created to improve the nutritional quality of school snack foods and beverages. As a result of the agreement, Sodexo will offer age appropriate portion sizes that limit total calories in the 470 school districts we serve. We will also offer snacks that have no more than 35 percent of their calories from total fat and 10 percent of calories from saturated fat. The approved snacks will contain no more than 35 percent sugar by weight, no trans fats and no more than 230 milligrams of sodium.

[Learn more about the Alliance for a Healthier Generation](#)

"If we are going to create a healthier environment for today's youth, we need industry leaders like Sodexo to make commitments to provide access to healthier food options at school. In addition to our agreements with more than 35 companies in the food and beverage industries, we are pleased to welcome Sodexo as the first food service management company to sign the Alliance for a Healthier Generation's Competitive Food and School Beverage Guidelines."

—Former President Bill Clinton, founder of the William J. Clinton Foundation



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Corporate Services

In 2009 we launched a new quality of life solution for our corporate clients. Known as "ToLiveSM," this value-added solution is designed to increase organizational competitiveness by positively impacting employee health, morale, overall productivity, attendance and retention. To this end, ToLive has created formal partnerships with best-in-class health and wellness providers, such as the Mayo Clinic. Mayo Clinic is an industry leader in delivering evidence-based wellness programs including; health risk appraisals, lifestyle health coaching and web-based self-help programs. Our clients' employees will be able to manage their health with information and tools that reflect the expertise of Mayo's 2,500 physicians and scientists. When combined with ToLive's integrated technology platform; program and incentive management resources; onsite food and fitness center management; and nutrition expertise; ToLive has the power to turn workplaces into environments that promote individual health and wellbeing with benefits that extend beyond the boundaries of the sites we serve.

 [Learn more about ToLive](#)



Health Care Services

North Carolina has one of the highest obesity rates in the country. We work closely with North Carolina Prevention Partners (NCPPI), a nonprofit organization that is promoting healthier environments in statewide hospitals. NCPPI has developed standards for healthy food environments that include access to healthy options, pricing incentives for healthier food choices, and marketing techniques that promote healthy food. We have established centers of excellence in two North Carolina Hospitals that serve as a model for complying with the NCPPI standards. Our goal is that in the near future all North Carolina hospitals we serve will meet these guidelines to support the work of NCPPI and improve the health of people in North Carolina.

 [Learn more about North Carolina Prevention Partners](#)



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HealthAbility™ Partners with Asbury Communities, Inc

Enticing people to adopt an active, integrated lifestyle, even when programs and facilities are readily available can be an ongoing challenge. Far too often, wellness program participation is dominated by those who have been living optimally most of their lives- those who are already intrinsically motivated; not the less active people which are essentially the majority within any population group.

Asbury Communities, Inc, a large retirement living system throughout the U.S., has successfully delivered wellness programming for many years. Hundreds of their 3000+ residential and assisted living residents are involved in existing wellness programs to some extent. However, their expanded commitment to take wellness to the next level, even in times of

economic strife, led them to adopt the HealthAbility program in January of 2009.

Since January, more than 1,000 Asbury residents have enrolled in the program. Each community has actively involved a Lifestyle Team that owns their community wellness goals. After six months of process, they have shifted wellness from a one-department initiative to a multi-dimensional, multi-departmental and all lines of service initiative. In addition, front line associates who are often the least informed (i.e.housekeepers), are learning to be wellness ambassadors and inviting residents to “Live Their Best Life” through HealthAbility.

“Our vision for wellness-at-the-next level calls for each resident to be able to embrace wellness as a lifestyle, not just a program, and to do it their own way. With the help of HealthAbility, we are able to develop multiple entry points for residents, based on the uniqueness of each of our communities. Each resident is also unique, and will respond to a different wellness element, whether spiritual, social, intellectual, physical, vocational, emotional, or environmental. Then, we build off of that entry point. No two HealthAbility or wellness offerings will be alike, but with the tools Sodexo is providing us, we can still be aligned and branded as a system. This is the best of both worlds for us.”

Sue DaCamara, VP of Operations,
Asbury Communities, Inc.

Senior Services

HealthAbility™ is our health and wellness program designed for the senior population. Based on research about wellness in later stages of life, the program includes a comprehensive web-based management system, step-by-step training, ready-to-present educational talks, professionally designed literature, and motivational programs. Eight dimensions of health and wellness are addressed including nutritional, physical, intellectual, spiritual, and social dimensions.

Launched in 2007, HealthAbility is currently very successful in eight retirement communities in the United States. The benefits of HealthAbility are numerous to the individual participants as well as to their communities. Residents who make the choice to take part in their health and wellbeing through HealthAbility have enjoyed greater independence, a higher quality of life by reaching their personal goals, and a more positive aging experience. Communities that offer HealthAbility have experienced a competitive advantage by projecting a powerful image of active and vital aging. They also reap economic benefits as more residents are engaged and remain longer in independent living.

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College and University Services

Balance Mind, Body and Soul® is an overarching wellness program for college and university students. This program offers a holistic approach to wellness that considers the whole person. It features healthy dining options daily that are well balanced, meaning lower in total calories, fat, sodium, and cholesterol. The Balance Mind, Body and Soul program also teaches students how to incorporate fitness into their lifestyles in energizing and fun ways, how to maximize brain power, and how to promote self-care.

In addition, campus services offers students The Balanced Way®, a value-added program that teaches students, as well as faculty and staff, how to make healthy eating simple and delicious. By utilizing a social marketing approach, The Balanced Way engages customers in active learning opportunities and offers full meal plates, snacks, desserts, and sides that meet pre-established nutrition guidelines. The Balanced Way program is not a diet. Instead, it is an approach to healthier eating with favorite foods prepared in healthier ways.



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Hunger

Thirty six million fellow Americans do not have the certainty of knowing where, when, or how they will eat their next meal. Twelve million of our nation's children struggle to learn as a result of being undernourished. We believe that hunger is an injustice in our nation and continue to support the fight against hunger through the Sodexo Foundation.

[Learn more about our work to fight hunger >>](#)

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Our commitment to fight hunger

Our mission is to STOP Hunger®. The Sodexo Foundation is our vehicle to raise funds, increase awareness, and celebrate champions in the fight against hunger. Sodexo pays all administrative costs for the Sodexo Foundation so that 100% of funds raised go directly to the programs and people that need them most.

Feeding Our Future

In the United States, more than 80% of children who rely on federal food programs don't get nutritious lunches during the summer. The Feeding Our Future® program is working to change that. This Sodexo-run program provides free nutritious meals for students at risk of hunger in the summer months.

In 2008 the Feeding Our Future program grew by 24% in the United States and provided almost 350,000 meals in 20 cities. Since launching in 1997 more than 2 million free summer lunches have been served.

Sodexo Canada has participated in Feeding our Future for the past nine years. In 2008, they provided 100,000 free meals for

at risk youth in Hamilton, Vancouver, Calgary, Toronto, Ottawa, Montreal, Halifax and Winnipeg.

Rewarding Heroes of Everyday Life

We celebrate Sodexo employees who invest their time, talent, and service spirit to fight hunger in their communities. This year eight employees in the United States were honored as Heroes of Everyday Life®. These employees generated food donations, grew fresh produce, raised funds and personally served those suffering from hunger. To honor their efforts the Sodexo Foundation provides a \$5,000 donation to the local hunger-related charity of their choice.

Supporting future leaders in the fight against hunger

A new crop of leaders in the fight against hunger is emerging throughout the United States. We award STOP Hunger Scholarships to recognize and reward students in kindergarten through graduate school who have had a significant impact in fighting hunger in their communities.



In 2008 Hannah Yoxall became our youngest STOP Hunger Scholarship recipient to date. Born in China and raised in an orphanage, Hannah remembers what it feels like to be hungry. Now a 3rd grader living in Staunton, VA, Hannah has become a dedicated anti-hunger activist. Hannah initiates food drives and speaks to fellow students about the importance of fighting hunger. Last year alone, Hannah's efforts raised 1,033 pounds of food for her local food bank.

 [See Hannah's Story](#)

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Michael Miller is one of our 2008 Heroes of Everyday Life. For four years, Michael has fought hunger from the ground up. He has planted and harvested more than 1,200 pounds of fresh fruit and vegetables in a 2,500 square-foot garden, which he then donates to Food Gatherers to help nourish families in need. Mike is also active and vocal about STOP Hunger, urging his unit managers in the community to participate. He has been instrumental in the implementation and growth of the Backpack Program at Sodexo-run accounts, providing school children with kid-friendly and nutritious snacks over the weekend when access to the National School Lunch Program is not available.

This past year five national and 19 regional students were recognized for demonstrating an exemplary spirit of service. Each national Scholar received a \$3,000 scholarship and a matching \$3,000 grant to their local hunger-related charity of choice. Each regional honoree received a \$1,000 grant to the hunger-related charity of their choice.

Breaking the cycle of poverty

The Sodexo Foundation supports numerous initiatives that help break the cycle of poverty, the root cause of hunger. These donations support food drives, job training, housing, school readiness, and hunger-focused public policy research. We have made a significant investment in The Campus Kitchens Project and Community Kitchen programs to provide life and culinary skills to unemployed and low-income individuals. We also support Jumpstart's programs for at-risk preschoolers to provide educational and emotional skills that will help eliminate our national achievement gap caused by social and economic disparities.

Fighting hunger during Sodexo Servathon

Each April Sodexo calls upon its global employees to serve their communities in the fight against hunger and malnutrition. In 2009, Sodexo employees across the globe joined forces in a month long "Servathon" to donate food, serve meals and raise money for needy people in local communities. Employees across North America participated actively in Servathon events.

- In Mexico, employees in four different regions collected more than 4,000 pounds of food for hunger relief organizations and personally distributed the food to families in need. Families received boxes of nutritional food, helping to offset high food costs and the costs involved in traveling long distances to obtain nutritional food items.



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The Sodexo Foundation is proud to partner with Feeding America (formerly America's Second Harvest), the nation's largest domestic hunger-relief charity. Each year, the Feeding America network provides food assistance to more than 25 million low-income people facing hunger in the United States, including more than 9 million children and nearly 3 million seniors. Their network of more than 200 food banks serves all 50 states, the District of Columbia and Puerto Rico, and distributes more than 2 billion pounds of donated food and grocery products annually.

[!\[\]\(e664663439e6ace920117d2b3d75b910_img.jpg\) Learn more about Feeding America](#)

- In Canada, over 12,000 lbs of food were collected and \$15,000 was donated to anti-hunger organizations. Employees served 105 meals to those suffering from hunger in their communities.
- In the United States, more than 33,000 employees donated food and served meals to hungry men, women, and children and raised more than \$65,000 for the Sodexo Foundation.

[!\[\]\(c6747d08ffcbb3c0701a343df825d2f1_img.jpg\) Learn more about Sodexo Servathon activities in Mexico, Canada, US and world-wide](#)

More Links:

[!\[\]\(ef62519991500c3a77af2e8766280b93_img.jpg\) Learn the facts about hunger](#)

[!\[\]\(1cc6b6b27654a411b0e71d314f64dde2_img.jpg\) Subscribe to our STOP Hunger eZine](#)

[!\[\]\(825a36b09fc56e9eaf2c1cd6e83cbde6_img.jpg\) See Our Annual Impact Report](#)



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Diversity & Inclusion

We believe that diversity and inclusion are both a business imperative and our ethical responsibility. Our mission is to recruit, retain, and develop a diverse talent pool and ensure that all employees are engaged, challenged and fulfilled. Together we will leverage and respect the diversity of our workforce, our clientele, and the communities in which we live, work, and operate.

[Learn about our work to promote diversity & inclusion >>](#)

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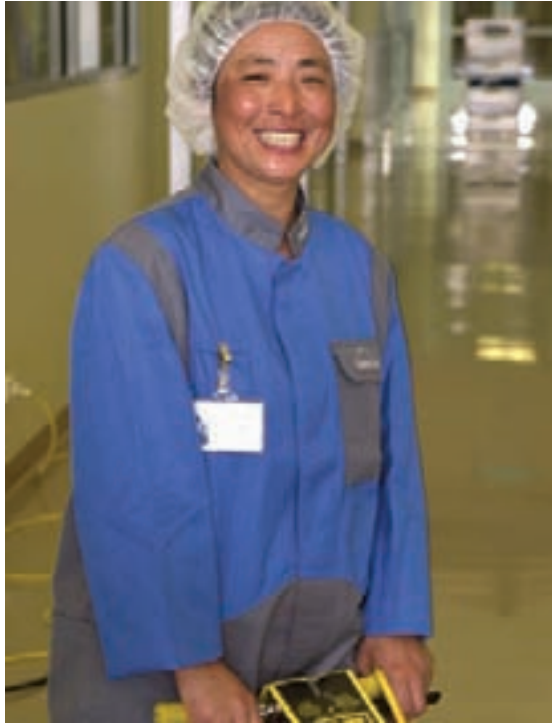
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Our Commitment to Diversity & Inclusion



Recruiting for diversity

Recruitment is the starting point for building a diverse and inclusive workforce. We actively recruit a diverse pool of candidates, seeking to attract a wide-range of talent that can address today's business challenges. Our diversity-focused recruitment team develops and manages strategic relationships with diverse schools and associations. We have a robust internship program that effectively reaches historically black colleges and universities, Hispanic-serving institutions, and Asian-serving universities. The results are positive with 91% of our candidate slates reflecting gender and/or ethnic diversity.

Building leadership for diversity and inclusion

Our diverse and talented workforce is our greatest advantage in the marketplace. Providing employees with the opportunity to strengthen knowledge, enhance awareness, and develop necessary skills for today's increasingly diverse workplace is at the heart of our diversity learning strategy. In 2008 we continued to build leadership capability that supports and maximizes the diversity of our workforce. We trained more than 2,000 managers in our Spirit of Diversity classes and almost 2,000 more in 81 diversity learning labs. We trained more than 24,000 frontline employees in equal employment opportunity and more than 18,000 frontline employees in diversity awareness.

"I am proud that I have the opportunity to work with wonderful people from all walks of life, and that I work for a company which supports, believes in, and drives such an important initiative. Diversity is a priceless gift to us all."

**Sue Delez, District Manager, Senior Services
and member of the Women's Network Group (WiNG)**



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Engaging our differences

We embrace differences and celebrate distinct ideas, perspectives, backgrounds, and experiences. Our employee network groups are the cornerstone of our approach to creating a welcoming environment for all members of our team. Over 2,000 employees participate in our seven employee network groups. These groups sponsor recruiting, education, and community outreach activities that build on the diverse strengths and backgrounds of our employees.

Working with diverse suppliers

Sodexo is committed to providing small businesses and minority and women-owned companies with growth and development opportunities. Every year, Sodexo continues to increase the number of small and minority- and women-owned business enterprises that provide us with products and services that meet our high standards of quality, competitive pricing, and service. We currently partner with nearly 2,000 diverse suppliers.

“Sodexo’s Cultural Competency Diversity Training was excellent. In particular, I found the session on patient diversity and how the quality of care provided to non-English speaking patients can be enhanced through cultural understanding and the proper use of a translator, tremendously valuable. I was so impressed that I asked Sodexo to present to my team.

The response from the initial group of managers was overwhelmingly positive. They appreciated both the richness of the knowledge shared and the practicality and immediacy of how we could apply it. We all can learn a great deal from organizations, such as Sodexo, that have had experience dealing with many of the complexities that we face in health care delivery.”

John Sciortino, Senior Vice President & Chief Operating Officer,
New York Hospital of Queens

Sodexo Employee Network Groups



Intergenerational Network Group



Pan Asian Network Group



Sodexo Organization of disAbilities Resources



Sodexo Organization of Latinos



Women's Network Group



GLBTA Sodexo Network Group



African American Leadership Forum

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Making sure by keeping score

Our diversity and inclusion initiative is a systemic process of organizational change. Our progress is measured by, and bonus payout is based on, the Sodexo Diversity Index (SDI). The SDI is an innovative scorecard that tracks both quantitative and qualitative results. Through the scorecard, we are measuring and rewarding the outcomes as well as the efforts that make Sodexo a diverse and inclusive environment.

All members of our executive team have 25% of their bonus incentive linked to progress in diversity and inclusion. In addition, all bonus-eligible managers have 10% to 15% of their incentive compensation tied to efforts that deliver diversity results. Since this scorecard was introduced, our CEO has made the commitment to pay the diversity bonus regardless of financial results. This sends a powerful message regarding our commitment to diversity and inclusion.

Data from our employee engagement survey suggests that our strategy is working. Our most recent engagement survey found that 71% of employees responded favorably when asked if their individual differences were valued at Sodexo.

 [View the 2008 Diversity & Inclusion Report](#)



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Business Integrity

Ethical conduct is at the core of everything we do. From serving meals at a college campus to managing a hospital's infrastructure to maintaining an assisted living center, we conduct our day-to-day operations with integrity. Our Ethical Conduct Policy, which outlines our legal and ethical conduct standards, has been in place since Sodexo's inception and requires high ethical standards as part of performing our services.

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Learn more about our commitment to integrity >>



Our Commitment to Business Integrity

Integrity is our foundation

Our Ethical Conduct Policy outlines our strict legal and ethical standards. We have a robust legal and ethical compliance program with multiple mechanisms for ensuring that all employees understand the importance of ethics to our business. Oversight is provided by the VP, Ethics and Compliance and our Legal and Ethical Compliance Steering Committee.

- We provide a Business Conduct Guide to new managers as part of our on boarding program. The Business Conduct Guide contains additional information about our Ethical Conduct Policy and Statement of Business Integrity. Employees are required to certify that they will abide by both.
- We conduct an annual survey questionnaire of managers and other employees to our Ethical Conduct Policy.
- We post our business integrity policy in English, Spanish and French, as appropriate, at every account and every office to ensure that all employees understand our policy

and to provide our Business Abuse Hotline information so employees can report any perceived violations of policies.

We train for the difficult situations

Our interactive on-line ethics training program elucidates our Ethical Conduct policy for management and other employees by providing guidance on how to address difficult situations that may arise. We conduct live and other on-line training to managers and other employees so every employee understands the company's expectations and can communicate to others about such expectations. One hundred percent of executive and senior level management have completed this training as part of a phased roll out. Over 95% of our senior on-site and other management and non-management employees have completed the training thus far. We are preparing additional training modules specific for our frontline employees and creating an on-line system to answer employee questions about our Ethical Conduct Policy and other company policies.

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We expect employees to come forward with their concerns

Employees are expected to report observed violations of legal and ethical standards and any legal, ethical or safety concern through management or through the Business Abuse Hotline. Employees may choose to remain anonymous when reporting through the Business Abuse Hotline. Our ethics training and communication materials reinforce our expectation that employees come forward with concerns about any legal, ethical, or other misconduct and emphasize our commitment to follow-up. We have a longstanding policy of non-retaliation that ensures employees can safely report their good-faith concerns without fear of retribution.

We promote human rights through ethical sourcing

Our longstanding track record of ethics and corporate citizenship has a substantial focus on human rights, which includes protecting the basic human rights of workers in Sodexo's supply chain.

Specific supplier requirements to protect human rights are explained in our Supplier Code of Conduct. These requirements include:

- * Suppliers are prohibited from using workers under the legal age of employment
- * Sodexo shall not tolerate the use of indentured, slave, bonded or other forced involuntary labor by suppliers
- * Suppliers shall not pay less than the minimum wage in accordance with local laws
- * Suppliers shall maintain reasonable employee work hours in compliance with local standards and national laws

Sodexo Supply Management sends reminder notification to all suppliers highlighting the requirement that they abide by Sodexo's Supplier Code of Conduct throughout the year.

The Sodexo Alliance is a signatory of:

- the UN Universal Declaration of Human Rights
- the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy
- the UN Global Compact



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Recognized as an ethical leader



Sodexo has been named one of the 2009 World's Most Ethical Companies by the Ethisphere Institute. This ranking identifies companies with high standards of ethical leadership. The methodology for the WME ranking includes reviewing codes of ethics, litigation and regulatory infraction histories; evaluating the investment in innovation and sustainable business practices; looking at activities designed to improve corporate citizenship; studying nominations from senior executives, industry peers, suppliers and customers; and working with consumer action groups for feedback.



[Learn more about our Supplier Code](#)

[Learn more about our approach to business ethics](#)



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Awards

The Sodexo Group is proud to be recognized as a leader by the Socially Responsible Investment (SRI) community.

Our recognition includes:

- Honored with distinction, in Sustainable Asset Management's (SAM) "Sustainability Yearbook," which identifies companies within the world's 2,500 largest corporations that combine economic performance with sustainability. Listings include:
- SAM Sector leader 2009
- SAM Gold Class 2009
- SAM Sector leader 2008
- SAM Gold Class 2008
- SAM Sector Mover 2008



- Selected in 2008 as an index component for the Dow Jones Sustainability indices for the World (DJSI World) and Europe (DJSI STOXX) for the fourth year in a row. In 2009 Sodexo was named for the fourth time as Supersector Leader in Travel and Leisure by the Dow Jones Sustainability Index.
- Included in the FTSE4Good index after the March 2008 review, confirming our commitment to meet the social, ethical and environmental criteria of the FTSE Group. Sodexo has been included in the FTSE4Good index every year since it was created in 2001."

 [Learn more about recognition for Sodexo's worldwide efforts in sustainability](#)

Sodexo North America is honored to be recognized by many external organizations for our commitment to corporate citizenship.

Our recognition includes:

- Awarded the Empresa Socialmente Responsable (ESR) certification by the Mexican Philanthropy Center for the third consecutive year, in recognition of our commitment to social responsibility in Mexico.
- Awarded Gold certification since 2003 by the Progressive Aboriginal Relations (PAR) program created by the Canadian Council for Aboriginal Business (CCAB) for partnerships intended to develop fair, harmonious relations with local indigenous communities.
- Recognized for diversity and gender representation, ranking in the 2008 Top 20 Best Companies for Multicultural Women by the magazine Working Mother.
- Awarded Best Diversity Program in the Recruiting Excellence Awards presented by ERE Media Inc. for our recruitment program in the United States.
- Recognized as "Most Vegan-Friendly" by PETA2, the student arm of People for the Ethical Treatment of Animals, for our dining program at Northwestern University in recognition of the extensive vegetarian and vegan options provided.
- Honored to work with the nation's greenest campuses. Three of our university clients received perfect scores in the 2009 Princeton Review Green Rating for college campuses.

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A Better Tomorrow

This year, Sodexo North America established a set of measurable goals concerning the environment, health and wellbeing and community development. The Better Tomorrow Commitments address how our company will run our business today and what we hope to achieve in the future together with our clients, customers and business partners. We look forward to reporting to you on our progress toward these goals and to working with you to achieve a better tomorrow.

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Sodexo's Commitments for a Better Tomorrow



We will promote choices with reduced sugar, salt and fats.



We will provide and promote varied and balanced food options.



We will develop and promote health and wellness solutions.



We will ensure compliance with a Global Sustainable Supply Chain Code of Conduct.



We will support local community development.



We will increase the purchase of products from fairly and responsibly certified sources.



We will fight hunger and malnutrition.



We will reduce our carbon intensity across all our operations and clients' sites.



We will reduce our water intensity across all our operations and clients' sites.



We will source local, seasonal or sustainably grown or raised products.



We will source sustainable fish and seafood.



We will reduce organic waste.



We will reduce non-organic waste.



We will source and promote sustainable equipment and supplies.

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Sodexo
Office of Sustainability and Corporate Social Responsibility
www.sodexousa.com

The Sodexo logo features the word "sodexo" in a lowercase, white, sans-serif font. A white star is positioned above the letter "o".
Making every day a better day