



Nutrition, Health
and Wellness
Progress Review

NOVEMBER 2011

www.sodexo.com



The Better Tomorrow Plan is Sodexo's plan for a better future

THE BETTER TOMORROW PLAN:

- 3 priorities
- 14 commitments
- 1 journey forward covering
- 80 countries
- 33,400 sites
- Engaging our 391,000 employees

sodexo

Quality of Daily Life Solutions

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The Better Tomorrow Plan



MEMBERSHIPS



AWARDS AND RECOGNITIONS



Read more at
www.sodexo.com

- Our rankings and awards



ABOUT SODEXO

PROFILE

QUALITY OF LIFE IN THE SERVICE OF PERFORMANCE

Quality of Life services play an important role in the progress of individuals and the performance of organizations. Based on this conviction, Sodexo serves as the partner for companies, institutions and local authorities who place a premium on performance and employee well-being, as it has since Pierre Bellon founded the company in 1966.

Sharing the same passion for service, Sodexo's **391,000 employees in 80 countries** around the world deliver an array of services that improve the Quality of Life.

Sodexo is the world's only company offering **on-site, motivation and personal and home services**, which contribute to the performance of its clients, the fulfillment of its employees and the economic, social and environmental development of its host communities.

GROUP KEY FIGURES

- **16** billion euro in consolidated revenues
- **391,000** employees
- **33,400** sites
- **50** million consumers served daily
- **80** countries

On-site Service Solutions

Sodexo provides clients with a wide array of on-site services, everything from reception services to the maintenance of scanners and laboratory equipment, foodservices to construction management, management of data centers to leisure cruises, and housekeeping to rehabilitation services at correctional facilities.

These solutions contribute to progress in eight client segments:

- **Corporate**
- **Defense**
- **Justice Services**
- **Remote Sites**
- **Health Care**
- **Seniors**
- **Education**
- **Sports and Leisure**



**Leader in On-site Service Solutions
in most of its markets**

KEY FIGURES

- **95.5%** of Group revenues
- **15.3** billion euro in consolidated revenues



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Motivation Solutions

Sodexo partners with private and public organizations to design, manage and deliver customized Motivation Solutions in three service categories:

- **Employee Benefits** to attract, engage and retain employees.
- **Incentives and Recognition** to help organizations reach their qualitative and quantitative objectives.
- **Public Benefits** to manage and control the distribution of aid and public subsidies.

The Pass, designed by Sodexo to serve a variety of purposes from transport and meals to gifts and training, is accepted by a **network of more than one million retailers and service providers** throughout the world.

A worldwide leader in Motivation Solutions

KEY FIGURES

- **13.7** billion euro in issue volume
- **4.5%** of Group revenues
- **717** million euro in consolidated revenues
- **385,000** clients (excluding individuals)
- **27.4** million beneficiaries
- **1.1** million affiliated partners

Personal and Home Services

Sodexo designs and deploys Personal and Home Services that improve the Quality of Life in four main areas:

- **childcare**
- **tutoring and adult education**
- **concierge services**
- **senior care**

Through these services, Sodexo contributes to the development of children, teenagers, adults and seniors.





THE BETTER TOMORROW PLAN

The Better Tomorrow Plan is Sodexo's plan for a better future, with three priorities, 14 commitments and one journey forward involving 80 countries, 33,400 sites and 391,000 employees.

Sodexo is the recognized global sustainability leader in its market sector.

To take our credentials to the next level of performance, in 2009 we defined a **worldwide corporate citizenship roadmap for the Sodexo Group: the Better Tomorrow Plan**. This commitment to corporate citizenship is central to Sodexo's Ambition 2015 strategy roadmap.

Applicable in our 80 countries, at our 33,400 clients' sites and engaging our 391,000 employees, the Better Tomorrow Plan is a journey with **milestones in 2012, 2015 and 2020**, built on a solid base of initiatives already undertaken in our host countries.

Each of our commitments figures in a detailed planning schedule where all phases of the roll-out will be subject to regular evaluation, with the baseline situation benchmarked to specific targets. Thus, progress milestones have been set for 2012, 2015 and 2020. **We are now taking our credentials to the next level of performance by rolling out this plan internationally.**



This plan therefore seeks to address the issues that we have identified as being significant to our market and stakeholders. It comprises **three core pillars**:



WE ARE

The fundamentals that serve as the cornerstone of a responsible company.



WE DO

Three priorities with 14 commitments to action:

- Actively promote Nutrition, Health and Well-being
- Commit to Local Communities
- Protect the Environment



WE ENGAGE

In dialogue and joint actions with our stakeholders.

PERFORMANCE

In accordance with the commitment that we made when we published the Better Tomorrow Plan, we have defined, implemented and consolidated a range of indicators in order to monitor and manage the achievement of our Plan.

Progress indicators to monitor our progress on the activities defined for the implementation of the Better Tomorrow Plan starting with baseline for Fiscal 2009.

Impact indicators to measure the impact of implementing the Better Tomorrow Plan activities

These Indicators have been designed to ensure that Sodexo will have the necessary data to be able to accurately monitor its progress for internal reporting and management needs as well as to promptly respond to an ever increasing level of mandatory and voluntary sustainability reporting that is emerging in countries throughout the world.

► In Fiscal 2010

We carried out a **comprehensive inventory of our business in order to establish the Fiscal 2009 baseline** for all of our Better Tomorrow Plan commitments. The country inventory was repeated at the end of the fiscal year in order to establish our indicators for Fiscal 2010.

► During Fiscal 2011

Each country defined its priorities and objectives from now until 2020. This process has given every country a roadmap with priorities which will be reviewed annually following the inventory process. We have also carried out our **annual inventory** to assess our progress on the Better Tomorrow Plan commitments two years into its deployment. We have updated our country inventory in order to reflect the evolution in our commitments and new internal and external requirements.

► What's next in Fiscal 2012?

We will continue to refine and develop our performance indicators, in particular with a view to being able to accurately report the impact of our activities at site level. In accordance with the plan that we had defined at the launch of the Better Tomorrow Plan and in accordance with Article 225 of the Grenelle Law II, **we are also preparing for the external verification of our indicators.**

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WE DO INDICATORS

NUTRITION, HEALTH and WELLNESS

Fiscal 2009 Fiscal 2010 Fiscal 2011 Basis for consolidation Fiscal 2011

HEALTH AND WELLNESS				
% of countries developing and promoting health and wellness solutions	74.1%	79.6%	95.8%	94% of Group Revenues
Number of countries having LEED, HQE, ISO 14001, or equivalent certified sites	29	31	34	95% of Group revenues
Number of sites offering concierge services or kiosks	522	734	1,221	93% of On Site Services Revenues
VARIED AND BALANCED FOOD OPTIONS				
% of clients' sites that PROVIDE and PROMOTE varied and balanced food options	NEW		77.4%	95% of On Site Services Revenues
% of countries in Motivation Solutions promoting varied and balanced food options	NEW		86.4%	72% of Motivation Solutions Revenues
% of countries where menus and recipes are reviewed by a qualified dietitian	94.0%	94.0%	95.6%	91% of On Site Services Revenues
Number of registered dietitians employed by Sodexo	2,476	3,328	3,166	96% of On Site Services Revenues
% of countries having nutritional hotlines or weblines to provide nutritional advice for consumers	69.1%	70.0%	71.2%	95% of Group Revenues
REDUCED SUGAR SALT AND FATS				
% of clients' sites that PROVIDE and PROMOTE choices with a reduced intake of sugar, salt and fats	NEW		57.7%	92% of On Site Services Revenues
% of countries having established and removed identified products and practices	67.7%	65.7%	91.5%	92% of On Site Services Revenues



WE DO

THREE PRIORITIES AND 14 COMMITMENTS





Through a process of stakeholder consultation, we have defined three key sustainability priorities and 14 commitments:

We will increase the level of performance in our sustainable development journey by engaging with our clients and our 391,000 employees to embed our commitments into 33,400 sites in 80 countries.

3 PRIORITIES	14 WE DO COMMITMENTS
NUTRITION HEALTH AND WELLNESS	<ul style="list-style-type: none"> We will develop and promote health and wellness solutions for our clients, consumers and employees in all the countries where we operate by 2015. We will provide and promote varied and balanced food options at all our clients' sites by 2012. We will provide and promote choices with a reduced intake of sugar, salt and fats at all our clients' sites by 2015.
LOCAL COMMUNITIES	<ul style="list-style-type: none"> We will fight hunger and malnutrition through our STOP Hunger Initiative in all the countries where we operate by 2020. We will support local community development in all the countries where we operate by 2015. We will increase the purchase of products sourced from fairly traded certified sources by 2015.
ENVIRONMENT	<ul style="list-style-type: none"> SUSTAINABLE SUPPLIES <ul style="list-style-type: none"> We will ensure compliance with a Global Sustainable Supply Chain Code of Conduct in all the countries where we operate by 2015. We will source local, seasonal or sustainably grown or raised products in all the countries where we operate by 2015. We will source sustainable fish and seafood in all the countries where we operate by 2015. We will source and promote sustainable equipment and supplies in all the countries where we operate by 2020. ENERGY AND EMISSIONS <ul style="list-style-type: none"> We will reduce our carbon footprint in all the countries where we operate and at clients' sites by 2020. WATER AND EFFLUENTS <ul style="list-style-type: none"> We will reduce our water footprint in all the countries where we operate and at clients' sites by 2020. MATERIALS AND WASTE <ul style="list-style-type: none"> We will reduce organic waste in all the countries where we operate and at clients' sites by 2015. We will support initiatives to recover organic waste. We will reduce non-organic waste in all the countries where we operate and at clients' sites by 2015. We will support initiatives to recover non organic waste.

Sodexo will strive to report the progress of its commitments regularly and accurately in order to ensure that the objectives set are achieved.

HEALTH AND WELLNESS SOLUTIONS

CONTACT



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Our global commitment:

We will develop and promote health and wellness solutions for our clients, consumers and employees in all the countries where we operate by 2015.

The relationship between diet, physical activity and health is a determining factor for chronic diseases. Wellness is a driver to reduce workplace absenteeism and increase satisfaction of our employees and consumers (students, patients, seniors, etc.).

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KEY FACT



80% of our employees who have responded to the 2010 employee engagement survey said that **the balance between their work and personal commitment is right for them.**



ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS HEALTH AND WELLNESS SOLUTIONS

STRATEGY

► Why Sodexo is engaged

As a world leader in quality of life solutions, Sodexo plays a role in the consumption habits of the 50 million people we serve daily. In our host countries, we strive to inform our consumers about the benefits of a healthy, well-balanced life, and we want all our clients and consumers to benefit from our health and wellness solutions. Because management of people is a key performance factor for companies, Sodexo designs, manages and delivers a wide array of life-simplifying wellness solutions that help retain employees.

► How we get there

We develop innovative solutions adapted to the market segments that improve health and wellness conditions in the facilities where we operate, by:

- Offering services that facilitate individuals' healthy lifestyle choices (concierge services like dry cleaning, kiosks, childcare, exercise coaching and more).
- Improving air quality.
- Improving acoustics and aesthetics.
- Improving cleaning techniques and products.

We promote these solutions in the proposals we make to our clients.

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ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

HEALTH AND WELLNESS SOLUTIONS

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DEPLOYMENT

► How we implement our strategy

We have a global focus on health and wellness via the Better Tomorrow Plan, with local responsibility for implementation and operation. In 2010, Sodexo collected existing programs, offers and references through a worldwide inventory of practices.

In 2011, to actively improve Nutrition, Health and Wellness, we have defined the following action plan:

- Ensure there is a strong technical expertise within or connected to the Nutrition, Health and Wellness Subject Matter Working group.
- Create an organization that is able to capitalize and leverage the strength of our expertise.

- Ensure that the group is able to support our consumers' efforts regarding Nutrition, Health and Wellness, information provision and promotion at sites.
- Sodexo has commenced implementation of a global Health and Safety performance information tool called Salus. Using Salus, Sodexo Occupational Health professionals can record, investigate and follow-up employee ill-health incidents and will provide global reporting capability on health.



► What's next

2012

- Make evolve the organization for Nutrition, Health and Wellness that will rely on a Subject Matter Expert - Steering Committee with Consumer Interface focus and liaison with Marketing and Offer Development.
- Create a Virtual Global Forum Nutritionists and Dieticians Network to support the organization and our clients and consumers.
- Deployment of Salus information tool to manage incidents.

2015

- All countries to deploy health and wellness solutions.

GOOD PRACTICES



CHINA

Our employees benefit from the Wellness program designed for Nokia at its site in Beijing. Sodexo has developed the "Wellness program" at Nokia HQ to improve the quality of life inside and outside the workplace. Each day, 407 employees visit wellness facilities, a 60% increase over 2008; and 74% of Nokia's 2,400 employees have registered for the Gym, group exercise classes and other wellness programs.



MEXICO

The "Vivir Bien" program is a health program to combat excessive weight, launched by Sodexo in several Latin American countries. 119,100 participants have attended the workshops. 38% of employees stated they had reduced their weight.





ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

HEALTH AND WELLNESS SOLUTIONS

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PERFORMANCE

KPIS

KEY PERFORMANCE INDICATORS	FISCAL 2009	FISCAL 2010	FISCAL 2011	Basis for consolidation Fiscal 2011
% of countries developing and promoting health and wellness solutions	74.1%	79.6%	95.8%	94% of Group Revenues
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Recognition

Singapore

- In 2010, Sodexo won the Singapore **HEALTH Silver award** (Helping Employees Achieve Life Time Health).
- Sodexo was also a proud winner of the Singapore **2010 NUTRITION award**.



GOOD PRACTICES



SPAIN

More than 200 people are in place for your heart! Under the motto "Running for your heart", rehabilitation services and cardiology teams participated in the National Open Day.

UNITED KINGDOM

More than 100 Sodexo employees were offered a free health check to raise awareness about their health and levels of fitness. The initiative will be repeated annually.



Read more at www.sodexo.com

- "Nutrition, Health and Wellness" Section
- Case studies
 - Sustainable Concierge services - Worldwide
 - Wellness program - China
 - Vivir Bien - Chile
 - Workplace Health Promotion Programme - Singapore
- "Hands On" Newsletter – 2011 editions
 - February
 - June
 - July
 - August

VARIED AND BALANCED FOOD OPTIONS

CONTACT



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Sodexo's commitment:

We will provide and promote balanced, varied food options at all our clients' sites by 2012.

Nutrition is a foundation for health and development. Better nutrition means stronger immune systems, less illness and better health. WHO projects estimates that by 2015, approximately 2.3 billion adults will be overweight and more than 700 million will be obese.

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KEY FACT



2012 will be
the "Year of Actions"
for Nutrition and Health
at Sodexo.



ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS VARIED AND BALANCED FOOD OPTIONS

STRATEGY

► Why Sodexo is engaged

We face a dramatic increase of malnutrition: obesity and its long-term implications, such as chronic diseases. Increasingly, vegetarian or vegan diets are chosen for ethical, health or environmental reasons.

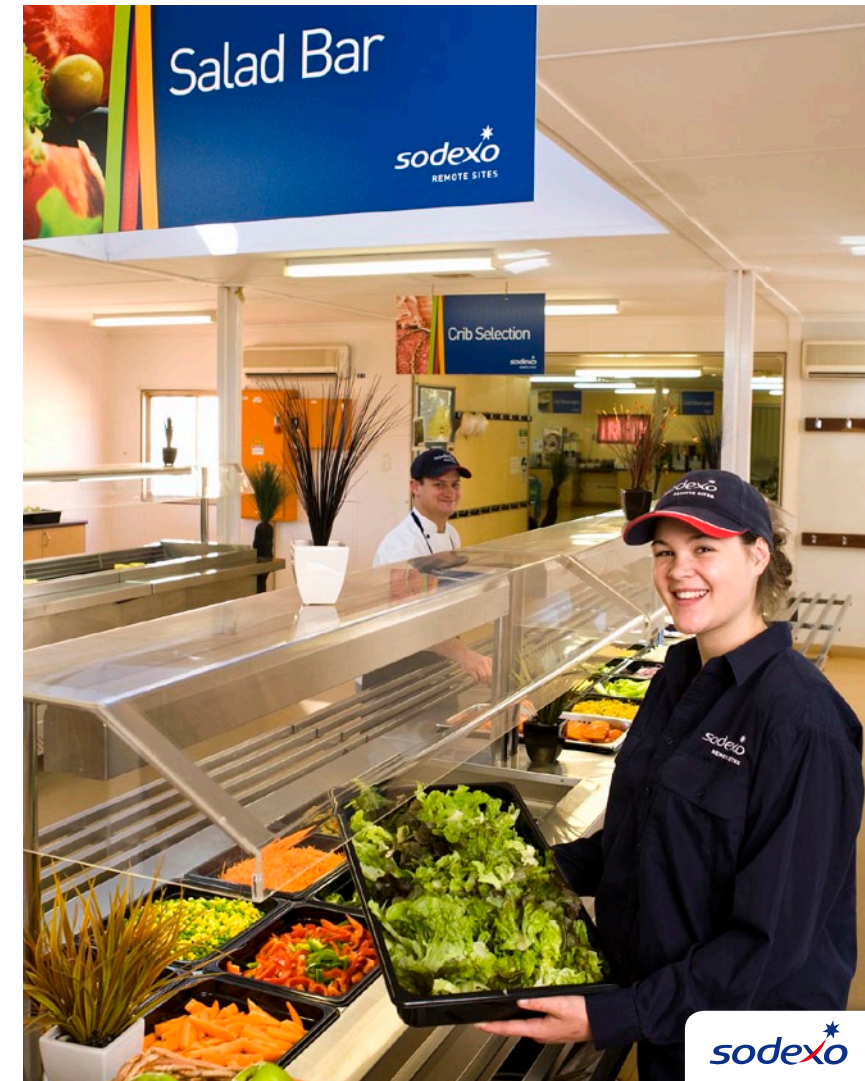
Our personal lifestyle choices are the primary drivers of obesity and chronic disease and rising healthcare costs. As consumers, we need to think less about “getting care” from the medical system and more about “taking care” into our own hands and staying as healthy as possible. Consumer interest in sustainability issues is growing. Healthy employees, students, and residents are more present, engaged and productive.

► How we get there

As a world leader in quality of life solutions, Sodexo plays a role in the consumption habits of the 50 million people we serve daily. In our host countries, we strive to inform our consumers about the benefits of a healthy and well-balanced life and want all our clients and consumers to benefit from our varied and balanced food offers. Sodexo wants to engage consumers in proactively improving their health habits as a means of both limiting recourse to medical intervention and improving consumer health. **Nutrition, Health and Wellness**, as one of our Better Tomorrow Plan priorities, is considered as a key element to innovate, create added value to our clients, consumers and all our stakeholders, and distinguish ourselves from the competition. Our main strategic objectives remain as follows:

- Continue to review our menus to ensure that our food offerings promote a balanced, varied diet and help our clients and consumers reduce the risk of obesity and malnutrition by:
 - Promoting the daily consumption of vegetables and fruit.
 - Encouraging the consumption of high-fiber products.
 - Offering a varied choice of products that are sources of protein and calcium.
 - Offering plenty of liquids.
- Work with our sites to ensure that appropriate menus and recipes are implemented.
- Develop and investigate partnerships to help find solutions that manage specific needs and common allergies.
- Implement transparent, ongoing worldwide dialogue with external stakeholders to promote healthy living.
- Train our staff to be able to advise and inform our consumers.
- Provide access to nutritional advice via the web or hotlines.

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ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS VARIED AND BALANCED FOOD OPTIONS

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DEPLOYMENT

► How we implement our strategy

In 2010, Sodexo continued to review and modify its menus to ensure that our food offering promotes a balanced, varied diet and helps our clients and consumers reduce the risk of obesity and malnutrition.

Dialogue with external stakeholders:

- At global level, Sodexo is involved in the **WHO's global strategy** on diet, physical activity and health, as well as in **ILO working groups**.
- At EU level, Sodexo is involved in the **FERCO Platform's programs** with regard to actions dealing with diet, physical activity and health.
- Sodexo partners with the BKK network and the **European Network for Workplace Health Promotion (ENWHP)**.
- In France, Sodexo is a **representative of our professional organization (SNRC)** as well as on the technical committee for **Programme National Nutrition Santé** and in the **Conseil National de l'Alimentation**. In 2010, Sodexo participated in the creation of the DANNE report on obesity and nutrition. In 2011, we were part of the scientific national symposium organized by the National Obesity Plan.

We work up-stream with our major suppliers on these issues and as an example we have increased the proportion of "top nutritional products" from our catalogues. We develop umbrella food concepts:

- **VITALITY:** balanced menu and nutritional information - adopted by 10 countries.
- **SIMPLY TO GO:** Healthy take-away offers - nine countries.
- **NOURISH:** - Balanced menus and nutritional information for schools - in Singapore and Hong Kong.
- **NATURAL!:** promoting fruits, juices and smoothies - in 18 countries
- **HEALTHWISE:** a United Kingdom nutrition, health and wellbeing philosophy

We have developed **Hermes**, an on-line tool to monitor our umbrella marketing offers, especially concerning healthy eating. Hermes is accessible to all our countries and enables users to create and manage their country portfolio and to share innovations around the world. In 2010, we added criteria in the qualification process of our offer modules, and nutritional consistency is systematically checked and rated.

In 2011

Our **global consumer satisfaction survey** process was implemented in 1,500 sites from 30 countries. Consolidated results allow us to better understand the drivers for consumer satisfaction and to optimize the combination of the most appreciated and nutritional solutions.

► What's next

2012

will be the "Year of Actions" for Nutrition and Health at Sodexo.

We are committed to supporting this achievement:

- All sites have implemented at least one action from the defined list.
- Launch an information campaign at sites where we operate.

2012 and beyond

Continue to implement varied and balanced food options at our sites in 80 countries and innovate to create food concepts.

GOOD PRACTICES



FRANCE

Sodexo Justice Services is committed to the topic of food allergies in prisons. During an evaluation carried out in 2010, 567 potential allergies were identified among 17,500 prisoners. Sodexo has established a Food Allergy Information sheet for use in a medical setting, with the possibility of working with a prison official and providing the nutritional advice of a medical team.

CANADA

In celebration of Nutrition Month, Sodexo organized workshops throughout the month of March 2011 to promote nutrition, health and well-being by engaging customers, consumers and employees.





ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS VARIED AND BALANCED FOOD OPTIONS

PERFORMANCE

► KPIS

KEY PERFORMANCE INDICATORS	FISCAL 2009	FISCAL 2010	FISCAL 2011	Basis for consolidation Fiscal 2011
% of clients' sites that PROVIDE and PROMOTE varied and balanced food options (1)	NEW		77.4%	95% of On Site Services Revenues
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% of countries where menus and recipes are reviewed by a qualified dietitian	94.0%	94.0%	95.6%	91% of On Site Services Revenues
Number of registered dietitians employed by Sodexo	2,476	3,328	3,166	96% of On Site Services Revenues
% of countries having nutritional hotlines or weblines to provide nutritional advice for consumers	69.1%	70.0%	71.2%	95% of Group Revenues

(1) This indicator is calculated on the basis that countries must first comply with a methodology to ensure that their menus and recipes are varied and balanced either through their central menu development teams or by providing detailed guidelines to sites. In order to be counted in this indicator, sites must not only provide but also PROMOTE the varied and balanced food options in order for the consumer to be able to make an informed choice.

GOOD PRACTICES



CHILE

Every month an interactive email with a different theme is sent to every kindergarten and nursery school. It also allows preschools to send us their queries on nutrition by email.



BELGIUM

In June 2010 and June 2011, Sodexo launched FOOD4U and GoFresh respectively, two concepts designed to support awareness-raising at schools for children and students from three months to 18+ years old by offering a healthy diet every day. In 2011, 350 nurseries and schools adopted the FOOD4U or GoFresh concepts.



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► Recognitions

United Kingdom

- Sodexo won the **Secondary School Healthy Schools Caterer competition** organized by California Raisins for its 'For You' offering.
- Origo, a sustainable food concept, led Sodexo to win the **Menu Innovation and Development Award 2010 (MIDAS)** for its outstanding creativity.

The Netherlands

- Sodexo won the **Food Hospitality Innovation Award 2010**.

Canada

- Sodexo Dieticians Group has been honored by the Order of Dietitians of Québec (OPDQ), and won the **General Mills "Blé de bronze" award** for its achievement in March 2010.



Read more at
www.sodexo.com

- "Nutrition, Health and Wellness" Section
- Press release - Vitality
- Case studies
 - A dose of good health - United States
 - Meatless Monday by Sodexo - North America
 - Natural! fruit for you - Worldwide
 - Healthwise - Health and Wellbeing - United Kingdom and Ireland
 - Vitality - Europe
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ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

SUGAR, SALT AND FATS

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CONTACT



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Sodexo's commitment:

We will provide and promote choices with a reduced intake of sugar, salt and fats at all our clients' sites by 2015.

Many countries' populations have intakes of salt, sugar and fats that are higher than both international and national recommendations. Processed products, in particular, contain high quantities of all three.

KEY FACT



Sodexo employs almost

3,200 dietitians,
which makes it the number one
employer of nutritionists
in the world.



ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

SUGAR, SALT AND FATS

CONTENTS



STRATEGY

Why Sodexo is engaged

Nutritional recommendations are to:

- Limit fat intake.
- Shift fat consumption away from saturated to unsaturated fats and to the elimination of trans-fatty acids.
- Limit intake of simple sugars.
- Limit salt (sodium) consumption from all sources.
- Ensure that salt is iodized.

How we get there

In our host countries, we strive to inform our customers about the benefits of a healthy and well-balanced life. We also aim at fighting obesity and malnutrition, which are often linked to high intakes of sugar, salt and fats.



GOOD PRACTICES

AUSTRALIA

The Smartfuel program focuses primarily on identifying healthy eating options such as low fat, low saturated fat and low salt meals. Smartfuel is currently implemented in Sodexo's Defense, Remote Sites and Corporate Services segments. In May 2010, Sodexo has developed a specific Smartfuel program for Seniors sites, which includes:

- 300 recipes that are all nutritionally analyzed.
- Information on senior care to assist staff for day to day use and for accreditation visits by the Aged Care Standards and Accreditation Agency.

In addition, Sodexo has introduced standardized portion scoops that bring benefits in terms of reduced food costs and less wastage.



FINLAND

Launched in 2005, the Healthy Snack Pass campaign aims to teach children to eat correctly and to fight poor eating habits. In 2009, Sodexo sold 3,740 passes in 24 schools, and it aims to boost this number to 5,000 passes per year in 30 schools.





ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

SUGAR, SALT AND FATS

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DEPLOYMENT

► How we implement our strategy

In Fiscal 2011

Major work has been made with our suppliers at EU level to **improve the nutritional value of our soups, sauces and bouillons**.

Across the entire Sodexo chain, **from suppliers to end consumers**, we look for all ways and means of reducing salt and for decision gates (control points) for measuring salt content.

Our first focus was on salt: we investigated what needs to be done regarding additives (taste enhancers) with embedded salt sourced from our major suppliers.

Guidelines and methodologies for implementing reduced salt intake are being finalized.

These include:

○ Improvement and enforcement of Supplier Code of Conduct.

- Review of Sodium content in current products
- Encourage development of Sodium-Free and Sodium-Reduced products

- Review and improve existing Sodexo Supplier Code of Conduct standards related to nutrition and additives
- Engage in supplier audits to ensure supplier compliance with these standards
- All suppliers to sign Supplier Code of Conduct by 2015.

○ At sites - Sodium reduction targets for recipes

- Recipe and menu development to include sodium-free and sodium-reduced initiatives and options
- Added salt is reduced and taste enhancers such as herbs are used as alternatives
- Implementation of nutritional software
- Offer Development with a focus on Health and Wellness and sodium reduction
- Inclusion of Marketing material in Marketing kits.

○ Education and awareness to facilitate behavioral change

- Offer nutritional guidance/education to customers and employees
- Communicate and highlight sodium-reduced menu items
- Increase amount of local fresh foods to decrease the amount of processed foods
- Health awareness days
- Provide nutritional information at point of selection
- Identify and share best practices for marketing, development, educating, purchasing, cooking and preparation.

► What's next

2012

All products available through global suppliers comply with Group guidelines.

- We will launch training, learning and development programs on reducing salt intake.
- We will work up-stream with our major suppliers on these issues. For example, we have worked with our supply chain in France to reduce salt in ham. We have also increased the proportion of "top nutritional products" from our catalogues.
- We have defined Impact KPIs on measuring salt intake.

2015

- **All menus and recipes comply with Group guidelines.**
- **Zero added trans fats in all products.**

GOOD PRACTICES

FRANCE

The Education Division supports this commitment through two actions: "Less salt! Our house dressing!" and "Less sugar! Less fat! Our fresh baked goods made in the central kitchen!". The house dressing recipes, offered routinely in menus for children, contain on average 40% less salt than their store-bought version. Also, all fresh pastries contain less fat and sugar than their store-bought alternatives: The fresh lemon tart has 68% less fat and 28% less sugar than its frozen counterpart.

SINGAPOUR

HEALTHY WEEK is a promotion program that aims at introducing healthy dishes in the menus by providing and promoting food choices with reduced salt and fat. Sodexo in Singapore joined the 'Healthier food commitment program' initiated by the National Health Promotion Board.





ACTIVELY PROMOTE NUTRITION, HEALTH AND WELLNESS

SUGAR, SALT AND FATS

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PERFORMANCE

KPIS

KEY PERFORMANCE INDICATORS	FISCAL 2009	FISCAL 2010	FISCAL 2011	Basis for consolidation Fiscal 2011
% of clients' sites that PROVIDE and PROMOTE choices with a reduced intake of sugar, salt and fats (1)	NEW		57.7%	92% of On Site Services Revenues
% of countries having established and removed identified products and practices	67.7%	65.7%	91.5%	92% of On Site Services Revenues

(1) This indicator is calculated on the basis that countries must first comply with a methodology to ensure that their menus and recipes contain less sugar, salt and fats either through their central menu development teams or by providing detailed guidelines to sites.
In order to be counted in this indicator, sites must not only provide but also PROMOTE the options with less sugar, salt and fats in order for the consumer to be able to make an informed choice.



GOOD PRACTICES



ITALY

Posters in our restaurants encourage consumers to reduce salt consumption, and posters in our kitchens explain to our staff how to reduce salt. In 2011, Sodexo partook in the annual "Week for Reducing Salt Intake" and promoting salt with iodine. We enlisted the participation of 60 restaurants in central Italy and approximately 20,000 consumers.

NETHERLANDS

In 2007, Sodexo was the first caterer in the Netherlands to become certified under the Healthy Food Choices Program and to help get the right message across; 1,875 Sodexo employees have been trained within 625 certified restaurant locations since 2007.

SLOVENIA

Our national research found out that our citizens ingest 14g of salt per day – max is six. Sodexo promotes food which is prepared with less salt. We educate our guests about harmfulness of salt. We have succeeded in persuading our biggest meat supplier to reduce the amount of salt in their products by 10%.



Read more at
www.sodexo.com

- "Nutrition, Health and Wellness" Section
- Case study – Healthwise, United Kingdom and Ireland
- "Hands On" Newsletter - May 2011



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■ A GESTURE IN FAVOR OF THE ENVIRONNEMENT

Sodexo is committed to managing its communication in a responsible manner. For our 2011 Corporate Citizenship Progress Review, we have promoted the use of electronic version and reduced our printing needs. Using less paper and switching to sustainable paper conserves wood, water and energy and help reduce pollution and waste.

■ ABOUT THIS REPORT

Our Corporate Citizenship Progress Review is in its seventh consecutive year of publication (since 2005). In this report, we seek to provide stakeholders with an insight into how we are addressing our corporate responsibility challenges. This report relates to Sodexo's operations all over the world and covers the period from September 1, 2010 to August 31, 2011 (fiscal 2011). All references to "Sodexo" and "we" relate to the Sodexo Group.

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