

FY08

Sustainability
report
Performance



About this report

We are publishing our Corporate Citizenship report for the 4th year running since 2005.

This report relates to Sodexo's operations all over the world and covers the period from September 1, 2007 to August 31, 2008.

Sodexo's Corporate Citizenship performance in action

Since Sodexo's creation in 1966, the company has acted as a Corporate Citizen. Ethical values are, and have always been, a part of the company's culture.

Over the last few years, we have developed initiatives and indicators to strengthen and monitor the performance of these Corporate Citizenship values and to take appropriate corrective measures where necessary. Our progress has been extremely encouraging.

As the Group moves to integrate sustainable development still further into the core of its activities, the ability to measure the impact of our actions will become even more important. During fiscal year 2009, we will therefore work to review our indicators and to align them with our ambitions.

United Nations Global Compact Principles

Sodexo joined the Global Compact, a commitment to respecting the ten principles and recognizing responsibility for human rights, compliance with labor and environmental standards and non-tolerance of corruption.

Sodexo is committed to the 10 principles defined by the Global Compact.



This contents table gives priority to the Corporate Citizenship Report, therefore where other documents refer to the same activities, they are not cross-referenced.

Human Rights

Principle 1	Support and respect protection of internationally proclaimed human rights	CC: 47-48
Principle 2	Make sure business is not complicit in human rights abuses	CC: 41-48

Labour Standards

Principle 3	Uphold freedom of association and right to collective bargaining	CC:49
Principle 4	Support elimination of all forms of forced and compulsory labor	CC:49
Principle 5	Support effective abolition of child labor	CC:49
Principle 6	Eliminate discrimination in employment and occupation	CC: 49-51

Environment

Principle 7	Support a precautionary approach to environmental challenges	CC: 36-48
Principle 8	Undertake initiatives to promote greater environmental responsibility	CC: 36-48
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	CC: 36-48

Anti-corruption

Principle 10	Work against all forms of corruption, including extortion and bribery	CC: 45-46
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Location within Sodexo reports

Awards

The external recognition of our commitments and initiatives in favor of sustainability has resulted in a number of awards in various fields throughout the world:

- Corporate responsibility
- STOP Hunger program
- Local communities
- Diversity
- Environment
- Employer of choice
- Health and safety
- Service quality
- Leadership
- Financial transparency

Read more on:

- http://www.sodexo.com/group_en/corporate-citizenship
- 2008 DJSI REX Benchmark
- Summary of awards presented to Sodexo

Sustainability benchmarks

The following Fiscal 2008 external distinctions recognize the long-term strength of Sodexo's Corporate Citizenship efforts:

- Included in the “Sustainability Yearbook 2009” from the Sustainable Asset Management's (SAM) Group and received two Sustainability Distinctions:



- Selected for inclusion in both the Dow Jones Sustainability World Index and the Dow Jones STOXX Sustainability Index (DJSI).

- Named **DJSI World sector leader** in the Hotels, Restaurants, Bars & Recreational Services category for the 4th year running.



- Selected for inclusion in the **FTSE4Good** Index as we have since it was created in 2001.
- Included in the **ASPI Eurozone index** (VIGEO) since 2004.
- Included in the **ECPI Ethical Index Euro** in January 2009.
- Selected in the **Business in the Community (BITC) Corporate Responsibility Index** in 2007 among the Top 100 Companies that Count for the third running year and achieved Top 100 Silver status.



Performance

PERFORMANCE	Basis for consoli- dation	2006	2007	2008
BENCHMARKS				
DOW JONES SUSTAINABILITY INDEX (listed since 2005)	Worldwide supersector leader	Worldwide supersector leader		Sector Leader
<ul style="list-style-type: none"> World STOXX 				
FTSE4Good (since 2001)	Membre	Membre		Membre
ASPI Eurozone (VIGEO)	Membre	Membre		Membre
SAM Group				Gold Class Sector Leader Sector Mover
Fortune Global 500				
<ul style="list-style-type: none"> Largest European-based employer in the world 	26 ^e	22 ^e		22^e
<ul style="list-style-type: none"> Largest European-based employer in Europe 	7 ^e	6 ^e		6^e
<ul style="list-style-type: none"> Largest French-based employer in the world 	2 ^e	2 ^e		2^e
IAOP				
TOP 100 global outsourcing companies	2 ^e	5 ^e		4^e

SOCIAL INDICATORS

Internal promotion

Promotions compared to the total number of job vacancies

<ul style="list-style-type: none"> Site manager positions filled through internal promotions 	World	17%	19.8%	21.9 %
<ul style="list-style-type: none"> Managerial positions filled through promotion of site managers or equivalent 		36%	22.8%	26.6 %

PERFORMANCE	Basis for consoli- dation	2006	2007	2008
Training				
<ul style="list-style-type: none"> Number of people taking part in training programs 	World	197,800	215,074	243,062
<ul style="list-style-type: none"> % of people trained (number of people trained / average number of employees) 		60 %	63.4%	69.5%
Diversity				
Employees surveyed who responded that at Sodexo, employee diversity (age, gender, national origin, etc.) is valued for the differences these dimensions bring to the workplace	World			
<ul style="list-style-type: none"> Food and Facilities Management Services 	50 countries (97% of employees)	79%		79%
<ul style="list-style-type: none"> Service Vouchers and Cards 		82%		81%
Employee engagement				
Group Employee Engagement Survey		50%		48% 50 countries
Employee retention				
<ul style="list-style-type: none"> All employees 	World	65.1%	64.2%	61.5%
<ul style="list-style-type: none"> Site managers 	World	87.4%	87.2%	84.3%
NUTRITION, HEALTH and WELLNESS INDICATORS				
Nutritional education				
Subsidiaries developing programs for clients, customers and employees with information and training on healthy eating habits			99%	98% (basis 85% Of Group revenues)
Customers' expectations				
Safety and health audits conducted by an outside body (NFS international)		20 countries	25 countries	31 countries
Food safety audits conducted by an outside body (NFS international)		13.4%	16.1%	13.9%
Food safety				
<ul style="list-style-type: none"> Safety and health audits conducted by an outside body (NFS international) 	North America	3,154 2,732	3,166 2,755	3,175 2,910
<ul style="list-style-type: none"> Food safety audits conducted by an outside body (NFS international) 				

PERFORMANCE	Basis for consolidation	2006	2007	2008
Purchases from approved suppliers				
On the basis of vendor compliance (purchases from approved suppliers/ purchases from approved suppliers + purchases from competitor suppliers)	United States	97%	95.5%	97%

Ethics		66%	90%
Subsidiaries which have implemented a supplier code of conduct		(basis: 74% of Group revenues)	(basis: 80% of Group revenues)

LOCAL COMMUNITIES INDICATORS

Local recruitment	World	97%	97%	97%
Fight against hunger and malnutrition				
• Countries developing initiatives		19	22	24
• STOP Hunger initiatives		125	229	298
• Partnerships with NGOs and associations		92	153	223
• Financial donations			€ 2,686,362	€ 2,708,000
• Meals donated			721,044	725,000

ENVIRONMENT

Environmental protection				
• Subsidiaries that have implemented an environmental program			95%	92%
	World		(basis: 87% of Group revenues)	(basis: 97% of Group revenues)
• Number of countries certified ISO 14001 at sites	9		12	16

Read more on:

- http://www.sodexo.com/group_en/corporate-citizenship
- 2007 Human Resources Report
- FY08 Annual Report



Global Reporting Initiative (GRI)

G3 Content Index

This contents table gives priority to the Corporate Citizenship Report; therefore where other documents refer to the same activities they are not cross-referenced. Where indicators are not included in the Corporate Citizenship Reports but in other Sodexo Group publications, we have cross-referenced these documents for the ease of the user.

CC	Corporate Citizenship Report
AR	Annual Report (Volume 1 of the Reference Document)
FL	Financial and Legal Information (Volume 2 of the Reference Document)
HR	Human Resources Report

Profile	Description	Cross-Reference.
1. Strategy and Analysis		
1.1	Statement from the most senior decision-maker of the organization	CC: 6
1.2	Description of key impacts, risks, and opportunities.	CC: 6
2. Organizational Profile		
2.1	Name of the organization.	CC: 4
2.2	Primary brands, products, and/or services.	CC: 4
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	FL: 204
2.4	Location of organization's headquarters.	CC: Back Cover
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	CC: 4
2.6	Nature of ownership and legal form.	FL: 196; 201

2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	CC: 4
2.8	Scale of the reporting organization.	CC: 4
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	FL: 56-58
2.10	Awards received in the reporting period.	CC: 7

3. Report Parameters		
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	CC: 3
3.2	Date of most recent previous report (if any).	CC: 3
3.3	Reporting cycle (annual, biennial, etc.)	CC: 3
3.4	Contact point for questions regarding the report or its contents.	CC: Back Cover
3.5	Process for defining report content.	CC: 10
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	CC: 3
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	CC: 14

Global Reporting Initiative (GRI)

G3 Content Index

4. Governance, Commitments, and Engagement

4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	CC: 12
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	CC: 12
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	FL: 33
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Throughout the CC report
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	FL: 151-154
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Throughout the CC report
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	FL: 7-14
4.14	List of stakeholder groups engaged by the organization.	CC: 9
4.15	Basis for identification and selection of stakeholders with whom to engage.	CC: 10-11

4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CC: 9
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	CC: 10-11

Economic

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	CC: 4
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	CC: 26
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	CC: 26
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	CC: 23-26
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	CC: 23-26
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Global Reporting Initiative (GRI)

G3 Content Index

Environmental

EN5	Energy saved due to conservation and efficiency improvements.	CC: 31-32
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	CC: 40
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	CC: 30-41
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	CC: 22
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	CC: 30-41
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	CC: 30-41
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	CC: 32
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Social: Labor Practices and Decent Work

LA1	Total workforce by employment type, employment contract, and region.	AR: 52-53
LA2	Total number and rate of employee turnover	FL:156
LA7	Rates of injury	FL:156
LA10	Average hours of training per year per employee	FL:155
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	HR

Social: Society

SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	CC: 23-29
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Social: Product Responsibility

PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	CC: 16-17
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