



The Better Tomorrow Plan
Corporate Citizenship
Summary Report 2012

Welcome

This summary report sets out our recent progress in the Better Tomorrow Plan, our sustainability strategy to 2020, with highlights and key achievements of our 2010/11 financial year.



DEBBIE WHITE,
CHIEF EXECUTIVE

I've recently returned to Sodexo UK & Ireland after four years as chief finance officer for Sodexo in North America. The first thing that struck me when I got back is the similarity and strength of the company values and ethos that we share on both sides of the Atlantic.

I was also struck by the great progress Sodexo UK & Ireland has made over the past five years in diversity and inclusion, with STOP Hunger and the Better Tomorrow Plan. They're clearly going from strength to strength and I look forward to building on the solid progress to date that's set out in this report.



PHIL HOOPER, CORPORATE
AFFAIRS DIRECTOR

A highlight of 2011 was our programme of external stakeholder engagement on Better Tomorrow Plan themes. It brought insights and challenges, and helped us build greater confidence to tackle our ambitions. We also helped our people turn the Better Tomorrow Plan into operational reality through training, updates, surveys and awards. I'm grateful for the fantastic job they do on a daily basis.

We've been fortunate to see consistent recognition from industry peers and, for the first time, Sodexo achieved 'Gold' in the Business in the Community CR Index, the leading benchmark for sustainable business practice.

Embedding the Better Tomorrow Plan remains a tough challenge but the values that unite our teams mean that we're able to make the progress set out in this report.

The Better Tomorrow Plan

Our worldwide sustainability strategy to 2020



WE ARE



Our beliefs, mission, values and ethical principles are the fundamentals we all share and that unite all our teams across the Group.

In practice, this is reflected in Sodexo's approach to health and safety, Human Rights, learning and development, business ethics, diversity and inclusion.

For example, the *Spirit of Inclusion* is an award-winning company-wide training programme that is compulsory for all UK and Ireland managers. Its purpose is to increase awareness of the moral, legal and business cases for diversity, and help managers to interact with diverse teams, clients and customers.

In 2011, we were also pleased to launch a new safety management system with an engaging e-learning module for all managers.

WE DO



Our fourteen commitments to action are spread across four priorities that are material to our business:

- actively promote nutrition, health and wellbeing
- support the development of local communities
- ensure the sustainability of our supply chains
- protect the environment

WE ENGAGE



Over the past year, we have consulted formally on Better Tomorrow Plan themes with more than 100 stakeholders.

Working in partnership with leading thinkers and doers across sectors and industries, we aim to tackle key shared challenges. We recognise that this is the way to ensure a resilient and sustainable business that is able to meet our employees', clients', customers' and other stakeholders' needs and expectations, while improving our own decision-making and accountability.

From employee engagement through our *Green Spark* initiative, to dialogue with leading organisations such as WRAP (the Waste and Resources Action Programme), 2011 was a busy year.

Nutrition, health and wellbeing



We actively improve the nutrition, health and wellbeing of our clients, customers and employees, because we know that a happy, healthy workforce is a committed, productive workforce.

Health and wellbeing solutions

In 2011, we became a founding member of the UK Government's Public Health Responsibility Deal – a new partnership approach to tackling public health concerns. We strengthened *Healthwise*, our nutrition, wellbeing and lifestyle philosophy, by redesigning its website, relaunching *Healthworks*, our gym offer, and training a network of Nutrition Champions to help us communicate Sodexo's commitment to nutrition, health and wellbeing. Last year, we launched our *Horticultural Services* offer which provides tailored outdoors and internal green spaces, and is based on three pillars: wellbeing, sustainability and professionalism.

Varied and balanced food options

We tailor our food offer to a variety of customer groups. We can provide nutritional information at the point of choice adapted to different customer audiences, from calorie labelling to fully-fledged Guideline Daily Amount (GDA) analysis. Our *Be part of it* campaign with former England rugby player, Matt Dawson, is spreading the health and wellbeing message and, in 2011, we were a winner at the UK Menu Improvement and Development Awards (MIDAS) for our fresh, healthy menu options.

Sugar, salt and fats

Our *Healthwise* team designs nutritional menus and offers for our clients, and our purchasing teams work closely with public agencies and suppliers to reduce the levels of salt, sugar, total fats and saturated fat in the products and ingredients we buy. We've reviewed our entire recipe database to reflect our *Healthwise* philosophy.

CASE STUDY: PROVIDING HEALTHY ALTERNATIVES

We're recognised for offering healthy food at work. We've already achieved the Scottish Government's *Healthyliving* award at all relevant sites and 57% of sites in Ireland have received the *Happy Heart* from the Irish Heart Foundation.



“Cooking and eating the right foods at the right times can have amazing effects on both your mental and physical wellbeing.”

Matt Dawson, former England rugby player and Sodexo ambassador for health and wellbeing

100%

of food service sites have the *Healthwise* principles to support healthier cooking practices

300

sites to provide calorie labelling by April 2012

1m

customers served every day in the UK and Ireland



healthworks
by *sodexo*

 **horticultural services**
by *sodexo*

Local communities



We're proud to support local communities. From our STOP Hunger campaign to our focus on Fairtrade and local employment, Sodexo plays a part in local community development.

Tackling hunger and malnutrition

Our STOP Hunger initiative is based on employee fundraising and volunteering efforts throughout the business to tackle hunger and malnutrition in local communities. We continue to support FareShare, the food poverty and redistribution charity. In 2011, we provided £20,000 funding to support FareShare Island of Ireland, the first franchise to operate outside Great Britain. We also donated £20,000 to help tackle the East African food crisis.

CASE STUDY: PARTNERSHIP WITH THE OUTWARD BOUND TRUST

Health Matters is a STOP Hunger partnership with The Outward Bound Trust. Together, we educate teenagers in Scotland about healthy lifestyle choices. In 2010/11, 72 young people from Edinburgh and Glasgow schools participated.



“The most important thing I learned is that you need to eat healthily, in a balanced way, as it affects how you perform during the day.”

14-year-old pupil, Glasgow

£1.5m

Sodexo Foundation income since 2005

£362,708

Sodexo Foundation 2011 income

12 charities

benefitted from Sodexo Foundation donations in 2011

>100

locations serving our triple-certified ethical hot beverage offer, *Aspretto*

106

Fairtrade-certified product lines offered

Local community development

We give young people invaluable insights into our industry to help improve their chances of enjoying a fulfilling career. In 2011, we donated £17,721 to Training for Life's Hoxton Apprentice Community Kitchen in East London. In Ireland, we teamed up with Terence MacSwiney College in Cork to support employability skills, and in Wales with The Prince's Trust to deliver a hospitality programme for unemployed young people.

Fairly traded products

We are increasing the number of products that we offer from responsible and fairly traded sources. In 2011, we offered:

- 106 Fairtrade product lines
- 87 Rainforest Alliance product lines
- 18 triple-certified Fairtrade, Rainforest Alliance and organic product lines

We also took part in Fairtrade Fortnight 2011.

Sustainable supplies



Through the products we buy and the equipment we use, we influence the sustainability of our supply chain to deliver our Better Tomorrow Plan commitments.

Supply chain code of conduct

We've done substantial work on our Supplier Code of Conduct to reflect international standards and industry best practice. We only work with suppliers that share our ethical standards. We have asked all our core suppliers to sign our Code of Conduct. We have designed a compliance strategy to ensure that our suppliers respect the Code's standards.

Local, seasonal and sustainably grown or raised products

We assess the quality, seasonality, traceability, safety, animal welfare and associated waste of the products we buy. We are members of Red Tractor, LEAF (Linking Environment and Farming) and support the Bord Bia assurance scheme in Ireland. We are the first major foodservice company to offer RSPCA Freedom Food-certified products in the UK.

Sustainable fish and seafood

To protect species and habitats that are at risk, we have banned 15 endangered fish species from our menus. All our UK restaurants and cafés can serve Marine Stewardship Council (MSC) certified fish and we are the leading cost sector supplier of MSC produce in the UK.

CASE STUDY: MAKING A SPLASH FOR WORLD OCEANS DAY

In partnership with the MSC, we marked World Oceans Day on 8 June 2011 by producing a four minute animation to raise awareness and explain how we are supporting sustainable fish and seafood.



Sustainable equipment

We're continuously upgrading equipment. New dishwashers use heat from waste steam, our new fryers use 30% less energy than the older equipment and our hobs are 90% more energy efficient than those used previously. Our sandwich packaging is biodegradable and we offer compostable cups, plates and salad containers. Our cleaning products come in concentrated format or use rinse-free formulae.

1,000

sites across the UK can supply RSPCA Freedom Food products

140 tonnes

MSC-certified fish served in 2011

100%

UK fresh meat, poultry, fresh milk and cream Red Tractor-certified

63%

reduction in weekly road delivery miles in Ireland since 2009

“Sodexo UK & Ireland has already established a strong leadership position in the sector with all of its food-serving sites MSC-certified.”

Rupert Howes, CEO, Marine Stewardship Council

Environmental management



Our environmental strategy is critical to the Better Tomorrow Plan. It underpins everything we do, helping us to manage our own impacts and those of our suppliers and customers.

Energy and emissions

We have reduced our electricity consumption at controlled sites by 5.5% since 2009 and have set monthly reduction targets for 2012. Automatic meter readers and a new web portal allow some managers of controlled sites to look at detailed information for their sites. We've also reduced our commercial vehicle fuel consumption by 7.7% over the last year.

CASE STUDY: NEW WAYS TO REDUCE WASTE

We achieved a 92% recycling rate at Queen's Hospital in Romford by recycling 721 tonnes of mixed waste. By separating waste at the point of disposal, waste streams are now easier to manage.



“

I try to make sure that the simplest environmental management principle always underpins everything we do: what gets measured, gets managed.”

Paul Bracegirdle,
environmental manager

235

sites covered by ISO 14001

5.5%

electricity consumption
reduction at controlled sites
since 2009

2.9%

reduction in CO2 equivalent
emissions (scope 1, 2, 3)

Water and effluents

We are working with WWF to reduce our water footprint. In 2011, at key sites, we fitted PHS Flow Saver systems that can reduce urinal water consumption by up to 96%. By August 2012, we want to see reduced water consumption year on year at over 80% of our controlled sites.

Materials and organic waste

This year, we have:

- worked with one of our approved contractors to send all food waste to composting rather than to landfill at sites where we are responsible for waste management on our clients' behalf
- highlighted food waste recovery options on our intranet
- worked with stakeholders to understand trends and ideas for better waste management

We aim to increase the number of controlled sites recovering food waste by 50% by 2012.

Materials and non-organic waste

We are working with core suppliers and clients to reduce the packaging we use and to recover packaging materials. We assess all our waste streams to identify the best disposal options. For example, by recycling paper vending cups, one of our sites has diverted around 500,000 cups per year from landfill.

59

vehicles fitted with
speed limiters to reduce
fuel consumption

73%

recycling rate
where relevant



Performance

The Better Tomorrow Plan is based on targets and indicators that drive and measure progress towards 2012, 2015 and 2020 milestones. You can view the performance data online at www.ccr2012.sodexo.com

Sodexo Group memberships and recognition:



CARBON DISCLOSURE PROJECT



Sodexo UK and Ireland memberships and recognition:



Excellence Through People



THE PRINCE'S
MAYDAY
NETWORK

About Sodexo

Founded in 1966, Sodexo is an international services company and world leader in Quality of Daily Life Solutions. Our mission is to improve the Quality of Daily Life of all the people we serve and to support the economic, social and environmental development of the communities where we operate.

Operating in 80 countries and employing 391,000 people, we design, manage and deliver an unrivalled range of On-site Service Solutions and Motivation Solutions. In the UK and Ireland, Sodexo employs 35,000 people and provides On-site Service Solutions to clients at over 2,300 locations in the corporate, education, healthcare, leisure, defence and correctional services sectors.

Contacts

Corporate Citizenship
Corporate Communications
Sodexo
One Southampton Row
London WC1B 5HA

T: +44 (0)20 7404 0110
E: corporate.citizenship@sodexo.com
www.sodexo.com

Online



Full report online at
www.ccr2012.sodexo.com