

GLOBAL SUMMIT OF WOMEN

2014 SUMMIT PROGRAM WOMEN: REDESIGNING ECONOMIES, SOCIETIES

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SENIOR VICE PRESIDENT &
GLOBAL CHIEF DIVERSITY OFFICER**

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GLOBAL LEADER IN QUALITY OF LIFE SERVICES

On-Site Services

-> **To our 8 client segments**

Corporate, Defense, Justice, Remote Sites,
Health Care, Senior Living, Education, Sports &
Leisure

Motivation Services

-> **Available in three services categories:**

Employee Benefits, Incentives and Recognition,
Public Benefits

- **420,000 Employees**
- **132 Nationalities**
- **34,000 Sites**
- **80 Countries**
- **75 Million customers per day**
- **18th Largest employer worldwide**



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INTERSECTIONS OF DIVERSITY AND INCLUSION, WELLNES, SUSTAINABILITY THROUGH THE BETTER TOMORROW PLAN: CHANGES HOW WE DO BUSINESS

- It's In Our DNA & part of our brand promise
- It's Important to the Markets We Serve
- Doing good while doing well
- Gender needs to be cross-cutting

IT'S IN OUR DNA

Our mission, which has remained unchanged for 45 years, is twofold:

- Improve Quality of Daily Life of our employees and all whom we serve: wellness, diversity and inclusion, sustainability
- Contribute to the economic, social and environmental development of the communities, regions and countries in which we operate



WE ARE GUIDED BY A GLOBAL PLAN



BETTER TOMORROW PLAN

Our Corporate Social Responsibility road map, setting our social and environmental commitments around **4 priorities**

Develop our employees and promote diversity

Promote nutrition, health and wellness

Contribute to local communities

Protect the environment

SODEXO IS RECOGNIZED AS A GLOBAL CSR LEADER

A large panel of recognitions and awards around the world:

Global Sector Leader
for the 9th time



2013 Sustainability Yearbook



HEADLINES

- **Diversity and Inclusion & CSR:**
 - Lead the branding of Sodexo in the U.S.
 - Thought leadership platforms
 - Become differentiators resulting in business growth; integral to business success

- **Key factor as company reinvents business model to focus on Quality of Life solutions**

- **Helps brand as more than food service provider**

CONTEXT & CHALLENGES

- **Large: geographically dispersed**
- **Guests in client sites**
- **Image of industry**
 - **Male-dominated, few women in leadership**
 - **Industry a decade behind in progressive policies and practices for the inclusion of women and minorities**
- **Making a case in a business to business industry**
- **Small margins**
- **French parent company**

SUSTAINABILITY IN OUR MARKETS: Through the Lens of Our Clients

ENTERPRISE-WIDE FINDINGS

1. Sustainability: A growing global trend
2. Majority of clients think sustainability is critical or important
3. All clients are conducting sustainability efforts and yielding value
4. Energy use/waste reduction are key priorities
5. Sodexo partnership is valuable, and sustainability support is greatly appreciated
6. Clients expect vendors / partners to be experts in sustainability

SUSTAINABILITY IN OUR MARKETS: Through the Lens of Our Managers

Sustainability and CSR are Important to our Clients because:

- **Communication/PR/Reputation (60%)**
- **Operational savings issue (53%)**
- **Regulatory compliance (34%)**
- **Global environment concern (33%)**
- **Student/employee attraction and retention (27%)**
- **Indoor environmental health (22%)**
- **Boardroom issue (21%)**
- **Security of supply (10%)**

SUSTAINABILITY IN OUR MARKETS: What Third Party Research is Saying

The Conference Board October 2013 Report

“The Link Between Brand Value and Sustainability”

*Study shows strong
correlation between brand
strength and sustainability*



Director Notes



The Link Between Brand Value and Sustainability

by Bahar Gidwani

This report presents the findings of a multiyear study that compares brand value and sustainability performance. It reveals a significant increase in the connection between sustainability performance and brand value, and shows that some aspects of sustainability are more closely related to brand than others.

OUR INVESTMENT IN D&I IS AN INVESTMENT IN THE GROWTH OF OUR PEOPLE AND OUR BUSINESS

WORK PLACE For Our People

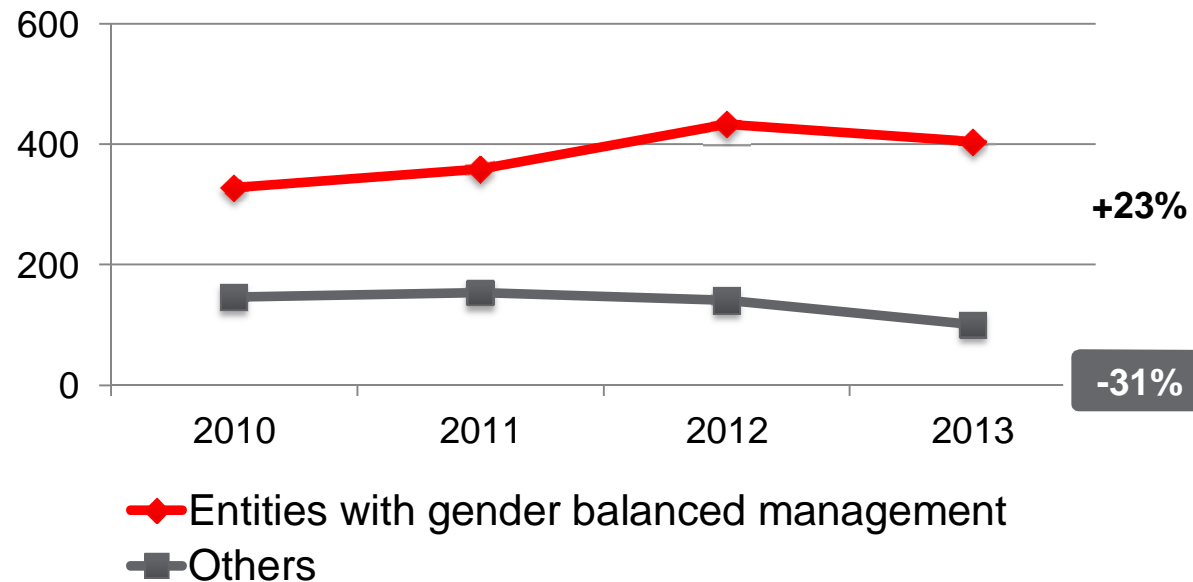
- Increasingly important to clients
- Differentiator and competitive advantage
- Important to reflect diversity of customer base and have culturally competent staff to understand diverse and global customers

- Attract & retain best talent: Diverse workforce = greater innovation
- Inclusive culture is a significant driver of engagement and improved customer service and productivity
 - 74% satisfaction rate | NORAM (2nd highest)

MARKET PLACE For Our Business

OUR PERFORMANCE, OUR STORY: Gender Balance and Profit (Onsite)

Operating Profit in On site Entities FY13 Vs FY10



Global Summit of Women

A BETTER TOMORROW: CREATING VALUE THROUGH DIVERSITY, SUSTAINABILITY AND WELLNESS



because I said I would.



INDIA - ECO KITCHEN

Sodexo has partnered with Eco Kitchen

- Eco Kitchen
 - A social entrepreneurship for the training and employment of women from disadvantaged backgrounds

“KATHIR” Program

- Offers training in meal serving and hygiene, food carts and a micro-financing plan to support women in becoming vendors of donated prepared meals

Sodexo Employees

- Team of 50 Sodexo employees work at the Eco Kitchen every day to bring about a change and to feed those who are denied their chance for food

Project ECO (Enhancing Community Opportunities)

The YR Gatonde Medical, Educational and Research Foundation is led by its Managing Trustee, Dr Suniti Solomon, who documented the first cases of HIV in India. The foundation has pioneered HIV/AIDS education, prevention, training, health care and research through the YR Gatonde Centre for AIDS Research and Education (YRGCARE). YRGCARE has extensive experience facilitating community services and gender empowerment.

Project ECO is the latest initiative of the foundation to address economic stability within families affected by social, economic or other challenges, and improve food security in the community.

At the core of Project ECO is the ECO Kitchen, with a 30,000 meal production capacity—a scale that lowers costs for you. It is an 18,000 Sq Ft green facility. The Kitchen is a naturally lit and ventilated building and utilizes innovative, eco-conscious technology including biomass briquettes, solar geysers, a condensation recovery system, an expansive drainage system and a wastewater treatment plant that irrigates the garden. We have carefully crafted our production to minimize our impact on the environment.



Kathir Delightfully Vegetarian!

“Kathir” is an innovative micro-entrepreneurship opportunity for disadvantaged women and their families to realize their socioeconomic potential.

This initiative assists women who are victims of domestic violence, spouses of drug users, or care for people with HIV or other chronic diseases, with opportunities to improve their livelihoods through a food retail programme. This programme also enables access to affordable and healthy food in the city of Chennai.



Kathir Dhan

“Kathir Dhan” responds to hunger and malnutrition, rampant yet hidden from public view, in Chennai city. It is a bridge between those in need and those who wish to help. This initiative saves lives and dignity.



Minister for Information Technology Poongodhai Aladi Aruna (third from right), Dr Suniti Solomon, ECO Kitchen initiative, and US Consul General Andrew Simkin at an event held to announce their partnership of ECO Kitchen and Sodexo in helping the underprivileged women, in the city on Thursday | J Manoharan

ECO Kitchen and Sodexo to help underprivileged women

PERU - TRAINING CENTER OF SAN MARCOS

- **Sodexo contributes to the success of local young people, mainly women , at the Training Center of San Marco in Peru**
- **Since 2002, individuals have been trained in kitchen, hospitality, housekeeping, laundry and maintenance (carpentry, plumbing, electricity, masonry) services**
- **Out of 543 people, many have been employees in mining diverse operations, restaurants and hotels in and around the country**

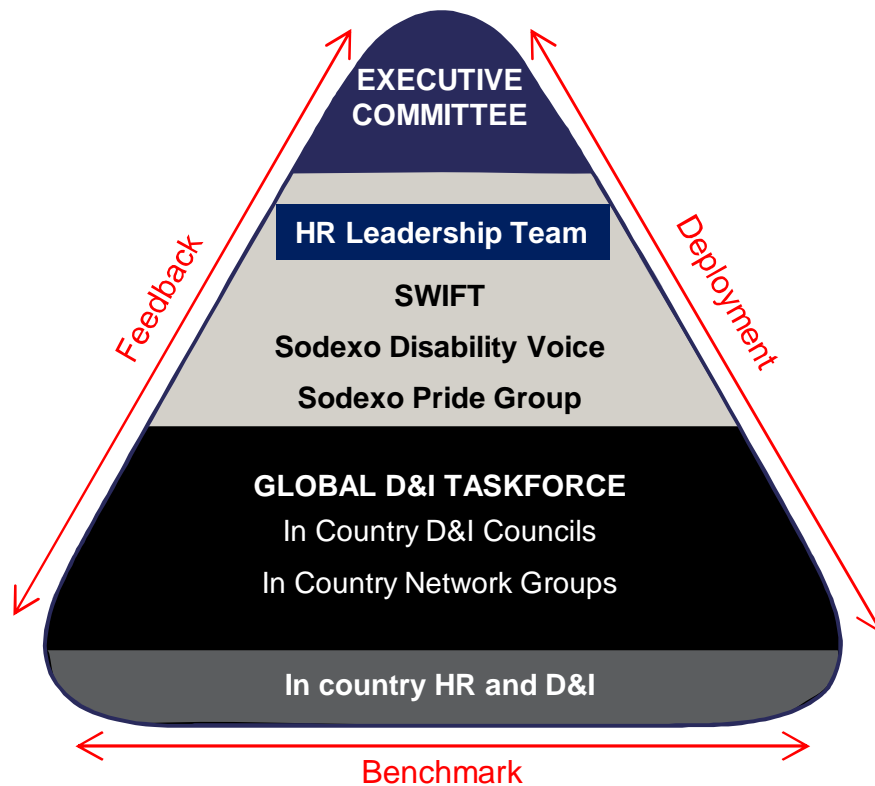


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CREATING VALUE FOR OUR BUSINESS AND OUR CLIENTS






- Our Performance, Our Story

OUR PERFORMANCE, OUR STORY: Diversity & Inclusion Governance



65 members of the D&I Global taskforce	17 countries engaged in Disabilities
34 Swift member Community 13 Gender Networks	6 country councils in 3 continents

OUR PERFORMANCE, OUR STORY: D&I 5 Key Areas of Focus

<p>GENDER</p> 	<p>PEOPLE WITH DISABILITIES</p> 	<p>LGBT</p> 	<p>GENERATIONS</p> 	<p>CULTURES & ORIGINS</p> 
<ul style="list-style-type: none"> • Increase women in GSL : 25% by 2015 • Increase number of women in operations • Create a culture of Inclusion 	<ul style="list-style-type: none"> • Raise awareness of people with disabilities through education and communication • Increase representation of PWD 	<ul style="list-style-type: none"> • Develop a pipeline of talents • Raise awareness through education and communication • Create a culture of Inclusion through networks 	<ul style="list-style-type: none"> • Raise awareness of working across generations through education • Create an inclusive culture through networks • Increase representing and engagement of GenY 	<ul style="list-style-type: none"> • Increase representation of multinational talent • Create an inclusive culture through education • Develop a global mindset
<ul style="list-style-type: none"> • Sponsor : Elisabeth Carpentier and Satya Menard • 13 in country networks 	<ul style="list-style-type: none"> • 1 global taskforce • 2 in country network 	<ul style="list-style-type: none"> • Sponsors : Sylvia Metayer & Dean Johnson • 1 global network • 2 in country networks 	<ul style="list-style-type: none"> • 2 in country networks 	<ul style="list-style-type: none"> • 4 ERBGs

PERFORMANCE & METRICS SCORECARD

A CLEAR SET OBJECTIVE & A STRONG COMMITMENT



- **Increase the number of women in Group Senior Leaders**
 - **Reach 25% by end of 2015**

- **Increase the number of women in operations**

- **Create a culture of inclusion**

OUR PERFORMANCE, OUR STORY: D&I Bottom Line

- In our most recent engagement survey, 83% of employees agree that they are valued for the differences they bring to the workplace. At a time when most companies experienced a decline in engagement, Sodexo experienced an increase, and was above the threshold for the “best employer ” range by Aon Hewitt.
- Attracting, engaging and retaining a diverse workforce comprised of top talent enables greater understanding of your business and customers’ needs while developing innovative products and services in a global environment.

OUR PERFORMANCE, OUR STORY: Nutrition, Health and Wellness

- 83% of sites provided at least 1 out of 5 choices that met our standard nutritional criteria for **sugar, salt and fat**
- 84% of locations are providing programming, resources and **education about healthy lifestyle habits**
- More than 275,000 Sodexo customers using MyFitnessPal **lost an average of 9.2 pounds** in the first 6 months of our partnership
- Partnership with **PHA**



The Bottom Line:

Healthy employees mean increased productivity, decreased absenteeism, and lower health care costs for our clients

OUR PERFORMANCE, OUR STORY: Local Communities



OUR PERFORMANCE, OUR STORY: Community Purchases

- In FY13 **28% of our products were from local producers** or small businesses
- Provided supplier diversity solutions to clients in excess of **\$542M** by sourcing from SMEs, WMBEs, and suppliers that embrace D&I
- Recognized as the **Top Corporation for Disabled owned Businesses** by the USBLN

The Bottom Line:

A strong community is a good place to do business.



OUR PERFORMANCE, OUR STORY: Waste Reduction

- Sodexo avoided **400 tons** of pre-consumer food waste at 40 campuses in a 2010 pilot by implementing LeanPath
- Roth partnered with Verizon to upgrade their HVAC management and achieved **15% energy reductions at 50 pilot sites**
- Sodexo is promoting efficiency at 500 client locations with SMART



The Bottom Line:

Our energy and waste reduction services reduce costs, improve sustainability performance, and create healthier and more comfortable indoor environments for clients.