



EXECUTIVE SUMMARY

2012 SUSTAINABILITY REPORT
SODEXO NORTH AMERICA

Sodexo is honored to be recognized as a leader in sustainability. This January we were once again named a global sustainability leader in our sector by the rigorous RobeccoSAM assessment methodology. With our global Better Tomorrow Plan we continue to support sustainability and improve quality of life through our social and environmental priorities:

1. Develop our people and promote diversity;
2. Promote nutrition, health and wellness;
3. Contribute to local communities; and
4. Protect the environment.

This report explains our Better Tomorrow commitments that address these priorities and details our progress in 2011 and 2012.

We are pleased to celebrate our achievements over the past two years. These accomplishments demonstrate the difference we can make when we work together. Some of our achievements include:

- **Reducing Waste.** Almost all sites are taking steps to reduce their environmental footprint, with more than half taking process improvement steps, such as changing to energy efficient equipment, implementing waste tracking systems, and moving to trayless dining programs.
- **Promoting Wellness.** Nearly 100 percent of our food services sites are implementing healthy food marketing programs, with one out of five choices meeting defined wellness criteria.
- **Supporting Local Communities.** Our volume of fairly traded products (e.g. coffee, tea) continues to increase, making an important difference in the communities that produce these items. There was more than a 250K pound increase in the volume of fairly traded coffee purchases between 2011 and 2012.

At the same time, we know we are on a journey of continuous improvement and recognize there is much more to be done to attain our ambitions for a Better Tomorrow. Some of the next steps already underway in our North America operations include:

- Reducing energy, water, and waste with our clients by implementing comprehensive environmental footprint reduction programs. Our initial focus is on: measuring, estimating, and reporting consumption; improving awareness and behaviors; and making equipment and process changes that reduce waste. We will also continue to assist our clients by providing additional services, such as Energy Services, that specifically address energy use and reduction management.
- Promoting wellness solutions through the launch of our Mindful by Sodexo offer that promotes healthy food choices and improves tracking of the many wellness-related programs we provide across all the client segments we serve. Whether we manage facilities, provide food services, or manage specialized wellness programs like HealthAbility for the Seniors market, we will continue to find new opportunities to promote wellness for those we serve.
- Continuing to focus on purchasing local and sustainable foods to meet the expectations of our clients and customers. Local and sustainable food choices make a difference for the health of people, the environment, and communities. We will continue to work with our supply chain partners to promote continuous improvement. We will also continue to promote sustainable products like coffee and seafood.

Sodexo has an extensive reach in North America with 9,000 sites served and a wide range of Quality of Life services that range from facilities management to food services to benefits and rewards services. We serve customers in hospitals, schools, museums, sporting venues, college campuses, corporate headquarters, government offices, military bases, senior living communities, and more. We touch people in all stages of their lives, and the opportunities to work together to make a difference are tremendous. We hope that our 2012 Sustainability Report will be the beginning of a conversation and will help you identify new ways we can work together. Please connect with us and let us know what you think.

Key Highlights

We continue to believe in providing clear and transparent reporting of our progress toward a Better Tomorrow. We have provided the latest information on how we manage sustainability and our progress within the four Better Tomorrow Plan priorities. Some of our highlights you can learn more about include:

WHERE YOU WILL FIND IT		
<p>We Are Sustainability Leadership</p>	<p>SEED – Our Subject Matter Experts</p>	<p>Approximately 200 employees participate in our community of internal sustainability expertise to support our sites in their sustainability efforts.</p>
	<p>SMART – Our Sustainability Management and Reporting Tool</p>	<p>In 2012, SMART was deployed to 400 accounts.</p>
<p>We Do Our Commitments as an Employer</p>	<p>Diversity and Inclusion</p>	<p>83% of managers believe that diverse employees are valued for the differences they bring to the workplace.</p>
	<p>Health and Safety</p>	<p>In 2012, 114,451 employees were trained in compliance with local Occupational Health and Safety laws and regulations.</p>
	<p>Food Safety</p>	<p>In 2012, 13,511 employees with food service responsibilities were trained in compliance with local food safety laws and regulations and Global Food Safety and Hygiene Policy.</p>
	<p>Employee Engagement</p>	<p>76% of employees know that Sodexo has a strong commitment to a Better Tomorrow, including a commitment to the environment, health, and local communities.</p>
	<p>Human Rights and Labor Relations</p>	<p>In December 2011, Sodexo was the first in its industry to agree to an International Framework Agreement with a global union federation, the International Union of Food.</p>
<p>We Do Promote Nutrition, Health, and Wellness</p>	<p>Health and Wellness</p>	<p>In 2012, 97% of our sites in North America provided at least one out of five choices that qualify under our healthy dining criteria.</p>
<p>We Do Contribute to Local Communities</p>	<p>Community Development</p>	<p>In 2012, 45% of Sodexo North America’s total spend on tea was on fairly traded tea and 1.2 million pounds of coffee purchased was Fairly Traded.</p>
	<p>STOP Hunger</p>	<p>During the 2011/2012 school year, Sodexo supported 56 backpack food programs across the U.S., providing an equivalent of 1,003,036 meals to youth at risk of hunger.</p>
	<p>Supplier Diversity</p>	<p>Sodexo has more than 1,700 national and regional diverse vendors throughout the U.S.</p>

<p>We Do</p> <p>Protect the Environment</p>	Carbon	In 2012, 41% of Sodexo North America’s sites were reducing their carbon footprints through equipment and processes changes such as evaluating lighting and equipment for energy efficiency opportunities.
	Water	In 2012, 20% of Sodexo North America’s sites were reducing water consumption through equipment and processes changes, such as using low or no water cleaning techniques.
	Waste	In 2012, 91% of our sites were reducing organic waste through equipment and processes changes, such as tracking kitchen waste.
	Local	In 2012, 14% of the produce purchased through Sodexo distributors in the U.S. was from within a 250 mile radius.
	Sustainable Seafood	In 2012, we purchased 3.9 million pounds of certified sustainable seafood in North America.
	Sustainable Supplies	72% of the cleaning products we purchased in 2012 were certified by Green Seal or were produced to meet the Ecolab-Sodexo criteria for sustainability.

“Our core business – delivering Quality of Life Services – touches on everything from ensuring the precision and performance of life-saving medical equipment in hospital intensive care units, to providing energy and construction services, to delivering wellness solutions and, of course, to serving healthy and nutritious meals to millions of customers. A common theme throughout is our approach to sustainability. We call it the Better Tomorrow Plan. Regardless of the work at hand, we see sustainability, not as a separate offer, special program, or a stand-alone marketing campaign, but rather as a key element woven into the very fabric of our business. Our commitments to sustainability and a Better Tomorrow are significant in scope, but we recognize that we can’t do it alone. Everyone has a role to play in developing our people, strengthening our communities, improving health and wellness, and protecting the environment.” **George Chavel, President and Chief Executive Officer**

“Through the continued deployment of our Better Tomorrow Plan actions across all of our business segments we will meet the expectations of our clients and customers, differentiate Sodexo, and contribute to Quality of Life in the communities we serve.” **Deborah Hecker, Vice President Sustainability and CSR**

Access the full report on our sustainability progress and connect with us
<http://BetterTomorrow.sodexoUSA.com>