

Our 1,000 good practices worldwide include:

■ ACTIVELY PROMOTE NUTRITION, HEALTH & WELLNESS

natural!

A food and beverage concept which aims to convey the benefits of eating fruit and how it aids the metabolism. *Natural!* is based on 100%-natural products with no concentrates or added sugar.

Vitality

Adapted to the varying tastes of each country, the *Vitality* food concept involves raising consumers' awareness about the importance of a healthy diet. Developed in 2006, it is now available at some 500 sites across Europe.

■ SUPPORT THE DEVELOPMENT OF LOCAL COMMUNITIES



Sodexo Servathon

Our employees around the world join forces each April to fight hunger in their local communities during the "Servathon". In 2011, 30 countries participated in the Servathon which involved more than 39,000 employees and the donation of 200,000 kilos of food.



The *aspretto* offer is a socially responsible brand of high quality coffees and teas, all ethically and locally sourced. Aspretto's worldwide implementation increased from 45 sites in 2009 to 753 sites in 2011.

■ PROTECT THE ENVIRONMENT

• Converting used cooking oil (UCO) into biodiesel

Sodexo is implementing programs to optimize the collection and recovery of UCO from restaurant kitchens.

• Marine Stewardship Council (MSC) certification

We work with the MSC on our sourcing of fish and seafood and in some cases for the certification of our sites.

• Carbon Trust Standard

In 2010, our Tillery Valley business in the UK which produces prepared meals achieved the Carbon Trust Standard for reducing its carbon emissions by 19% per metric ton of product manufactured over three years.

• So.Eco

In France, we are rolling out the So.Eco program at all our 3,000 sites. It involves the implementation of practices in the fields of waste processing, effluent reduction, water and energy savings.

READ MORE AT WWW.SODEXO.COM

- FY11 Corporate Citizenship Progress Review
- Catalogue of Good Practices



Quality of Daily Life in the service of performance

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

➔ On-site Service Solutions:

reception, maintenance of equipment, foodservices, construction management, leisure cruises, housekeeping, rehabilitation services at correctional facilities...

➔ Motivation Solutions:

Employee benefits, incentives and recognition and public benefits.

➔ Personal and Home Services:

childcare, tutoring and adult education, concierge services and senior care.

Sodexo in brief

- ➔ 16 billion euro in consolidated revenues
- ➔ 391,000 employees
- ➔ 33,400 sites
- ➔ 50 million consumers served daily
- ➔ 80 countries
- ➔ 7th largest European-based employer in the world
- ➔ 22nd largest employer in the world

As of August, 2011

N°1 globally in most markets

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A better tomorrow starts today.



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.



More on www.sodexo.com

Quality of Daily Life Solutions

The Better Tomorrow Plan

Since Sodexo's creation by Pierre Bellon in 1966, our mission has been twofold: to improve the **Quality of Life** of the people we serve every day and to contribute to the **economic, social and environmental development** of the communities, regions and countries in which we operate.

In 2009, to take our credentials to the next level of performance, we defined **The Better Tomorrow Plan**, our worldwide corporate Sustainable Development roadmap for the Sodexo Group. 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. Our strong philosophy and respect for ethical values form the basis of our commitment to corporate citizenship

- Our **core values**: Service Spirit, Team Spirit, Spirit of Progress
- Our **ethical principles**: Loyalty, Respect for people, Transparency, Business Integrity



WE DO: 3 priorities and 14 commitments to action:

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



WE ENGAGE: In dialogue and joint actions with our stakeholders.

We strive to engage our stakeholders through common impactful actions:




- We **listen to our stakeholders** and maintain a dialogue with them.
- We **influence practices** at the sites where we operate and beyond.

We will develop a **leadership position within networks**, and support opportunities to **meet and engage with stakeholders** so as to be recognized as the benchmark reference and sustainability leader.



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.

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
	 Actively promote Nutrition, Health & 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.
	 Commit to 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.
	 Protect the 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.		