

The Better Tomorrow Plan Case study

We Do

OUR COMMITMENT: We will develop and promote health and wellness solutions for our clients, consumers and employees in the countries where we operate by 2015.



**Nearly 800 people
working day-to-day
for Circles**



Worldwide

Sustainable Concierge services

Circles, a Sodexo company, is a leader in Concierge and Personal Assistance services. To better respond to customers needs and in line with the Better Tomorrow Plan, Circles now proposes a sustainable offer that responds to the economic, social and environmental challenges of its activities.

Creating value for our clients and their employees

- Contribute to increase employee engagement and improve retention
- Better work-life balance for employees: support in their everyday life, saving them time.
- Give employees access to discounts and to an expert information.

General context

Today, businesses face multiple challenges as companies must increase productivity. Employees are working hard, commuting long distances and trying to manage their personal lives all at the same time.

At the same time, attracting, retaining, motivating and rewarding the best talent is a challenge for all companies, regardless of size, sector, or location.

In the context of a highly competitive market, services to employees are vital, and may prove to be a key differentiator for companies.

The Concierge offer

Present in six countries (United-States, France, Belgium, Luxembourg, Sweden, United Kingdom), Circles' concierge offer provides employees with a wide range of services such as **Daily Life services** (shoe repair, dry cleaning, tailoring,...), **Leisure** (restaurant booking, ticketing, event planning,...), **Home Services** (baby-sitting, house cleaning,...) and **much more**.

Our 150 clients worldwide benefit from a service that can be delivered via three delivery channels, depending on the needs and objectives of our clients:

- On-site: a Circles Concierge who provides personal, face-to-face services and based in a customised on-site space
- Online: a web-based solution that allows members to order services online
- On-call available by phone.

Concierge services going sustainable

In line with Sodexo's Better Tomorrow Plan, Circles in France has a commitment to sustainable development which is based on three pillars: social, economic and environmental. For each of them, Circles strive to carry out initiatives to turn sustainable concierge services into a reality.

→ Social commitment

Circles France works to integrate disabled people into economic life. For this, we promote and support the professionalization of disabled workers.

- **Three on-site concierges who are handicapped workers have already been trained**
- **The baskets of fruit and vegetables are made up by ESAT groups (French state employment support for handicapped persons)**

→ Economic commitment

Circles commits to work with partners located around clients' premises, in order to support local economy and is also highly involved in helping local charities.

- **More than 80% of partners are local providers**
- **Food and clothes collections are organized twice a year in order to support local charities.**

→ Environmental commitment

It drives us every day to select partners who offer services which respect the environment.

- **The baskets of fruit and vegetables come from organic or rational integrated farming.**
- **Shoe repairs are done with solvent-free glues.**
- **Car wash services use virtually no water, with eco-labeled products.**

Resources

Today, 800 people work day-to-day for Circles around the world. They are all highly trained concierge service professionals ready to help clients' employees meet the competing priorities of life and work and better manage their personal to-do lists.

External recognition



Circles France has been awarded the **PREDICI label in 2009 and 2010**. The PREDICI label certifies that our service offer has been made through 80% of local suppliers.

Over 2 million
requests fulfilled
every year

More than 150
Concierge clients



More information

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