

The Better Tomorrow Plan Case study

WE ARE: Employee Springboard



- 380 000 employees
- 6th largest European-based employer
- 21st largest employer worldwide
- 97% of our employees are in daily contact with clients and customers



WORLDWIDE

Your future, so sodexo

Our global employer brand, “Your future, so sodexo” states our commitments to improve everyday the quality of daily life of our employees. “Your future, so sodexo” lists the 5 key moments each employee must experience during his or her professional life at Sodexo: **Recruiting, Welcoming, Living, Growing and Rewarding.**

We don't want to just offer jobs, we want to ensure a unique experience for each employee.

Creating value for our employees

The men and women of Sodexo are at the heart of the company. Their engagement is our number one priority.

Engaged employees are crucial for Sodexo as they mean happy clients, happy customers, happy shareholders, good retention and good business. These are the perfect ingredients behind building a strong brand - a brand that can deliver on its promise.

To ensure our employees feel completely engaged at every moment in their life at Sodexo, we have created “Your future, so Sodexo”.

We will inspire you
to join Sodexo



Global Engagement Survey

Every two years, we conduct a global engagement survey to fully understand the expectations and needs of our employees and continuously monitor our progress.

Results of the 2010 Survey:

- **113,000 participants** in **60 countries**
- **Response rate: 56%** (+5% since 2008)
- **Engagement rate 55%** (+7% since 2008)
- **85% of our employees** feel that Sodexo is a better employer than the competition

The next Global Engagement Survey will be conducted in April 2012



- **88% of our staff** feel that they are members of a team
- **87% of our staff** find satisfaction in their work
- **89% of our staff** appreciate their day-to-day work
- Over **300,000 employees** received improvement training
- **35,326 employees** were Sodexo Shareholders

As of August 2010

More information

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A few best practices

1 Recruiting

France: Campus Magazine

"News Campus" is a newsletter for students to increase visibility and knowledge about Sodexo and advertise internships, apprenticeships or jobs for young graduates

Welcoming

Motivation Solutions Romania: Participative training as induction program

To familiarize employees with the values and activities of the Group, Sodexo decided to offer one-day training to all of them. The session is very participative and includes games and team-building exercises. Following the enthusiastic response of the participants, Sodexo has decided to make this training a first step in the induction program of all new employees.

2

Living

Remote Sites & Asia-Australia: Adapting our communication for our employees on site

To inform and engage our 3,000 Site Managers in 40 countries, Sodexo Remote Sites and Asia-Australia has designed a newsletter called CONNEXIONS. The concept is simple and innovative: the Site Managers reads the 4-page newsletter with strategic and operational information; he/she then unfolds the document into an easy-to-read A2 poster for the frontline employees. The arrival of this 2-in-1 tool is the perfect opportunity for a discussion between the manager and his team.

3

Growing

UK and Ireland: Growing through command of language

Sodexo teams in the United Kingdom and Ireland are remarkably diverse. A pilot project was conducted with 50 employees seeking to enhance their command of English both in writing and speaking to become better integrated and develop their skills. After being tested to determine their skill level, the employees took a language course tailored to their needs. This initiative was very well received and is now being considered for extension throughout the company.

4

Rewarding

Italy: Peer recognition

The Sodexo team in Italy has created a new rewards initiative called "Star Heart Smile Awards". Every employee can nominate a colleague for recognition in three possible categories: expertise, passion, consumer satisfaction. Nominations are supported with concrete examples of behavior and attitudes. 266 nominations were proposed for the first edition of the awards in Fiscal 2010, where three finalists were honored.

5

More information on our initiatives worldwide in our FY10 Human Resources Report

