

FISCAL 2007

CORPORATE CITIZENSHIP REPORT  
**Act as a Corporate Citizen  
against Malnutrition and Hunger**



**sodexo**

Making every day a better day

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## GLOBAL REPORTING INITIATIVE GRI3 INDICATORS

### PRODUCT RESPONSIBILITY

#### Customer Health and Safety

Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures – PR1

#### Product and Service Labeling

Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements – PR3

Practices related to customer satisfaction – PR5

### SOCIETY

#### Community

Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting – S01

### ECONOMIC

#### Market Presence

Understanding and describing significant indirect economic impacts, including the extent of impacts – EC9

## GLOBAL REPORTING INITIATIVE

For the second time running, Fiscal 2007 Sodexo "Act as a corporate citizen" Report covers indicators contained in the GRI3 reporting framework launched by the Global Reporting Initiative (GRI) in 2006. The GRI framework establishes international guidelines for reporting economic, social and environmental data. [globalreporting.org](http://globalreporting.org)

### Global Compact

Sodexo is committed to the 10 principles defined by the United Nations Global Compact. [unglobalcompact.org](http://unglobalcompact.org)

## About this booklet

This first edition of the booklet "Act as a Corporate Citizen against malnutrition and hunger" is part of our Corporate Citizenship report that we are publishing for the 3<sup>rd</sup> year running. In this report, we seek to provide stakeholders with an insight into how we are committed to promoting health and well-being through facilitating healthier eating and how we are committed to fighting malnutrition by our STOP Hunger program. This report relates to Sodexo's operations all over the world and covers the period from 1<sup>st</sup> September 2006 to 31<sup>st</sup> August 2007. All references to "Sodexo" or "we" relate to Sodexo Group.

More information: read our **Fiscal 2007 "Act as a Corporate Citizen" Report** at [sodexo.com](http://sodexo.com).





As a leader in its markets, Sodexo is today recognized as a top performing company with a high quality product and service offer. Our 342,000 employees, who together represent 132 nationalities, in 80 countries, contribute their expertise and cultural diversity to accomplishing our common vision "to become the premier global outsourcing expert in Quality of Life services" by 2015.

Our service offers are specifically designed for each of the population segments with which we work: children, teenagers and students, adults, seniors and people with disabilities. We are proud to contribute to educating people about healthy eating and the long-lasting, beneficial effects of sound nutrition and a balanced diet. In daily contact with the young people and adults on our clients' sites, we also have a role to play in the fight against obesity.

The persistent high level of malnutrition in the world and infant mortality linked to it, underpin our actions. Our STOP Hunger program, today implemented in 22 countries, has been deployed in partnership with 150+ NGOs and associations.

All around the world, the condition of people without enough to eat remains unacceptable. This is why I am particularly proud that today our STOP Hunger program is making an impact in our host countries.

In this booklet, we are describing how we live up to our social responsibility. You will find information about our malnutrition and hunger solutions as well as examples of our local programs and performance data.

Sincerely yours,

Michel Landel

CHIEF EXECUTIVE OFFICER, SODEXO,  
PRESIDENT OF THE EXECUTIVE COMMITTEE,  
PRESIDENT OF THE SODEXO STOP HUNGER ASSOCIATION.



# → A STRATEGY FOR SUSTAINABILITY

AS ONE OF THE LEADING FOOD MANAGEMENT SERVICES COMPANIES, SODEXO SUPPLIES A SIGNIFICANT PART OF 40 MILLION PEOPLE'S DIET. THE SODEXO CORPORATE CITIZEN STRATEGY EMBRACES A COMMITMENT TO FIGHT MALNUTRITION AND HUNGER. THE LOCAL CHARACTER OF SODEXO'S INITIATIVES ENABLES THE GROUP TO MAKE A BENEFICIAL CONTRIBUTION EACH YEAR TO THE QUALITY OF LIFE OF THE COMMUNITIES WE SERVE.

WE CONSIDER IT OUR RESPONSIBILITY TO PLAY AN ACTIVE ROLE IN EDUCATING THE PUBLIC ABOUT HEALTHY EATING AND IN ERADICATING THE MALNUTRITION SCOURGE.



## CHALLENGES FOR THE FUTURE

**854 million** people still do not have enough to eat to meet their daily energy needs



The primitive function of food is to provide the body with all the nutrients and elements **needed to grow, develop, survive and perform vital functions**, but eating habits are much more than that. Food habits express who we are and how we are feeling, provide **a way of relating to other people**, sharing with the people we live with, the environment and our surroundings. Food habits are part of **culture, traditions and personal history**.

Tastes in food and eating habits are evolving and market trends indicating that customers are looking for expanded options for **healthy food**. At the same time, unhealthy eating is today widespread throughout both the developed and the developing world. Many young people in particular are affected by obesity and consequently vulnerable to cardiovascular disease and lower life expectancy.

In 2050, our planet will be populated by **9 billion people**, and it is by no means certain that all of them will have a sufficient supply of food to eat. Due to the effects of climate change, some areas of present-day farmland will have become either flooded or been transformed into desert, leading to scarcity of certain food resources.

In the last 10 years, hunger in the world has been reduced by over **25%** in more than 30 countries. Although this demonstrates that improvement is possible, 854 million people\* still do not have enough to eat to meet their daily energy needs. Nearly a quarter of these people are children, for whom malnutrition can retard physical and mental development and threaten survival. In 2007, malnutrition and hunger remain present in many countries of the world.

\*Source: FAO

## WHAT IS SODEXO'S RESPONSIBILITY FOR MALNUTRITION AND HUNGER?

→ An inspiring challenge



**Sodexo** is dedicated to being a driving and creative force that contributes to a world that is free of hunger and malnutrition.

Nutrition is important; the **enjoyment of food** is essential. Food and eating are powerful **expressions of cultural and social identity**. Not only do people have individual tastes, but they also live in countries with different cultural and culinary traditions – differences to which our employees in local markets need to be sensitive.

In our host countries, we play an **educational role**, informing our customers and employees about the need for a balanced diet and the benefits of healthy lifestyles. The different population segments of the countries in which we are present have different needs, depending upon whether they are composed of young children, teenagers or students, people at work, seniors, patients in hospitals or people with disabilities. Our 342,000 employees form a very large community whom we encourage to develop **balanced eating habits and healthy lifestyles**, making information available in our offices and restaurants.

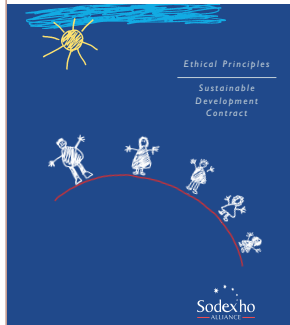
Tastes and behavior evolve too, and we have to understand these changes to constantly **adapt our food offers and remain ahead of our customers' expectations**.

Sodexo is proactively addressing the ever-growing obesity epidemic and the strong need for wellness programs and services.

More than 854 million people around the world are malnourished. As a leading Foodservices provider in 80 countries and as part of our commitment to Corporate Citizenship, Sodexo is dedicated to being **a driving and creative force** that contributes to a world that is free of hunger and malnutrition.

## BUSINESS PRINCIPLES AND POLICY

→ Through our “Ethical Principles and Sustainable Development Contract”, published in 2003 – available on [sodexo.com](http://sodexo.com), we are committed to fighting malnutrition and hunger:



1. WE ARE COMMITTED TO PROMOTING HEALTH AND WELL-BEING THROUGH FACILITATING HEALTHIER EATING.
2. WE ARE COMMITTED TO FIGHTING MALNUTRITION BY OUR STOP HUNGER PROGRAM IN OUR HOST COUNTRIES.

## TARGET AND PERFORMANCE INDICATORS

→ We want 100% of our clients and consumers to benefit from our Healthy eating initiatives.

1. CONTINUE TO DEVELOP THE STOP HUNGER PROGRAM IN THE COUNTRIES IN WHICH IT IS ACTIVE TODAY.
2. LAUNCH PROGRAMS IN OUR OTHER COUNTRIES.

		PERFORMANCE				
CHALLENGES	SODEXO'S RESPONSES	INDICATORS	BASIS FOR CONSOLIDATION	2005	2006	2007
ECONOMIC - SOCIAL - COMMUNITY	Protect the health of individuals	Business units providing clients, customers and employees with information and training on good eating habits	World (95% weighted on revenue)	97%		99%
	Reduce the causes of poverty and social vulnerability	STOP Hunger Program				
		- Countries developing STOP Hunger initiatives	15	18	19	22
		- Partnerships with NGOs and associations		60	92	153
		- Financial donations				€2,686,362
		- Meals donated				721,044

## MAIN POINTS OF VIGILANCE



### IN IMPLEMENTING CHALLENGES, WE FACE THE FOLLOWING SITUATION:

1. **Deeply rooted cultural practices sometimes, inevitably take time to evolve.**  
As we have underlined in this booklet, creating awareness of healthy eating habits and lifestyles from the earliest possible age, is all-important.
2. Eating habits are closely linked to the **culture** of a country and populations are very attached to their **local cooking**. We are very much attached to this diversity and cultural heritage and all our programs are designed to be customized at country level if not at regional level.
3. We have to show constant sensitivity to **different levels of economic development** in the host countries in which we operate. In developed countries, although we are proactively assisting underprivileged groups within communities, our focus is on helping individuals to develop balanced and healthy eating habits.
4. In **emerging countries**, populations at risk are still too often attempting to eat decently every day. We are confronted by the colossal needs of undeveloped countries, needs that require very significant hunger relief resources.

## ACTION PLAN IN 2007-2008

1. Promoting **international guidelines** based on a balanced diet.
2. Affirming **Sodexo's competitive value service and responsiveness proposal**.
3. Pursuing the development of **awareness programs** for frontline managers and implementing training and education actions for employees.
4. **Working closely with our vendors** to ensure that we are always supplying our clients and customers with healthful products.
5. Continuing to analyze **customers' expectations**.
6. Raising **awareness** about the problem of hunger and malnutrition.
7. **Fighting hunger** at its root causes by addressing issues such as lack of education and training, lack of affordable housing, and lack of sufficient, nutritious food.
8. Increasing **involvement from our employees** around the world on our STOP Hunger actions.
9. Encouraging **additional collaboration** with our clients, customers, vendors, and community partners on our STOP Hunger actions.
10. Encouraging the **cascading of information** down through our organization.
11. Tracking **key indicators** at Group level.

We will report on our progress on this action plan in next year's Report.



## → SUSTAINABLE PERFORMANCE

THE DIFFERENT POPULATION SEGMENTS OF THE COUNTRIES IN WHICH WE ARE PRESENT HAVE DIFFERENT NEEDS: YOUNG CHILDREN, ADOLESCENTS OR STUDENTS, PEOPLE AT WORK, SENIORS, PATIENTS IN HOSPITALS OR PEOPLE WITH DISABILITIES. CUSTOMERS ARE VERY MUCH ATTACHED TO LOCAL EATING HABITS AND CULTURES AND OUR PROGRAMS ARE ALWAYS DESIGNED TO BE CUSTOMIZED AT COUNTRY LEVEL, IF NOT AT REGIONAL LEVEL.

OUR CUSTOMERS ARE ALL DIFFERENT, AND THEIR TASTES AND BEHAVIOR CHANGE AND 98% OF OUR EMPLOYEES ARE IN DAILY CONTACT WITH CONSUMERS. ALL OUR INITIATIVES ARE IN LINE WITH OUR DETERMINATION TO IMPROVE THE QUALITY OF DAILY LIFE.



# → PROMOTING BALANCED EATING HABITS



"We are proud to play an educational role in promoting nutrition and a balanced diet. In all our host countries, we inform our customers about the benefits of a healthy, well-balanced life. We want all our clients and customers to benefit from our healthy eating initiatives."

**Damien Verdier**

GROUP SENIOR VICE PRESIDENT, MARKETING AND PURCHASING,  
MEMBER OF THE GROUP EXECUTIVE COMMITTEE.

## STUDYING CUSTOMERS' NEEDS

→ To provide the best response, creating awareness and implementing healthy eating concepts.



### CHILDREN, TEENAGERS AND STUDENTS

Nutrition and wellness issues impact nearly every aspect of a child's life. The promotion of a healthy diet and physical activity during childhood not only contributes to better mental, social and physical health during this stage of life, providing increased capacity to perform daily activities, but also sets the basis for better health throughout the life course thereby contributing to a longer and better quality life.

#### Chile

In 2005, Sodexo launched the "Atina Come Sano" healthy food program. Today 30 schools and 3,000 students are receiving regular dietary information for a balanced and healthy life.



#### France

School snack and fast solutions are often criticized. Sodexo has developed **Cafet'Evasion**, a concept of appealing, well-balanced fast food for high school students based on the theme "Less fat, less sugar, less salt... Eating well is easy!" The concept, deployed in 20 schools, offers, for example, sandwiches with no fat or grease content.



#### United States

- "Pediatric Create Your Weight<sup>SM</sup>" has been developed by Sodexo and registered dietitians certified in pediatric and adolescent weight management. It is specifically designed to meet the special needs of children and adolescents with obesity issues. The program offers 60-minute classes, once a week, to teach children how to make lifestyle changes that will keep their bodies healthy.
- Sodexo introduced "Balance Mind, Body and Soul" because we recognized the growing desire of students to take a more active role in their health and wellness. Sodexo chefs maintain a recipe database with more than 6,000 nutritious offerings. Food selections are clearly marked so students can make informed decisions and choose foods that fit within their specific dietary framework. We have implemented this program on every college campus we serve and will continue to update it to provide the resources students need to achieve and sustain a healthy, balanced lifestyle.

#### United Kingdom

Since 1992, Sodexo Education has published the biennial **School Meals and Lifestyle Survey** which researches the habits and attitudes of children between the ages of 5 and 16 and those of their parents. In 2006, the Survey's findings were quoted in the government publication 'Turning the Tables: Transforming School Food'.



## IN THE WORKPLACE

In the workplace, we have identified the negative impact of bad nutrition habits on health and their harmful effects in terms of productivity and competitiveness. For our customers, we have developed methods to identify their behavior and anticipate their new expectations. We help customers in the workplace to improve their eating habits.

### Australia and Thailand

**SmartFuel** is a regional program designed to identify healthy eating options. In 2006, new menus and guidelines were developed by Sodexo's in-house dietician. The offer includes a program of Tick approved recipes, endorsed by the National Heart Foundation. The program is implemented in businesses covering Defense, Remote Sites and Corporate Services in more than 70 locations, with over 6,000 meals served daily.

### Canada

Sodexo offers the **Your Health Your Way** program to a diverse adult population in different work environments. The program makes healthy eating easy for customers at over 150 client sites through delicious meals that meet credible nutritional guidelines and adapt to individual eating choices.

### Chile

In 2006, Sodexo launched a program through its activity Service Vouchers and Cards called **It's a pleasure to live** for the Chilean workforce, heightening people's awareness of the importance of balanced eating by providing nutritional information on the vouchers. Sodexo has created a dedicated network of affiliated partners, the "healthy network of restaurants", made up of the 700 healthiest restaurants in Santiago, selected by Sodexo according to the type of food they serve (for instance avoiding fried food, or favoring cooking with olive oil and low salt).



### Congo

When Total identified overweight problems amongst their workforce, Sodexo put in place a **healthy eating program**. Its first stage - based on our experience in France for adults at workplace - aims at regularly providing our client's employees with clear nutrition guidelines on their workplace, i.e. offshore platforms. Our Congolese dietician was trained by our French dietician team, and corresponding material (menus, booklets, posters, etc.) was sent to Congo to enable a rapid implementation.

### Europe and Morocco

**Vitality** is a Sodexo European food concept developed by Sodexo that focuses on wellbeing and nutritional balance. Vitality is currently available in Austria, Sweden (where 100 people are enjoying it daily) and Morocco, and it is planned to roll the brand out across Europe in the near future in the Czech Republic, Finland, France, Italy, the Netherlands and Portugal.



## THE SODEXO PERSONIX™ METHODOLOGY

**Personix™** is designed to analyze customers' expectations at their workplace and offer catering best solutions suited to their needs. Personix™ identifies the various types of customer behavior specific to the workplace. Through our Personix™ methodology, customer satisfaction surveys can be conducted on-line, in order to anticipate expectations and broaden our offer. Personix™ also enables comparisons between client sites and can map a group of sites in one or more countries. In FY 07, 25 countries had already adopted the methodology and among them 17 European countries, the United States, Canada, China and Chile. New countries such Australia and Thailand will join the 25 countries.



Les diners



## SENIORS

It is now known that there will be a substantial increase after 2010 in the number of people aged above 65 in numerous developed countries. These people will expect to have healthier food and lifestyles. Studies have shown that the elderly frequently reduce their food consumption due to poor appetite, leading to loss of weight and nutritional imbalance.

### France

Sodexo has created the **Nutri'O dinner**, designed to provide appealing meals for the elderly and ensure they receive their daily requirements of protein, calcium and fibre. The dinner is built around the bowl of soup customarily consumed by elderly people living at home, thereby creating no break with their habits, and is completed with a selection of cheeses and a dessert. The soup is enriched by a nutritional compliment needed by elderly people. 60% of residents have experienced either weight stabilization or gain.

### United States

At the 425 retirement communities managed by Sodexo in the United States, **HealthAbility** approaches wellness as an opportunity to improve the overall health, lifestyle and well-being of our senior residents. Through the support of educational programming, interpersonal communication and social interaction, HealthAbility enables residents to experience all eight aspects of wellness: nutritional, intellectual, physical, spiritual, safety, social, environmental and community. Residents can redefine wellness in their lives by becoming involved in each aspect of HealthAbility.

## PATIENTS IN HOSPITALS

**Patients recovering from illness need to eat well for speedy recovery. People with serious or terminal illnesses may often not be able to follow a normal diet and need sensitive and individualized care. A range of well-balanced food offers, social activities and other services have been created to help people in hospitals and specialized homes overcome loneliness, gain independence and stay healthy.**



### United Kingdom

Sodexo prepares over 550 menu choices and serves over 45,000 patient meals every day. Our subsidiary Tillery Valley Foods (TVF) is the leading supplier of chilled and frozen prepared meals in the health care sector. TVF has achieved an average of 20% less salt, successfully replacing salt in cooking with herbs and spices.

### UNITED STATES

**Sodexo Nutrition Services** is a leading network of over 1,200 nutrition professionals who provide innovative patient education materials for the health care sector. Over 50 education tools have been developed to meet specific nutritional and disease management needs, with over 20 translated into Spanish.

## PEOPLE WITH DISABILITIES

**Today, Sodexo is the only Foodservices company with a dedicated division that serves assisted-living facilities for the disabled, developing innovative solutions to meet the needs of residents with mental or physical problems.**

### France

**The Good Eating Code** is a nutritional education program for the disabled. A nutritional education program was introduced to meet the specific needs of the disabled. For some, disability leads to a number of both functional and nutritional problems. The Good Eating Code aims to teach disabled adults how to maintain a well-balanced diet without assistance, including at home. This means encouraging them to take active responsibility for their eating habits.





## FIGHTING OBESITY



Obesity is one of today's most blatantly visible public health problems that is not restricted to industrialized societies. Paradoxically coexisting with undernourishment, an escalating global epidemic of overweight and obesity – “globesity” – is taking over many parts of the world.

Being overweight or obese increases the risk of many diseases and health conditions. Although one health objective is to reduce the prevalence of obesity among adults, current data indicates that the situation is worsening rather than improving. Adolescent obesity, described by the World Health Organization (WHO) as a “pandemic”, has risen by 75% in the last 30 years. Sodexo is proactively addressing the ever-growing obesity epidemic and the strong need for wellness programs and services.



### Australia

Infantile obesity has doubled in just 10 years and today 20% of Australian children are considered overweight. **Nourish – Eat Right, Be Bright** is a program to help children change their behavior and adopt healthy habits.

### Canada

After an 18-month intensive market research, development and testing period, Sodexo launched **Your Health Your Way** to satisfy the growing demand for healthy menu choices, across the country in over 150 Sodexo-managed Foodservices locations, with the support of a mandatory training and certification process for all location managers and specialized front line training for all employees.

### Colombia

Since October 2006, the **Comer Sano** nutritional program for weight control, has been educating our customers at 12 sites in good nutritional habits that will improve their health and wellbeing. It is planned to roll-out the program across the country.

### United States

- Sodexo is a founding member of the **Institute on the Costs and Health Effects of Obesity**, set up in 2004 within the National Business Group on Health (NBGH), a non-profit organization that represents the major employer's perspective on national health policy issues and provides practical solutions to its members' health care problems. [businessgrouphealth.org](http://businessgrouphealth.org)
- **Create Your Weight<sup>SM</sup>** is a comprehensive ten- week program to assist adults in managing their weight and health issues associated with obesity. Dietitians combine instruction in nutrition, physical activity and behavior modification with metabolic testing and wellness tracking software. The “Create Your Weight<sup>SM</sup>” program has also been customized for Hispanic Floridians to study the outcomes when using specialized approaches with this population. Current estimates say that 2/3 of this population are overweight or obese. All program materials are translated into Spanish. Bilingual dietitians teach classes and Sodexo chefs demonstrate how to prepare healthy versions of Hispanic recipes such as Chicharron de Pollo (fried chicken).

## CONTINENTAL EUROPE

Thirteen major action fields have been identified as contributing to the fight against obesity. They have been divided into three categories: improving eating habits, improving customer knowledge about food and encouraging physical exercise. Specific programs and examples of concrete initiatives have been reported in every host country, creating the basis for an exchange of best practices among countries. All Sodexo Continental Europe senior managers are committed to ensuring that every Sodexo customer on each site benefits from at least three of the thirteen actions every day. 1,885,000 customers benefit from our commitment to propose vegetables everyday, through 32 different programs.

## PROMOTING ETHICAL SOURCING AND PARTNERING WITH STAKEHOLDERS

In each country we implement product quality and traceability procedures throughout the supply chain. We are careful to comply with transparency rules governing the supply of perishable products, and we carry out annual auditing and inspection procedures. All of these actions are part of our improvement approach in partnership with our suppliers.

We are strengthening our ethical partnerships to foster respect for people and the environment; our suppliers are committed to working with us to promote this approach in our daily activities and contribute to our progress.

In our activities, it is essential to develop trusting, long-term relationships with each of our suppliers to guarantee the quality of our products throughout the supply chain. Furthermore, we have encouraged our suppliers to adopt a policy of cultural and social diversity towards their own suppliers.

Today, our clients and customers are increasingly insisting on products that are respectful of the environment and ethical values. To meet their demands, we recently developed local product offers based on sustainable farming methods, organic farming and fair trade.



### GLOBALLY

Sodexo is implementing worldwide the **Aspreto coffee** offer, an ethical brand with three fundamental principles:

- Environment – putting back what we take out through the '3 R's' policy of reduce, recycle and return,
- Health and well-being – all Aspreto products are traceable so that we can guarantee that they are naturally grown,
- Social responsibility – we know where every bean and leaf is grown, harvested and transported. All products are ethically sourced with full accreditations within their individual markets from the Rainforest Alliance, Fairtrade Foundation and Soil Association.

### France

**Les Essentiels de la Cuisine de tous les jours** are a series of straightforward nutritional recommendations prepared for Sodexo by six well-known French chefs: Marc Veyrat, Olivier Roellinger, Michel Bras, Jacques Chibois, Jean-Michel Lorain and Pierre Gagnaire. Customers at 2,500 Sodexo restaurants benefit from this culinary expertise.

### The Netherlands

Since 1994, Sodexo has promoted research into the growing and consumption of organic foods. In the Netherlands, Sodexo follows an organic code of practice for catering contracts, under which a 5% target has been set for the sale of organic products in restaurants. For government units, a minimum level of 40% has been set for organic products as a proportion of restaurant sales. Since 2005, milk served at our school sites is 100% organic. Sodexo site managers have attended a one-day course, **How logical is organic**, on how to inform customers about the benefits of organic products; it is intended to increase the number of site managers trained. We have designed 10 new counter signs for organic and healthy foods to make it easier for our customers to identify these healthy eating options. The signs are being used at 850 restaurants.

### European Union

In December 2005, Sodexo signed the charter of food service concession commitments, under the aegis of our professional union (FERCO) at European level. The charter underscores our commitment to playing an active role as members of the **European Union Platform on Diet, Physical Activity and Health**. A first report of our actions taken in 2006 was shared in 2007 with the European Commission – Health & Customer Directorate General.

## → MEET

"Create Your Weight<sup>SM</sup> is a great program that meets the needs of our community and is provided right here by our nutrition experts and dietitians. The program is very popular and people call year-round to find out when the next class is scheduled to begin. It has brought people from all over the region willing to travel up to 25 miles for their classes. It creates a full circle of care involving the physician and other health care providers with the patient."

Gregory Bauer

VICE PRESIDENT OF PLANNING, ELK REGIONAL HEALTH CENTER ST MARY'S HOSPITAL PA.

## Healthy eating Awards

### China

2007

Sodexo won the prize for **Corporate food service excellence in China** awarded by the Chinese Cuisine Association (CCA). Sodexo is the only foreign-based food service company to receive recognition for its honesty, loyal practices, results and commitment to job promotion and the sustainable development of the local economy.

### Poland

2005

To constantly raise the quality of service provided, all Sodexo restaurants participate in the **Mystery Client** program which aims to select the most customer-friendly restaurant. Unexpected visits are made to restaurants on a monthly basis by a professional external testing company. Sodexo was awarded the Poradnik Restauratora for its excellent quality service.

### United Kingdom

2006 & 2007

Sodexo was awarded a **Business in the Community (BITC)** social responsibility award for educating children about healthy eating, nutrition and lifestyle through a week-long program for 8 disadvantaged schools in Glasgow and Edinburgh.

### United States

SINCE 2001

and each year, Sodexo has had a Sodexo-operated mess hall named **the best in the world** by the United States Marine Corps (USMC).

2007

- The Vegetarian Segment introduced in Atlanta Public Schools in Georgia won the **Golden Carrot Award**. The award, presented by the Physicians' Committee for Responsible Medicine, recognizes Sodexo's innovative approach to encouraging healthy eating habits among children.
- Food Management Magazine awards Sodexo its **"Best Concept" prize for "Sweet Shots."** The low-calorie treats are designed to deliver big flavor in convenient portable packages, allowing customers to enjoy pleasant snacks in the workplace without worrying about calories.





# → EXPANDING OUR STOP HUNGER PROGRAM

OUR STOP HUNGER SOLIDARITY INITIATIVES ENABLE US TO IMPROVE THE QUALITY OF LIFE OF THOSE WHO ARE HUNGRY AND MALNOURISHED. THE PROGRAM HAS EVOLVED INTO FOUR MAJOR COMPONENTS SINCE ITS INCEPTION MORE THAN A DECADE AGO:

1. **Volunteering:** encouraging and supporting Sodexo employees' spirit of service to support hunger relief initiatives in local communities.
2. **Sharing Sodexo's knowledge:** providing nutrition, food safety and food waste education, and job and life skills training for the unemployed and homeless.
3. **Food donations:** donating perishable and non-perishable food to hunger relief organizations.
4. **Financial contributions:** sponsoring and supporting programs to combat hunger and malnutrition.



"We refuse to accept the fact that 854 million people\* around the world, including 200 million children, suffer from hunger and malnutrition. Sodexo seeks to be a major force in the fight against hunger and malnutrition. Present in 80 countries, we are in a position to act by continuing to expand the STOP Hunger program in the main countries in which we operate."

\*Source: FAO (Food and Agriculture Organization of the United Nations)

**Clodine Pincemin**

GROUP SENIOR VICE PRESIDENT, COMMUNICATIONS  
AND SUSTAINABLE DEVELOPMENT,  
MEMBER OF THE GROUP EXECUTIVE COMMITTEE.

## THE PROGRESS OF OUR STOP HUNGER PROGRAM

→ The STOP Hunger program began in the United States in 1996. Employees were eager to give back to their communities and after the success of employee participation in a hunger awareness walkathon in Boston, Massachusetts, Sodexo in the United States decided to make fighting hunger the central focus of all of its community service efforts.



Since STOP Hunger began in 1996, **25** countries have launched hunger relief programs. During fiscal year 2007, **22** countries conducted **229** major STOP Hunger initiatives and developed partnerships with **153** NGOs, associations, and charities. During FY 07, financial donations raised € **2,686,362** and Sodexo donated **721,044** meals.

### Argentina

- Since 2004, Sodexo has donated food, vouchers and construction equipment to two hunger relief organizations to fight malnutrition and poverty, to **Comedor Los Piletones**, a feeding center for underprivileged children in Buenos Aires and to **Centro Vecinal Los Romeros**, in Córdoba.

- In 2005 and 2006, two volunteer days per year encouraged employees to help organizations with painting, building and/or repairing desks and chairs, renovating bathrooms, and creating gardens. On "Child's Day," the second Sunday of August, employees volunteer with organizations that provide aid to needy children.

## Australia



- In 2004, Sodexo launched STOP Hunger by providing breakfast at a school for underprivileged children. In 2005, Sodexo initiated partnerships with **OzHarvest** and **One Umbrella**, organizations that collect surplus prepared food from accounts and deliver it to those in need. **Foodbank Western Australia** became Sodexo's third hunger relief partner in 2006, bringing Sodexo hunger relief to three of Australia's six states. Employees also participated in volunteer efforts including providing Christmas hampers to needy families and joined our client, SPC Ardmona, in packing cans of food for delivery to hunger relief agencies in "Operation Share-A-Can."
- In 2006, Sodexo in Australia participated in its first ever Sodexo Servathon. Employees volunteered, raised funds and held food drives to benefit local hunger relief organizations. STOP Hunger Ambassadors have been named to continue to drive the commitment to hunger relief throughout the country.



## Belgium

- Since 2004, employees organize a Christmas dinner for 400 homeless people in partnership with **Un Cœur dans la Ville**. In 2005, they began distributing meal boxes and equipment to **Les Rayons du Soleil**, while also volunteering to distribute meals to their clients. By participating in Knorr's "Soup Week" in 2006, Sodexo helped to provide 2,500 bowls of soup to organizations including **Comptoir du Cœur**, **Les Rayons du Soleil**, **Petits Riens**, **Restos du Cœur**, **Kamiano**, and **CAW Artevelde**.

- During the summers of 2004, 2006, and 2007, Sodexo teams volunteered at summer camps for disadvantaged children in association with the **Flemish Red Cross** and employees also participate in a STOP Hunger Soccer Cup each spring and in June 2006 and June 2007, took part in a STOP Hunger BBQ, raising awareness and funds for STOP Hunger.
- In 2007, Sodexo joined forces with **La Monnai** for the project *Un pont entre deux mondes*, which helps to give underprivileged people access to culture and music. In 2006, 2,400 meals were served and in 2007, Sodexo aims to serve 120 meals each day.
- Sodexo works with **Petits Riens** to help supply their food bank/social grocery. Sodexo helps supply food items to **Petits Riens**, in particular by offering access to their supplier network, which can also provide rebates on purchased items.
- The most recent Sodexo partnership is with **Fortis Foundation**. The Foundation is a shelter for homeless individuals that provides a bed with a meal. Sodexo provides its knowledge, sharing its expertise in subjects such as food safety, hygiene, and nutrition.

## Brazil

- Since 2003, Sodexo has been partnering with **UNESP (Universidade Estadual Paulista Julio de Mesquita Filho)** on the Projeto Hortaliças project. Sodexo supports the program that enables the university students to maintain a garden that produces almost 13 tons of vegetables per year.
- In 2005, Sodexo, together with **Fundo Social de Solidariedade**, donated bakery equipment to provide families in Sao Paulo with the means to prepare bread for their own nourishment, and also to sell in their communities to generate funds for essential expenses.

## CANADA

Involved in STOP Hunger since 2000, efforts in Canada are centered on 3 major programs: Sodexo Foundation Canada, Feeding Our Future, and the Sodexo Servathon.

- Established in 2001, the Sodexo Foundation collects money through employee and vendor donations and provides financial support for the Feeding Our Future program, in addition to providing funding to hunger relief organizations in Canada such as the **Canadian Association of Food Banks and Second Harvest**. In 2006, Sodexo employees donated \$20,734 Canadian dollars to the Foundation through payroll deduction, which was matched by Sodexo for a total of \$41,468.
- Feeding Our Future**, the Sodexo summer meal program for needy children, was launched in Toronto in 2000 and in 2007 served more than 100,000 meals in Vancouver, Calgary, Winnipeg, Toronto, Ottawa, Montreal and Halifax.

- During the **Sodexo Servathon** held each April in Canada since 2001, employees volunteer to participate in various activities to help their local hunger relief organizations. In 2007, employees collected 2,490 kg of food and raised \$3,000 Canadian dollars for hungry men, women, and children.
- Launched in 2006, **Coin Box** is an awareness building and fund raising initiative. Sodexo retail locations place a coin box at their registers to collect spare change from customers for hunger relief.



- The first annual Sodexo Foundation Dinner, was held on June in Toronto. This event brought together employees, clients, hunger relief partners, and suppliers to award two Sodexo employees with the "Heroes of Everyday Life" award. Since 2007, Heroes of Everyday Life awards have been given to employees in recognition of their commitment to fighting hunger in their communities. Selected recipients are honored each year at the Sodexo Foundation Dinner and presented with a grant for the hunger charity of their choice. More than \$50,000 Canadian dollars were raised for hunger relief during the evening.
- For the 6th year in a row, Sodexo participated in Canadian Second Harvest's premier annual fundraising event 'Toronto Taste'. Sodexo took part as a title sponsor, provided volunteer lunches and also featured a tasting booth alongside the top restaurants, wineries & breweries in the Toronto area.

## Finland

In 2004, a partnership between Sodexo and the **Finnish Salvation Army** helped send needy children to summer camps. Teams also worked with the Christmas Path Society to provide a Christmas celebration for approximately 3,000 underprivileged children each year. A partnership with **Helsinki Missio**, an organization that helps improve the nutrition of needy senior citizens, began in 2006.

## France

- Since 2004, Sodexo's partnership with the hunger relief organization **Les Restos du Cœur** has developed a series of initiatives. In 20 major French cities, Sodexo helped to prepare 1,847,000 warm meals distributed by Restos du Cœur volunteers and €1,348,800 were collected through various initiatives.
- The **Dessert du Cœur** operation, which began in 2005, takes place at key accounts and has generated considerable participation from customers, clients and teams who purchase specially marked desserts. In 2006, 306,500 desserts were sold. In all €180,000 was collected and, in addition, €28,000 donated by Sodexo clients.
- Les Restos du Cœur** has access to the Sodexo supplier network and benefits from favorable purchasing terms, in particular for fruit and vegetables.
- Training in basic hygiene and healthy eating habits has been given to 1,600 Restos du Cœur volunteers and there have been 40 training sessions for volunteers in both healthy eating and food safety to more than 440 people.
- Since 2004, Sodexo has taken part in rehabilitation initiatives involving job placement, with 38 contracts offered to beneficiaries of charity services.
- In December 2006, Sodexo through its Service Vouchers and Cards activity launched the **Chèque du Cœur** initiative. For four months, employees benefiting from Sodexo restaurant vouchers were asked to donate them to Les Restos du Cœur. The operation raised a total of €513,885. So far, more than €1M has been raised by this initiative.







## Germany

STOP Hunger began in Germany in June 2005, with a free food safety training course for **Deutsche Tafel** employees. Collection boxes for donations to **Deutsche Tafel**, a national hunger relief organization, are located at Sodexo accounts and employees take part in volunteer events. At the end of 2006, spare change had generated €877,280.

## Hungary

Since 2006, Sodexo has partnered with the **Gyermeketkeztetesi Alapítvány Foundation** to bring financial support as well as food donations to needy children. In addition, team members have participated in various foundation events, such as meal distribution before Christmas.

## India

In the first six days following the disaster caused by the tsunami in south Asia in 2004, Sodexo accounts in Chennai served between 500 and 1,000 warm meals daily to those in need. The operation was supported through **STOP Hunger funding** generated by Sodexo's pledge to donate funds for each New Year's card it sent.

## Madagascar

Since 2007, Sodexo has been conducting "Madagascar: mobile...ize for action", an initiative to collect used cell phones to generate funds to help those in need in Madagascar. Each recycled mobile can bring in between €1-20. Funds generated are donated to the Sodexo STOP Hunger Association. The Association has provided €33,000 to finance a feasibility study for a bovine industry project in Fort Dauphin to help improve the food supply in Madagascar. Sodexo is collaborating with **ProNatura**, an international NGO.



[mobilizeforaction.sodexo.com](http://mobilizeforaction.sodexo.com)

## Morocco

In 2004, Sodexo held the **Ftour du Cœur** (Meal of Ramadan by the Heart) program in Casablanca together with its client, the Hyatt Regency. Volunteers served traditional Moroccan soup to more than 300 homeless people during Ramadan. In 2006, Sodexo participated with the **League of Child Welfare** and the **Bank Food** to provide meals and volunteers to serve 3,000 meals per day during Ramadan.

## The Netherlands

Food donations have been made to the **Van Harte Association** since 2005. In addition, Sodexo volunteers work in their centers and provide technical assistance. A Christmas meal was served in 2005 at the **Pauluskerk Parish** in Rotterdam and 103 collection points raised €836 in spare change for **Stichting Hulphond Nederland**, an organization that helps the needy. Other activities have included special meals for **Big Brother**, **Big Sister** and **Lilliane Fonds**.

## Norway

Each year since 2004, a Christmas meal is prepared for needy people in conjunction with **Kirkens Bymisjon**, a church mission. In 2006, Sodexo helped to provide 6,000 meals to homeless people as part of celebrations for Kirkens Bymisjon's 150<sup>th</sup> anniversary. Various mission activities are supported throughout the year through food or financial donations, including a summer camp in Oslo for needy children.

## Mexico

- Participation in their first Sodexo Servathon began in 2005, with food donations that provided 1,200 meals for needy children for **Casa Hogar Nuestra Señora de la Salette**.
- Since 2005, Sodexo has organized Christmas celebrations for children from different orphanages, including **Casa Hogar Nuestra Señora de la Salette** and **Casa Hogar de la Hermana Greciana**.
- Starting in 2005, Sodexo has held a monthly conference on healthy eating in Guadalajara, Cuidada Del Carmen, and Mexico City. More than 700 children and food bank workers have attended to hear about nutrition education.
- A nutrition education program is held in Guadalajara informing clients of **Banco Diocesano de Alimentos** about healthy eating and how to purchase and cook healthy food on a budget. Food donations are also made to this organization.
- Through its Service Vouchers and Cards activity, Sodexo began the Sodexo Social program for STOP Hunger in 2006. Beneficiaries are asked to donate vouchers to **Asociación Mexicana de la Cruz Blanca Neutral**, an association that fights hunger and malnutrition in children. In 2007, Sodexo made a 50,100 peso donation to the Association.

## Peru

Since 2005, Sodexo employees (including a nutritionist) at Minera Antamina take part in a monthly animation at the site called *Cocina en la cuenca* to teach healthy eating to the local community. A meal is prepared during the demonstration while children are entertained with games and the community is invited to eat the meal. 2,800 people have been impacted by this program.



## Poland

- Since 2004, Polish accounts have been donating surplus food to affiliates of the **Polish Federation of Food Banks**. A new partnership for both Sodexo Food and Facilities Management services and Sodexo Pass was formed in 2005 with the **Children's Friends Association**.
- In 2007, Sodexo celebrated International Children's Day at the Children's Friends Association and offered the children food and books that they had requested on a wish list.



## Romania

- Since 2003, Sodexo has been providing aid to three Romanian organizations, **Valentina Association, Sf. Andrei, and Sf. Dimitrie**.
- In 2006, Sodexo initiated a partnership with local authorities to support low income single parents. Each month Sodexo delivers food packages to 40 families through a social center.
- In 2006, Sodexo partnered with the **Restaurantul Inimii association** to launch a warm meal program for people in need. The program involves Sodexo on four levels: food donations, material donations, fundraising, and volunteering. Sodexo communicates constantly with its clients and affiliates to encourage food donations. Coupons are inserted into the voucher packs informing clients of the program and the donation process.

## Russia

- STOP Hunger activity began in Russia in 2007. The partnership with **Detskyi Dom**, an orphanage for 150 children, has involved special events and visits from employees, who have provided meals and gifts for the children. On Kid's Protection Day in June, T-shirts were sold at all accounts in order to announce the STOP Hunger program and raise funds to improve the orphanage's kitchen and dining area. A special event for the orphanage was held in August and Sodexo provided meals for 550 children.
- In 2007, Sodexo volunteers visited an orphanage arriving with equipment donations for the kitchen and dining areas. The orphanage also received posters to educate the children about healthy eating.

## Singapore

Participation in Singapore began in 2005, marked by a volunteer program to benefit a Sodexo client, Bukit Batok Home for the **Aged (BB Home)**. Employees volunteer at least 4 times a year at the 200 bed welfare home. Recently, Sodexo was awarded two more welfare homes associated with BB Home and hopes to increase their STOP Hunger activities.



## Spain

- Since 2004, proceeds from STOP Hunger greeting cards have been used to buy food for the **Spanish Federation of Food Banks (SFFB)**, to provide meals for thousands of needy people in Spain.
- The “Kilo Campaign” was launched in 2005 to promote awareness about hunger in Spain and to encourage employees, clients, customers, and suppliers to volunteer and provide food and equipment donations to SFFB affiliates around the country. During FY 2007, 1,829 kg of food was donated.



## United Kingdom & Ireland

- In 2003, Sodexo began supporting a breakfast program that provides a healthy meal to needy children in the UK, in partnership with **Feed the Children**.
- Collection bins in onshore and offshore accounts of Sodexo in Scotland, benefiting local chapters of the **Salvation Army**, have been in place since 2004.
- In 2005, the UK's commitment to STOP Hunger was formalized with a focus on volunteering, sharing Sodexo knowledge with its charity partners, and financial donations. Partnerships with **FareShare**, **NCH**, and **St. Vincent de Paul** were formally announced and encourage employees to volunteer with each organization's affiliates.
- The Sodexo Foundation UK was also established in 2005 and receives funding from Sodexo employees through payroll giving and hundreds of fundraising events throughout the year. Since 2005, £250,000 has been raised by employees with Sodexo donating an additional £35,000 to cover set up and running costs. More than £206,000 has been distributed to employee designated charities and to the charities named above. **FareShare** reports that the financial donations have enabled them to provide 220,000 meals and that Sodexo employee volunteers have totaled more than 350 hours, allowing them to distribute 8 tons of food to those in need.
- The Sodexo Foundation UK held its first annual Foundation Dinner in 2006. In 2007, the Dinner raised £74,000. Each year at the dinner, two Sodexo employees receive a “Charity Champion Award” or “Merit Award” for their outstanding efforts to STOP Hunger in their communities.
- Sodexo's Health Matters program in Scotland educates children in need about nutrition, empowering them to make positive eating and lifestyle decisions. More than 800 children have attended the program that includes cooking skills, introduction to new fruit and vegetables, and fitness education.



## United States

Five major programs have been developed since 1996 including: Sodexo Servathon, Feeding Our Future, Heroes of Everyday Life, the inaugural year of the Sodexo STOP Hunger Scholarships, Sodexo Foundation and food donations.



- The **Sodexo Servathon**, a month long community service initiative held each April for the last 11 years, encourages employees to fight hunger in their local communities. During Servathon 2007, more than 33,000 Sodexo employees helped to donate more than 100 tons of food and serve 50,000 meals to hungry men, women and children.

- **Feeding Our Future**, an initiative that has continued to grow each year since 1997, provides meals for under-nourished children who would otherwise go hungry during the summer months. In 2007, the program was active in 18 U.S. cities, providing more than 265,000 nutritious meals. Funded by the Sodexo Foundation, it involves Sodexo employees preparing meals that are then distributed by local food banks.

- Since 2000, **Heroes of Everyday Life** awards have been given to employees in recognition of their commitment to fighting hunger in their communities. Selected recipients are honored each year at the Sodexo Foundation Dinner and presented with a grant for the hunger charity of their choice. For the first time in the eight-year history of the annual dinner, the Sodexo

Foundation also presented five students with Sodexo STOP Hunger Scholarships in a new program designed to recognize outstanding efforts by students engaged in fighting hunger in their communities. Sodexo STOP Hunger Scholarship recipients are awarded a grant for the hunger charity of their choice and a scholarship.

- The Sodexo Foundation, established in 1999, has distributed more than 9.2 million US\$ to hundreds of organizations. The Foundation supports initiatives that help break the cycle of poverty such as food donations and delivery, job training, housing, education and scholarships, and public policy. To improve the lives of the hungry through independent non-partisan research on hunger issues and to promote nationwide support, the Sodexo Foundation funded a study titled Economic Impact of Hunger Affects All Americans.

- All 6,000 Sodexo account locations are encouraged to donate surplus perishable and non-perishable food to affiliates of America's Second Harvest – The Nation's Food Bank Network.
- Thousands of hunger relief activities take place each year throughout the U.S., including product promotions with partners and vendors (Generous Helpings, Shoes for Crews, Astor Chocolate) that raise funds and awareness about STOP Hunger. In addition, 32 Sodexo employees serve on the Board of Directors of hunger relief organizations in their local communities.

## → MEET

"Thank you so much for helping make summer day camp possible this year! At our day camp for kindergarten to 5<sup>th</sup> graders, the kids were able to experience things on a whole new level with our gardening, cooking, etiquette, computer, reading enrichment and entrepreneurship classes. All in all, your commitment to Central Detroit Christian and the city made it all possible."

**Tony McDuffy**

CENTRAL DETROIT CHRISTIAN, DETROIT, MICHIGAN (U.S.) FEEDING OUR FUTURE PARTNER.

# STOP Hunger Awards

## Brazil

2006

We were presented with an award by the **Fundo Social de Solidariedade**, in the State of San Paulo, for donating bakery tins that impacted 5,250 needy people.

## Canada

2007

Sodexo in Canada received special recognition as **"Community Partner of the Month"** by Feed Nova Scotia. Sodexo was awarded this special title for the work it is doing through Feeding Our Future in the Greater Halifax community of Nova Scotia.

## Europe

2006

STOP Hunger received an award from **CSR (Corporate Social Responsibility)** Europe in the Health & Safety category at its annual "MarketPlace" exhibition in 2006. STOP Hunger was among 120 CSR "Solutions" presented to more than 400 attendees from countries throughout Europe.

## France

2006

Sodexo was presented with the **Gold TopCom award** in the Sponsorship category, Patronage section, for STOP Hunger.

## Mexico

2007

Sodexo Mexico was awarded the **Empresa Socialmente Responsable** (Socially Responsible Company) distinctive certification by the Mexican Philanthropy Center, in recognition for its commitment to social responsibility, including STOP Hunger.

## Poland

2006

Sodexo received an award from the **Children's Friends Association** for its efforts to feed needy children.

## United Kingdom & Ireland

2006

Sodexo in Scotland received the **BUPA Health Communities Big Tick Award** from the SBC (Scottish Business in the Community) for its Health Matters program. The program educates children in need about nutrition, empowering them to make positive eating and lifestyle decisions.

## United States

2007

- For the first time, 5 students were nominated as **STOP Hunger award** winners at the annual Sodexo Foundation Dinner. Chosen from the 1,400 schools and colleges that are Sodexo accounts, the students each received \$3,000 for the hunger related charity of their choice in addition to a \$3,000 scholarship for themselves.

2006

- Sodexo received the No. 14 ranking on **Diversity Inc.**'s list of the Top 50 corporate philanthropists. It received this ranking for its philanthropic efforts, focused particularly at diverse groups, and its development of strong community relationships that have improved communications and relations with employees and customers.
- The Sodexo Foundation was recognized as a **Restaurant Neighbor Award 2006 Finalist** by the National Restaurant Association (NRA). The NRA noted the Foundation's long-standing STOP Hunger program and community involvement in programs that address the root causes of hunger.
- Sodexo received the **Feed the Hungry and Homeless award** in recognition of its STOP Hunger efforts in the Atlanta community.



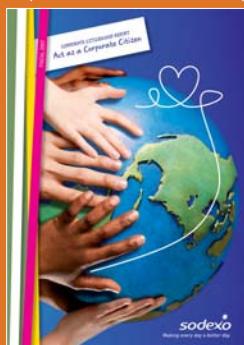


**sodexo**  
*Making every day a better day*

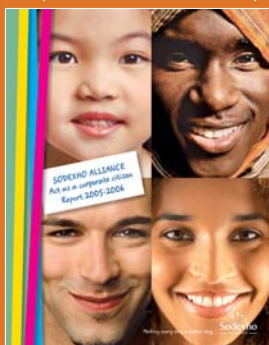


# Our publications

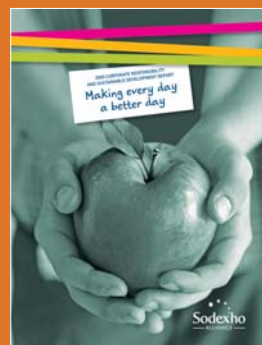
Fiscal 2007 "Act as a Corporate Citizen" Report



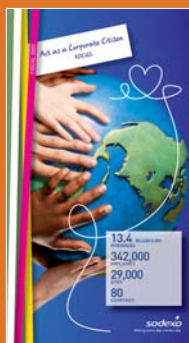
Fiscal 2006 "Act as a Corporate Citizen" Report



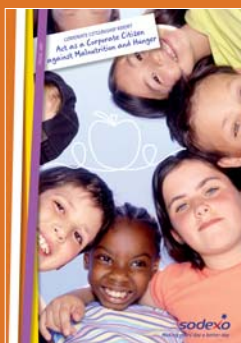
Fiscal 2005 Sustainable Development Report



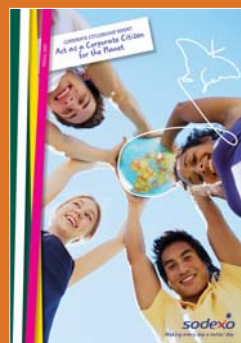
Fiscal 2007 "Act as a Corporate Citizen" Focus



Fiscal 2007 "Act as a Corporate Citizen against Malnutrition and Hunger" Booklet



Fiscal 2007 "Act as a Corporate Citizen for the Planet" Booklet



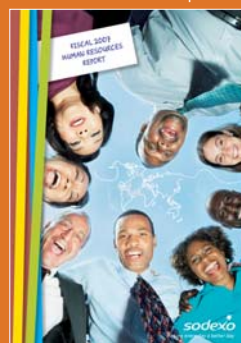
Annual Report 2006-2007



Reference Document 2006-2007



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