

RESULTS

Sodexo measures the success of its work with the USMC in many different ways. Basic statistics show that the company is succeeding by serving meals in record numbers. Also, scores from customer service satisfaction surveys have consistently improved year-over-year.

Sodexo also measures the success of its USMC foodservice operations by looking at the ways the company positively impacts quality of life for Marines, their families and USMC communities. Examples of Sodexo's quality of life contributions include:

- Implementation of programs focused on sustainability and corporate social responsibility that reduce the environmental impact of our USMC operations
- Exposure to industry best practices and culinary leaders through Sodexo-created programs such as Visiting Restaurant, Visiting Chef, Global Chef residency program and Culinary Team of the Quarter competitions that feature guest chefs

A Commitment to CUSTOMER SERVICE

The foundation of Sodexo's USMC operations is Five Star, a signature customer service and employee engagement program.

Five Star provides the tools, training and roadmap Sodexo employees need to positively impact quality of life for Marines, their families and the USMC community.



Sodexo understands that Quality of Life is a key driver of performance. There are six key dimensions on which our services have a real and measurable impact on Quality of Life. Sodexo's foodservice operations impact the following Quality of Life dimensions for U.S. Marines, their families, the base community and Sodexo's employees - **Social Interaction, Ease & Efficiency, Health & Well-Being, Physical Environment, Recognition** and **Personal Growth**.

SIX KEY DIMENSIONS

SOCIAL INTERACTION	EASE & EFFICIENCY	HEALTH & WELL-BEING	PHYSICAL ENVIRONMENT	RECOGNITION	PERSONAL GROWTH
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About Sodexo Government

With more than 40 years of experience working municipal, state, federal and military clients, Sodexo's Government segment and its nearly 3,000 employees improve the Quality of Life for the people it serves at 150 military and U.S. Federal Government locations in 26 states. Headquartered in the Washington, D.C.

metropolitan area, Sodexo provides a variety of integrated food and facilities management solutions and is the nation's largest federal foodservice contractor serving 45.6 million meals annually with a focus on wellness and nutrition.

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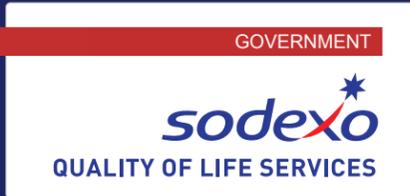
United States Marine Corps

SOLUTION Showcase

GOVERNMENT



United States Marine Corps



IMPROVING QUALITY OF LIFE TO SUPPORT READINESS FOR MARINES

Sodexo, world leader in Quality of Life services and the nation's largest federal foodservice contractor, has provided services to USMC since October 2002. The company has fueled Marines for success on the battlefield through a multifaceted service approach focused on the overall quality of life of Marines, their families and USMC communities. Sodexo's overall goal is to ensure USMC readiness by focusing on the six key dimensions contributing to quality of life: Health & Well-Being; Social Interaction; Ease & Efficiency; Physical Environment; Recognition; and Personal Growth.



HEALTH & WELL-BEING

As the largest private employer of registered dietitians in America, Sodexo understands the role health and well-being play in improving quality of life. Sodexo also understands the unique nutritional requirements needed to maintain a fit, active and ready fighting force and designed its USMC menus to do just that.

Programs promoting good nutrition are only effective if they offer food people want to eat, so Sodexo assembles its internal culinary experts to collaborate closely with registered dietitians in order to create an innovative dining program that provides a large variety of choices and healthier meal options, including limited time offers.

Sodexo has also successfully implemented nutrition labeling guidelines required by the USMC under its Fueled To Fight (FTF) program. FTF is an easy-to-follow nutrient identification program enabling Marines to make healthy dining choices in mess halls. FTF uses a basic stoplight labeling system to allow Marines to quickly and easily select healthy meal options.

Sodexo is also focused on safety, deploying leading edge safety programs that ensure both physical and food safety. They do this by requiring mandatory safety training and certifications for the Marines and civilians who staff Sodexo's dining programs and by implementing a HACCP-based and ISO 22000-certified food management safety system, that complies with the Food and Drug Administration Food Code and is updated regularly to reflect the latest Food Code changes, in order to ensure the safety of the Marines and USMC community we serve daily.

SOCIAL INTERACTION

Sodexo understands the importance of camaraderie and the vital role it plays in ensuring Marines are mission-ready, so the company's USMC foodservice operations are focused on making messhalls a gathering place for Marines. Sodexo has transformed messhalls into food court style operations – the kind of open and inviting setting found on modern college campuses. The company also expanded hours of operation at messhalls to make them a more convenient stop for Marines and other guests on irregular schedules. Additionally, Sodexo enhanced select dining locations by adding Wi-Fi accessibility.

Contract HIGHLIGHTS

Scope of Services:	Food Services, Kitchen Equipment Services, Marine Culinary Training
Total Annual Revenue FY15	... \$225-250 million
Total Current Employees	... 3,047
• Sodexo Employees	... 959
• Subcontractor Employees	... 2,088
USMC Garrison Mess Halls Operated	... 48
Total Meals Served	... 28 million annually
Total Pieces of Food Prep Service Equipment Maintained and Repaired	... 5,500

EASE & EFFICIENCY

The military lifestyle is more demanding than ever before, which means fewer Marines are getting “three squares” through regular service at a messhall. Sodexo tailored its USMC operations to better meet the needs of modern Marines. Sodexo expanded carryout menu options to give healthy and nutritious options to those dining on the run and began operating walk-up windows and drive-through windows in order to make it easier than ever for Marines to get a delicious and nutritious meal.

Additional convenience-focused innovations from Sodexo include the addition of credit card services to USMC operations and the incorporation of electric menu monitors.

PHYSICAL ENVIRONMENT

Sodexo's quality of life improvement efforts are not limited to foodservice. The company was able to leverage its expertise to help design and build Marine messhalls.

New facilities, some of which are LEED certified, include modern food court style operations with innovative menu options and a greater variety of ingredients, all of which drive participation.

Additionally, Sodexo leverages its unparalleled expertise in maintaining and repairing food prep service equipment in order to help USMC to remain “mission ready.” Sodexo currently maintains and repairs 5,500 USMC-owned pieces of food prep service equipment – everything from carts to conveyor systems, dispensers to dishwashers, and toasters to tilt skillets.

RECOGNITION

Sodexo's USMC operations focus on two separate aspects of recognition. First, Sodexo's Chef of the Quarter Competition at USMC installations, a test and live cook-off, is a great way to provide recognition for the dedicated Marine and civilian cooks who tirelessly feed the USMC community each and every day.

Additionally, Sodexo also seeks external recognition for operations as a way to both acknowledge staff contributions and to drive participation in messhalls. The annual W.P.T. Hill Memorial Award program, the highest foodservice honor in the USMC, has consistently recognized Sodexo's USMC operations, making those messhalls a real source of pride for installations.

PERSONAL GROWTH

In order to help Marines meet the challenges of today and the opportunities of tomorrow, Sodexo invests in their professional development throughout their careers through customizable programs that ensure Marine cooks have access to current, leading edge skills that support their mission, while also ensuring a smooth transition to civilian life.



The programs developed by Sodexo include:

- Sodexo Culinary Foundations – Training developed jointly by Sodexo and the Culinary Institute of America focusing on the essential methods of cooking correctly using classical techniques in quantity foodservice operations using equipment commonly found in military mess halls.
- Sodexo's Everyone Counts – Training program that equips chefs and food production managers to train cooks and storeroom staff on the business practices vital to an efficient kitchen.
- Sodexo's Well Seasoned – Training program for senior level enlisted active duty members preparing to transition out of the military that helps them prepare for a food-focused job in a civilian setting.

Sodexo also supports professional development of Marines and other military members through our sponsorship of the annual Armed Forces Forum for Culinary Excellence. This weeklong educational event, hosted by the National Restaurant Association Educational Foundation (NRAEF), hones attendees' culinary and foodservice management skills by offering interactive seminars, cooking activities, and mentoring and career-coaching sessions. Classes are led by top culinary instructors from The Culinary Institute of America, and leaders in the restaurant and hospitality industry.



*To learn more about Sodexo and the services it provides, visit Sodexo Insights.