SUSTAINABILITY AT SODEXO
Brought to Life
Carbon emissions continue to push global temperatures higher, putting communities at risk.

Vast patches of plastic pollute our oceans, threatening the health of wildlife and humans alike.

A third of food produced for human consumption goes to waste each year, while one in seven Americans goes hungry.

Small farmers, fishers and producers struggle to access markets that provide a sustainable income and improve their communities’ quality of life.

At Sodexo, our 425,000 employees make things better, safer, healthier and easier for 75 million consumers around the world. We’re passionate about raising the quality of life for everyone – and it’s part of what we do every day.

In 2019, Sodexo celebrated 15 years in a row as Industry Leader on the Dow Jones Sustainability Index. This unequalled distinction recognizes our robust roadmap for making our business practices more sustainable. Known as Better Tomorrow 2025, this roadmap helps us use what we do best to make positive contributions to society and the environment – and to help our clients to do the same.

To do our part in creating a better tomorrow, it takes concrete action, behavior change, measurement and an understanding of what works, drawing on best practices from across our global and multi-sector business. We must show what commitments mean in practice at a client site, what it looks like when we’re all “doing the right thing,” when we’re doing enough and when we need to do more or better.

Because so much of our work with clients is behind the scenes, it’s not always easy to see. Whether you’re a Sodexo employee, client, consumer, supplier partner, shareholder or other stakeholder, these pages bring our sustainability commitments center stage. You can hold us accountable to our goals and understand how we make a positive contribution to the environment so that we can do more of it – together.

Ready for more?

Because we agree that it’s better to leave a reader wanting more rather than overwhelmed with too much, the initiatives and client examples we share here barely scratch the surface of all we’re doing.

Throughout this document you’ll find these icons.

“Means that you can ask your Sodexo contact for more information.”

“Indicates that you can find more examples and details online.”

“There is an urgency to ensure we can sustain our collective quality of life despite a changing climate. We’re making sustainable choices because it’s not only the right thing to do for the environment, but it also makes sense from a business point of view.”

— Denis Machuel, Chief Executive Officer, Sodexo
Since Sodexo’s founding in 1966, our mission has been to improve the quality of life of our employees and all those we serve, and to contribute to the economic, social and environmental development of the communities, regions and countries in which we operate.

Because of that mission, corporate responsibility lies at the core of everything we do.

Better Tomorrow 2025 is our global corporate responsibility strategy. This roadmap, developed in accordance with the United Nations’ Sustainable Development Goals, helps us make good decisions that serve the needs of today and tomorrow.

As a global business, we have three different, but connected, roles: we are an employer, a service provider and a corporate citizen. With nine measurable commitments, Better Tomorrow 2025 focuses our actions in each of these three roles to ensure a positive impact on individuals, communities and the environment.

### OUR 9 COMMITMENTS & OBJECTIVES

<table>
<thead>
<tr>
<th>OUR ROLE AS AN EMPLOYER</th>
<th>OUR IMPACT ON INDIVIDUALS</th>
<th>OUR IMPACT ON COMMUNITIES</th>
<th>OUR IMPACT ON THE ENVIRONMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve the Quality of Life of our employees, safely</td>
<td>80% Employee Engagement Rate</td>
<td>Ensure a diverse workforce and inclusive culture that reflects and enriches the communities we serve</td>
<td>100% of our employees work in countries that have gender balance in their management populations</td>
</tr>
<tr>
<td>OUR ROLE AS A SERVICE PROVIDER</td>
<td>Provide and encourage our consumers to access healthy lifestyle choices</td>
<td>Promote local development and fair, inclusive and sustainable business practices</td>
<td>Source responsibly and provide management services that reduce carbon emissions 34% reduction of carbon emissions</td>
</tr>
<tr>
<td>100% of our consumers are offered healthy lifestyle options every day</td>
<td>10 billion euro of our business value benefiting small and medium enterprises</td>
<td></td>
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</tr>
<tr>
<td>OUR ROLE AS A CORPORATE CITIZEN</td>
<td>Fight hunger and malnutrition</td>
<td>Drive diversity and inclusion as a catalyst for societal change</td>
<td>Champion sustainable resource usage</td>
</tr>
<tr>
<td>100 million Stop Hunger beneficiaries</td>
<td>500,000 women in communities educated through job training centers</td>
<td>50% reduction in our food waste</td>
<td></td>
</tr>
</tbody>
</table>

To learn more about our other corporate responsibility commitments, please visit:
- Sodexo Diversity and Inclusion Annual Report
- Sodexo Stop Hunger Foundation Annual Report
- Sodexo Culinary Annual Report 2019: Love of Food
- Better Tomorrow 2025 roadmap
- Sodexo Canada Corporate Responsibility Report
- Supplier Diversity at Sodexo

You also may contact us via email at: officeofcorporateresponsibility@sodexo.com.
"We will achieve our objective by focusing on our four environmental priority actions: preventing food waste, promoting plant-based meal options, sourcing responsibly through local and short supply chains; and finally, helping our clients reduce their emissions through better energy and waste management."

— Denis Machuel, Chief Executive Officer, Sodexo
PREVENTING WASTE

As a corporate citizen, we champion sustainable resource usage.

OPERATING IN OVER 80 COUNTRIES

With a history of over 50 years, we have a responsibility for conducting a business that brings positive impact to the world, drives progress and respects the resources on which our future depends. This means reducing, recovering and repurposing to minimize or eliminate waste.

WasteWatch powered by Leanpath is Sodexo’s global comprehensive program to prevent and reduce food waste by tracking, monitoring and taking informed action. Using an automated food waste tracking and analytics platform, we measure, analyze, optimize and empower to prevent food waste from being created in the first place.

OUR COMMITMENT:
As a corporate citizen, we champion sustainable resource usage.

OUR TARGET:
Eliminate avoidable waste by 2025

HOW WE’LL GET THERE:

• Implement WasteWatch powered by Leanpath to an initial 3,000 sites globally and reach 70% of relevant sites by 2021.
• Recover surplus food.
• Eliminate single-use plastics.

If food waste and loss were its own country, it would be the world’s third-largest emitter of greenhouse gases.

Source: “Food Wastage Footprint & Climate Change” (FAO, 2015)

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Most of our 425,000 employees operate the parts of our clients’ businesses – facilities and food service – with the biggest environmental footprint. Because of that, we have the opportunity and responsibility to foster a culture of sustainability within our workforce and workplaces.

**WasteLESS Week** is our annual, global engagement campaign to raise awareness about the importance of waste reduction at our sites and empower our teams to improve quality of life by wasting less. In 2018, over 1,200 of our sites in North America participated in WasteLESS Week.

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**Food Waste: Not on My Watch!**

Make a personal commitment to combat hunger and climate change!

“The participant’s reaction was priceless when they thought about the amount of water it takes to make our food...”

— Chantal Fortin, Sustainability Coordinator, Sodexo @ Florida State University on WasteLESS Week “Water Feeds Us” event.

**594,997**

In 2019, Sodexo teams rescued 594,997 pounds of food from our sites to serve to hungry families.

**WasteLESS Week**

**WHAT IT LOOKS LIKE IN PRACTICE:**

**WHAT IT LOOKS LIKE IN PRACTICE:** Partnering with Suppliers to Minimize Packaging Waste

Sodexo has joined Global Environmental Management Initiative’s Post-Industrial Contaminated Plastic Work Group to enhance domestic recycling and material management capabilities for potentially contaminated post-industrial plastics. Our first project will address the unique challenges related to post-industrial contaminated food film packaging.

**WHAT IT LOOKS LIKE IN PRACTICE:** Recovering Surplus Food

Every single day, Americans produce enough food waste to fill the Rose Bowl. Imagine if at least half of that food instead went to filling plates of hungry families? Sodexo Stop Hunger Foundation was a founding funder of Food Recovery Network, the largest student movement against food waste and hunger in America. Our initial investment helped them grow from 12 chapters in 2012 to 187 in 2019.

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In 2018, we created over 200 new plant-based recipes and joined forces with the Humane Society of the U.S. to train our chefs on plant-based culinary cuisine. Also in 2018, we launched “The Natural,” a mix of ground beef with 25% mushrooms, resulting in a big-flavor product that’s healthier and kinder to the environment than traditional ground beef. Through June 2019, we used “The Natural” in the equivalent of nearly one million burgers.

As a service provider to clients, we serve over 75 million consumers each day. We have a duty to understand and provide for their unique needs, as well as their long-term aspirations. This includes helping them meet their sustainability and corporate responsibility goals, align business practices with their missions, and respond to increasing interest in sustainable practices among their customers, employees and shareholders.

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WHAT IT LOOKS LIKE IN PRACTICE: Sustainable Menu Innovation

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WHAT IT LOOKS LIKE IN PRACTICE: Creative Marketing

As a member of the World Resources Institute’s Better Buying Lab we study and pilot new ways to help our customers choose more sustainable food options through effective marketing and positioning. Research shows that simply changing the name of vegan dishes to sound more indulgent, such as Hong Kong pot stickers and Carrot Osso Bucco, can increase the number of diners opting for plant-based choices by up to 41%.

WHAT IT LOOKS LIKE IN PRACTICE: Maine Course

To supply our Chicago-area clients, including Chicago Botanic Gardens, we partner with Midwest Foods, a woman-owned & operated regional produce distributor. Midwest Foods’ partnership with Windy City Harvest, an urban agriculture program, allows us to provide as much seasonal and local produce as possible to our clients.

In turn, we help Windy City Harvest expand their programs that strengthen the community in Chicago, including career development opportunities for vulnerable teens and adults, nutrition education and fresh food access.
MANAGING ENERGY EFFICIENTLY

OUR COMMITMENT:
As a service provider, we provide management services that reduce carbon emissions.

OUR TARGET:
34% reduction in carbon emissions by 2025 (compared to 2017 baseline)

HOW WE’LL GET THERE:
- Audit, benchmark and track energy consumption.
- Reduce energy use and increase operating efficiencies.
- Design energy awareness programs.

#2 Utility costs are the second highest expense for most clients.

CLIENT RESULTS: Nixa (MO) Public Schools
Sodexo upgraded the entire school district’s interior and exterior lighting to LED and will maintain it for the next 10 years.
- 10,784 lamps upgraded across 14 buildings
- 1,197,693 kWh saved annually
- Estimated annual savings of $139,932
- Improved quality of life for students and optimized learning environment

WHAT IT LOOKS LIKE IN PRACTICE: SMART
The Sustainability Management and Reporting Tool (SMART) is Sodexo’s proprietary solution for assessing sustainability performance at client sites. A comprehensive, yet easy to use dashboard, SMART helps managers assess baseline sustainability performance, prioritize initiatives, and track continuous improvement in four key areas: carbon and energy, water, waste, and healthy and sustainable food and environments.

CLIENT PROFILE: Asbury Communities
With a close-to-100-year legacy, Asbury Communities understands the importance of preserving the earth for future generations. In 2013, in partnership with Sodexo, Asbury entered an energy management program that fixes their energy expenditures for five years eliminating the uncertainty of energy expenditures.
Sodexo teaches residents energy smart behaviors such as using their large appliances in the evening when the drain on energy is lowest. A dedicated Sodexo energy professional monitors and reports all community energy usage to Asbury quarterly, and recommends strategies and innovations that reduce their carbon footprint.

"We’ve had great success. In just over five years we’ve reduced our electricity use by 14%, our carbon emissions by 12%, and our natural gas use by 8%. And, we’ve saved eight million gallons of water."
— Doug Leidig, President & CEO of Asbury Communities, Inc.

AWARDS
We need a bigger trophy case!
Below are a few of our awards that we think you’ll think are cool.

- Dow Jones Sustainability Index top-rated company in its sector 15 years in a row
- Sustainable Purchasing Leadership Council’s Leadership Award for Sustainable Purchasing (2018)
- EPA’s national Endorser of the Year for food recovery achievements during the 2017 Food Recovery Challenge
- Robeco SAM’s annual “Sustainability Yearbook 2018” Gold Class (top scoring company)
- World Wildlife Fund Palm Oil Buyers Scorecard, awarded maximum score (2015)

Find a complete and up-to-date list at https://us.sodexo.com/about-us/awards.html