Reducing Client’s Hazardous / Landfill Waste; Improving Air Quality

Case Study: Multimedia Technology Company

RESULTS
• Reduced Landfill Waste: 86% Recycling Rate
• Reduced Hazwaste: 37% Decrease
• Improved Air Quality: 40% Reduction in VOCs
• Compliance: No Notices of Violation (NOVs) by Regulatory Agencies
• Recognition: Standing Ovation award by Regional Air Quality Agency

CLIENT SCOPE
• Global Multimedia Technology Company:
  • Office
  • Lab
  • Manufacturing

CLIENT CHALLENGES
• Best Practices
• Sustainability Cost Savings

SODEXO MANAGED PORTFOLIO
• 480,000 SF, 25 acres

SODEXO SOLUTIONS
• Standardized Procedures
• Focused Expertise

SCOPE OF SODEXO SERVICES
FM Services:
• Housekeeping
• Grounds Maintenance
• Environmental Management
  • Hazard Waste Management
  • Universal Waste
  • Pollution Prevention
  • Training
• Recycling

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09 2011
Reducing Costs / Improving Response Time & Customer Satisfaction

Case Study: Fortune 500 Food Company

RESULTS

- Cost Savings: 12% Annual Reduction in Operating Costs
- Service Improvements:
  - Increased Customer Satisfaction in Mail Operations
  - Markedly Improved Response Time on Work Orders
- Expanding Scope:
  - Employee Engagement Services with Addition of Sodexo Concierge (powered by Circles)
  - Support of Remote Office Requirements

CLIENT SCOPE

- Global Food Products Company:
  - Office Space

CLIENT CHALLENGES

- Cost Savings
- Service Performance

SODEXO MANAGED PORTFOLIO

- 90,000 SF

SODEXO SOLUTIONS

- Standardized Procedures
- Automated Work Order System
- Turnkey Solution

SCOPE OF SODEXO SERVICES

Hard FM Services:
- Maintenance and Repair
- Life Safety Contract Management
- Project Management

Soft FM Services:
- Food Services
- Reception
- Mailroom/Courier
- Printing/Reprographics
- Stationery
- Health & Safety
- Fleet Management
- Furniture

Soft FM Services (cont’d):
- Concierge
- Cleaning
- Records Management
- Confidential Shredding
- Company Store
- Mascot Management
- Locksmith

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05 2011
Consolidating Vendors / Leveraging Pricing / Reducing Water Usage

Case Study: Global Consumer Products Company

RESULTS

• Vendor Consolidation
• Reduction in water usage: 9M gallons annually
• Added value: Assigned $454K additional "out of scope" project work; expertise support for $52M construction project
• Leverage of Sodexo pricing

CLIENT SCOPE
• Global Manufacturing:
  • R&D & Office Space
  • Data Center
  • Pilot Technology Ctr.

CLIENT CHALLENGES
• Cost Reduction
• Vendor Consolidation
• Sustainability

SODEXO MANAGED PORTFOLIO
• 440K Square Feet
• 77 Acres of Land

SODEXO SOLUTIONS
• Self-perform
• Reduction of vendors
• Sustainability expertise

SCOPE OF SODEXO SERVICES

Hard FM Services:
• Construction Management
• Capital Planning
• HVAC Testing & Major Repair
• Energy Management
• Predictive & Preventative Maintenance
• Electrical Systems
• Code Compliance
• Fire Alarms, Sprinklers, Life Systems
• Steam Boiler Operations (24/7)
• Project Management

Soft FM Services:
• Hospitality/Food Services
• Janitorial & Cleaning
• Waste Management
• Recycling
• Pest Control
• Cosmetic Maintenance
• Portable Water Supplies
• Lab Glass Wash
• Product Packaging
• Document Preparation

Soft FM Services (cont’d):
• Label Production
• Truck Transport
• Mailroom/Courier
• EH&S
• Warehousing
• Chemical Store
• Shipping/Receiving
• Company Store
• Reprographics
• Purchasing

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06 2011
# Reducing Water Usage; Supporting LEED Credits

## Case Study: Leading Consumer Products Company

### Results
- Reduction in water usage: 9M gallons annually
- Support on LEED credits (water usage, landscaping, indoor air quality, cleaning materials)

## Client Scope
- Global Manufacturing:
  - R&D & Office Space
  - Data Center
  - Manufacturing Facility

## Client Challenges
- Cost Reduction
- Vendor Consolidation
- Sustainability

## Sodexo Managed Portfolio
- 800K Square Feet
- 2 FM Sites
- LEED Certified Bldg

## Sodexo Solutions
- Self-perform
- Best Practices & Consistency
- Sustainability Expertise

## Scope of Sodexo Services

### Hard FM Services:
- Construction Management
- Capital Planning
- HVAC Testing & Major Repair
- Energy Management
- Predictive & Preventative Maintenance
- Electrical Systems
- Code Compliance
- Fire Alarms, Sprinklers, Life Systems
- Steam Boiler Operations (24/7)
- Project Management

### Soft FM Services:
- Hospitality/Food Services
- Janitorial & Cleaning
- Waste Management
- Recycling
- Pest Control
- Cosmetic Maintenance
- Portable Water Supplies
- Lab glass Wash
- Product Packaging
- Document Preparation

### Soft FM Services (cont’d):
- Label Production
- Truck Transport
- Mailroom/Courier
- EH&S
- Warehousing
- Chemical Store
- Shipping/Receiving
- Company Store
- Reprographics
- Purchasing

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Quality of Daily Life Solutions

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**Case Study:**
**Major Consumer Products Company**

**CLIENT SCOPE**
- Consumer Products:
  - Discrete Manufacturing and Administration

**CLIENT CHALLENGES**
- Cost Reduction, Safety

**SODEXO MANAGED PORTFOLIO**
- Multi-function Campus
- 1.5M Square Feet

**SODEXO SOLUTIONS**
- Self-performed Model
- Vendor Reduction
- Standardization

**RESULTS**
- Cost Reduction:
  - $500K First Year
  - $120K Second Year
- Increased W/MBE Spend to 33%
- Vendor Consolidation: 25 to 1

**SCOPE OF SODEXO SERVICES**

**Hard FM Services:**
- Central Plant
- Fire Alarm Systems
- Elevator Maintenance
- Roof Maintenance
- Lighting Systems
- General Maintenance
- Power Operated Doors

**Soft FM Services:**
- Meeting Room Management
- Fitness Center
- Dietary Services = Quality of Life Services
- Janitorial Services
- Parking Lot Management
- Building Signage
- Switchboard / Call Center

**Soft FM Services (cont’d):**
- Fork Lift
- Dock and Doors
- Grounds
- Pest Control
- Hospitality Services:
  - Food Service
  - Vending
  - Employee Store

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Improving Operational Efficiency & Reducing Costs

Case Study: Global Pharmaceutical Company

RESULTS
- Vendor Consolidation
- Cost Reduction: 10% Annually
- Cost Avoidance: 5%+ Annually
  - Streamlined Functions
  - Improved Operational Efficiency

CLIENT SCOPE
- Global Pharmaceutical:
  - R&D
  - Manufacturing
  - Office Space

CLIENT CHALLENGES
- Cost Reduction
- Vendor Consolidation
- Improved SLAs

SODEXO MANAGED PORTFOLIO
- 42 Sites in 15 Countries

SODEXO SOLUTIONS
- Dedicated Multi-Service Team
- System Solutions

SCOPE OF SODEXO SERVICES

Hard FM Services:
- Building Operations & Maintenance
- Energy & Utility Management
- Project Management
- Space Planning - Moves/Adds/Changes
- Safety Equipment Maintenance

Soft FM Services:
- Security
- Waste Disposal
- Space Planning/Moves
- Fitness Center
- Housekeeping
- Reception/Switchboard
- Mailroom Management
- Landscaping/Grounds

Soft FM Services:
- Laundry Management
- Uniforms
- Audio -Visual
- Hospitality Services
  - Restaurant
  - Vending
  - Office Refreshment Services
  - Catering
  - Executive Dining Room

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Reducing Costs / Improving Client Operations

Case Study: Consumer & Industrial Products Company

RESULTS

- Contractual 10% savings (typically 15-20 actual)
- Improved Fire Protection Services - $28K Annual Savings
- Improved kitchen hood cleaning service - $2,450 Annual Savings
- Installation of Cooling Tower Valve – 16 Month ROI
- Reduced Liability for Client Due to Sodexo Vendor Management

CLIENT SCOPE

- Global Consumer Goods:
  - Office
  - Lab
  - Manufacturing

CLIENT CHALLENGES

- Global Provider
- Cost Savings

SODEXO MANAGED PORTFOLIO

- 25 Sites Globally / 7 US
- 350k SF & 4.75 acres at HQ Facility
- Approx. 1M SF Total US

SODEXO SOLUTIONS

- Self Perform (Majority Sodexo)
- Vendor Management (35 Vendors)

SCOPE OF SODEXO SERVICES

FM Services (US HQ site only):
- Plant Operations and Maintenance
- Grounds Maintenance
- Mailroom
- Document Reproduction
- Shipping/Receiving
- Document Scanning
- Reception/Operator Services

All US Sites:
- Housekeeping
- Minor maintenance
- Landscaping

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Case Study: Global Technology Company

**CLIENT SCOPE**
- Global Technology Group:
  - Office
  - Lab
  - Manufacturing

**CLIENT CHALLENGES**
- Internal Controls
- Best Practices
- Process Standardization

**SODEXO MANAGED PORTFOLIO**
- Manufacturing/Office/Lab Space 1.3M SF

**SODEXO SOLUTIONS**
- Standardized Procedures
  - Automated Work Order System

**SCOPE OF SODEXO SERVICES**

**Hard FM Services:**
- Building Operations and Maintenance
- Waste Water Treatment Plant Operations
- Boiler Plant
- Facilities Management
- Space Planning
- Project Management

**Soft FM Services:**
- Landscaping and Grounds
- Real Estate
- Security
- Reception
- Mailroom Management

**Real Estate Portfolio:**
- Main site and 14 other US locations
- Oversight of 7 Subtenants
- Involved in New Facilities, Lease Renewals, Expansions, etc.
- Develop Layouts, Designs, Cost Estimates and Project Schedules
- Asset Management – Furniture, Carpet and Office Systems

---

**RESULTS**
- Vendor Consolidation: $450K Annual Savings
- Sustainability Saving: 325,000 Gallons of Water ($4K Annual Savings, 2 Year Payback)
- Energy Reduction: $55K Electric Savings Completed, $600K Savings Identified

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03 2011
Helping Client Attract & Train Diverse Workforce

Case Study: Major Canadian Energy Utility Company

CLIENT SCOPE
- Regional Utility Construction
  Site: Support Facilities

CLIENT CHALLENGES
- Integrated Services
- Diversity Performance

SODEXO MANAGED PORTFOLIO
- Remote construction camp
  support operations

SODEXO SOLUTIONS
- Turnkey Solution
- Diversity Relationships

RESULTS
- Integrated Solution
- Exceeded Diversity Target: Catering & Housekeeping Rate Reached 81%; Far Above 65% Goal
- Recognition: “Gold” Certification for Progressive Aboriginal Relations (PAR) Program (since 2002)
- Community Sustainment: Implemented 6-month Manager Training Program to Build Leadership Capacity for the Future

SCOPE OF SODEXO SERVICES

Hard FM Services:
- Maintenance
- Road maintenance
- Water treatment
- Waste water collection

Soft FM Services:
- Food Services
- Housekeeping
- Fire fighting
- Recreation Center
- Convenience Store
- Laundry
- Security
- Camp Office Management

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04 2011
# Improving Client’s Employee Retention / Image

## Case Study: Global Telecomm Company

### Scope of Sodexo Services

<table>
<thead>
<tr>
<th>FM Services</th>
<th>FM Services (cont’d)</th>
<th>Wellness Hub</th>
<th>Hospitality / Food Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Center</td>
<td>Express</td>
<td>Massage</td>
<td>Three Restaurants</td>
</tr>
<tr>
<td>Reception</td>
<td>Cleaning</td>
<td>Beauty Salon</td>
<td>One Coffee Shop</td>
</tr>
<tr>
<td>Meeting Room Management</td>
<td>Pest Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio-Visual</td>
<td>Internal Plants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor Captains</td>
<td>Shop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help Desk</td>
<td>Concierge Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mailroom Management</td>
<td>Fitness Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courier</td>
<td>Floor Reception</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Results

- Improved Client Employee Retention: Through Customer Satisfaction
- Flagship Location: Replicated Operational Excellence with Other Sites
- Improved Perception: Services Viewed by Employees as a Benefit
- Improved Corporate Image: Driven by focus on sustainability

### Scope of Sodexo Managed Portfolio

- 50,000 SqM
- Implemented Work/Life Initiatives
- Site-Focused Balanced Score Card (part of global reporting system)

### Client Scope

- Global Telecommunications Industry:
  - Office Space

### Client Challenges

- Staff Retention in Emerging Markets

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Reducing Costs & Vendors; Increasing W/MBE Spend

Case Study: Fortune 100 Consumer Goods Company

RESULTS

- Consolidated vendors: From 5,000 to 1 (Sodexo)
- Reduced costs by $15 million
- Increased W/MBE Spend to 21%

CLIENT SCOPE
- Global Manufacturing:
  - Tissue Mills
  - Consumer Products
  - Food Processing

CLIENT CHALLENGES
- Cost Reduction
- Vendor Consolidation
- Improved SLAs

SODEXO MANAGED PORTFOLIO
- 84 Plants Globally
- 60M Square Feet

SODEXO SOLUTIONS
- Delivered 80% self-performed services
- Standardization

SCOPE OF SODEXO SERVICES

Hard FM Services:
- Maintenance, Repairs and Capital Improvements of Boilers, Elevators, HVAC, Chillers, Cranes and Turbines
- Safety Equipment Maintenance and Safety Inspections
- Railway Maintenance
- General Equipment Maintenance
- Utilities Management (generation, distribution of steam and power)
- Construction Management
- Building Maintenance

Soft FM Services:
- Housekeeping
- Grounds Maintenance
- Uniforms/Clothing
- Security
- Food Services

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Reducing Costs, Response Time / Improving Production

**RESULTS**

- Cost Reduction: $165,178 Annual Savings = 20%
- Response Time Reduction: from 5-7 Days to 24 Hours
- Production Improvement: up to 350 work orders per month
- Vendor Warranty Cost Recovery: $60,000+

**CLIENT SCOPE**

- Lift Truck Maintenance Shop

**CLIENT CHALLENGES**

- Response Time
- Ineffective Processes
- Improved SLAs

**SODEXO MANAGED PORTFOLIO**

- 2,400 SF shop
- 180+ Rolling Equipment Pieces
- 300+ total

**SODEXO SOLUTIONS**

- Hired Qualified Staff
- Automated Processes
- Parts Quality

**SCOPE OF SODEXO SERVICES**

**Hard FM Services:**

- Preventative Maintenance
- Repairs
- Waste Management (Universal and other waste)
- Critical Item Management
- 24/7 Operation

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