

# *Sodexo – an introduction*

Scott Morrison – Operations manager



# Our Origins and Our Reach

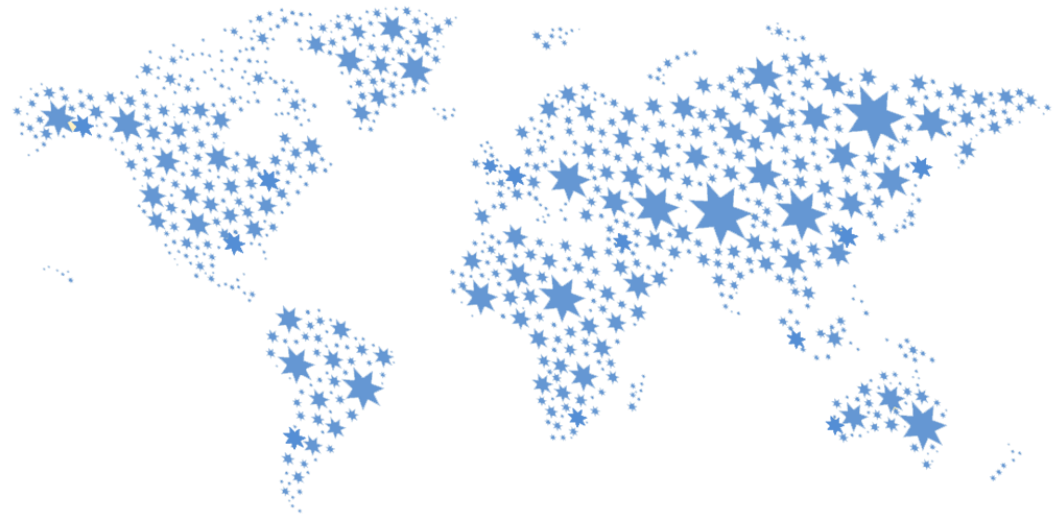
## Sodexo Worldwide

- is a leader in on-site Service Solutions in 8 client segments
- provides services
  - in 80 countries
  - at 34,000 sites
  - to 50 million consumers
  - by 380,000 employees
  - generating 15.3 billion euro consolidated revenue
- is the 22nd largest employer
  - Has specialist expertise in providing services at 1260 remote sites

## Sodexo Australia

is a wholly owned subsidiary of the global Sodexo Group, founded over 40 years ago

- 6,000 employees
- 110 clients
- 220 sites
- \$AU597m revenue



# Our Values and Principles

## Our Values...

- Service spirit
- Team spirit
- Spirit of progress

## Our Principles...

- Loyalty
- Respect for people
- Transparency
- Business integrity
- Safety



# Some of our clients

- Barrick Gold
- BHP Billiton
- Dysart
- Dalby Stavover
- Ernest Henry
- Esso (Exxon Mobil)
- Newmont
- Rio Tinto Weipa
- Rio Tinto (Pilbara Iron)
- Woodside
- Xstrata



## Distinct capabilities: The Sodexo Difference

- **Safety is our priority:** training, procedures & quality control
- **27 years** mining, construction, oil and gas experience in Australia
- **Zero** transition / mobilisation / implementation issues
- **Zero** IR disputes
- **Customise solutions** founded upon proven proprietary systems & programs
- **Social and environmental sustainability** – providing services in harmony with people and place



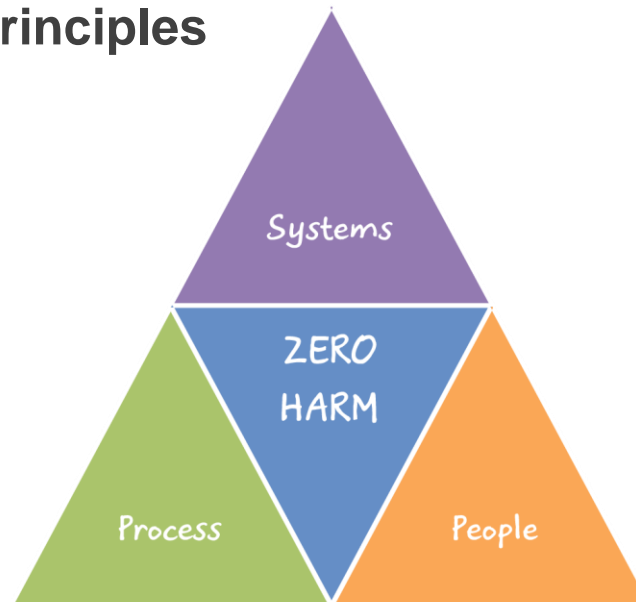
**Safety**  
Think Safe : Be Safe



**sodexo**  
Quality of Daily Life Solutions

# Navigating to Zero Harm

## Underpinned by 3 principles



## Safety

- is embedded in our **everyday business decisions, actions and communication**
- is at the forefront of our **behavioural training** and people management
- is the **priority** of our service delivery

**Sustainability**  
Innovations that build sustainable  
returns for our stakeholders



**sodexo**  
Quality of Daily Life Solutions

# The Better Tomorrow Plan



# Sustainability – a better tomorrow



## **We Are**

A responsible  
Company that is  
committed to  
corporate  
citizenship



## **We Do**

Promote nutrition,  
health  
and wellness  
Support the  
development of local  
communities  
Protect the  
environment



## **We Engage**

All stakeholders to  
understand hopes  
and expectations  
in order to best  
direct our business  
practices

# Better Tomorrow Commitments



- We will develop and promote health and wellness solutions for our clients, consumers and employees
- We will provide and promote varied and balanced food options including food options with reduced sugar, salt and fats
- We will fight hunger and malnutrition through our STOP Hunger program
- We will support local community development in all the countries
- We will increase the purchase of products sourced from fairly traded certified sources
- We will ensure compliance with a Global Sustainable Supply Chain Code of Conduct in all the countries where we operate

# Better Tomorrow Commitments



- We will source local, seasonal or sustainably grown or raised products in all the countries where we operate
- We will source sustainable fish and seafood in all the countries where we operate
- We will source and promote sustainable equipment and supplies in all the countries where we operate
- We will reduce our carbon and water footprint in all the countries where we operate
- We will reduce organic waste in all the countries where we operate and support initiatives to recover organics.
- We will reduce non organic waste in all the countries where we operate and support initiatives to recover non organic waste.

# Achievements



TM

**GOLDEN GECKO**  
Awards for Environmental Excellence

2009 AWARD RECIPIENT

**WINNER  
GOLDEN GECKO  
AWARD  
2009**

**80%**  
**REDUCED  
VOLUME**

**80% reduced volume  
total recyclable waste  
to Landfill –**

**LANDFILL AREA:  
> 5,500 cubic metres  
of land saved**

**ENERGY**

**ENERGY:**  
> 38,500 GJ of energy  
saved

**GREENHOUSE GASES:**  
> 1,700 tonnes CO<sup>2</sup>  
equivalent saved

**Diversity**  
Working with our indigenous  
communities to build Relationships,  
Respect and Opportunities



# Our Strategy



Aligning the three guiding principles of reconciliation to our business streams



# Achievements

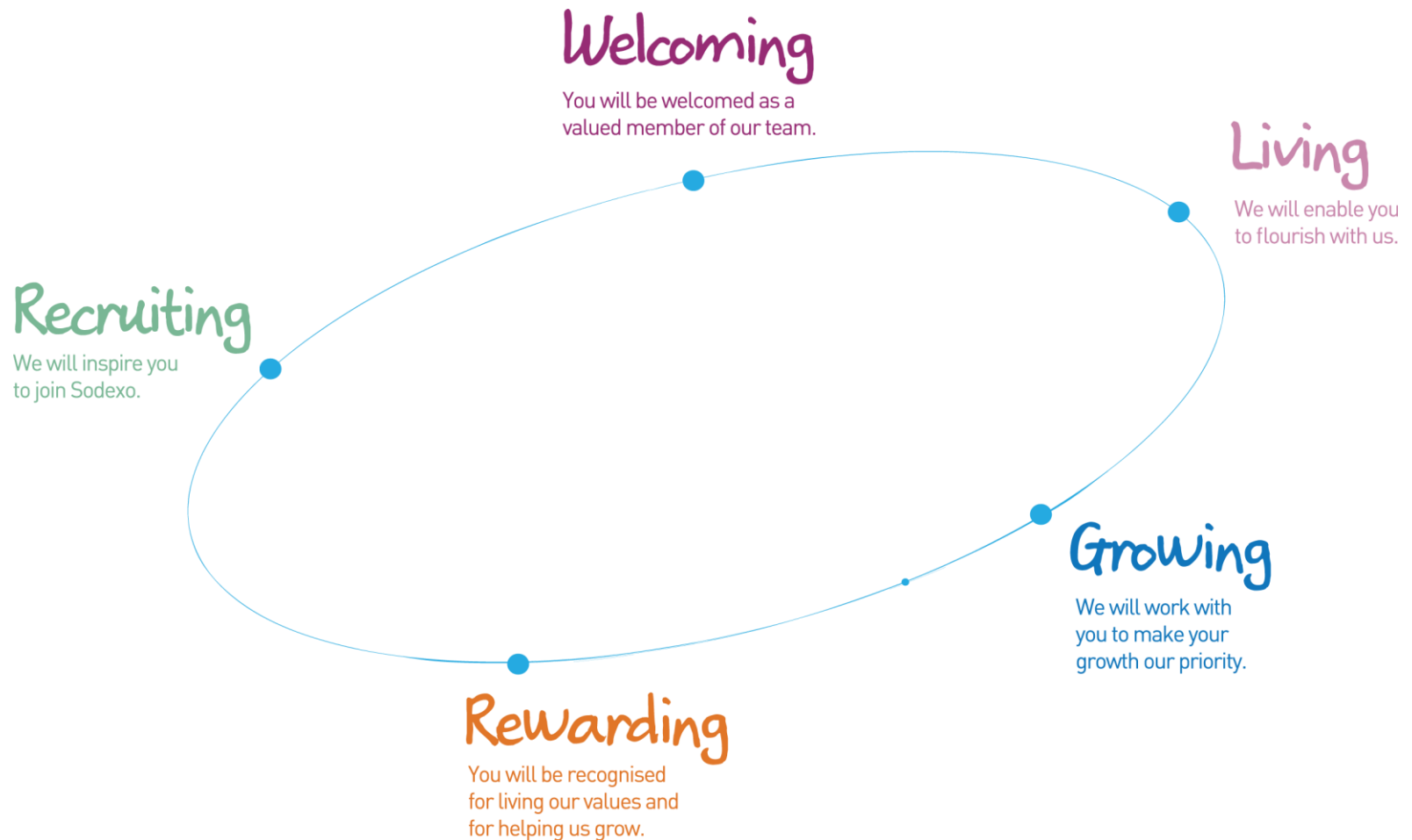
- Culturally diverse workforce
- Leaving a legacy – not just a financial outcome
  - Roebourne Artists Group and Aboriginal Arts and Artefacts – retail outlet
  - Aboriginal School Based Traineeships – Wiluna / Karratha
  - One Laptop Per Child Australia
  - 124 Indigenous employees = 7.8% of our workforce



Engagement  
People well prepared &  
suited to the Environment



# Employee Value Proposition



# Recruitment

- Local and National labour sourcing strategy
- Career expos
- Diversity
- Onboarding (buddying)
- Corporate mobility program
- Identify key candidate attributes – **shared values and culture**



# Learning and Development

- **Commitment to support** growth, training and career development
- **Job-ready** before commencing work
- **Safe work practices** > a training toolbox > SoSodexo SoSmart
- **Dedicated L&D Team**
  - **Clear training** curriculum for every employee
  - **Learning** management system
  - **Global network** for benchmarking and best practice
  - Chef **apprenticeship** programs
  - **Hospitality** traineeships



# Retention

- Sodexo culture and team
- Welcoming
- Reward and Recognition
  - Individual and site specific bonuses
  - Nominations for outstanding performance or commitment – Star Awards
  - Service rewards
- Role diversification
- Mentoring / coaching



# Employee Relations

## **Employee / employer relationship with effective and meaningful communication are:**

- Demonstrated in policy and proven history
- Monitored for effectiveness through employee feedback – Employee Survey results



## **Prompt resolution of employee and workforce concerns and issues are ensured through the:**

- Grievance resolution procedures in industrial instruments
- Procedures in HR policy manuals
- 1800 Sodexo

Thank you

