



# Social impact pledge 2021

Our ethical manifesto for leading the way to improve quality of life for society and our planet



# Who we are

Sodexo is a global outsourcing company working in partnership with public and private clients to design, deliver and support core business operations. In the UK & Ireland, we employ 30,000 colleagues who deliver our solutions from food and catering, facilities management, property and technical services, through to home care; concierge and employee engagement and recognition services.

Wherever we operate around the world – be it in corporate workplaces, prisons, universities, schools, military bases, hospitals or central and local government sites – we are committed to delivering services that achieve value, better outcomes and improve quality of life for the people and communities we serve.

For further insight





# Our Social Impact Pledge

## Welcome to Sodexo's 2021 Social Impact Pledge

The COVID-19 pandemic continues to touch every aspect of our work and personal lives. We, like others, have adapted our services, calling on reserves of great agility and creativity to enable us to support our colleagues and clients in tackling the most significant challenges facing our people, planet, places, and partners.

As a business founded more than 50 years ago, we are of course no strangers to change but our sense of purpose has remained a constant. On forming Sodexo in 1966, our founder Pierre Bellon's vision was to improve the quality of life for our employees and all those we serve, while contributing to the economic, social, and environmental development of the places where we operate. Today we remain a family-owned business with the same values at the heart of what we do.

So, this is the environment and the spirit in which we set out our Social Impact Pledge – one which reflects the world in which we now live, work and play, and reflects our continued commitment to creating a healthier, greener, safer and more prosperous society across the UK & Ireland.

It sets out the priority areas we are focusing on from our wider social value three-year strategy. This will not only keep the momentum going of the impact we are making, but also further enhances our focus to meet today's challenges for a better tomorrow.



But deeds speak louder than words, so we also commit to publicly report on our achievements against these pledges on an annual basis – demonstrating with evidence and examples where we are leading the way in creating a positive impact for:



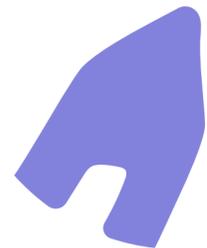
### Our People

by creating employment opportunities and enabling our employees to thrive



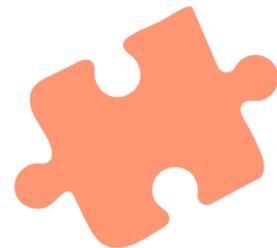
### Our Planet

by fostering a culture of environmental responsibility



### Our Places

by providing needs-led services that create equity within our communities



### Our Partners

by taking an inclusive approach to creating resilience and growth amongst our partner network

As in previous years, we have identified key areas and initiatives supporting each of these impact pathways to which we have attached ambitious but, we believe, realistic goals.

Of course, none of this would be possible without our people. We not only recognise the importance of their contribution to making the world a better place, but we actively engage, enable, and empower them to be the best they can be in their work and personal lives. We encourage our colleagues to not only be a responsible member of the Sodexo team, but also a socially responsible citizen.

We recognise that to deliver social value it is imperative that we have the right eco-system in place. The ability to deliver on all of this relies on Sodexo working together with its employees, clients, suppliers, stakeholders, and partners.

I would like to take this opportunity to thank all these individuals for the positive impact they create and their ongoing support to the commitments outlined in our Social Impact Pledge 2021. Together we are making a better tomorrow by acting today.

**Sean Haley**  
Regional Chair  
UK & Ireland



# SOCIAL VALUE PEOPLE

A short video introduction to our People pledge





# Our People

Creating employment opportunities and enabling our colleagues to thrive

We help our colleagues to be the best they can be, enabling them to fulfil their personal career ambitions and access services that support their health and wellbeing needs, while encouraging their commitment to supporting their communities through volunteering and fundraising.

Our social value strategy opens up these opportunities, actively promoting social mobility across our business and supporting groups who need a hand to secure suitable employment that could kickstart their career, helping them retrain or take the first step to long-term rehabilitation. We encourage all our teams to be inclusive and to make a positive social impact by supporting the pledges where they are able to do so, at home and at work.

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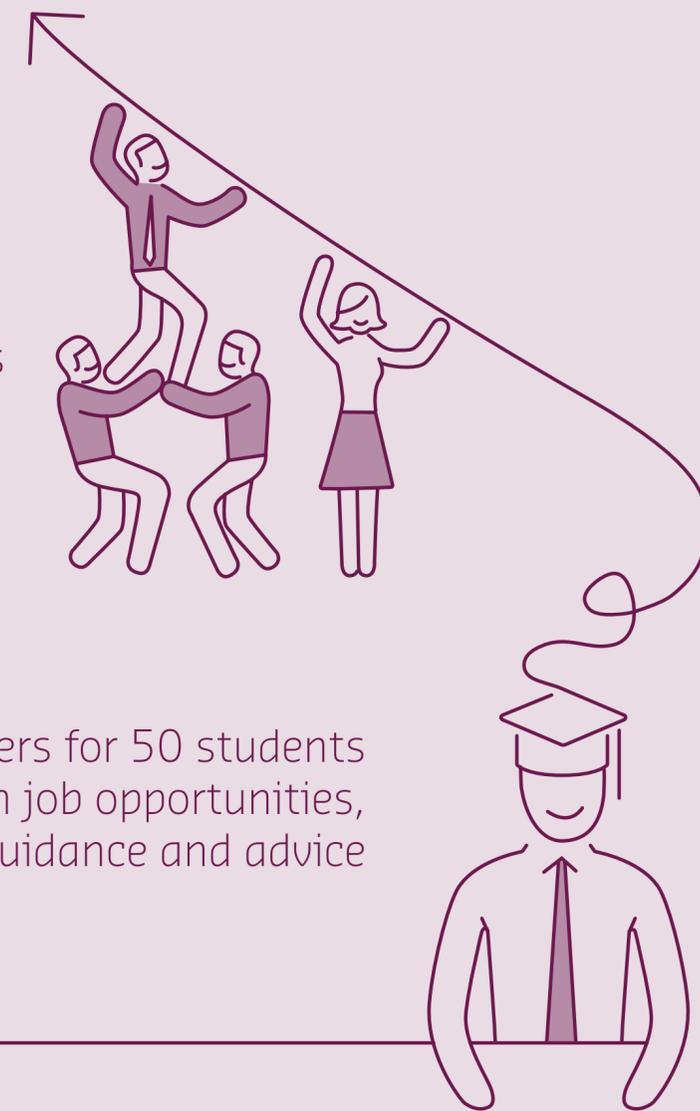


## We pledge to create local career pathways

Our focus will be on:

Building on our existing apprenticeships programme to ensure all appropriate vacancies and job roles are considered as an apprenticeship

Kickstarting careers for 50 students per year with job opportunities, employability guidance and advice



Filling 5% of our job vacancies with prison leavers and those with an offending background by 2023, where appropriate to do so

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# Award-winning approach to apprenticeships

Supporting the career development and skills of our people not only enriches their experience of working at Sodexo, but also enables us to attract new talent to our business. That's why we were proud to win the Best Apprenticeship Strategy award at the Springboard Awards for Excellence in 2019.

For further insight

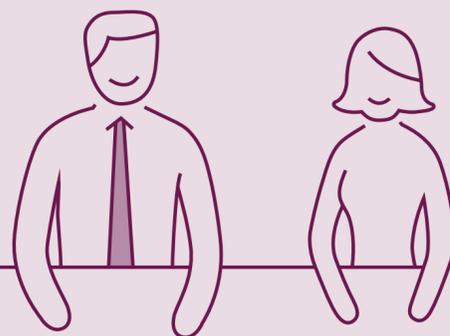




# We pledge to create social contracts that support equity, inclusion and wellbeing

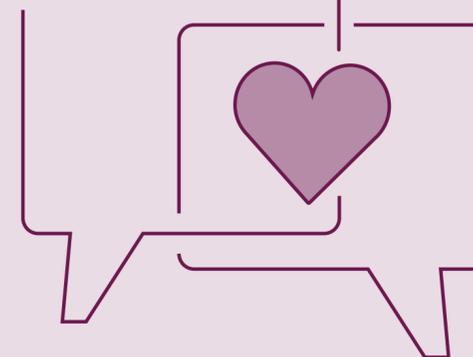
We will continue to demonstrate our commitment to:

Ending modern slavery through our comprehensive policies, working practices and contracts



Achieving a diverse workforce – socially, culturally and gender balanced

Providing all employees with access to our expert wellbeing hub; providing guidance, 24-hour support, one to one counselling and learning opportunities



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**In July 2020, Sodexo was named as one of The Times Top 50 Employers for Women for the seventh year running.**



For further insight





# Sodexo has offered more than 300 on-site counselling sessions to help colleagues from across the business deal with the pressures of working through the Covid-19 pandemic.

Listen to Craig Evans, security officer, Natalie Brayford, integrative counsellor, Ruth Freeman, business director, all from Sodexo and Tracy Bullock, Chief Executive of University Hospitals of North Midlands, discuss the service.





# SOCIAL VALUE PLANET

A short video introduction to our Planet pledge



# Our Planet

## Fostering a culture of environmental responsibility

As a corporate citizen, we have placed the responsibility to protect our planet at the forefront of our business strategy for more than 50 years. We conduct our business in such a way that it brings positive impact to the world, drives progress, and respects the resources on which our future depends.

This means implementing a strategy of reducing, recovering, and repurposing to minimise or eliminate waste and to reduce unnecessary energy consumption. These activities will enable us to help cut carbon, not only at Sodexo, but also in partnership with our clients and supply chain.

We are proud to be an industry leader on the Dow Jones Sustainability Index, which recognises our robust 'Better Tomorrow 2025' sustainability roadmap that sets out our aspirations as a responsible business. It consists of nine commitments, each with an associated target against which we will track and report on our progress at global, regional and local levels.



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**At the Business In The Community Awards in September 2020, Sodexo was named as a Responsible Business Champion. The UPS Environmental Leadership Award recognises commitments to repair and sustain our planet.**

For further insight





# We pledge to make a 34% cut to our carbon footprint by 2025 – in line with the Paris Agreement

## We will do this by:

Reducing emissions associated with business travel and our property footprint, adapting our policies, and working practices to support this

Sourcing and switching to 100% renewable electricity options and providing innovative energy management solutions to reduce direct and indirect emissions



Increasing take-up of sustainable diet options by promoting sustainable and responsible sourcing and more plant-based choices to our clients

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**In addition to sustainability,  
our procurement policies focus  
on seasonality and provenance.**

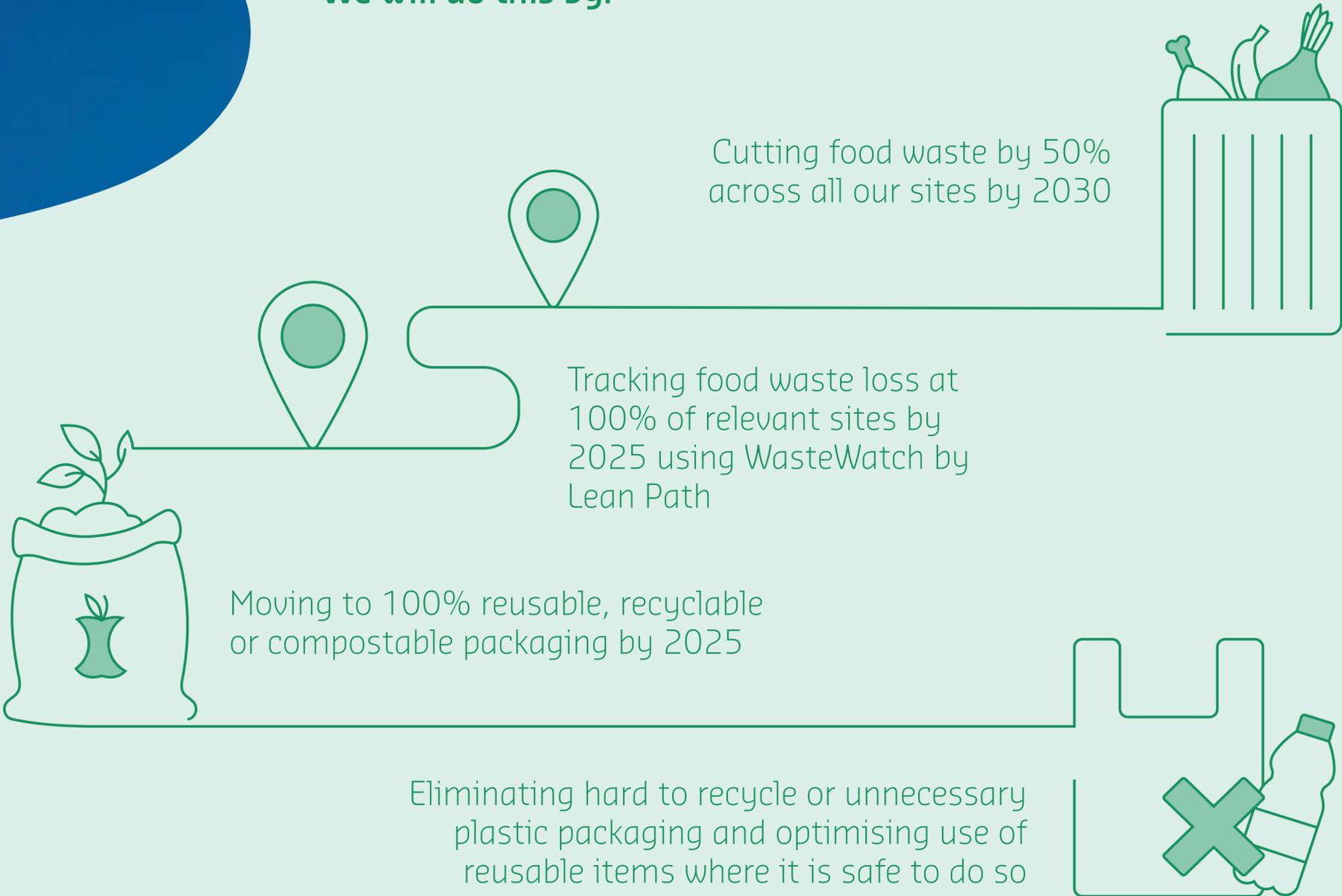
For further insight





# We pledge to champion sustainable resource usage by reducing waste

We will do this by:



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# Removing unrecyclable plastics from our operations

On 1 February 2020, we removed products containing unrecyclable polystyrene and single-use plastic bags from our supply chain as part of our commitment to reducing the impact of our operations on the environment.

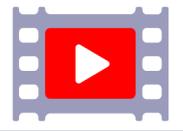
For further insight





# SOCIAL VALUE PLACES

A short video introduction to our Places pledge





# Our Places

Providing needs-led services that create equity within our communities

At the heart of our mission to improve quality of life, we are committed to contributing to the economic, social and environmental development of the cities, regions and countries in which we work.

Sodexo is an intrinsic part of many communities across the UK and Ireland. We recruit, source produce and engage locally in support of creating more vibrant communities.

We recognise there is economic disparity across our communities and are fully committed to supporting the 'levelling-up' agenda. Our pledges help individuals and businesses to overcome social and cultural challenges through skills development, social mobility and job creation. Our employees are enabled to support local fundraising and volunteering activity.

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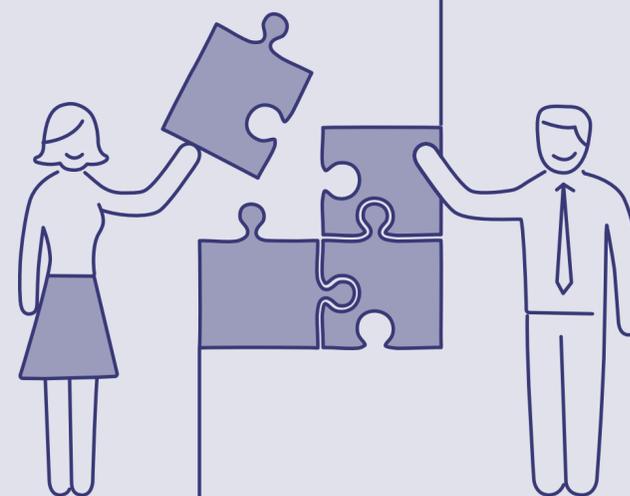
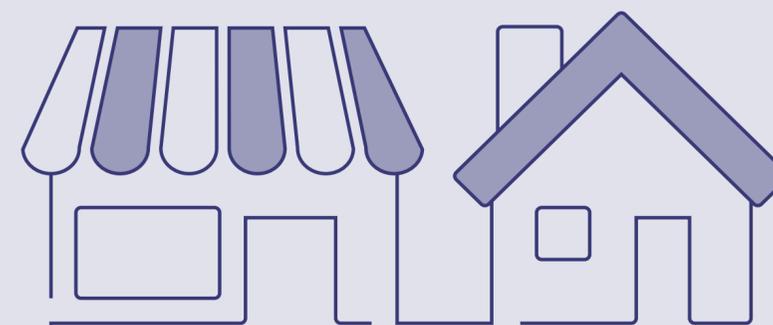




# We pledge to create social contracts that support equity, inclusion and wellbeing

## We will do this by:

Designing community-led service offers in support of resident and local business needs



Providing 25 mentoring opportunities for community citizens, focusing on those who most need our assistance



Promoting increased social mobility across our local communities; prioritising needs of people and local businesses

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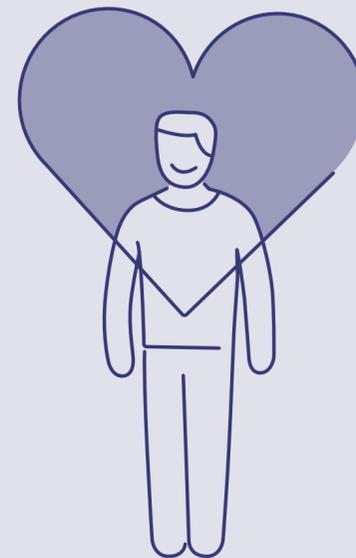
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# We pledge to support 'narrowing the gap' between local communities

We will do this by:

Supporting the UK's commitment to 'levelling up' by creating job and skills development opportunities, and introducing targeted recruitment practices to support those most in need



Placing social value at the heart of our service offers, maximising a social return on investment for our communities

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# SOCIAL VALUE PARTNERS

A short video introduction to our Partners pledge



# Our Partners

Taking an inclusive approach to creating resilience and growth amongst our partner network

Our success is built on a wide range of partner networks that contribute to our growth, performance, and effectiveness. A key element of our social value strategy focuses on our commitment to enhancing the capabilities and capacity of our small, medium enterprises (SME) and voluntary, charity and social enterprise (VCSE) network and suppliers.



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# Our Partners

Our partner network contributes significantly to local economies through their services, job creation and social mobility ethos. Our strategy includes tangible ways in which we will provide targeted support for SMEs, including our supply chain inclusion programme, which aims to open new markets to SME suppliers. We offer 30-day payment terms and encourage our large suppliers to pass this down their own SME supply chain. Through our charity, Stop Hunger Foundation, we support a wide charity network. During the pandemic our supplier support programme provided business support and Apprentice Levy gifting to more than 3,600 of our small suppliers.

Other support we offer includes:

- Pro-bono technical and professional support
- Volunteering - to support our charity network aims and ambitions
- Education and skills development
- Fundraising activity
- Health, wellbeing and resilience support tailored to organisational and individual needs



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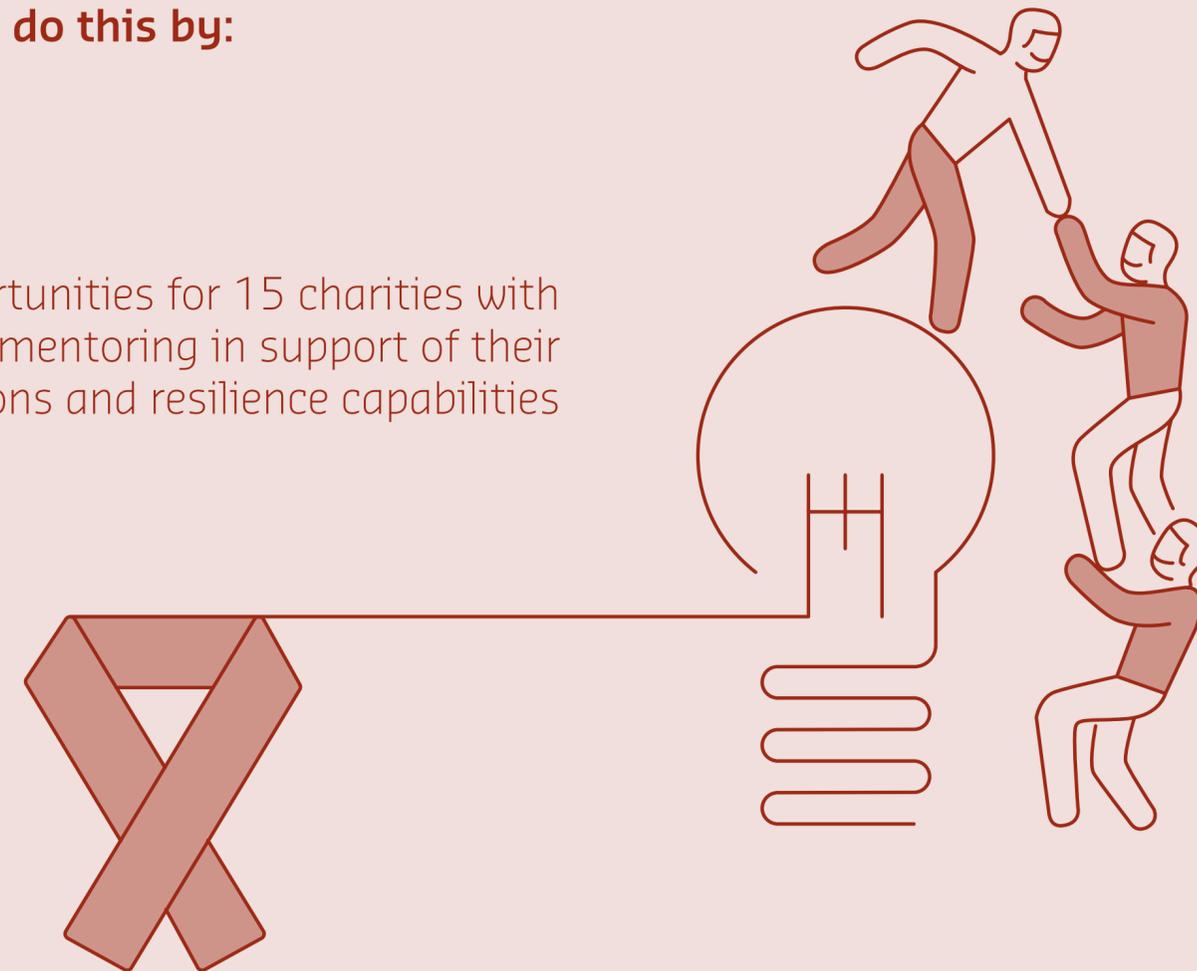




## We pledge to provide professional skills-based mentoring and coaching to our SME/VCSE network

We will do this by:

Creating opportunities for 15 charities with skills-based mentoring in support of their growth ambitions and resilience capabilities



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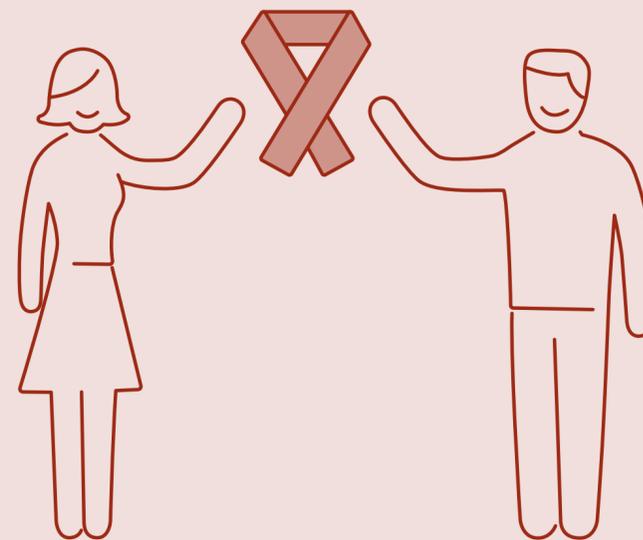


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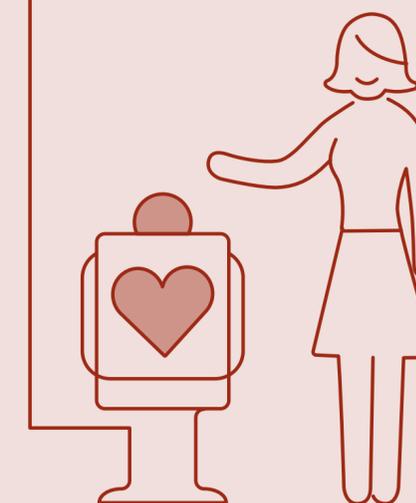


## We pledge to actively support our local and national charity networks

We will do this by:



Enabling 20% of our workforce to access volunteering and fundraising opportunities by 2025



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**Sodexo's Rachel Evans and Marc Vincent are just two colleagues who have joined the SSAFA mentoring programme, which helps service personnel leaving the Armed Forces transition into civilian life.**

For further insight

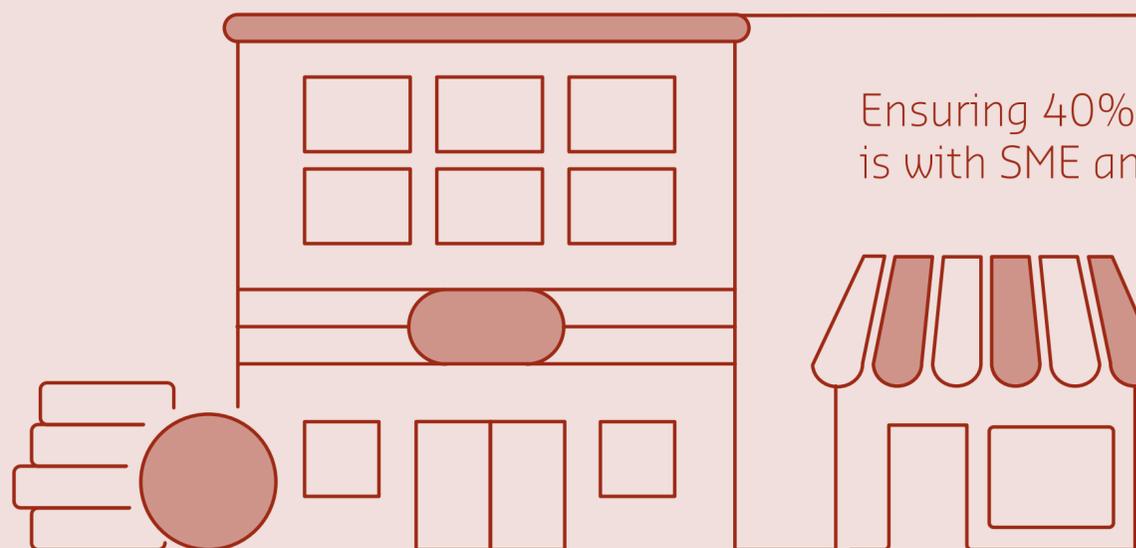
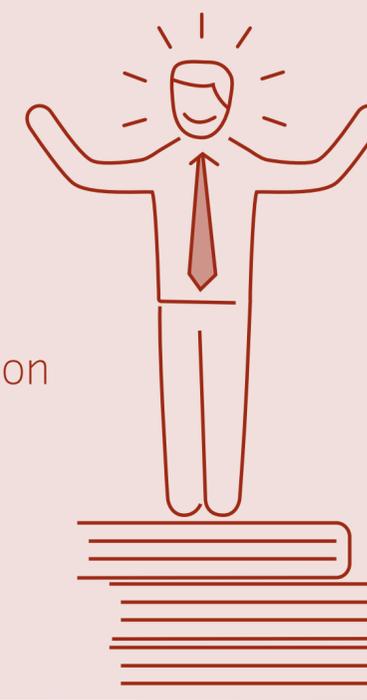




## We pledge to support SME/VCSEs growth

We will do this by:

Creating 100 additional apprenticeship positions each year by gifting a proportion of our Apprenticeship Levy to SMEs



Ensuring 40% of our spend is with SME and/or VCSEs

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**We launched our Supply Chain Inclusion Programme in 2015 to support and develop our SME and VSCE supply chain. We continue to support and develop our supply chain and to work with SMEs, micro SMEs and social enterprises.**

For further insight





# Social value at the heart of our purpose

Creating social value and ensuring sustainability isn't just 'nice to do' but essential to doing good business in a good way. Our commitment to transparent social accounting – evidencing our achievements and providing accessible reporting – enables Sodexo to share its progress each year, internally and externally. In doing so, this helps inform our continued approach in leading the way to improve quality of life for our planet and society.

This Pledge is a continuation of our commitment to ensure that everything we do contributes to our mission: in how we work, how we deliver and how we create an overall positive impact on our environment and society. To support this, each of our impact pathways fully aligns to the UN's 17 Sustainable Development Goals and our Better Tomorrow 2025 strategic roadmap, providing a clear measurement framework for capturing and reporting our social value activity.

It is only right to conclude our Pledge by once again acknowledging that none of this is achievable without the ongoing support and hard work of our people. We thank them wholeheartedly for their commitment to living our collective values each day.

**Angela Halliday**  
Director, Social Impact  
UK & Ireland



Should you wish to discuss our Social Impact Pledge or our wider strategy on creating social value, please contact [SocialValue.UKandIE@sodexo.com](mailto:SocialValue.UKandIE@sodexo.com)

All new Sodexo photography featured in this document was taken in a safe, socially distanced way, in line with Government COVID-19 advice and recommendations. Any group or close-up shots were taken before March 2020.