

Solutions Online Videos

Showcasing Sodexo's Comprehensive
Service Solutions



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In this Issue...

Adding value is a simple concept but one that is key to retaining and attracting customers and clients. Significant initiatives like the Retail Brand Group's Asian cuisine brand—Mein Bowl—are important to setting ourselves apart from the competition (page 10). But there's no doubt that the small things employees are doing also make a tremendous impression. Staff at Children's Medical Center came up with Fun Carts, a creative way to put a smile on people's faces and spark up friendly conversation (page 14). This type of service drives our mission to Improve the Quality of Daily Life.

The people of Sodexo touch the lives of not just the customers we serve, but the communities that surround us. An example of this generosity and spirit of giving is shown in our unprecedented participation in Jumpstart's Read for the Record. Sodexo employees throughout the U.S. took the time to raise awareness of the importance of healthy eating by reading to young children and in doing so, broke a world record (page 4).

More and more people are recognizing the Sodexo name and associating it with the wonderful service we provide. One of the ways we get more people to notice we are the company of choice is visibility. Sodexo branding projects have become a major focus and will continue to be an integral part of our Marketing strategy (pages 8 & 9).

In reading this issue, you'll discover the many ways we add value individually and collaboratively, making Sodexo a company we are truly proud of!

100% Environmentally Friendly *Solutions* Magazine



Through careful selection we have chosen an environmentally friendly, 100% recycled paper for *Solutions*.

- Saves 20 trees
- Saves 4,331 gallons of water
- Saves 9 million Btus of energy
- Avoids the use of 948 pounds of solid waste
- Avoids the use of 1,601 pounds of greenhouse gases

Tell *Solutions* your story!

Every day across the country, our people are doing amazing things to deliver the outstanding service for which Sodexo is known. From small acts of kindness that make a customer smile to pulling off some impressive feats under extreme circumstances, we know you are working hard each day to delight our clients and customers, and we want to hear about it.

Tips for submitting a story:

- Focus on the services you provide and how you demonstrated Sodexo's values of Team Spirit, Service Spirit, and Spirit of Progress.
- Include quotes from your client to make the story more interesting.
- Provide digital photos, especially professional ones, to help illustrate your story.
- Avoid time-sensitive, seasonal, or holiday-related topics.

You must include:

- Client approval to publish a story.
- Your name, account name, division, phone, fax, and e-mail.

Solutions is published on a regular basis for Sodexo employees. Please direct inquiries, requests, and comments to:

Solutions

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Make Recognition A Part of Every Day



Celebrating employee achievements, *big and small*, is a great way to reinforce values, strengthen teamwork, and increase motivation.

Motivation Solutions' rewards and gifts, from **Esteem Pass** and **Open Pass** incentive gift cards to **Vivabox** corporate gifts, offers something for every occasion.

Visit **SodexoMotivation.com** or call **888 663 4437** to order.

The Spirit of Sodexo

The Spirit of Sodexo program is designed to recognize and reward individuals and teams who exemplify our Sodexo Mission and Values and our commitment to Diversity and Inclusion. Beginning this year, the award categories were broadened to incorporate and support the rewarding element of Sodexo's Employee Value Proposition which recognizes and rewards employees who live our values and help us grow.

Service Spirit

Platinum Winner

Erin Peschel
Corporate Services

Gold Winner

Bernard Donnelly
Corporate Staff





Dear Team:

At the 2009 Management Conference, I spoke about creating value and how we are inventing a new form of business as a solutions provider that promotes the fulfillment of our employees, contributes to the economic, social and environmental development of the local communities with which we work.

You can see examples of this value across the company. We recognize the high ethical standards and conduct of our employees with our customers and clients and in all our dealings in the company through our annual observance of Compliance Week. We've introduced the Better Tomorrow Plan, outlining our global promise for sustainability. We've launched The Market Connection, Sodexo's web-based e-procurement system that provides a single ordering platform for all purchasing. We see cross-divisional, cross-functional teams working together to win important new business. And, we continue our diversity and inclusion journey with the launch of HONOR, our newest network group dedicated to the military community.

The value we provide sets us apart in the marketplace. I applaud your ongoing efforts to create value for our clients and customers.

Best regards,

George Chavel
President and CEO
Sodexo North America

Our Mission and Values

To create and offer services that contribute to a more pleasant way of life for people whenever and wherever they come together.

- SERVICE Spirit
- TEAM Spirit
- Spirit of PROGRESS

Newly Appointed Sodexo Executives



On January 1, 2010, **Dick Desrochers** assumed his new role as President, Comprehensive Service Solutions reporting to CEO George Chavel. In this role, Desrochers assumes responsibility for leading Sodexo

North America in becoming the leader in Comprehensive Service Solutions. This is an evolution of the Sodexo brand that more accurately reflects the value Sodexo provides for our customers and clients.

Desrochers will focus first on leveraging and enhancing our company-wide technical facilities management capabilities. Building on this foundation, Desrochers will work directly with leadership from all of our Divisions in the development of current and future service offerings to provide strategic on-site solutions that deliver added value for our clients.

Desrochers has a proven record in his 35-year career with Sodexo. He has led operations and driven change that has delivered results for our business. In his new role, Desrochers's leadership will help transform our business for future competitiveness.



Calvin (CJ) Johnson succeeds Desrochers as the new President of Sodexo Health Care Services—Hospitals Division. The hospitals division is the largest operating unit and provides Comprehensive Service Solutions

at more than 1,000 locations. It employs more than 22,000 people and manages approximately 50,000 client employees.

As former Division Vice President for Health Care's Hospitals South division, Johnson's leadership has helped to grow our business exponentially in the geography he leads. He has more than 15 years of proven accomplishments in the management and leadership of large organization services.

Johnson joined Sodexo in 2003 with more than 20 years of proven accomplishments in the management and leadership of large organizations. Throughout his career, Johnson has demonstrated outstanding leadership, and strong customer focus.

Team Spirit

Platinum Winner

Sid Peterson Management Team
Kelly Boggess
Health Care

Gold Winner

Charlotte Swanson
Campus Services

Spirit of Progress

Platinum Winner

Patient Resident Experience Team
Health Care

Dudley Abbe	Lauren Packman
Lynne Adame	Virginia Rinne
Robert Bridges	Dawn Royer
Julie Fox	Michael Solomon
Gary Hutchinson	Deborah Thomas
Marianne Marseglia	Judith S. Zola
Catherine Miedl	

Gold Winner

Team Sodexo Careers 2.0 and Social Recruiting
Anthony Scarpino and Kerry Noone
Corporate Staff

President and CEO George Chavel (back row, fourth from left) joins the 2009 Spirit of Sodexo national award recipients.



Corporate Citizenship



The Very Hungry Caterpillar Devours Previous Read for the Record

Jumpstart's Read for the Record made history on October 8 as 2,019,752 children across the country and around the world read Eric Carle's beloved classic *The Very Hungry Caterpillar*. This more than doubled the number of children over the prior year's total. In addition, more than 275,000 books were donated to children. For many of these children, it was their very first book!



Hundreds of Sodexo employees, clients and customers combined their energy, volunteer spirit and creativity around the nation to make the event a success. At George I. Pair Elementary School in Columbus, SC, teachers dressed up in food costumes for a school-wide assembly.

As a leader in food service and childhood nutrition, Sodexo took the opportunity to develop a nutrition lesson plan (thanks to Director of Product Development Roxanne Moore) that was added to our toolkit. Based on the foods the caterpillar ate during its

journey to becoming a beautiful butterfly, the lesson plan helped children to understand that eating healthy nutritious meals can help them attain their dreams.

"The expressions on their faces as they read from their very own book were priceless," reported Elaine Jacobs, Client Services analyst with TSYS Commercial Services, in Columbus, GA. "When we left some of the children were hugging the books."

Contact: Shondra Jenkins, director, Community Relations, 301 987 4322, shondra.jenkins@sodexo.com



Sustainable Best Practices at Shedd Aquarium

Shedd Aquarium in Chicago, IL created "Right Bite"—a sustainable seafood guide to inform seafood consumers and purveyors on choices that are good for people and the planet. Though 100% of the seafood and fish served at the Shedd is sustainable, the site goes well beyond purchasing sustainable seafood to promote sustainability and conservation.

One such instance is regarding the inherent waste produced onsite. To help reduce waste, on the other side of the Shedd's cafeteria tray drop-off, organic material is separated from reusables and sent through the Somat pulper waste reduction system. The end result from this system is compact organic waste (what used to fit in 8 bags now fits in 1) that is picked up by a local composting company. Besides creating a nutrient rich soil additive that can be used in farms and gardens, composting food waste prevents the production of harmful greenhouse gases from the landfill.

Because Shedd has the capability to compost, they have chosen to source compostable disposables. Though not 100% of the disposables are plant-based compostable Greenware® at the Shedd, post-consumer recycled products are purchased when possible. Sites that do not have a composting system in place should consider reusable dishware or products from recycled material.

Additional sustainability best practices are observed in the décor of the cafeteria. The table centerpieces of native plants (cultivated on Shedd's grounds) serve as the backdrop to the biodegradable straws and reusable flatware. Choosing native plants for landscaping restores natural biodiversity and uses less water and energy than a traditional landscape.

Contact: Rachel Sylvan, director, Sustainability & CSR Engagement, 301 987 4207, rachel.sylvan@sodexo.com

You Can Make a Difference

Support ocean-friendly seafood in three easy steps:

1. Purchase seafood from the green list or, if unavailable, the yellow list. Or look for the Marine Stewardship Council blue eco-label in stores and restaurants.
2. When you buy seafood, ask where your seafood comes from and whether it was farmed or wild-caught.
3. Tell your friends about Right Bite. The more people asking for ocean-friendly seafood, the better!

Learn More

Shedd Aquarium's Right Bite program is based on research conducted by Monterey Bay Aquarium Seafood Watch® scientists. For more information about your favorite seafoods, including items not listed here, visit www.seafoodwatch.org.



For more information about Shedd's Right Bite program, please visit www.shedd-aquarium.org/rightbite.

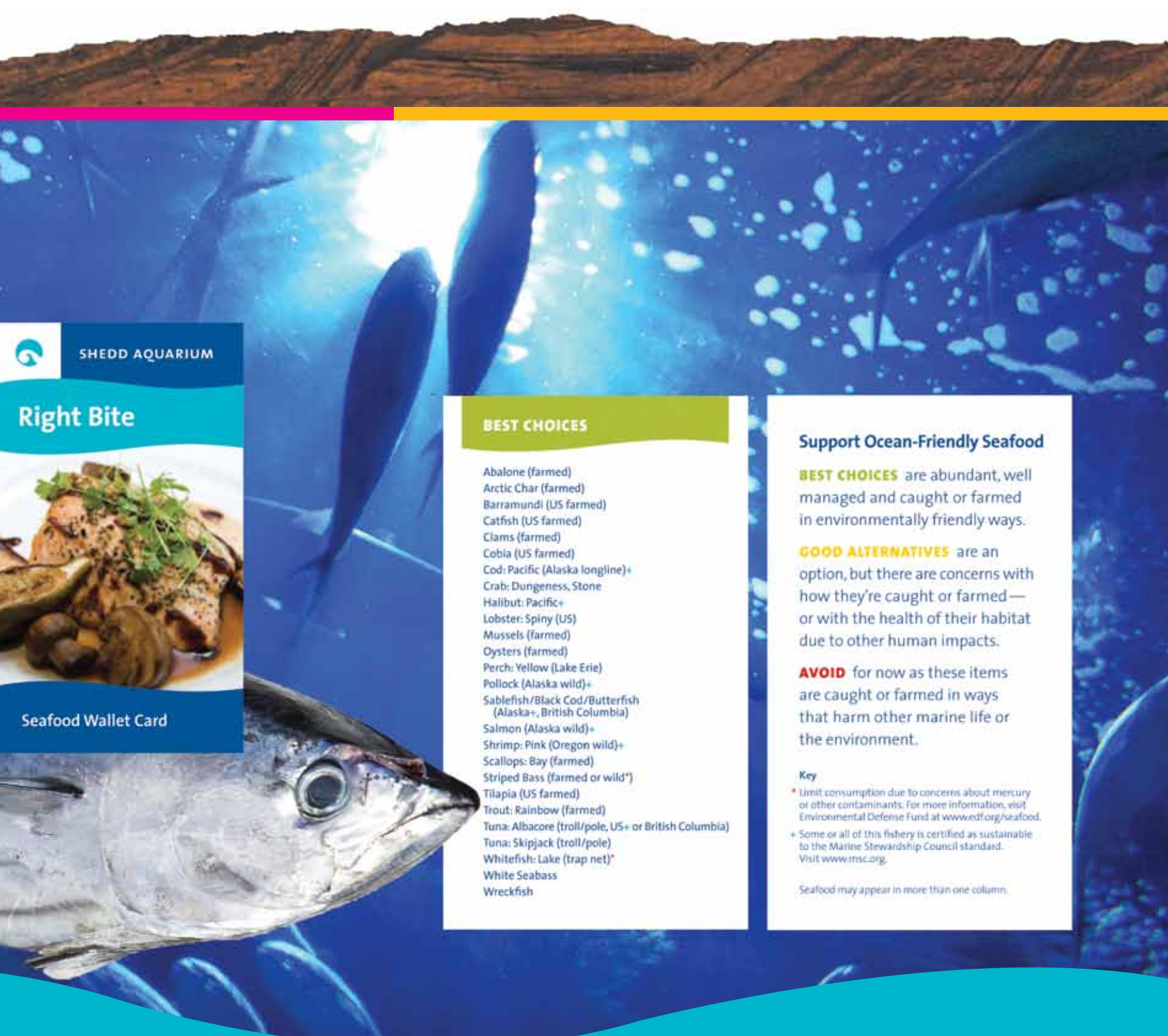


We will source sustainable fish and seafood.



We will reduce organic waste generated at our sites and in our operations.

Part of Sodexo's 14 Commitments for a Better Tomorrow



 SHEDD AQUARIUM

Right Bite



Seafood Wallet Card

BEST CHOICES

Abalone (farmed)
Arctic Char (farmed)
Barramundi (US farmed)
Catfish (US farmed)
Clams (farmed)
Cobia (US farmed)
Cod: Pacific (Alaska longline)+
Crab: Dungeness, Stone
Halibut: Pacific+
Lobster: Spiny (US)
Mussels (farmed)
Oysters (farmed)
Perch: Yellow (Lake Erie)
Pollock (Alaska wild)+
Sablefish/Black Cod/Butterfish
(Alaska+, British Columbia)
Salmon (Alaska wild)+
Shrimp: Pink (Oregon wild)+
Scallops: Bay (farmed)
Striped Bass (farmed or wild*)
Tilapia (US farmed)
Trout: Rainbow (farmed)
Tuna: Albacore (troll/pole, US+ or British Columbia)
Tuna: Skipjack (troll/pole)
Whitefish: Lake (trap net)*
White Seabass
Wreckfish

Support Ocean-Friendly Seafood

BEST CHOICES are abundant, well managed and caught or farmed in environmentally friendly ways.

GOOD ALTERNATIVES are an option, but there are concerns with how they're caught or farmed—or with the health of their habitat due to other human impacts.

AVOID for now as these items are caught or farmed in ways that harm other marine life or the environment.

Key

* Limit consumption due to concerns about mercury or other contaminants. For more information, visit Environmental Defense Fund at www.edf.org/seafood.
+ Some or all of this fishery is certified as sustainable to the Marine Stewardship Council standard. Visit www.msc.org.

Seafood may appear in more than one column.

Corporate Citizenship

STOP Hunger Roundup

Everyday, Sodexo employees see firsthand the impact of hunger; from the children who struggle in the classroom to the senior citizen whose unmet dietary needs tarnish what should be their golden years. As economic difficulties continue, the number of Americans of all ages who are suffering from and threatened with hunger has increased to more than 49 million Americans.

Fortunately, there is some good news as well. Each year since 2004 the **Ken Holdman, Steve Terry and Chuck Thomas School Districts** have conducted a Kitchen Managers Training to raise money for STOP Hunger. This year, despite the hard economic times, the event raised **\$5,440**—exceeding last year's total by almost **\$2,000**! Overall, since the program began, it has raised more than **\$16,000** for the Sodexo Foundation to STOP Hunger.

Two events in Sodexo Senior Services division—The North Awards Celebration's ticket auction and Walk Against Hunger, and the Mid-Atlantic Awards Celebration—raised more than **\$18,000** for the Sodexo Foundation. The North Region of Sodexo Senior Services, headed by T.J. Alibrio raised an outstanding **\$8,279**! The teams headed by Joe Gorman, Todd Andrews, and Gary Hutchinson raised a total of **\$10,399** through a combination of events, payroll deductions and contributions.

"It never ceases to amaze me what great caring and giving team members we have on the team," said **Scott Daniels**, senior manager, Dining & Culinary Services, Senior Services. "We all know the economy is challenging and that typically means more and more people go without nourishment."



These events, and other fundraisers, donation drives and volunteerism efforts clearly demonstrate the commitment to STOP Hunger in action. As the year continues, we must keep the strong momentum going and not forget to log those great STOP Hunger events on SodexoNet > Our Company > What We Stand For > STOP Hunger.

Contact: Shondra Jenkins, director, Community Relations, 301 987 4322, shondra.jenkins@sodexo.com

Helping Farmers Return to Productive Work



From the rural fields of Greenville, VA, to the dry, intermountain valleys of Alamosa, CO, Sodexo is assisting farmers with disabilities return to productive work on their lands. Through a partnership with Easter Seals, the leading non-profit provider of disability services, Sodexo recycles technology and the proceeds are used to help farmers served by Easter Seals programs.

"Their needs [farmers] are simple ones, and when these needs are fulfilled they have a huge and positive impact on their lives," said **Peter Stowell**, one of the Sodexo panelists reviewing the farmers' requests for financial assistance. "For instance, one farmer, having experienced an amputation, was seeking two custom-fit liners for his prosthetic device. Currently, his mother sews the wear holes in the liners he uses as a cushion between his stump and the prosthetic. Being able to help him increase his mobility, and with less pain,

helps him get that much closer to his expressed goal of one day owning his own ranch."

Farmers served by Easter Seals regional offices apply for mini-grants founded by Sodexo's recycling proceeds. While the needs of each farmer differ, there is one thing all applicants have in common: each applicant seeks to return to his or her livelihood, moving about as independently as possible.

Sodexo is proud to help those with disabilities reach their full potential. Since Sodexo began its partnership with Easter Seals, 32 farmers in 10 different states have been helped.

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Sodexo Partnership Supports St. Cloud as One of the Most Livable Communities in the World

The value of partnership has taken on great meaning in St. Cloud, MN, a city recently recognized as one of the most livable communities in the world. The city won a bronze medal in the Whole City Awards, an international competition hosted in the Czech Republic by LivCom.

Criteria for the award include environmentally sensitive practices, community sustainability, healthy lifestyles and planning for the future. One of the key aspects of St. Cloud's achievements in these areas is the Husky Fried Ride, a 40-foot transit bus powered by recycled deep fryer vegetable oil.

This endeavor was made possible through a partnership between Sodexo Campus



Services, St. Cloud State University (SCSU) and the St. Cloud Metropolitan Transit Commission. Sodexo provided funding for the project and donates used vegetable oil from the dining services on campus, which is then filtered and used to fuel the Husky Fried Ride. An estimated 120,000 students, faculty and staff utilize this environmentally friendly transportation service each year.

"The Husky Fried Ride provided an immediate impact and a starting point for other green initiatives on campus," said **Stephen Miller**, Sodexo general manager at SCSU. "We have now gone trayless on campus, expanded our recycling programs to include all food, cans and cardboard, joined the Midwest Food Alliance and begun featuring local farmers in our resident dining program. These collaborative efforts have strengthened our partnership with SCSU and contributed to the St. Cloud community being recognized globally one of the best places to live."

Contact: Nancy Judy, senior director, Communications, 301 987 4831, nancy.judy@sodexo.com

Lorna Donatone, President, Education Market & COO

How do you define leadership?

My definition of leadership is simple—a good leader inspires others and has a vision for the future. Great leaders are not afraid to make decisions and have unique abilities to build teams. I would say the most important trait for me in a great leader is high values, ethics and standards.

Describe your leadership style.

I would say I am an open and honest communicator. I like to create a comfortable environment for my team and like and request feedback, both positive and negative. I am a collaborative leader but also decisive and results-oriented.

What is the biggest challenge facing you as President of the Education Market?

Our biggest challenge will be growing as fast as we need to in order to reach our Ambition 2015 goals. But I am confident that our teams are going to be focused and achieve the results.

What do you like most about your job?

I am going to enjoy getting to know the rest of the Education Market as well as I know the Schools Division, seeing and hearing from the teams is my favorite part. I am



also looking forward to being a part of the President's Committee. I believe it is where I can add the most value to the company. I believe I will bring a different perspective not only to the Education Market but to the President's Committee.

As a woman executive, what are some of the important lessons you have learned and how have you used that wisdom in your career?

Perhaps the most important lesson for me has been to always be myself, bringing my whole self to work, which in being a female leader, is critical. It sets the example, it allows others to do the same. But also, I learned to be very focused on what my goals are in my job. To excel at your current role then allows you to move on to other jobs if you want. And above all, make some time for myself. That is the most difficult, but very important.

How do you relax? What do you do in your free time?

I have a recent new hobby of kayaking with my husband Steve. It is a wonderful recreation and interesting with no phone or BlackBerry allowed! I also try to just have downtime. I'm a major football fanatic and there are days when that is on the agenda! Just relaxing and watching football.

Running Against Obesity in Mexico



On November 21, 2009, Sodexo Mexico participated in the Race Against Obesity organized by ITAM (Instituto Tecnológico Autónomo de México)—one of the most well-known universities in Mexico, and Fundación Mídete—an organization that works to fight against overweight and obesity risk, mainly in children.

Mexico is considered the second most obese country in the world after the U.S. and number one in childhood obesity. This subject is a very important one for the Mexican Government and the Mexican Health Department which has created a special program named 5 Pasos por tu Salud Para Vivir Mejor (5 steps for your health to live better).

Since the program was implemented, Sodexo Mexico has continuously looked for different ways to apply the program's five steps (which mainly promote healthy eating habits) for all its stakeholders, and

keep a close relationship with the coordinator of the program at a national level.

Sodexo Mexico invited colleagues in Mexico City to join their efforts and implemented a nutrition and training program for a 5k race. Sodexo Pass also joined the cause and sponsored the race with many other private companies, laboratories and the local health department.

Sodexo's people of all ages and health statuses participated with their relatives, even pets, to show their support for the fight against obesity.

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Enhancing the Sodexo Experience through



Now You See Us: The Sodexo On Site Brand Visibility Initiative

Known for our quality Comprehensive Service Solutions, Sodexo will soon be more readily recognized for it. An important part of our strategy is to make the Sodexo brand the reference in Quality Of Life Services. We want to drive brand awareness by being visible to the 10 million customers that we serve every day across North America. Our On Site Brand Visibility initiative will transform the Sodexo "ingredient brand" of today into a much more visible brand in the future. We will have our logo and graphics front and center on standard uniforms, signage, vehicles, etc. all across North America.

As Group CEO Michel Landel recently said, "There is no advantage in being hidden. It's an advantage to be visible, and the more our brand will be visible, the more we can prove to the world that Sodexo is a brand of confidence." By proudly displaying our brand across our sites and services, Sodexo will significantly increase brand visibility, as well as client and consumer recognition and satisfaction.

According to Clodine Pincemin, Group Senior Vice President of Brand and Communication, in order "to reach this status of 'brand of reference' requires that we have a strong brand; a brand that is known, loved and chosen. If we want Sodexo to be known, we must first ensure that we are visible on all of our sites, across all countries, all segments and all services."



The brand visibility initiative has been successfully implemented in several countries already and we look forward to enhancing the Sodexo Experience in North America with your help. More information on the roll-out schedule and training will be available soon.

Brand Visibility



Keep on Trucking, Sodexo Style

As Michel Landel stated, there is no benefit to Sodexo to remain an invisible brand. In order to achieve our Ambition 2015—our long-term growth goals—we must exponentially increase our brand visibility. Fortunately for Sodexo, brand researchers consistently rank fleet graphics as the most cost effective and influential advertising medium available. So, in 2008, Sodexo started transforming Sodexo's trucks into rolling billboards to support increasing brand awareness.

Two branding options are available through VGS, Sodexo's fleet graphics vendor: the full blue wrap branding treatment, or the

ribbon and logo with messaging on the white body of the truck.

While Corporate Communications is working on an automated process that will brand trucks as they are ordered, please be sure to leverage the visibility our fleet gives us and get your Sodexo trucks branded. The Vehicle Decal order form can be found on SodexoNet > Tools & Resources > Forms Center.

Sodexo Headquarters: Branded In and Out

The Sodexo Brand is not only on the road and coming to our units. The Corporate Communications team has worked to bring the Sodexo Experience alive in the North America Headquarters in Gaithersburg, MD.

Conference rooms feature Sodexo branding with bright colors. The halls have photos of Sodexo teams around the world showcasing Comprehensive Service Solutions.

A new innovative and interactive Sodexo Exhibit is on the 6th floor. Explore Sodexo Case Studies, videos and web sites. The Exhibit also is available to the sales teams for showcasing presentations for clients and prospects in the Sodexo Theater. Touch screen kiosks provide a unique, tactile way of learning about our company. The exhibit also features a timeline history of the company, the Sodexo Foundation Heroes and Scholars, our Employee Value Proposition, and our Sustainability Commitments.

Finally, to top off our branding initiative at Headquarters, the 10-foot tall Sodexo logo displayed on the top of the building uses the more energy efficient LED lights at night, serving as a beacon and reminder of Sodexo's commitment to the environment.

To find out more about how to bring the branding to your space, please reach out to Laurie Kelly (laurie.kelly@sodexo.com) or Mahlone Burnette (mahlone.burnette@sodexo.com) in Marketing Communications.



The Sodexo Exhibit provides an innovative and interactive way for visitors to explore and learn more about our company.

Adding Value

Retail Brand Group Delivers Strategic Branding Solutions

Consistent with Sodexo's Comprehensive Service Solutions model, **Retail Brand Group** (RBG) understands a client's strategic needs and engineers solutions that contribute to the achievement of that goal by delivering "in-source" strategic branding solutions. The Group focuses its efforts in diverse areas of retail and branding: Emerging Markets, Sodexo Signature Brands, and National Brands.

Emerging Markets is a new venture, but one that clearly illustrates the team's value proposition. RBG was recently involved with a client who needed to attract and retain Gen X and Y employees. RBG was able to educate the client on unique habits and needs of these individuals, and provide a series of solutions that enhanced the client's ability to compete in the labor market for its target audience.

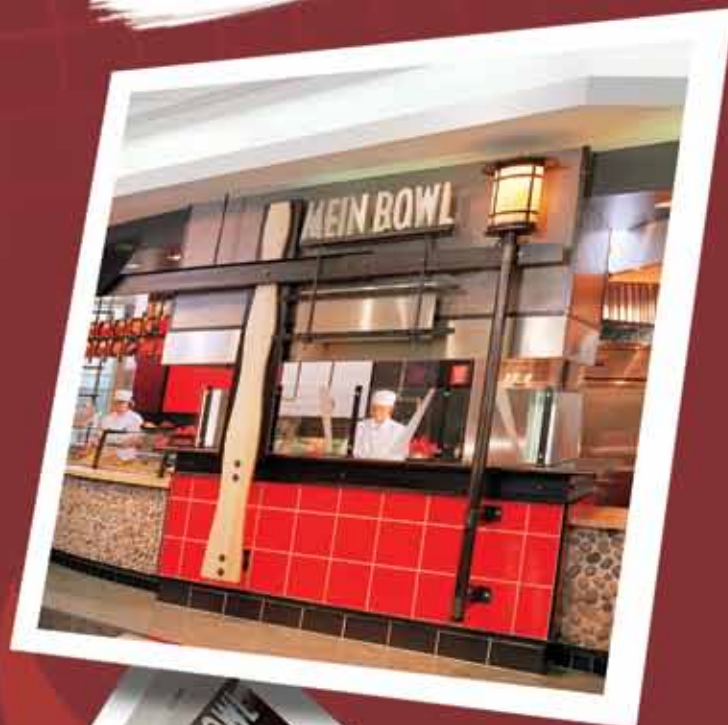
Signature brands have always been a focus and one of the most successful offered by RBG is Mein Bowl, an Asian cuisine brand. The business model was restructured to have a guaranteed rate of return of 19.5%—25% and minimal investment cost. In FY'09 year-over-year sales were 22% resulting in over a \$3.5 million return to Sodexo divisions.

RBG also is committed to building a diverse portfolio of brand partners. RBG has assembled a Brand Portfolio Committee comprised of directors of retail from Sodexo's major markets, to continually evaluate Sodexo's brand portfolio and evaluate the business model of each brand. "Working with RBG has enabled all business segments to come together to develop a robust portfolio of brands," says **Genevieve DiFilippo**, director of marketing for Government Services.

Contact: Cory Thomas, senior
brand manager, Sodexo Retail
Brand Group, 484 201 2448,
cory.thomas@sodexo.com



"Fresh Inspirations is an example of Health Care using RBG as an in-source solution for concept branding."





Meals on Wheels and Sodexo: A Commissary Built for a Purpose



Since 1969, **Meals on Wheels** for Western New York has meant health and hope to countless thousands of homebound elderly and disabled individuals. Each weekday, the agency prepares and serves between 3,200-3,400 nutritionally balanced meals to those who cannot do so for themselves. On an annual basis, the organization distributes about 800,000 hot lunches and cold suppers to more than 3,100 Western New Yorkers in need. It is the largest and oldest meal-delivery organization in the area.

The new Meals on Wheels commissary in Western New York has been a great addition to highlight the capabilities of Sodexo. It has come to life under the guidance of Sodexo's primary team in the Buffalo/ Western New York region, under the guidance of **Pete Witkowski**, SVP Corporate Services, **Steve Dizzine**, VPO Corporate Services and **Ram Nabar**, DM, Corporate Services.

Meals on Wheels volunteer serves not only food, but also friendship. They bring a warm smile and a comforting face to each recipient they visit. And, in the world of the homebound, the visit of a courteous, friendly volunteer is often the only bright spot in an otherwise lonely existence. The visit also serves as a crucial check on the well-being of each meal recipient, as volunteers are trained to look for signs of trouble—health risks, safety risks and otherwise. The importance of this aspect of the program, and the peace of mind it offers families and caregivers, cannot be overstated.

Contact: Tara Baten McDaniel, senior director of communications, Corporate Services, 301 987 4324, tara.baten@sodexo.com



Farm Fresh Menu Enhances Patient Experience

Vegetables from local farms, olive oil from Napa Valley, strawberries from Watsonville, organic dairy products, pasture-raised chicken, grass-fed beef from Marin and Sonoma, and whole grain bread from a San Francisco bakery...all components of an upscale restaurant menu, but not what one expects in a hospital.

However, when offered at **Stanford Medical Center** in Palo Alto, CA, renowned for cutting edge medical care, it seems just right.

Sodexo Executive Chef **Beni Velazquez** collaborated with **Jesse Cool** on the new menu. Cool is a nationally recognized Northern California chef, restaurateur and food writer who has championed healthy eating for over 30 years.

The ingredients will come primarily from growers and producers within a 200-mile radius of Stanford. The menu is based around a wide variety of soups, with seven seasonal options offered each week, including chicken noodle, which generations of Americans view as the ultimate comfort food.

Patients can take the recipes home by tearing off a section of the menus they receive while in the hospital, enhancing the Patient Experience and enabling them to recreate these healthy options at home. Recipes also are available at <http://stanfordhospital.org/farmfresh>.



"This exciting new approach to the food we serve our patients is not just an amenity. It is part of our commitment to help patients heal as quickly as possible and to feel comfortable and cared for while they are here," said CEO of Stanford Medical Center **Martha Marsh**.

Contact: Lynne Adame, senior director of communications, Health Care, 860 325 1290, lynne.adame@sodexo.com

Adding Value

HONOR Joins the Ranks of Sodexo's Employee Network Groups

Sodexo continues to build upon its unwavering commitment to the military by launching its newest network group, **HONOR**, (Honoring Our Nation's finest with Opportunity and Respect). Sodexo takes great pride in employing more than 3,000 veterans, reservists and National Guard members. The network group is dedicated to supporting our military employees, their families and the community.

Sodexo launched HONOR, its eighth network group, on Veteran's Day, also highlighting the company's recent recognition by G.I. Jobs as one of the nation's top 100 Military Friendly Employers.

"It is important to recognize and honor those who have faithfully served our country, especially our Sodexo colleagues. HONOR will help Sodexo recruit, retain and support our military veterans and their families," said **Greg Verone**, president of Government Services.

"Sodexo is proud to serve and employ the heroes who protect our freedom. Veterans recognize the importance of teamwork, are purposeful and strongly service-oriented, and thrive on meeting and exceeding challenges, so they come to us already well-versed in the Sodexo Spirit," said **Michael Montelongo**, SVP & CAO. "The HONOR network group will provide support to ensure veterans' personal and professional success."

HONOR is committed to providing support, guidance and resources to employees and families connected to the military. Members will have the opportunity to connect with colleagues and celebrate, share and learn about the military experience. HONOR is open to all Veteran and Non-Veteran exempt

Sodexo employees. Learn more about HONOR on SodexoNet.

Contact: Julie Branham, HONOR Communications Chair, 410 502 5107, julie.branham@sodexo.com

The Market Connection—New Ordering System Brings Efficiencies



In July 2009, Sodexo Supply Management launched The Market Connection (TMC), our web-based, e-procurement ordering system.

When fully implemented, Sodexo unit managers will use TMC as their one-stop-shop to order everything from food products to office supplies. They will be able to use TMC to order from all types of suppliers: broadline distributors, regional vendors or online suppliers such as Office Depot, Grainger or Unisource. The system will guide users to Sodexo-approved suppliers and preferred products, significantly reducing the amount of time spent looking for and sourcing non-routine items. The continual use of approved suppliers and products ensures that the quality and value of our purchases meet the standards that our clients and customers expect.

"The Market Connection is part of Sodexo's journey to improve the quality, consistency, innovation and cost management of our operations across all lines of business," said **Ann Oka**, senior vice president of Supply Management.

"The Market Connection will help us achieve greater efficiencies and the launch of this system represents a critical step towards our Ambition 2015," added **John Bush**, COO and market president.

Sodexo units have been transitioning to the system since July in phases according to geography. As of February 1, almost all Sodexo units were on TMC and sales made using the system exceeded \$283 million. It is a multi-year rollout. Phase Two will be underway in the Spring. Upon completion, units will be able to order from all Prime and Regional distributors.

Contact: Robert Ochall, director, Integrated Procurement Systems, 301 987 4721, robert.ochall@sodexo.com



Network Groups Come Together in New Jersey

All seven Network Groups from the Northeast Region under the lead of WiNG Coordinator, **Louise Salinski**, spent the better part of 2009 working together to bring about the area's first annual Cross Network Group Conference. The event took place on September 30 and was graciously hosted by Sodexo at **St. Barnabas Medical Center** in Livingston, NJ.

The theme of the event was Building Relationships...Growing, Learning and Succeeding Together, which brought about an agenda that included a membership panel discussion, mentoring presentation, professional development workshops and a networking activity—Speed Mentoring.

"It was fantastic to see so many people come together in a cross divisional meeting that gave the participants a chance to grow personally and professionally. This event truly showcased the company's ability to reach into the management ranks and show value to our employees, partners, and clients," said **William Anstee**, senior director, Market Diversity.

The afternoon concluded with a fabulous reception of culinary delights, vendor displays—and networking. The event was a great success with over 300 people in attendance.

Contact: Lyn Corallo, senior communications specialist, Internal Communications, 443 406 7553, lynanne.corallo@sodexo.com

Employee Disaster Relief Fund Continues to Make a Difference

It's uncertain when disaster will strike but what is certain is that those impacted need help. The Employee Disaster Relief Fund—funded by Sodexo employees—was able to donate money to many people this past year who were left to pick up the pieces.

Trudy Turner, a barista at **Spectra Energy** in Houston, TX, shares her story of loss due to Hurricane Ike.

"There was a hole in the roof so big you could see outside," Turner said. "I had to move because there was black mold growing and the city condemned the house." Luckily, the Employee Disaster Relief Fund was able to help offset the expense of Turner's move. Turner recalls the moment she received a check from Sodexo: "I felt relief and happiness. I for one think I work for one of the greatest companies in the world."

For more information or to make a contribution, go to SodexoNet > Employee Center > Living > Benefits > Financial > Disaster Relief Fund. You can also donate through automatic payroll deduction available in ADP.

Donations also can be sent to:



Sodexo Disaster Relief Fund
Attention: Cindy Roope
9801 Washingtonian Blvd
Gaithersburg, MD 20878

Contact: Cindy Roope, senior administrative assistant, Human Resources, 301 987 4282, cindy.roope@sodexo.com



People @ Work

Buffalo Service Center Employees Give Back

Volunteers from Sodexo's network groups in Buffalo, NY, participated in the United Way Day of Caring on August 19, 2009. Sodexo employees graciously devoted their time and effort to assisting the **Food Bank of Western New York** with painting, clipping bushes and sorting food donations.



Chef Jeff Scarpa Wins Wildlife Ice Carving Competition

Sodexo's **Jeff Scarpa**, executive chef at **Hotchkiss School** in Lakeville, CT, won the Food Network's Salute to Wildlife Ice Carving Competition at the Bronx Zoo on December 27, 2009, for his original sculpture of a sea turtle and shark he titled "Bronx Sea".



Sodexo University Pays it Forward

In September 2009, **Sodexo University** set out to make a difference in the lives of two families by teaming up with **Habitat for Humanity** to build two homes in St. Pete Beach, FL.



Retail Brand Group Lends a Hand

Sodexo's **Retail Brand Group (RBG)** partnered with **Habitat for Humanity** on the National Day of Caring, September 24, 2009. The RBG team members rolled up their sleeves and helped build two homes by assisting with landscaping, installing vinyl siding and insulating.

Fun Carts for Brighter Smiles

At **Children's Medical Center** in Dallas, TX, the Room Service department brought a unique and fun twist to the patients they serve. In the typical room service setting, you see stainless steel carts of various widths and heights, but plain. To spice up the atmosphere, the Sodexo staff decided to decorate room service carts with Disney characters, sports teams and wellness images.

"Look mom, there's a Cowboys' cart," says a patient who loves the Dallas Cowboys. These decorative carts start up conversations with patients in a positive way and bring a brighter smile to their faces.



Every year, Sodexo at Children's Medical Center serves more than 376,000 patient meals and more than 50,000 parent meals. They continue to maintain quality of food and customer service to consistently be above the 90th percentile of the Press Ganey Patient Satisfaction survey. They hope to continue this wonderful performance.

Contact: Huyen Nguyen, patient services manager, Healthcare, 214 456 2986, huyen.nguyen@childrens.com



Winning Attitude Leads to Winning Award

In October 2009, **Lisa Labrecque**, catering director at **Stevenson University** in Baltimore, MD, proudly received the Building Community Award. The award, presented by University president **Dr. Kevin Manning**, serves to recognize an individual who brings thoughtfulness, consideration and professionalism to a role that is essential on the Stevenson University campuses.

Team Sodexo Runs the Marine Corps Marathon

The performance by Team Sodexo and everyone involved in the **Marine Corps Marathon (MCM)** is truly something to be proud of. This year, a great team of runners completed the marathon and the 10K in Washington, DC.

Team Sodexo's marathon runners included: **Jerome Dubois, Claude Dean, Jessica Perdew, Craig Usilton, Susan Streeter, Pierre Sierralta, Jeffrey Harrison** and **Kelly Shea**. And Sodexo's 10K runners were: **Cliff Tolnay, David Bennett, Brendan Bennett, Melissa Maxim** and **Kay Womack**.

For the second year in a row, Sodexo proudly served as the official food service provider for the MCM, feeding more than 700 VIPs, and providing 30,000 bags filled with healthy snacks for the runners.

Additionally, Sodexo sponsored the affiliated **MCM Healthy Kids Fun Run** where children ages 6-13 participate in the one-mile



just-for-fun event. All children received a t-shirt, medal and snacks at the finish line.

Thank you Team Sodexo for your dedication, perseverance, and grit!

Additionally, we also had a great team putting the MCM events together. **Larry McMarlin**, DM, lead a team that:

- Served **3,000** snack bags to Health Kids Fun Run Participants
- Produced **27,000** runner bags
- Served hundreds of guests in the VIP tent
- And much much more



Adding Value

Exclusively Featured Online

Showcasing Sodexo's Comprehensive Service Solutions

See what we mean when we talk about Comprehensive Service Solutions. This video demonstrates the array of services Sodexo provides at **Hobart and William Smith Colleges**.

Sodexo has been Hobart's and William Smith's partner in managing campus growth sustainably and continuing to provide an exceptional living and learning environment. How? By designing and carrying out campus construction and renovation projects, managing facilities sustainability, reducing energy consumption and waste streams, providing landscaping grounds maintenance, and contributing to the overall sense of community with great customer service.

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