



# Better Tomorrow 2025 Brought to Life

2020  
Corporate  
Social  
Responsibility  
Highlights  
Sodexo USA

## If this is today....



COVID-19



HUNGER



RACIAL RECKONING









SEVERE STORMS

# THEN WE WANT A BETTER TOMORROW...

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. We're committed to meeting that mission in a responsible way because it's who we are – it's in our DNA.

## Our Corporate Responsibility Roadmap OUR 9 COMMITMENTS & OBJECTIVES

|  |  Our Impact On Individuals  |  Our Impact On Communities  |  Our Impact On The Environment  |
|--|--|--|--|
|  <b>Our Role As An EMPLOYER</b>         | <p>Improve the Quality of Life of our employees, safely</p> <p><b>80% Employee Engagement Rate</b></p>   | <p>Ensure a diverse workforce and inclusive culture that reflects and enriches the communities we serve</p> <p><b>100% of our employees work in countries that have gender balance in their management populations</b></p> | <p>Foster a culture of environmental responsibility within our workforce and workspaces</p> <p><b>100% of our employees are trained on sustainable practices</b></p> |
|  <b>Our Role As A SERVICE PROVIDER</b>  | <p>Provide and encourage our consumers to access healthy lifestyle choices</p> <p><b>100% of our consumers are offered healthy lifestyle options every day</b></p> | <p>Promote local development and fair, inclusive and sustainable business practices</p> <p><b>25% of purchases we make benefit small and medium enterprises</b></p>  | <p>Source responsibly and provide management services that reduce carbon emissions</p> <p><b>34% reduction of carbon emissions</b></p>                               |
|  <b>Our Role As A CORPORATE CITIZEN</b> | <p>Fight hunger and malnutrition</p> <p><b>100 million Stop Hunger beneficiaries</b></p>   | <p>Drive diversity and inclusion as a catalyst for societal change</p> <p><b>500,000 empowered women in communities</b></p>  | <p>Champion sustainable resource usage</p> <p><b>50% reduction in our food waste</b></p>   |

### How to navigate this report >

The six icons and the color coding across the top row of the table above are present throughout this report. Use them to find highlights for the role and/or impact area of interest.

 **Click to learn more.**

This is a “highlights” document, which means we've got more stories and data to share. *Look for hyperlinks which direct you to more information.*



Dear Friends,

2020 turned out to be a challenging year for all of us, but it was especially harrowing for those on the front lines. When coronavirus struck, much of the world was told to “stay at home.” Sodexo employees, many serving in essential roles, stepped up to ensure the safety of their communities by feeding people in need and supporting each other. Thousands of Sodexo workers have been supporting critical industries, keeping hospitals running, caring for residents in senior living centers, and so much more.

When the death of George Floyd put a spotlight on injustice and racial inequity, Sodexo didn’t need to create a diversity committee or start internal conversations about equity and inclusion. Our commitment, policies, practices and leadership were clear and well-established before 2020. But while Sodexo’s commitment to diversity and inclusion has been consistently recognized by external organizations and notable diversity publications, including several honors in 2020, we know significant work remains. So, we’ll continue to model inclusion, ensure an inclusive workforce, champion social justice in all our communities and strive to affect real change in race relations. We’ll continue to refuse to be bystanders.

And in a year when the urgency of climate change was overshadowed by the tragedy of a global pandemic, we remained committed to sustainability. Our operators worked closely with our Health & Safety Team to regularly review COVID-19-appropriate precautions for disposable versus reusable cutlery and cups, for example, and determine where any overabundance of caution was leaning toward wastefulness. Our decades-long commitment to food recovery and fighting hunger enabled us to quickly and easily repurpose food – nearly 3 million pounds in North America – to support those in need.

The positive impact we were able to make in 2020 for our employees, our environment and our communities was not surprising. It’s not just something Sodexo implemented because these are the popular things to do right now; it’s something that’s engrained in our DNA. It’s about how we operate our business. We’re not going to compromise those values for anything or under any circumstance.

There will be better days ahead. When they do come, I know Sodexo will be stronger than ever because of the way all our employees showed up and delivered results during this trying year. No matter what, we stayed true to our commitment for a better tomorrow.

*S. D. Mistry*

Sarosh Mistry, Chair of Sodexo North America & CEO Homecare, Worldwide

# 2020 HIGHLIGHTS



## As an EMPLOYER

Championing diversity and ensuring the health, **safety** and wellbeing of our employees were more important than ever in 2020.

Our Impact On Individuals



**74.7% of U.S. employees agree that Sodexo handled the impacts of the pandemic well.** *voice*

Our Impact On Individuals



**A new extended sick leave policy** allows up to 21 days of paid sick leave for any employee with COVID-19 or those asked not to come to work because they have COVID-19-related symptoms.

Our Impact On Individuals



**\$36 million+** Global Employee Relief Fund to help employees laid off during COVID-19.



## As a SERVICE PROVIDER

What do you do when a global pandemic threatens every aspect of our world? We went to work. When clients looked for us to figure out a way to meet the health, operational and confidence challenges of COVID-19, our **agile and adaptable** teams delivered.

Our Impact On Communities



Sodexo teams opened **on-site mini-markets** for hospital employees to alleviate the stress of grocery shopping after long days of hard work.



Our Impact On The Environment



Our team at SUNY New Paltz keeps students safe while keeping up our commitment to sustainability with WasteWatch REUSE. This program replaced disposable containers with reusable to-go ware, sanitized and washed in a high-powered machine between uses.



Our Impact On The Environment



**7.9+ million pounds of fresh produce** purchased in the US were grown within 250 miles, sourced from **1,390 local farms.**



## As a CORPORATE CITIZEN

Despite all the challenges of 2020, we sustained our **commitment** to corporate responsibility.

Our Impact On Communities



**Named a Diversity Inc Hall of Fame Company**



Our Impact On Communities



**Donated 7.3 million meals** to people in need



Our Impact On The Environment



Natural Resources Defense Council celebrated our Science-Based Target goal to reduce our carbon footprint by **34% globally.**



# Our Impact On Individuals



## #WereInThisTogether

The health, **safety** and wellbeing of our employees is always top priority, and that was especially true in 2020.

While our frontline employees were making miracles happen every day, we committed, at all costs, to keep our employees and those we serve safe, and keep as many people employed as possible.

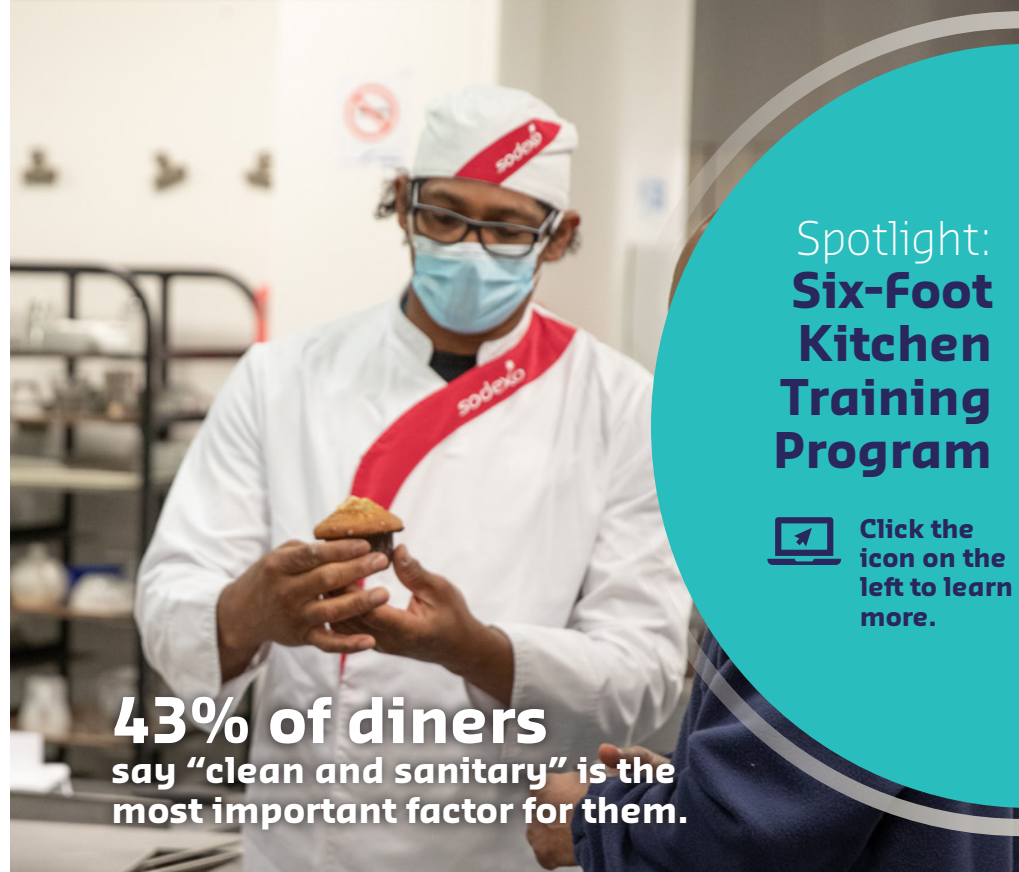


### Employee Safety

Restructured our sick leave policy to allow workers more flexibility to take time off when needed.

Tapped our global supply chain to secure scarce PPE for our teams.

Invested in comprehensive new training on cleaning and disinfecting.



### Spotlight: Six-Foot Kitchen Training Program

Click the icon on the left to learn more.

**43% of diners say "clean and sanitary" is the most important factor for them.**

The Six-Foot Kitchen adds extra precautions to our already high standards, incorporating social distancing into every aspect of service, from storage to production. The team dissected how they worked in the kitchen – from personal hygiene, personal protective equipment (PPE), cleaning of contact surfaces, accepting deliveries, food storage and food production – to ensure maximum safety.



### Employee Support

Sodexo's  
**SIX-FOOT KITCHEN  
TRAINING PROGRAM**



- Coordinated seamless transfers between our dormant departments and our busy ones to keep employees working, matching **879 employees in the U.S. to 200+ sites.**
- Created a Global Employee Relief Fund, **distributing \$15.4 million to 26,000 employees in the U.S.**

### Spotlight: Workforce Resource Center

The Workforce Resource Center, launched in early April, provides displaced Sodexo employees access to more than 300,000 job opportunities across 33 vendor and partner companies. We forged partnerships for quick hiring, like with **Amazon** and **Kroger** where there were critical needs for employees.



### Service Provider Spotlight: Pop-Up Markets for Frontline Workers

After a long day on the front lines of the COVID-19 pandemic, the last thing many of the health care and senior care facilities workers want to do is head to the grocery store. So, Sodexo teams converted on-site space to pop-up grocery stores, complete with essential items available at cost.

Just name a few...



**Huntington Hospital (Calif.) Micro-Market:** Employees pre-order produce boxes from local farms, household essentials and basic toiletries.



**Health First (Fla.) Pre-order "Grocery 2 Go" program.**



**Raritan Bay Medical Center (N.J.) Raw Juice Bar:** Supports staff health.



**Memorial Health (Ga.) Cafeteria Mini-Mart:** Workers can buy essential items, such as hand sanitizer, toilet paper, milk, eggs, bread and fresh vegetables.



[Read more Health Care stories here.](#)



### Corporate Citizenship Spotlight: Pride Provides Grocery Grants Program

**2.2 million+ LGBTQ+ individuals lacked resources to provide food for themselves & their families**

Members of the Pride LGBTQ+ Leadership Team created the Pride Provides Grocery Grants Program to provide direct relief to Sodexo employees and communities across the country.



When it comes to employee health and wellbeing, Sodexo leans in and leads by example. I'm proud to work for a company that puts corporate responsibility first.

**Charity Chandler, Senior Manager, Diversity, Equity & Inclusion**



### Quarantined on Campus: Lehigh University (Pa.)



To make sure "isolation meals" are more than just food in a brown bag, the Sodexo catering team designed a menu of healthy, nutritious and comforting foods for a weekly meal delivery program. Halal, vegan, vegetarian and gluten-free meals are available, and everything is either meant to be eaten cold or is reheatable.



[Read more Universities stories here.](#)

### Meals for Marines

At MCAGCC-MAGTFTC (Calif.), Twentynine Palms' Mess Hall 1660, one of the most important tasks is preparing meals for Marines quarantined for 14 days after deployment or basic training. Pizza and salad are favorites.



[Read more Government stories here.](#)



Service Provider  
Spotlight:  
**Comfort in  
Quarantine**

# Our Impact On Communities



## #StopHunger

We're part of the fabric of communities across the U.S. Our impact isn't just about the task at hand for our clients, but how we support those around us – from patient families in a healthcare setting to children who rely on meals at the schools we serve and community members who depend on local businesses for food donations.

“One of the incredible benefits of working for Sodexo is the ability to make an impact in your job. That's not just something we say to attract new talent; it's the number one response employees give when asked why they love working here and why they stay.”

Autumn Anderson, Sr. Marketing Manager for Talent Acquisition, Sodexo USA

### Feeding People in Need

Faced with sudden closures of sports facilities, convention centers, K-12 schools and corporate campuses, we doubled down on our **commitment** to reduce food waste.

And, with so many people struggling economically, we doubled down on our existing partnerships with nonprofits to ensure food went to feed hungry people instead of in the trash or a landfill.



Donated 7.3 million meals to feed people in need



Corporate Citizenship Spotlight: Feeding Hungry Children



Distributed 25 million meals to K-12 students in partnership with USDA



COVID-19 stalled our K-12 schools business almost completely in March. Our employees in almost 400 school districts went from serving students meals, making sure their buildings were safe and their playgrounds maintained, to having their schools shuttered indefinitely.

From Michigan to Montana and Washington, D.C. to Washington State, our teams across the country leaped into action, ensuring no child went hungry.

In Flint, Michigan, schools shut down March 12, and a few days later, the Michigan Department of Education and the USDA asked us to serve every child in the city under 18.



We went from serving 4,000 meals a day across our schools to 12,000 meals across the whole city with just half the workforce.

From March to August 2020, SodexoMAGIC served 1 million+ meals to the community of Fort Worth ISD. The SodexoMAGIC team was able to relocate thousands of products for this effort, including gloves, food, paper and chemicals, netting over \$250K in cost savings.



Service Provider Spotlight: Agile and Adaptable Teams

The Centerplate team at the Pasadena Convention Center (Calif.) has been active in the community for years, donating excess food to a charity that shelters families in need. With the Convention Center closed due to COVID-19, seven days a week, the team prepares and packs two meals and a snack for Shelter in Place, a project that houses homeless people in local motels.

11,000+ meals served through Shelter in Place

61,100+ meals served to children in need  
1,500+ meals prepared for seniors



Employer Spotlight: More than Words, It's Who We Are

“What attracted me to the company is that Sodexo walks the talk. Every company says they do diversity and inclusion, so I was very happy to see we actually walk the talk and support this work in all of its dimensions.”

Aimée Meher-Homji, Vice President of Talent Acquisition for Sodexo USA, and co-executive sponsor of PANG, Sodexo's Asian-American employee business resource group (EBRG)



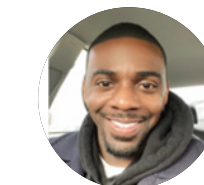
“Being new to Sodexo, it's refreshing to walk into a room of senior-level executives and have 40 percent be women, 40 percent be people of color and almost 20 percent be women of color. We are the people who are making decisions for the entire organization during the most important time in our industry. It makes me feel confident that we are arriving at a well-rounded decision to help solve these problems.”

Zeta Smith, CEO of Sodexo Seniors North America



“For me to feel safe with a company, I need to see a multicultural board of directors to know that it truly is possible for me to advance. Not only do I have that at Sodexo, but I feel truly supported in my current role.”

Michael Williams, General Manager at Flint Community Schools for SodexoMAGIC



The Centerplate team at Hard Rock Stadium donated 1 million+ meals to DeliverLean, food dependent families, at-risk senior citizens and shelters in South Florida.

## Championing Diversity, Equity & Inclusion



Sodexo was included in the 2020 Bloomberg Gender-Equality Index recognizing our commitment to advancing women in the workplace.



4th consecutive year as a Top 10 Percent Inclusion Index Company on the Diversity Best Practices (DBP) Inclusion Index.



Named a DiversityInc Hall of Fame company, and for the 12th year, recognized as a top diversity leader by DiversityInc.



For the 12th consecutive year, recognized as a 2020 Top Company for Multicultural Women by Working Mother Media.



Named one of the Best 50 Companies for Latinas to work for the 12th consecutive year by LATINA Style, Inc., recognizing companies that encourage training, mentorship, retention, and promote Latinas within the company.



See a list of additional awards here.

# Our Impact On The Environment



## #RiseWithSodexo

With a global pandemic, racial awakening and struggling economy, you might think sustainability would be overshadowed. But to us, it was more important than ever. Our **commitment** to the environment stayed strong.

We focused on helping clients sustain their efforts to reduce or eliminate single-use plastics, even during a pandemic.

In the early days of the pandemic, clients naturally gravitated to disposable and single-use items for safety reasons. Our operators worked closely with our Health & Safety Team to safely transition to reusable to-go ware.



### Service Provider Spotlight: Asbury Senior Communities Re-Usable TO-GO Containers

“

The reusable container program is a triple win: for sustainability, our food service operations through COVID-19 and for the Asbury residents who love the initiative.

T'Shana Tedder, Asbury Senior Area Manager

”

As we adjusted dining operations at Asbury Communities for COVID-19-related health and safety concerns, we faced an increase in waste from disposable containers. Our team identified an opportunity for cost savings, environmental benefit, and improved operations through a reusable container program.

Using Ozzi containers, which are NSF certified, microwave safe, dishwasher safe and FDA approved, meals are delivered in bags on door hooks to individual residences. They're picked up in similar fashion and brought back to the kitchen for cleaning.

Asbury's eight communities purchased over **10,000 reusable containers**, eliminating the purchase and disposal of approximately

**3,060,000 single-use containers.**



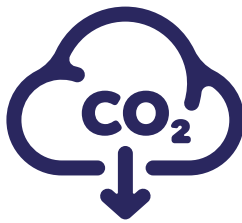
[Read more Seniors stories here.](#)



### Service Provider Spotlight: WasteWatch powered by Leanpath\*

**44.9%** food waste reduction from **129** participating sites

**797,868 kg** of food waste avoided

 **5,558 Metric tons** of CO<sub>2</sub> reduced

\*Statistics for North America



Sodexo's commitment to reduce its carbon footprint by 34% by 2025 is a Science-Based Target recognized in 2020 by National Resources Defense Council (NRDC). [Read more >>](#)

Sodexo is ahead of the competition in establishing an overall goal to reduce greenhouse gas emissions by 34 percent and quantifying the percentage of greenhouse gas emissions associated with climate-intensive foods. *Sujatha Bergen, Health Campaigns Director, NRDC*



In July, we announced a renewed partnership with WWF. Since 2010, WWF has supported our efforts to improve our sustainable food offer and purchasing practices.

Sodexo was awarded Platinum recognition from Ecovadis. The assessment covers Environment, Labor & Human Rights, Ethics and Sustainable Procurement.

[Read about our other awards here.](#)



