



2009 Annual Diversity & Inclusion Report





“Strengthening our Business through Diversity and Inclusion”

As we enter into our seventh year of the Diversity and Inclusion Annual Report, it gives me great pride to not only reflect on the achievements we have reached together, but also to look forward to the tremendous opportunity that still lies before us.

Despite a year of economic uncertainties, Sodexo remained steadfast in its commitment to diversity and inclusion. It is that commitment that drives our ability to identify and develop the best talent, create an inclusive culture where our workforce can thrive, and deliver outstanding services to our clients and customers. This is what is differentiating us as an organization and establishing our competitive advantage in the marketplace.

To ensure diversity and inclusion is deeply embedded in our 6,000 client sites and with our 120,000 employees, Sodexo formed the Cross Market Diversity Council or CMDC. The creation of the CMDC is a significant milestone in the evolution of our diversity journey because it is focused on implementing strategies that strengthen our business broadly across business lines and deeply into the organizational structure.

Everyday, in everything we do, Sodexo is fostering a culture that embraces diversity and celebrates unique ideas, perspectives and experiences. Our similarities and differences provide an unparalleled source of strength and progress. When employees feel respected and valued their productivity, innovation, and creativity thrive ensuring our continued superior business performance and that of our clients.

George Chavel
President & Chief Executive Officer
Sodexo

“Leveraging the Power of our People for Business Growth”

As an organization, Sodexo’s diverse and highly-skilled talent represent our strongest competitive advantage and our greatest sustainable resource. It is our people who make us an industry leader and drive our business success.

Our diversity and inclusion journey has served as a way to bring our people together and strengthen our organization - we must never lose sight of that. The commitment of our senior leaders, the steadfast support of our middle management, and the grass-roots efforts of our employees have engaged the organization and unleashed talent at all levels.

It is important for the people of Sodexo to feel valued and empowered to focus on their strengths, honor their differences, and celebrate their contributions. To do this we continue to foster an inclusive work environment where respect is implicit, people feel valued and development is a priority. We know that to be a truly great company, Sodexo must cultivate truly great people.

As this report will demonstrate, we continue to make significant progress on our overall business strategy. However, our journey is still evolving and I am continually reminded of the vast opportunities yet to be realized. An ancient Chinese proverb says “the journey is the reward” and for Sodexo, that is true.

Dr. Rohini Anand
Senior Vice President & Global Chief Diversity Officer
Sodexo



Letter from
Rohini Anand

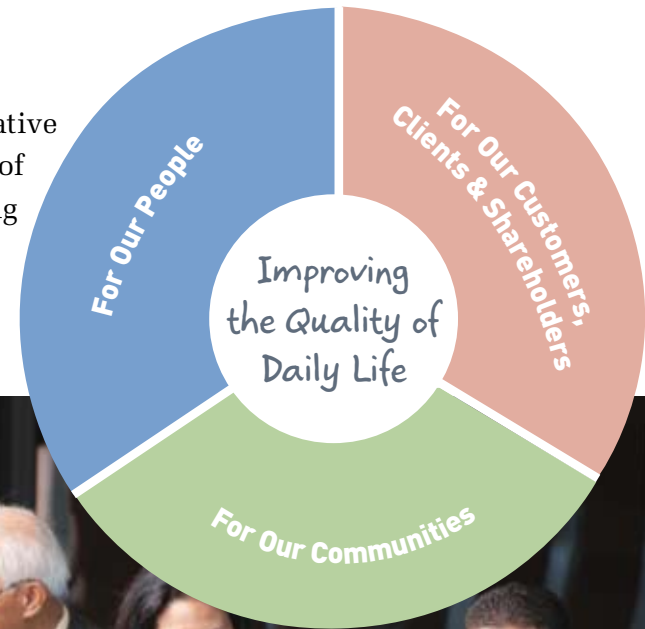


About Sodexo

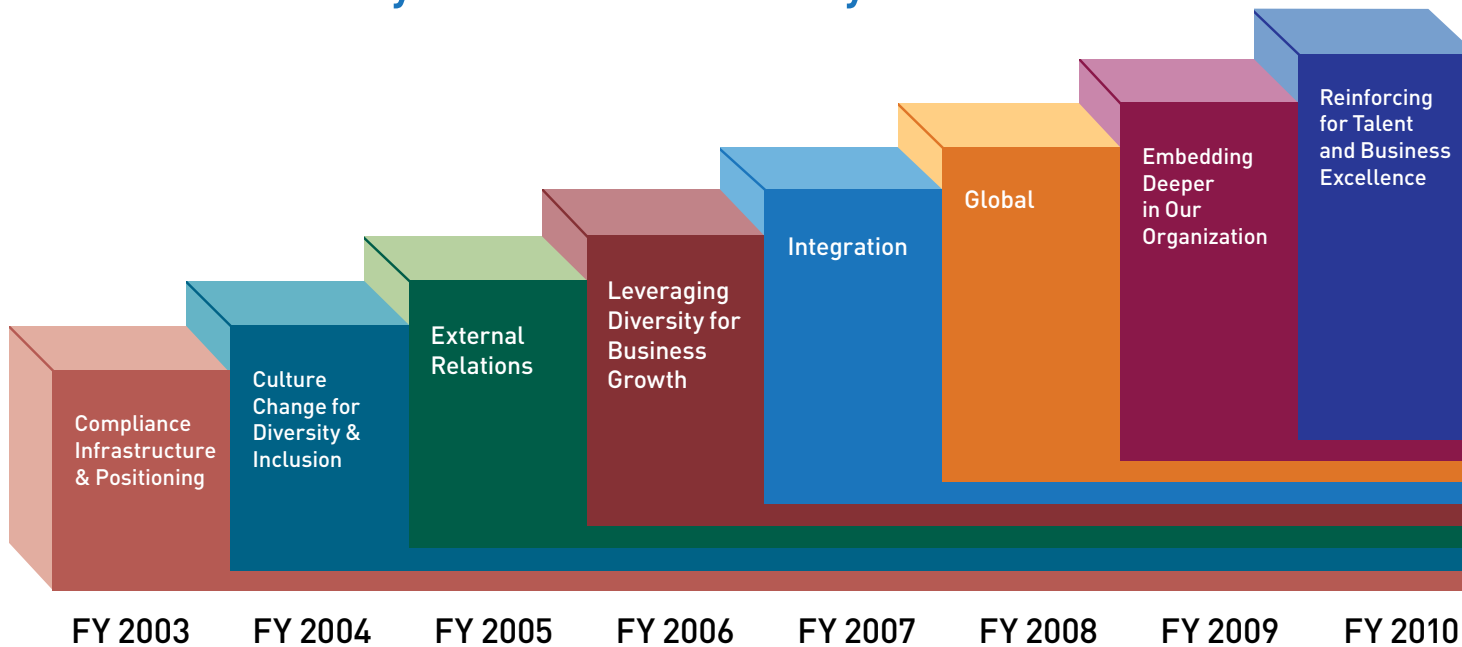
Sodexo, Inc. (www.sodexoUSA.com) is a leading on-site service solutions company in the U.S., Canada, and Mexico, with \$7.7 billion in annual revenue and 120,000 employees. Sodexo serves more than ten million customers daily in corporations, health care, long-term care and retirement centers, schools, college campuses, government, and remote sites. Sodexo, headquartered in Gaithersburg, Md., is a member of Sodexo Group, and funds all administrative costs for the Sodexo Foundation (www.sodexofoundation.org), an independent charitable organization that, since its founding in 1999, has made more than \$11 million in grants to fight hunger in America.

Diversity & Inclusion Mission

At Sodexo, we believe diversity and inclusion is a business imperative and ethical and social responsibility grounded in our core values of team spirit and the spirit of service and progress. In our continuing effort to attain an inclusive organization, we embrace, leverage, and respect the diversity of our workforce, our clientele, and the communities in which we live, work, and serve.



Sodexo's Diversity & Inclusion Journey



Diversity & Inclusion Vision

Diversity and inclusion is an inherent part of our culture and business growth. With diversity and inclusion as a competitive advantage, Sodexo is an employer and business partner of choice and the benchmark for customers, clients, communities, and shareholders globally.

Our Commitment to Diversity & Inclusion

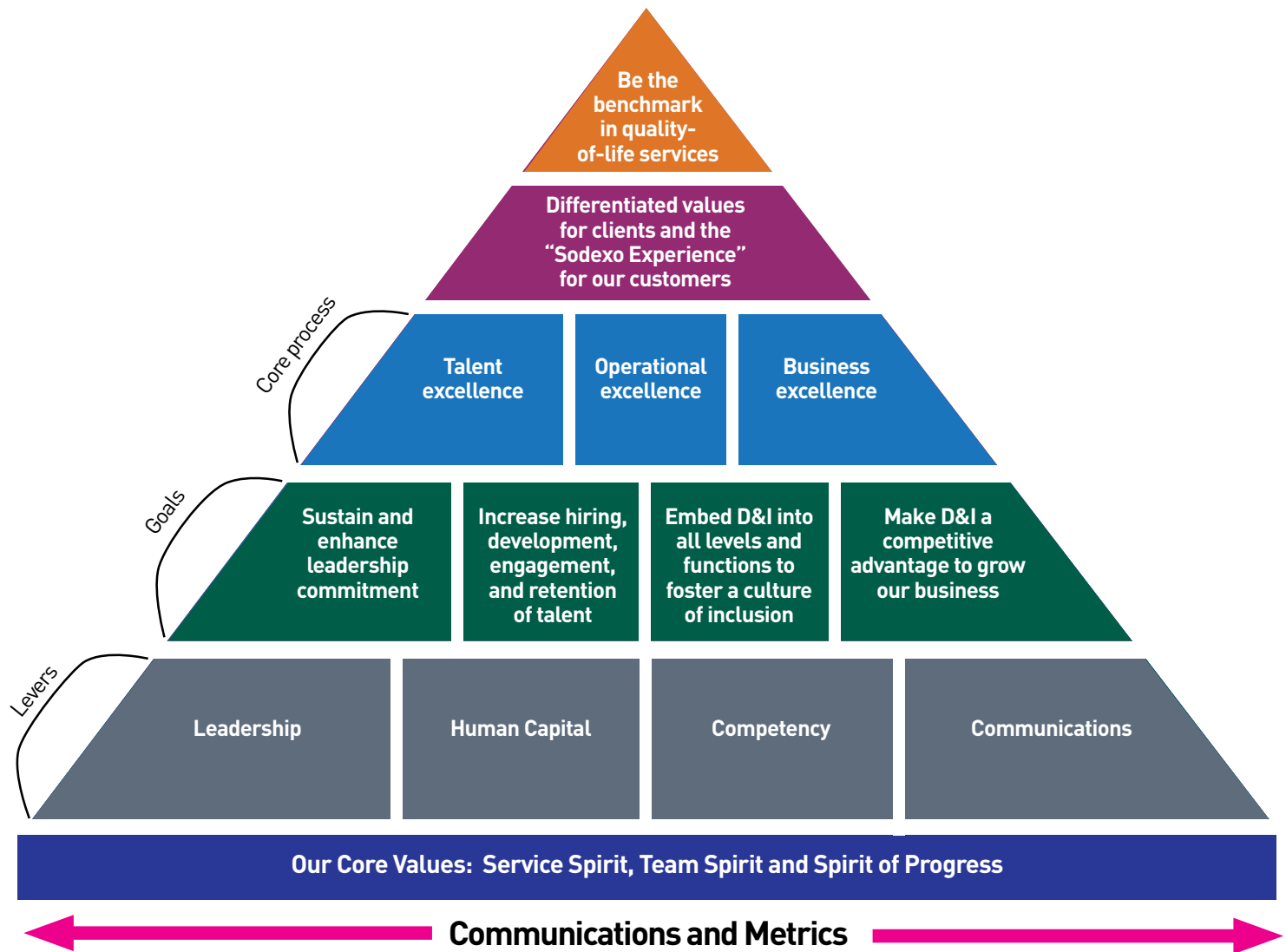
Just as Sodexo is a leader in the food and facilities management industry, we are committed to promoting and fostering equal opportunities in all operations of our company. Sodexo believes that diversity and inclusion is a fundamental and indispensable objective which strengthens our company, maximizes the investment of our shareholders, and prepares us to lead in the 21st century. Sodexo is fully committed to ensuring not only compliance with the equal opportunity laws, but also a deeper commitment to the principle that diversity and inclusion will help us realize our greatest potential as a company, and maximize the potential of all our employees.





“Diversity and inclusion at Sodexo is about leveraging the richness of our differences to build a stronger company and a great place to work for all of our employees. That is why we include everyone in our definition of diversity - we all share in its benefits and we each have a responsibility for its success.”

Michael Norris
**Chief Operating Officer
 & Market President**
**Sodexo Corporate
 Services**



Integrated Diversity & Inclusion Strategy

Sodexo’s integrated diversity and inclusion strategy aligns all initiatives to the organization’s overarching diversity and inclusion goals. The strategy sets expectations and drives initiatives and opportunities for our employees, customers, clients, shareholders, and the communities we serve.

Sodexo’s Diversity Leadership Council, chaired by the CEO, determines the strategy and sets the direction for diversity and inclusion. However, it is at the grassroots level that our integrated diversity strategy truly comes to life through the commitment and enthusiasm of our people.

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“South Asian Americans Leading Together (SAALT) has valued our partnership with Sodexo’s Office of Diversity in our shared efforts to make public service a reality in the lives of South Asian Americans. With Sodexo’s support and involvement over the past three years, SAALT’s National Day of Service, known as ‘Be the Change’ to echo the message of Mahatma Gandhi’s famous quote, has become a nationwide event that draws nearly two thousand volunteers each year.”

Deepa Iyer
Executive Director
South Asian Americans
Leading Together

Goal 1



Sodexo's Commitment:
Pay out regardless of financial
performance of company



25% of Executive Team Bonus
connected to performance on
Diversity Scorecard



10-15% of Management Bonus
connected to performance on
Diversity Scorecard

Diversity Scorecard

Diversity and inclusion is a systematic process of organizational change at Sodexo. Our progress is measured by and bonus payout is based on the Sodexo Diversity Index (SDI). The SDI acts as a scorecard, tracking both quantitative and qualitative measures of training compliance, development opportunities, succession planning, and other efforts that ensure we are sourcing, developing, and retaining a diverse and highly skilled workforce. Through the scorecard, we are measuring and rewarding the outcomes as well as the efforts that make Sodexo a diverse and inclusive environment.

All members of Sodexo's executive team have 25% of their incentive bonus linked to progress in diversity and inclusion. Additionally, all bonus-eligible managers have 10% to 15% of their incentive compensation tied to qualitative efforts related to diversity and inclusion. Diversity bonuses are paid out regardless of the financial results of the company.

4 Objectives of the CMDC

- Human Capital – Recruiting & Retention
- Diversity Competency – Awareness & Skills
- Communications – Internal & External Recognition
- Business Partner – New Business Growth & Retention



Cross Market Diversity Council

With the objective of leveraging diversity and inclusion for greater business growth, Sodexo formed the Cross Market Diversity Council or CMDC. The CMDC is comprised of representatives committed to propelling diversity and inclusion forward. Council members collaborate in operationalizing Sodexo’s integrated diversity and inclusion strategy across the organization and vertically within their respective divisions. Council members serve as thought leaders in both a strategic and advisory capacity while also driving implementation activities across the organization and at a regional level to enable integration of our corporate diversity and inclusion plan.

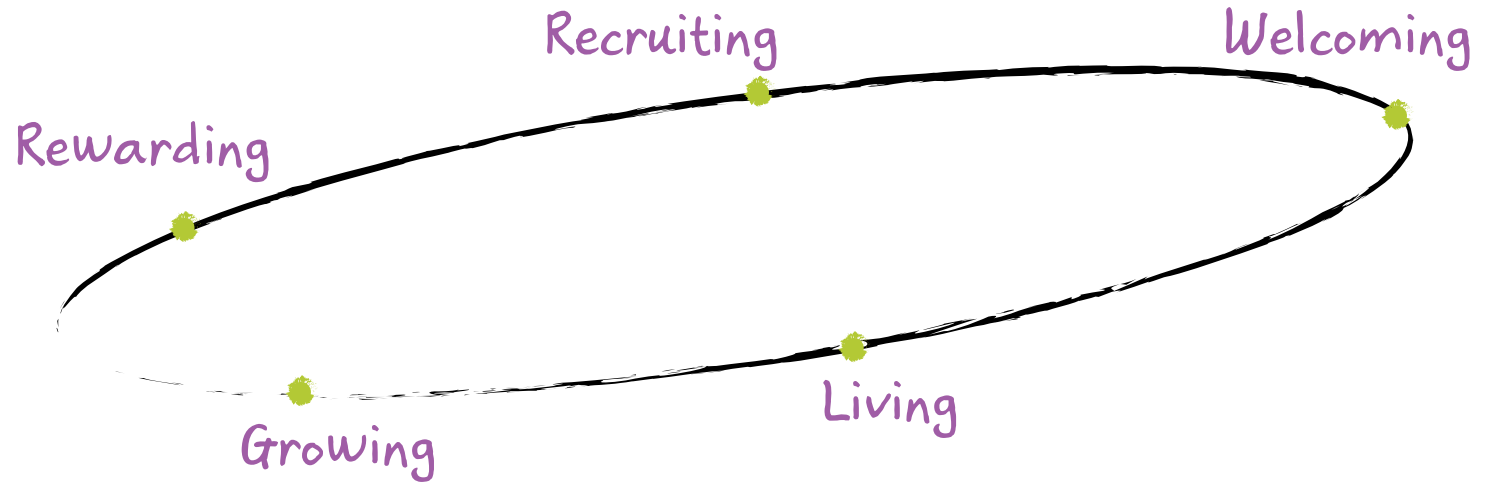


“As executive sponsor for the Cross Market Diversity Council, I believe that the CMDC has a key role to play in ensuring that we imbed diversity and inclusion in all geographies and segments of our business as well as with our clients. Our clients continue to seek our expertise in diversity and inclusion which sets us apart as a business partner of choice and gives us a competitive edge in the marketplace.”

Rick Brockland
Chief Operating Officer & Market President
Sodexo Education

Goal 2

At Sodexo we are committed to providing employees with an authentic and compelling employment experience that inspires the delivery of outstanding results. Sodexo's Employee Value Proposition states that "At Sodexo, we support and encourage our employees to shape their own future and grow with the company."



Employer of Choice

We recognize that Sodexo's competitive advantage is our people. Recruiting diverse and highly skilled talent is a cornerstone of our diversity and inclusion initiative. In fact, 91.5% of our candidate slates contain gender or ethnic diversity.

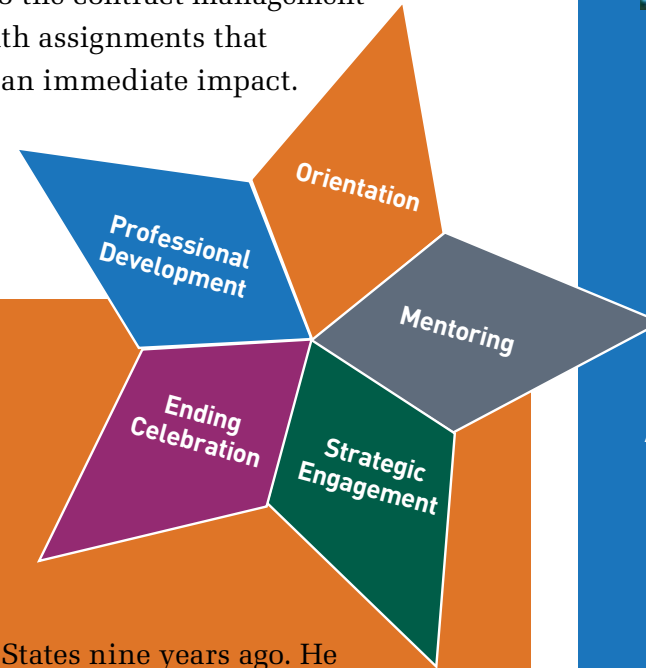
Our focus to become the "Employer of Choice" is driven by an aggressive and innovative recruiting strategy. Sodexo has taken a leading position in the use of social media to expand our reach to top diverse talent, enhance the quality of communication with potential candidates, and maintain strong relationships. This year we launched a Military Sourcing team to identify and recruit former military personal and a Sodexo alumni program called Reconnexions, to stay in touch with retired and former employees.

In addition, we have a robust internship program and aggressive recruiting strategies on historically black colleges and universities, hispanic serving institutions, and asian american and pacific islander serving institutions.



Future Leaders Internship Program

The Sodexo Future Leaders Internship Program consists of five components that offer college students the opportunity to turn their leadership potential into valuable professional experience. The program provides interns with excellent exposure to the contract management services industry with assignments that allow them to make an immediate impact.



Intern Profile

Max Mendez
Graduate Student, Second Year MBA
Loyola University, Maryland
Supply Management Intern

A native of San Luis Potosi, Mexico, Max Mendez moved to the United States nine years ago. He is currently pursuing an MBA at Loyola University and is a volunteer with the Baltimore Chapter of the Association for Operations Management. Through publications such as Hispanic Magazine, Max became familiar with Sodexo. He admired the organization's international presence, leadership in the hospitality industry, and commitment to diversity and inclusion.

Max applied to and was accepted by Sodexo's Future Leaders Internship Program. His internship focused on marketing and product development with Sodexo's Supply Management team. Max also organized a meeting for all the interns with Sodexo CEO George Chavel and took the initiative to meet individually with other top leaders to gain insight and perspective into the company. According to Max, his internship with Sodexo gave him a greater appreciation of the exceptional work that is produced by teams that value diversity and inclusion. When asked where he sees himself in five years, Max did not hesitate to say, "Working for Sodexo!"



"This summer I was a Sodexo food service management intern at Drake University in Des Moines, Iowa, and I loved it! As a Hospitality Management major, I am very fortunate that -- through HACU's (Hispanic Association of Colleges and Universities) and Sodexo's partnership -- I had the chance to travel to other states, meet new people and gain valuable career experience."

Sally S. Matos
Sophomore
Hospitality Management
New York City College
of Technology



“The Sodexo scholarship will greatly assist me in fulfilling my financial obligations and successfully completing my matriculation. It was an honor to be selected and I look forward to completing my undergraduate studies and pursuing my dream of becoming a high school biology teacher.”

Brittany Jackson
United Negro College
Fund, Sodexo Scholar
Paine College



Flexible Work Arrangements

Sodexo's Flexible Work Arrangement program aims to attract a highly skilled and committed workforce by offering managers at all levels the opportunity to align their career with their personal priorities.

- **Flextime** – Employees vary the start and end times of their standard work day
- **Telecommuting** – Employees have designated office space but may work from home or another off-site location
- **Remote Work** – Employees work exclusively from a home office or other work site
- **Part-Time** – Employees work less than a regular full-time schedule with salary and benefits prorated
- **Job Sharing** - Two employees divide the tasks and responsibilities of one full-time position, with the salary and benefits prorated

Mentoring

At Sodexo, the growth and development of our people is just as important as the growth and development of our business. Our diverse and talented workforce is our greatest sustainable advantage in the marketplace. By focusing on the continuous growth and development of our people, we are empowering them to take risks, build their knowledge base, and develop their leadership style, maximizing their performance.





"I can't say enough great things about my experience thus far with Kishore.

He's been patient and understanding as I've fumbled my way through the process of creating and refining my goals. I'm most excited, however, by the fact that he's provided me some valuable direction that I believe will bear fruit for my management team and supervisory team."

Brett D. Wheat-Simms, M.H.R.
General Manager & Regional Labor Management Specialist
Mentee



"Mentoring is an excellent avenue for me to establish a partnership with an individual

who is passionate about Sodexo and striving to better themselves both personally and professionally. My partnership with Brett enables me to share my expertise and knowledge while also learning the scope and responsibilities in another division."

Kishore Manwar
District Manager, Sodexo Senior Services
Mentor



"Sodexo's mentoring program has allowed me to help others grow,

just as my mentors have helped me develop. Working as a resource outside of the daily reporting structure has enabled me to share career path success in a constructive way. The perspective that I'm gaining through the experience is also helping me develop my direct reports."

Carl Citron
District Manager, Campus Services
Mentor



"The IMPACT mentoring program has given me a new perspective on Sodexo! Having

been a mentor all my life, being a mentee has given me a whole new perspective. My relationship with my mentor, Carl, has sharpened my focus on day-to-day activities and made me more aware of the impact my position has on the success of the company."

Ragini Raghuvver, MS, RD
Clinical Nutrition Manager,
Mentee



"Sodexo is a stronger, more agile company because we continually leverage the richness of our people's unique backgrounds, abilities, life experiences and styles of thinking for innovation and market growth. Our Spirit of Mentoring program plays a significant role in making our cross-cultural diversity richness a daily experience for our management team and I am proud to be the Executive Sponsor."

John Bush
Chief Operating Officer & Market President
Sodexo Mexico, Canada and Government Services

Spirit of MENTORING

A World of Possibilities

Sodexo's Spirit of Mentoring initiative is designed to prepare employees, at all levels of the organization, for future leadership roles and underscores the value Sodexo places on development, success, and retention.

BRIDGE - Participants engage in informal mentoring relationships tailored to increase their knowledge and skills as they gain exposure to one or more business lines.

Peer2Peer – Employee Network Group members partner with one another for personal and professional development and a sense of connection.

IMPACT – A limited number of participants engage each year in this structured cross-cultural/ cross-divisional mentoring experience as they focus on leadership development.



"The NAACP ACT-SO partnership with Sodexo will inevitably boost our program viability. I'm enormously excited about the potential for advancing a youth achievement initiative that promotes our shared agenda of community, sustainability and workforce development. Our relationship with Sodexo is an A+ for ACT-SO!"

Anana Kambon
National Director
NAACP ACT-SO



Community Partnership Profile

National Association for the Advancement of Colored People (NAACP) ACT-SO Competition

This year at the NAACP's ACT-SO competition, Sodexo, in partnership with Hyatt Hotels, piloted the first culinary competition in the event's 40-year history. The Black Culinarian Alliance, a nonprofit organization that provides educational opportunities for people of color in the culinary and hospitality field, identified the contestants. Contestants developed a menu using ingredients from a community storeroom. Led by Sodexo Corporate Chef Sterling Smith, mentor chefs helped each contestant prepare a menu for a panel of judges. The culinary competition was so successful the NAACP will feature it as an official ACT-SO category in four cities next year.

Strategic Partnerships & Programs

Sodexo is committed to diverse strategic partnerships and programs that offer substantial value and advance our key goals of equality, education, health and wellness, and community development.



South Asian Americans Leading Together (SAALT)

Sodexo is a national sponsor of SAALT's Be the Change, a day of service that fosters civic engagement through volunteerism and community service.

Catalyst

Catalyst is an organization working globally to build inclusive workplaces and expand opportunities for women and business. Sodexo has partnered with Catalysts to present special symposiums.

National Council of La Raza (NCLR)

Sodexo support the NCLR's Escalera and Lideres programs. Escalera is an after-school program for Latino youth and Lideres supports organizations that develop leadership skills in Latino youth.

Hispanic Association of Colleges and Universities (HACU)

Every year Sodexo works directly with HACU to place high-achieving college students in internship positions.

National Urban League (NUL)

Sodexo works with the NUL to underwrite its annual Affiliate Census detailing the activities and accomplishments of the National Urban League's 102 affiliate chapters.

National Organization on Disabilities (NOD)

Sodexo partners with NOD to access resources, educational materials, historical knowledge, workforce integration strategies, and advocacy guidance.

Out and Equal Summit

Out and Equal is focused on creating an environment of equality in the workplace for the gay, lesbian, bisexual, and transgender community. Sodexo is an ongoing sponsor of its Annual Summit and hosts a recruiting and resource booth.

Parent School Partnership Program - Mexican American Legal Defense and Education Fund (MALDEF)

Sodexo supports MALDEF's Parent School Partnership Program by teaching a health and wellness component to parents of K-12 students.

Regional Connects Series - Women's Foodservice Forum (WFF)

Every year Sodexo sponsors Regional Connect events to offer WFF members and guests the chance to build important local business connections and hone their leadership skills.

Multicultural Food & Hospitality Alliance (MFHA)

Sodexo participates in MFHA's Student Showcases and Regional Councils in Atlanta and Chicago which provide professional and business development opportunities to MFHA member companies.

Goal 3

Employee Network Groups

Our seven Employee Network Groups, with over 3,000 members, bring our culture of diversity and inclusion to life. Network Group members receive unique networking and learning opportunities while Network Group officers and committee members receive hands-on leadership development that expands beyond their regular job responsibilities. Network Groups are a catalyst for ensuring a fully inclusive and open environment that provides opportunities for all employees to contribute to our business success.



"AALF is committed to uphold our vision to enhance and support a progressive environment that passionately values and embraces diversity by focusing on career development, community outreach, and communication as we align ourselves with the company goals for 2010."

Sonia Suber, AALF Chair
Vice President, Information Systems and Technology, Health Care



African American Leadership Forum (AALF)

Chair: Sonia Suber, Vice President, Information Systems and Technology, Health Care

Co-Chair: Veronica Harville, Vice President, Client Relations, Corporate Services

Executive Sponsors: James Taylor, President, Senior Services and Lorna Donatone, President, School Services

Membership: 528

2009 Accomplishments:

- Launch of the AALF Signature Program focused on responding to the specific needs of our constituents around critical conversations and organizational savvy
- Collaboration and development of relationship with Coca Cola African American Forum
- Increased participation in Peer2Peer Mentoring and introduced a Career Development Webinar Series

“For the first time in history, we have four generations working side by side. I-Gen will help each generation build the knowledge, understanding and skill-set necessary to effectively work together.”

Jane Buttermore, i-Gen Chair
Vice President of Operations, Metropolitan Schools Market



Intergenerational Network Group (i-Gen)

Chair: Jane Buttermore, Vice President of Operations, Metropolitan Schools Market

Co-Chair: Adam Malinger, Vice President of Operations, Corporate Services

Executive Sponsors: Peri Bridger, Senior Vice President and Chief Human Resources Officer and Rick Brockland, Chief Operating Officer and Market President, Education

Membership: 369

2009 Accomplishments:

- Launched national leadership team
- Established mission statement and business plan
- Held first national launch meeting

“PANG continues to focus on the personal and professional development of our members. The recently introduced Leadership Webinar Series demonstrates our commitment to identify and develop Sodexo’s top talent! It is a privilege to be part of this organization and I look forward to its promising future.”

Nitu Gupta, PANG Chair
Vice President, Food and Nutrition Product Development, Health Care



Pan Asian Network Group (PANG)

Chair: Nitu Gupta, Vice President, Food and Nutrition Product Development, Health Care

Co-Chair: Liz Kinniburgh, Director of Business Development, Corporate Services

Executive Sponsors: John Bush, Chief Operating Officer and Market President, Canada, Mexico and Government Services and Pat Connolly, Chief Operating Officer and Market President, Health Care

Membership: 381

2009 Accomplishments:

- 50% growth in regional chapters
- Launch of Leadership Webinar Series
- Hosted over 150 participants at 4th Annual Meeting featuring a professional development workshop custom-designed by LEAP for PANG members



“Our employees are Sodexo’s greatest sustainable resource.

My experience demonstrates that people really want to contribute to their fullest potential. Enabling employees to exercise flexible work options not only reduces expenses but also increases productivity, creativity and commitment to the organization.”

Tim Mott
Senior Director
Development and Global
Content Systems



“The Mexican American Legal Defense and Education Fund (MALDEF) is proud to partner with Sodexo on our Parent School Partnership program, which helps combat childhood obesity and diabetes by providing parents in under-served Latino communities with education and information on preparing healthy and nutritious meals.”

Ricardo Meza
Midwest Regional Counsel
Mexican American Legal
Defense and Education
Fund

“Sodexo’s commitment to an inclusive environment is the benchmark for other companies to reach for. Pride’s recent bi-annual survey responses overwhelmingly indicate that we have made tremendous strides in creating a safe work place environment for Sodexo’s GLBTQ community.”



Joseph Hoffman, PRIDE Chair
Director, Information Systems and Technology



People Respecting Individuality, Diversity, and Equality (PRIDE)

Chair: Joseph Hoffman, Director, Information Systems and Technology

Co-Chair: Jude Medeiros, District Manager, Corporate Services

Executive Sponsors: Steve Brady, Senior Vice President, Corporate Communications and Al Allen, President, Education Facilities (retired)

Membership: 301

2009 Accomplishments:

- Held fifth annual meeting virtually to increase engagement and minimize environmental impact
- Recognized as finalist for Employee Resource Group and Ally of the Year by Out & Equal
- Secured Board positions with two major non-profit organizations and partnered with PFLAG to deliver Straight for Equality workshop

“SOAR is committed to advancing the full acceptance and inclusion of people with disabilities through education, awareness, and outreach. SOAR members are championing Sodexo’s efforts to expand opportunities for people of all abilities through programs and initiatives that promote employment opportunities, increase accessibility, and identify resources.”



Michael F. Connor, SOAR Co-Chair
Area General Manager, Senior Services

Adrienne Vadell Sturges, SOAR Co-Chair
Vice President and Assistant General Counsel



Sodexo Organization for disAbility Resources (SOAR)

Co-Chair: Adrienne Vadell Sturges, Vice President and Assistant General Counsel

Co-Chair: Michael F. Connor, Area General Manager, Senior Services

Executive Sponsors: Robert A. Stern, Senior Vice President and General Counsel and Dick Desrochers, President, Hospital Services, Health Care

Membership: 337

2009 Accomplishments:

- Launch of Sodexo’s first online learning lab, Disability Awareness Training
- Introduced quarterly newsletter to provide resources, legal updates and general disabilities information
- Launched two regional chapters and trained 35 ambassadors to represent SOAR at events, meetings and other functions

“Our focus during 2009 has been to drive specific initiatives that positively impact the quality of life and career opportunities for Latinos at Sodexo. Leading SOL during this time has been very rewarding and has allowed me to grow personally and professionally.”



Ricardo Diaz, SOL Chair
Director of Business Development, School Services



Sodexo Organization for Latinos (SOL)

Chair: Ricardo Diaz, Director of Business Development, School Services

Co-Chair: Alberto Carrillo, Operations Support Manager, Corporate Services

Executive Sponsors: Michael Montelongo, Senior Vice President and Chief Administrative Officer and Tony Tocco, Senior Vice President and Chief Information Officer

Membership: 343

2009 Accomplishments:

- Established scholarships for both employees and their children who are making a positive impact in Hispanic communities
- Launched Ambassadors program for Sed de Saber to promote second language learning tools
- Increased participation in Peer2Peer Mentoring Program

“WiNG’s professional development, mentoring, and networking programs are just a few of the reasons why DiversityInc. named Sodexo the #1 Company for Executive Women. Through these “grassroots” efforts, WiNG is helping our members to build their careers, enhance their success, and contribute to our company’s growth.”



Tracy Kelly, WiNG Chair
Director of Strategic Planning, Corporate Services



Women’s Network Group (WiNG)

Chair: Tracy Kelly, Director of Strategic Planning, Corporate Services

Co-Chair: Lynne Adame, Senior Director of Communications, Health Care

Executive Sponsors: Debbie White, Senior Vice President and Chief Financial Officer and Michael Norris, Chief Operating Officer and Market President, Corporate Services

Membership: 911

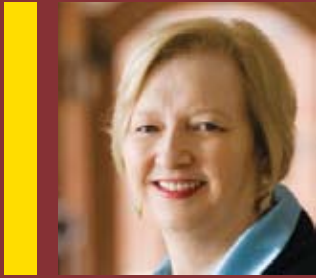
2009 Accomplishments:

- Launch of Signature Program, I.D. Me! Building Your Brand, a personal brand development program
- Introduction of Mentoring Circles Program, a topic-focused, cross-divisional, group mentoring and development experience
- Raised \$112,000 in support of breast cancer research and awareness through participation in 34 races, walks and events



“Sodexo is not only an outstanding partner for our food services but also an exceptional partner in our diversity efforts. Vanguard shares the philosophy that diversity is a critical element of the business strategy and will promote our success with clients, shareholders, and crew. Sodexo’s willingness to share resources, ideas, and best practices has been invaluable in helping us craft our future diversity initiatives.”

Sharon Barnes
Chief Diversity Officer
Vanguard



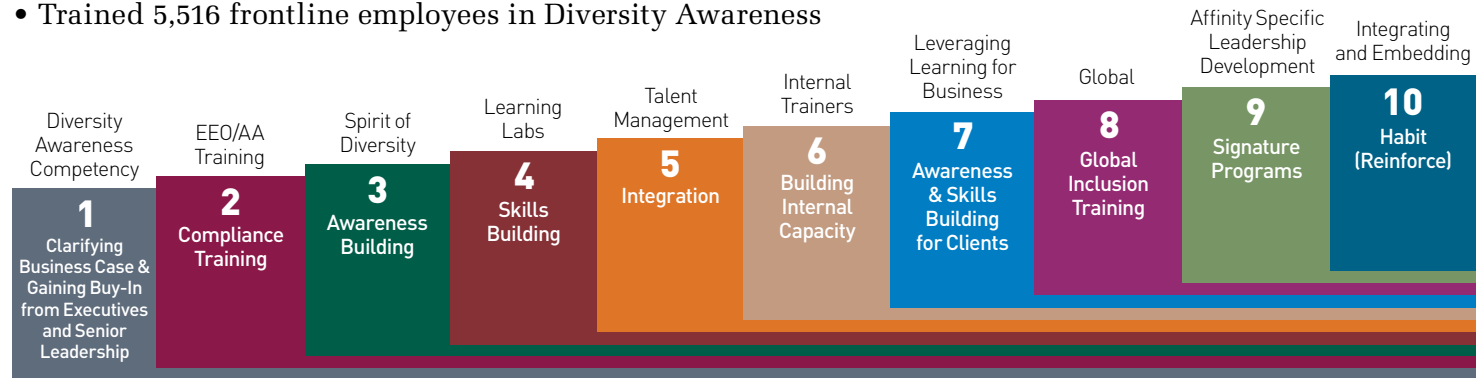
“Sodexo’s diversity leadership training was well tailored to the needs of my team—providing just the right mix of learning, reflection, and planning to support ongoing leadership discussions and long-term strategic planning at the University of Mary Washington.”

Dr. Judy G. Hample
President
University of Mary Washington

Diversity & Inclusion Learning Strategy

Providing employees with the opportunity to strengthen knowledge, enhance awareness, and develop necessary skills for today’s increasingly diverse workplace, is at the heart of Sodexo’s diversity learning strategy.

- Hosted 76 Spirit of Diversity classes, training 1,999 managers
- Trained 2,898 managers in 104 Diversity Learning Labs
- Trained 12,653 frontline employees in Equal Employment Opportunity
- Trained 5,516 frontline employees in Diversity Awareness



Continuous Improvement in Design, Development, and Delivery →



Diversity & Inclusion Learn Labs

- Bridging the Gender Gap
- Bringing Your Whole Self to Work
- Cross Cultural Communication
- Cross Cultural Communication for Health Care and Senior Services
- Cultural Competence for Frontline Employees
- Cultural Competence for Health Care
- Cultural Competence for Managers
- Diversity and Inclusion in Higher Education
- Diversity Awareness for Frontline Employees
- Generations in the Workplace
- Generations in the Workplace for Frontline Employees
- Improving Team Effectiveness Through Inclusion
- MicroInequities: The Power of Small
- Ouch! That Stereotype Hurts
- Selecting the Best Talent
- Online Disability Awareness Training

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Diversity & Inclusion Globally

Globally Sodexo employs nearly 400,000 people in 80 countries representing more than 128 nationalities. Every day we serve 60 million customers. That is why it is imperative to our business success that we build a comprehensive global diversity strategy that embraces diverse talent and meets the needs of our increasingly diverse customer and client base.

Global Diversity and Inclusion Task Force

The 40-member Global Diversity and Inclusion Task Force develops and implements diversity and inclusion initiatives throughout Sodexo's world-wide operations.

Global Inclusion News

Global Inclusion News, a web-based quarterly newsletter, provides information, best practices, and resources to help align the business goals and objectives of diversity and inclusion.

Global Webinar Series

To inform and educate our people, Sodexo hosts a quarterly Webinar series that focuses on topics applicable across borders and business lines.

Global Inclusion Summit

Sodexo, in partnership with Microsoft, held the first virtual Global Inclusion Summit to broaden knowledge and build awareness on leveraging diversity and inclusion for business growth. Meeting virtually allowed us to engage more people while minimizing our environmental impact. The Summit delivered diversity learning, best practices, and networking opportunities.



"It was an honor to be selected as a 2009 Sodexo scholarship recipient and I fully intend to pay-it-forward. In the near future, I see myself providing scholarships to deserving students just as you have done for me. I acknowledge your efforts and commitment to make 'a better day' for us all."

Jaysee Mojica
Hispanic College Fund
Sodexo Scholar
DeVry University

Champions of Diversity & Inclusion

Across the company our employees are embracing Sodexo's commitment to diversity in many ways, from the smallest of efforts to large-scale regional activities. Through our award-winning Champions of Diversity program, employees are honored for going above and beyond to advance diversity and inclusion at Sodexo. Here are a few of their stories:

Corporate Offices



Rosa Coppedge, Director, Equal Employment Opportunity-Affirmative Action, Corporate Headquarters, Gaithersburg, MD

Rosa Coppedge has a unique role within Sodexo. She is responsible for the organization's compliance with Affirmative Action and oversees the quality of our EEO/AA training. She helps employees resolve concerns and provides guidance, resources and tools to unit-level managers. Rosa led the DisAbilities Task Force, which later evolved into the Sodexo Organization for disAbility Resources (SOAR) Network Group. She also helped lead the formation of the African American Leadership Forum (AALF) Network Group's highly successful Peer2Peer Mentoring Program. Rosa is a volunteer with the Maryland Literacy Council and has tutored elementary school students. Recently Rosa traveled to Honduras with Habitat for Humanity to build six houses.

Government Services



Armando Regalado-Ruiz, General Manager, Starbucks, Marine Corps

Armando Regalado-Ruiz is involved in "Community for Youth," a program that focuses on helping diverse, low income high school students build character through volunteer activities. The students also receive help from mentors with school work and college preparation. Through the organization's efforts, high school graduation rates have increased for their target population from 60% to 97%! Armando is also a board member of his city's neighborhood association and helped to secure grants totaling \$35,000 to rebuild city parks. Most recently Armando and his team collected 200 pounds of coffee at his unit to be sent to our troops overseas.

Campus Services



Phillip Novak, Unit Marketing Specialist, Minnesota State University, Mankato, MN

When a group of Muslim students inquired about having Halal meats (Halal meats conform to Islamic dietary standards), Phillip Novak conducted research, located approved vendors, and completed a trial which was so successful that Halal meats are now featured on the daily menu. Phillip also led the "Cans Across America" challenge on the St. Cloud and Mankato campuses of University of Minnesota. He solicited donations from vendors and held a chili cook-off between executive chefs. The efforts paid off, raising 4,000 pounds of food. States Phillip, "Anticipating and making sure you are sensitive to the needs of all your customers is key in this business."

Education Facilities



Norris Allen, Housekeeping and Security Manager, Darlington School, Rome, GA

The Southeast Regional Institute on Deafness (SERID) recognized Norris Allen and Sodexo as the 2008 Employer of the Year for his on-going commitment to hire employees who suffer from hearing impairments or hearing loss. Norris incorporated the use of technology such as text messaging, text telephone, and telecommunications relay service to better communicate with his employees and ensure they felt a sense of belonging. He also took the opportunity to learn sign language. As Norris strives to maintain a diversified workforce and support fair and equal treatment for all employees, he wants everyone to be aware that "employment at Darlington is not based on anything other than the candidate's ability to do the job."

Equal Employment Opportunity and Affirmative Action

We are committed to affirmative action and pledge our full support to equal employment opportunities for all individuals regardless of race, color, religion, gender, national origin, marital status, sexual orientation, gender identity, age, disability, veteran status, or any other protected group as defined by the law or our policy. We strive to make certain that all hiring, promotion, and other personnel decisions comply with federal and local equal opportunity laws and regulations.

Our Commitment to Affirmative Action

Sodexo is committed to a policy of affirmative action and facilitates the placement of qualified women, minorities, people with disabilities, and veterans at all levels of the organization. Through our affirmative action plans, we identify the good faith efforts the company will take to achieve the appropriate representation of women and minorities in our workforce. All of Sodexo's affirmative action plans include targeted research, recruitment, upward mobility initiatives, annual goals, and timetables for women and minorities required by Executive Order 11246 and other federal, state, and local affirmative action laws and regulations.

All managers are responsible for complying with federal affirmative action regulations. This includes complying with site-specific affirmative action plans and ensuring that there are no artificial barriers to the advancement of qualified women, minorities, veterans, and people with disabilities anywhere in our company. These plans are monitored by senior management and updated annually.

Promise of Respect and Fair Treatment

Sodexo is committed to the fair treatment of all employees. Our policies and practices provide protection and specific investigative procedures to ensure that employee complaints are heard in an environment of respect and concern. We have a zero tolerance policy for discrimination, harassment, or retaliation of any kind, and Sodexo employees have a variety of ways to report and resolve any of the aforementioned.

The Office of Employment Rights

The Office of Employment Rights (OER) has been in operation for six years. Its central mission is to reinforce Sodexo's policies against discrimination, harassment, and retaliation in the workplace. The OER enforces the policies by providing neutral human resources professionals to thoroughly investigate EEO-related concerns by all employees in management and professional positions, as well as employees in administrative positions outside the unit.



“The successful delivery of healthcare services requires that hospitals and health systems understand their increasingly diverse patient and workforce populations. Sodexo’s commitment to the success of our field is evident in their generous support of the NCHL Diversity Leadership Demonstration Project. This project is examining the link between diversity leadership and performance and will provide the necessary evidence to make diversity leadership an important strategic imperative for healthcare organizations.”

Marie E. Sinioris
President and CEO
NCHL



“We are seeing an increased number of customers and clients reaching out to us to partner with them around diversity and inclusion. As the economy continues to be challenged, we are seeing the commitment to diversity and inclusion remain high. We are steadfast in our commitment to diversity and inclusion in the health care market for both our clients and our employees.”

Pat Connolly
Chief Operating Officer &
Market President
Sodexo Health Care

Our Progress

This year Sodexo was focused on reducing expenses and streamlining operations for maximum efficiency. Even with reductions in spending and hiring, Sodexo remained steadfast in its commitment to diversity and inclusion with solid growth rates for our minority and female populations. The minority management population increased by 15% and the female population increased by 8% compared to our fiscal year 2004 baseline.

Total Sodexo Population

	2005	2006	2007	2008	2009
American Indian	692	772	788	775	772
Asian Pacific Islander	4,453	5,184	5,668	5,773	5,727
Black/African American	25,647	27,741	28,656	29,500	29,954
Hispanic Latino	18,100	18,719	19,184	20,436	20,165
Native Hawaiian or Pacific Islander	-	-	99	189	287
Two or More Races	-	-	125	383	666
Minority	48,892	52,416	54,520	57,056	57,571
White	52,520	56,607	55,845	56,771	58,402
Women	60,310	65,382	65,989	67,784	68,718
Men	41,102	43,641	44,376	46,043	47,255
Total	101,412	109,023	110,365	113,827	115,973



2000 Census

0.9
 3.6
 12.3
 12.5
 -
 -
 24.9
 75.1
 50.9
 49.6

% Sodexo Population

	2005	2006	2007	2008	2009
American Indian	0.68	0.71	0.71	0.68	0.67
Asian Pacific Islander	4.39	4.75	5.14	5.07	4.94
Black/African American	25.29	25.45	25.96	25.92	25.83
Hispanic Latino	17.85	17.17	17.38	17.95	17.39
Native Hawaiian or Pacific Islander	-	-	0.09	0.17	0.25
Two or More Races	-	-	0.11	0.34	0.57
Minority	48.21	48.08	49.40	50.13	49.64
White	51.79	51.92	50.60	49.87	50.36
Women	59.47	59.97	59.79	59.55	59.25
Men	40.53	40.03	40.21	40.45	40.75

Sodexo Management Population

	2005	2006	2007	2008	2009
American Indian	54	58	62	64	61
Asian Pacific Islander	496	496	519	564	551
Black/African American	1,761	1,798	1,846	1,907	1,839
Hispanic Latino	837	888	954	1,024	1,020
Native Hawaiian or Pacific Islander	-	-	3	9	12
Two or More Races	-	-	19	46	66
Minority	3,148	3,240	3,403	3,614	3,549
White	11,001	10,978	11,188	11,654	11,402
Women	6,186	6,259	6,414	6,870	6,671
Men	7,963	7,959	8,177	8,398	8,280
Total	14,149	14,218	14,591	15,268	14,951

Sodexo Frontline Population

	2005	2006	2007	2008	2009
American Indian	638	714	726	711	711
Asian Pacific Islander	3,957	4,688	5,149	5,209	5,176
Black/African American	23,886	25,943	26,810	27,593	28,115
Hispanic Latino	17,263	17,831	18,230	19,412	19,145
Native Hawaiian or Pacific Islander	-	-	96	180	275
Two or More Races	-	-	106	337	600
Minority	45,744	49,176	51,117	53,442	54,022
White	41,519	45,629	44,657	45,117	47,000
Women	54,124	59,123	59,575	60,914	62,047
Men	33,139	35,682	36,199	37,645	38,975
Total	87,263	94,805	95,774	98,559	101,022

Sodexo Management Population

	2005	2006	2007	2008	2009
American Indian	0.38	0.41	0.42	0.42	0.41
Asian Pacific Islander	3.51	3.49	3.56	3.69	3.69
Black/African American	12.45	12.65	12.65	12.49	12.30
Hispanic Latino	5.92	6.25	6.54	6.71	6.82
Native Hawaiian or Pacific Islander	-	-	0.02	0.06	0.08
Two or More Races	-	-	0.13	0.30	0.44
Minority	22.25	22.79	23.32	23.67	23.74
White	77.75	77.21	76.68	76.33	76.26
Women	43.72	44.02	43.96	45.00	44.62
Men	56.28	55.98	56.04	55.00	55.38

Sodexo Frontline Population

	2005	2006	2007	2008	2009
American Indian	0.73	0.75	0.76	0.72	0.70
Asian Pacific Islander	4.53	4.94	5.38	5.29	5.12
Black/African American	27.37	27.36	27.99	28.00	27.83
Hispanic Latino	19.78	18.81	19.03	19.70	18.95
Native Hawaiian or Pacific Islander	-	-	0.10	0.18	0.27
Two or More Races	-	-	0.11	0.34	0.59
Minority	52.42	51.87	53.37	54.22	53.48
White	47.58	48.13	46.63	45.78	46.52
Women	62.02	62.36	62.20	61.80	61.42
Men	37.98	37.64	37.80	38.20	38.58



Footnotes:

Data has been updated from previously published numbers to reflect the following:

1. For FY 2007, additional EEOC Race Categories were added.
2. For FY 2008, HR data migration to new HR systems.

Goal 4



Supplier Diversity Highlights

- **Sodexo Supplier Diversity was honored with five Diversity Awards**
- **Implemented a new Supplier Registration Portal which will:**
 - Streamline our information flow
 - Maintain updated certifications of vendors
 - Provide better access of potential supplier information to Supply Management and other decision makers
- **The business case for supporting diverse suppliers strengthened**
 - Clients requesting direct second tier spend report showing our diverse spend at their facilities increased 22%
 - RFP's requiring a supplier diversity solution as part of the RFP increased 26%
 - Increased demand for authentic ethnic foods

Supplier Diversity

Sodexo is committed to providing small businesses, including minority- and women-owned companies, with growth and development opportunities. Every year, we increase the number of small and minority- and women-owned businesses that provide us with products and services that meet our high standards of quality, competitive pricing, and service.



2009 Diverse Supplier of the Year Award

G.E.T. Enterprises, along with owner Eve Hou, was honored as the 2009 Sodexo Diverse Supplier of the Year for providing innovative, durable and attractive tabletop and service pieces.

Awards and Recognitions

Top 50 Companies for Diversity, <i>DiversityInc.</i> 2004, 2006, 2007, 2008, 2009	Top 40 Best Companies for Diversity, <i>Black Enterprise Magazine</i> 2008, 2009
Top 10 Companies for African Americans, <i>DiversityInc.</i> 2007, 2008, 2009	Top 20 Best Corporations for Asian Pacific Americans, <i>Asian Enterprise Magazine</i> 2006, 2007, 2008, 2009
Top 10 Companies for Latinos, <i>DiversityInc.</i> 2008, 2009	Top 60 Companies for Hispanics, <i>Hispanic Business Magazine</i> 2005, 2006, 2007, 2008, 2009
Top 10 Companies for People with Disabilities, <i>DiversityInc.</i> 2005, 2006, 2008, 2009	Innovations in Diversity Award, Profiles in <i>Diversity Journal</i> 2005, 2006, 2007, 2008, 2009
Top 10 Companies for Recruitment and Retention, <i>DiversityInc.</i> 2008, 2009	World's Most Ethical Companies, The Ethisphere Institute 2009
Top 10 Companies for Executive Women, <i>DiversityInc.</i> 2009	Disability Matters Award, <i>Work Life Matters Magazine</i> 2009
Top 10 Companies for GLBT, <i>DiversityInc.</i> 2009	Best Companies for Diverse Graduates, <i>Diversity Edge Magazine</i> 2009
Corporate Equality Index and Best Places to Work, 100% Rating Human Rights Campaign 2007, 2008, 2009	America's Top 50 Organizations for Multicultural Business Opportunities, <i>Diversity Business</i> 2009



“American Airlines partners with Sodexo to serve our valued customers in Admirals Clubs. We know that our partnership and our customer service is enhanced by our shared belief in the importance of creating an inclusive and welcoming environment for both our colleagues and our customers. We sincerely appreciate Sodexo’s active support of American’s focus on diversity and inclusion.”

Denise Lynn
Vice President of Diversity and Leadership Strategies
American Airlines





“My internship with Sodexo at the University of California-Davis, was a wonderful experience. If I could do it all over again I would not change anything. The location and group of people that I worked with were great! I fully recommend the program because going through this internship allowed me to experience firsthand what I would be doing if I were to work for Sodexo in the future.”

Cristal Z. Rios
Junior, Business Administration
California State University, Bakersfield

Partnering for Success - Minority Partnerships



SodexoMAGIC, LLC offers a single source management solution for clients and customers looking for the strengths of Sodexo and the power of Magic Johnson Enterprises. Earvin

“Magic” Johnson serves as president of SodexoMAGIC and owns 51% of the company, which is a certified minority-owned business.

SodexoMAGIC offers management capabilities, as well as technical and operational expertise. The organization’s portfolio of services includes total management of food and dining services, housekeeping, grounds keeping, plant operations and maintenance, asset management, environmental services, and laundry services.



Eleven years ago Sodexo and NANA Development Corporation joined forces to create NANA Management Services (NMS) to deliver integrated facilities management services to the

people of Alaska. NMS is 51% owned by NANA Development Corporation, whose shareholders are the Inupait people of Northwest Alaska. NMS is nationally certified as a minority business enterprise and this year NMS was named #3 on DiversityBusiness.com’s list of Top 100 Native American Owned Businesses.

NMS offers integrated facilities management services including health, safety, and security services, remote site camp management, hotel management, employee leasing and training systems, and wastewater management. In total, NMS provides jobs for nearly 300 shareholders. In total, 56% of the NMS workforce is from diverse backgrounds.



Leveraging Diversity & Inclusion to Benefit Our Clients



This year Sodexo's Health Care Team presented a day-long workshop entitled "Cultural Competence in Health Care" specifically developed for Health Care clients. Participants were able to expand their knowledge of cultural competence in health care, diverse perceptions of health care, culture and diet, and the criticality of providing culturally competent customer service to patients and their families. According to John Sciortino, Senior Vice President and Chief Operating Officer, New York Hospital of Queens, "Sodexo's cultural competency diversity training was excellent. My team appreciated both the richness of the knowledge shared as well as the practicality and immediacy of how we could apply it."

Diversity Business & Leadership Summit

Sodexo's Employee Network Groups in conjunction with the Office of Diversity hosted the sixth annual Diversity Business and Leadership Summit with 400 employees and nearly 100 clients from 67 organizations in attendance. Premier University of Virginia Professor Dr. Brian Nosek presented the keynote address on how implicit or unconscious bias impacts cultural competency.

Survey results after the Summit indicated 99% of attendees found the Summit valuable and 93% of employees who attended felt more connected to the organization after the Summit. In addition, 98% clients and employees felt the Summit provided them with a new skill or increased their knowledge-base relative to diversity and inclusion.



"Partnering with Sodexo on diversity has been an energizing and inspiring process for AAM as we re-focus our efforts and goals, with Sodexo itself as a model. We and the museums we represent are working hard at change, learning how to be less reflective of the world our parents built and more like the one our children are busy creating."

Ford W. Bell
President
American Association of
Museums

"Sodexo's ability to assist Asbury Communities with an environmental scan around diversity and inclusion has been a true added value for our organization. As Asbury continues down its path of diversity and inclusion, it's great to know that we have a resource that will help guide us."

Sue DaCamara
Senior Vice President of Operations
Asbury Communities





"I am incredibly thankful to Sodexo and the Sodexo Foundation for supporting my education aspirations. As a first-generation college student, it means a lot to me to be able to pursue my education at the college of my choice."

Cecilia Ng
Asian and Pacific Islander American Scholarship Fund, Sodexo Scholar
Emory University



Feeding Our Future

Feeding Our Future provides free nutritious meals to children at risk for hunger during the summer months. This year the program provided more than 310,000 meals in 20 cities. Since launching in 1997, over 2 million free summer lunches have been served.



Heroes of Everyday Life

Each year Sodexo employees are recognized for investing their time, talent, and service spirit in making a difference in the fight against hunger. Heroes are honored and a grant is presented to their local hunger-related charity.



STOP Hunger Scholarships

The STOP Hunger Scholarships recognize and reward students in kindergarten through graduate school who have made a significant impact in the fight against hunger in their communities. STOP Hunger Scholars were presented with a scholarship and a matching grant for their local hunger-related charity.

Leading the Fight Against Hunger

The Sodexo Foundation (www.SodexoFoundation.org) is an independent charitable organization focused on being a driving and creative force that contributes to a hunger-free nation. The Foundation supports initiatives that help break the cycle of poverty by providing services such as food delivery/donation, job training, and affordable housing. This year the Foundation provided 127 grants to hunger-related organizations.

The Foundation also supports scholarships through the United Negro College Fund, the Hispanic College Fund, and the Asian and Pacific Islander American Scholarship Fund for minority or disadvantaged students in need of financial assistance.

Since its inception, the Foundation has granted more than \$11 million to hunger-related organizations nationwide. Administrative costs are paid by Sodexo, Inc., to ensure that 100 percent of funds raised are directed to those in need.

Sustaining our Future

Sodexo works not only to make every day a better day but also to make every tomorrow a better tomorrow. That is why we launched the Better Tomorrow plan with 14 sustainability commitments for improving the way our business helps protect and restore the environment, promoting the health and well-being of the people we serve, and benefiting the local communities in which we do business. Our ability to promote the well being of people and the planet is possible only because of the work we do in partnership with our clients.



“Having a flexible work arrangement allows me to adjust my hours to effectively meet both the needs of the business and my personal commitments. I feel appreciated and valued for my professional contributions and I am able to have more quality time with my family.”

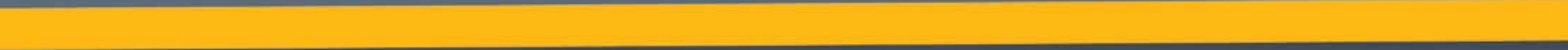
Susan Chapman
District Controller
Health Care

“Sodexo’s expertise and experience around diversity and inclusion has been beneficial in assisting Asbury Methodist Village to begin our diversity and inclusion journey. Sodexo has guided us in setting milestones and supplying resources to aid in that change.”

“Attending their diversity and business leadership summit was instrumental in exposing my team to the breadth and depth of what diversity entails. The session also drove home the complexity and dynamic nature of this type of work. It’s been valuable to be able to pick up the phone and talk through issues or concerns with the team at Sodexo.”



David Denton, Executive Director
Asbury Methodist Village



Sodexo
Office of Diversity
www.sodexoUSA.com

