



Your Sodexo Partner

Leaders in Innovation

Our Core Values:

Service Spirit. Team Spirit. Spirit of Progress.

Listen... Respond... Respect... Achieve

We view our company as a community—a community comprised of clients, customers, employees, and shareholders. And the overarching goal of this community is to always meet and exceed the expectations of everyone involved at every opportunity, contributing to a more pleasant way of life for people whenever and wherever they come together.

Achieving this requires a combination of responsible business practices and a steadfast commitment to enhancing the economic health of every country, region, and city where we do business. Sodexo embraces local communities and strives to be a leader in corporate responsibility. We have extended this pledge to Texas A&M University-Commerce, and are dedicating our efforts to improving your community through our broad-thinking and compassionate business practices.





Our Purpose.

Our company is a community that includes clients, customers, employees, and shareholders. Our purpose is to exceed the expectations of everyone involved, every day.

Our Choice.

We choose to approach the pursuit of growth from an organic perspective. We focus on responsible methods of growing our sales and earnings, while contributing to the economic health of the areas where we provide our services. This philosophy of growth—Organic Growth—is one that is driven by all, and enjoyed by all.

Our Mission.

Wherever we offer our products and services, our mission is to set the benchmark for the industry. Moreover, as a company, we aim to provide offerings that contribute to a more pleasant way of life for people, whenever and wherever they come together.

Your Sodexo Team—Expert and Focused Management.

Achievement begins with respect—respect for each other, our clients and customers, and people in general. Respect means kindness, but it also means having the ability to recognize and value the assets that every individual brings to the table. On a team where each member has his or her unique qualities, personalities, skills, thoughts, and ideas, it is imperative that each member has the opportunity to be heard. That is why we encourage our teams to question accepted routines and take the initiative to strive for improved performance. We firmly believe that sustainable progress can only be reached through a clear analysis of failures.

Under the direction of a team manager, ideas and strategies are freely exchanged, channeled into a single direction, and put into action. Successful strategies are the result of putting the group's interest before individual ambition, with a shared single-minded drive to meet and exceed our clients' and customers' expectations at every turn.

Each team member shares the responsibility for total account satisfaction, which is measured by maintaining open communication with our clients, and generating continuous sales growth. On-site management experts receive ongoing assistance and training from their regional teams, so you can always rely on unsurpassed personalized attention.

Our team members contribute to one another each day in an atmosphere that's rich with one purpose: The collective effort to achieve success for you.





Sodexo—Leading the Industry.

Sodexo was formed in June 2001, through the acquisition of Sodexo Marriott Services by Sodexo Alliance SA. Today, we are the largest provider of contracted facilities and dining services in North America—serving 6,000 clients with annual sales exceeding \$6 billion. Sodexo offers a variety of innovative products and services to healthcare facilities, corporations, schools, universities, colleges, and remote sites, including:

- Food service
- Housekeeping
- Grounds keeping
- Plant operations and maintenance
- Asset and materials management
- Concessions
- Vending
- Laundry services

Headquartered in Gaithersburg, Maryland, we are one of the 50 largest employers in the United States and have approximately 117,000 working employees across the United States and Canada. We serve customers in every state in the country—at their schools, places of business, and local hospitals. And in recent trade journals, Sodexo has been recognized by our employees as one of the top ten companies to work for in America.

Sodexo serves more than 900 clients in the higher education field, with campus dining, concessions, and/or consulting services. And our campus facilities management services execute operations at more than 135 colleges, universities, and independent schools.

We operate in more than 76 countries throughout the world, serving over 24,900 global clients with sales in excess of \$13.8 billion. Sodexo Alliance SA provides contract management services, as well as remote site management services, service vouchers, and tourism services. We are the *world's* largest supplier of remote site management services and contract food services, and the second largest issuer of service vouchers.

Sodexo Alliance SA is headquartered in Montigny-Le-Bretonneux, France, and employs more than 313,000 people worldwide.

Sodexo At A Glance.

Headquarters

9801 Washingtonian Boulevard, Gaithersburg, Maryland 20878

Establishment

June 2001*

Chief Executive Officer, Sodexo Alliance

Michel Landel

President and Chief Executive Officer

Richard Macedonia

Sales

\$6 billion in 2004 (pro forma, audited)

Employees

Approximately 117,000 people and 40,000+ client employees managed by the company at more than 6,000 locations across North America.

Operations

Sodexo is the leading provider of food and facilities management in the United States and Canada. Sodexo offers innovative outsourcing solutions in food service, housekeeping, grounds keeping, plant operations and maintenance, asset and materials management, and laundry services to corporations, healthcare and long-term care facilities, retirement centers, schools, college campuses, stadiums, arenas, military and remote sites. *Sodexo was formed in June of 2001, through the acquisition of Sodexo Marriott Services by Sodexo Alliance SA.

Facilities Management Services Include:

- Engineering and facility maintenance
- Energy management and performance contracting
- Landscaping
- Custodial, housekeeping and environmental services
- Materials management ~ Project management
- Laundry and linen management
- Clinical engineering ~ Customer service training

Service Segments:

Sodexo offers services in the following segments:

- Corporate Services: clients in business and government
- Campus Services: colleges, universities, independent schools and stadium and arena management
- Health Care Services: teaching and acute care hospitals, nursing homes, and retirement communities
- School Services: school districts
- Laundry Services: central laundry plants
- Canada: clients in Canada

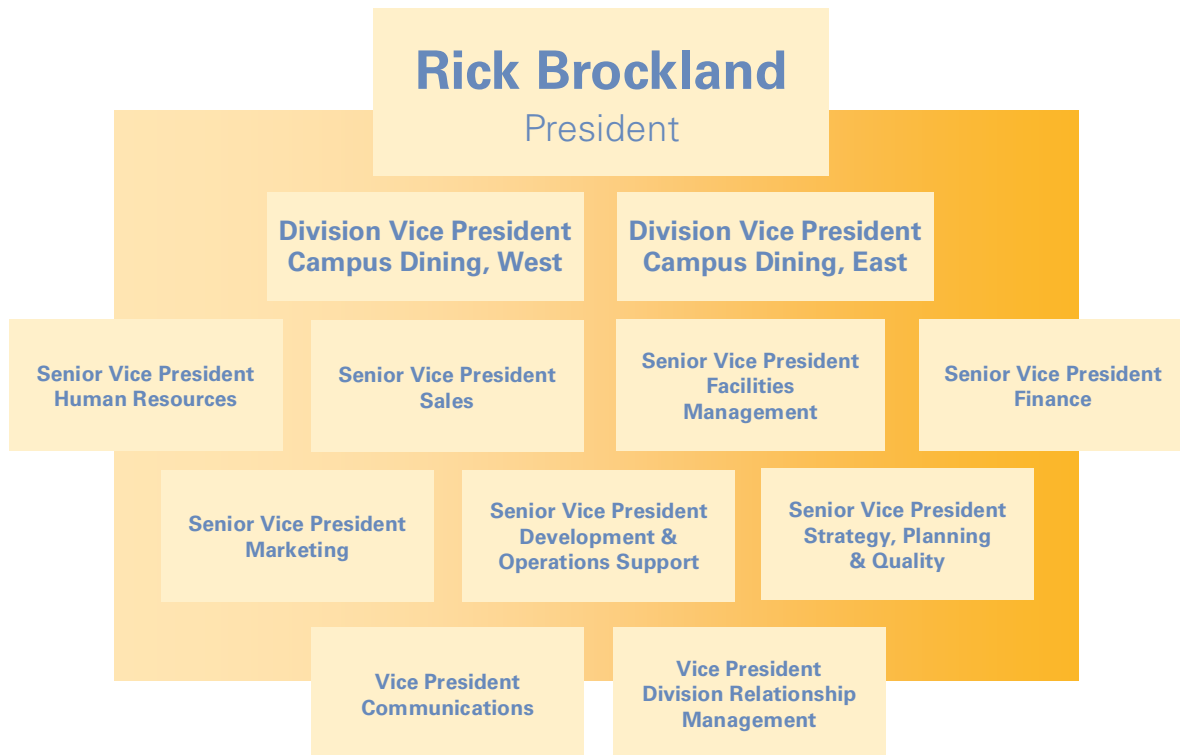
Corporate Table of Organization
Sodexo, USA.



Sodexo Names Dick Macedonia CEO.

GAITHERSBURG, MD, January 1, 2005 (NYSE:SDX) Richard “Dick” Macedonia has been appointed Chief Executive Officer of Sodexo, Inc., the leading provider of food and facilities management services in North America, previously held by Michel Landel. In this role, Dick is responsible for overseeing all of the company’s operating divisions, \$6 billion in annual sales, and more than 6,000 clients. Mr. Macedonia is also a member of Sodexo Alliance Executive Committee. Dick has been one of the key contributors to the success of our business in North America for more than 35 years.

Table of Organization
Sodexo Campus Services.



“Our customers’ wants and needs should be the complete focus of all our efforts. We can only accomplish this goal by creating an environment where our employees can personally grow and have the freedom to innovate and respond to our customer.”

-Rick Brockland

Corporate Leadership—Initiatives in Social Responsibility.

We at Sodexo have made it our mission to work toward the common goals of human rights, social justice, and economic opportunity in communities throughout the world. Following the **Global Sullivan Principles**, a corporate code of conduct introduced in 1999 by the late Reverend Leon H. Sullivan, Sodexo has agreed to support a variety of corporate responsibility initiatives that permeate every level of our company policy, from training and internal reporting structures to the way we deal with clients and their communities.

We recognize that we are in a unique position to generate positive change in communities throughout the world. One of the ways this is achieved is through partnering with vendors who share our views on human rights and environmental issues. For example, the cultivation of coffee has become a topic of concern, with far-reaching environmental and human rights implications. In an effort to help, Sodexo supports sustainable agricultural practices exclusively, and is proud to partner with vendors like **Fair Trade Coffee**—a coffee supplier who guarantees a minimum price for small farms' harvests, and encourages organic and sustainable cultivation methods that are safer for communities. Sodexo is committed to:

- Providing leadership in food and nutrition
- Working for human rights and economic opportunity worldwide
- Protecting our environment
- Fighting against hunger
- Contributing to our communities in a meaningful way



Food and Nutrition First.

As a leader in the food service industry, we view the fight against hunger as the primary focus in our struggle for social justice and human rights. Food and nutrition come first; a hungry person cannot better his or her situation without proper nourishment. That is why we at Sodexho have a profound commitment to food, nutrition, and wellness—and have incorporated this dedication into our overall corporate philosophy. It's what led us to create the Sodexho Foundation in 1999—an independent charitable organization with the goal of sponsoring hunger-related initiatives. More recently, we've launched newer programs that provide hunger relief to those in need, including:

- **S.T.O.P. Hunger**—part of the nonprofit Sodexho Foundation, where 100 percent of the donations are given to charity feeding groups
- **Community Kitchens**—where unemployed adults are trained in basic culinary skills, using rescued and donated surplus food to prepare balanced meals
- **The Campus Kitchens Projectsm**—which teams college students with Sodexho dining services staff to recycle surplus food, prepare and deliver nourishing meals to people in need, and provide skills-based culinary job training for unemployed adults
- **Jumpstartsm**—which gives struggling young children in Head Start programs one-on-one mentoring from trained students to help them thrive in school
- **Feeding Our Future[®]**—where food and labor is donated to provide summer lunches to children who depend on federal school lunch programs (which typically don't operate during the summer months)

Some additional Sodexho Foundation initiatives to which we are committed:

- **Habitat for Humanity**—low-income families receive decent, affordable housing to help them in their quests to build better lives
- Sodexho Servathon—managers, employees, and interested guests come together to donate time, food, and resources to local feeding organizations
- **Heroes of Everyday Life**—honors Sodexho employees who support the fight against hunger in their own communities with a \$5,000 grant to be given to the charity of their choice

The Sodexho Foundation is funded by a sizable grant from Sodexho, employee contributions and payroll deductions, and generous donations from our vendor partners. One hundred percent of the Foundation's monies go toward educational programs, mentoring initiatives, finding adequate housing for people in need, and ultimately, tackling the root causes of hunger.





Celebrating Diversity and Inclusion.

We at Sodexo view diversity as an integral component of our past and future successes. As a company with a range of global heritages, we not only value and respect the customs and cultures of our employees—we recognize them as our greatest assets. For us, managing diversity in the workplace is a process of inclusion. We value the power that is generated by various abilities, perspectives, and backgrounds coming together, and leverage those collective insights to enhance employee, client, and customer satisfaction.

Our cultural diversity makes us true partners in the communities where we serve, as well as contributors on the global stage. We focus on strengthening the cross-cultural ties within our company, and strive to offer our clients diverse partnerships that strengthen their bond in the communities where they work and live. This commitment to business diversity extends to our vendor relationships as well; we are committed to strategically contracting with diverse suppliers across the country, in communities of all sizes.

Some of Sodexo's diversity efforts include:

- **Equal Employment Opportunity Policy**—ensuring equal employment opportunity in all areas, regardless of race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, or sexual orientation
- **Affirmative Action Programs**—facilitating the placement of qualified minorities and women at all levels of the organization
- **African American Leadership Forum**—promoting the spirit of positive change, through a joint effort by Sodexo and the Diversity Leadership Council (DLC)
- **Pan Asian Network Group**—embracing the professional growth of Pan Asians by fostering a corporate environment that increases awareness of their culture
- **Sodexo Organization of Latinos**—working to enhance the quality of professional life for our Latino employees, including outreach to community organizations
- **Women's Network Group**—fostering a culture where women are integral to the company's operations, and enjoy numerous opportunities for professional growth
- **Supplier Diversity Initiative**—developing relationships with minority- and women-owned businesses

Sodexo believes that diversity is essential for growth and long-term success. By valuing and managing diversity at work, Sodexo harnesses the power of multiple talents and perspectives to deliver success to every person and every place we touch.

Respect for Our Environment.

As citizens of the planet, we have a responsibility to protect our environment—and to protect the rights of future generations, so they too may have the opportunity to enjoy clean air and water. That is why environmental issues are of critical concern with regard to our daily business practices, and the reason why we deal only with vendors who can demonstrate that their production processes are as environmentally sound as possible. From widespread recycling initiatives and the testing of environmentally friendly packaging, to our support of organizations like the National Fish and Wildlife Foundation, we remain resolute in our mission that a clean Earth is a fundamental right for all human beings.





Clients for Life®.

Building Strong Relationships

Sodexo has partnered with Tenacity, Inc. to incorporate the Clients For Life retention process into our company's operating culture. This process was designed to initiate and encourage open and honest communication between Sodexo company representatives and our valued clients. The Clients for Life philosophy ensures that we continuously reevaluate clients' needs to make sure that they are aligned with our services and capabilities. The goal is to always meet and exceed client expectations for our mutual and ongoing success, and that is why we provide:

- Documented expectations and commitments
- Mutually agreed-upon success measures
- Expert review of client-specific objectives—prior to engagement
- Skilled support from service professionals trained to efficiently manage client expectations

Constant involvement with senior leadership, as well as a strong on-campus network of management professionals helps build a solid rapport with clients, and that type of day-to-day interaction ensures that expectations are understood and met at every level. In the end, clients receive a final plan that is clearly defined and designed to deliver continuous value for the long-term. Service excellence is achieved through the following measures:

- **Transition Meeting**—serves as a checklist prior to finalizing a contract to pinpoint client expectations and establish a system that will ensure the highest quality deliverables; quarterly and annual review meetings are additionally held to further define evolving expectations and quantify value
- **Web of InfluenceSM**—creates multi-level corporate relationships for an effective checkpoint review system, to ensure consistent service results and learn from any past losses
- **Professional Expectation Management**—conducts ongoing management education (from the general manager to our division president) related to our retention efforts and the effective management of client expectations
- **Third-Party Independent Assessments**— Objective assessments by an independent consultant after conducting interviews with selected clients to objectively gauge how they perceive our relationship and the delivery of services
- **Client Relationship Management**—documents objectives, charts progress, and assures continuity of service
- **Creating Relevant ValueSM**—aligns our resources and processes with client expectations

