

CASE STUDY

NATIONAL ZOO



“We are thrilled to partner with the Sodexo Solution Center on this project. Being able to bring this function inside provides us with a unique advantage that our competitors cannot match.”

— Stephen DiPrima, President, Leisure Services

Client's Perspective

The National Zoological Park, commonly known as the National Zoo, is one of the oldest zoos in the United States and is a Smithsonian Institution. The National Zoo is a 163 acre zoological park set amid Rock Creek Park in the heart of Washington, D.C.

Challenge

Challenges facing the National Zoo were to ensure this prominent zoo encompassed best-in-class enhancements for this entire large and historical campus and, by 2016, to be recognized as nothing less than the world's finest zoo—an acknowledged leader in the areas of animal care, science, education, and sustainability.

Solution

The Sodexo Energy and Construction team, along with Sodexo's Leisure Services, was awarded a multi-million dollar contract that involves improvement of the Zoo's facilities including the programming, planning, design,

renewal and enhancement of several facilities while preserving historical designations, improving traffic flow, weather protection, concept branding, signage and dining efficiencies. This contract also includes the construction of a new dining venue, the Heirloom Grill. All upgrades will incorporate sustainable building standards and enhance comfort, safety and overall experience of the Zoo visitors, all part of the National Zoo's mission.

Outcome

Initial project programming and planning will take place throughout the early months of 2013 and implementation will commence in the Fall of 2013, as the National Zoo's peak summer season winds down. The overall results will be complementary to the long-term vision for the National Zoo, while also equipping the Sodexo Leisure Services Operations Team with the appropriate venues and tools to exceed their contractual obligations. It is a true “win-win” outcome, with the benefits shared by the tens of thousands of National Zoo guests in the years to come.

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Sodexo Energy and Construction Services 855 SodexoE [855 763 3963] energysolutions.usa@sodexo.com www.sodexoUSA.com