Learn More:

Detailed descriptions about many of the capabilities listed here are available on SodexoUSA.com. To learn more contact:

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CORPORATE:
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SERVICE VOUCHERS AND CARDS: 888 663 4437, support.sodexopass.usa@sodexo.com

SOLUTION CENTER (U.S. Only): 855 SodexoE [855 763 3963], energysolutions.usa@sodexo.com

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Air Quality Monitoring (see Facilities Management): Sodexo’s facilities services create clean, welcoming environments that allow schools, hospitals, senior centers, and businesses to run smoothly and efficiently.

Ambassador Program (Hospital Patient): The Patient Satisfaction Program enhances patients’ experience by providing personalized care and immediate response to patients’ needs in the top three service areas we service: Facilities, Environmental and Food, and Nutrition. The program consists of surveying, responding and anticipating patients’ demands and needs. This program directly impacts scores related to patient satisfaction and is therefore critical to any hospital’s success.

Asset Management: We provide asset management framework that establishes systematic and coordinated activities and practices through which an organization optimally manages its assets, and their associated performance, risks and expenditures over their lifecycle for the purpose of achieving its organizational strategic plan.

Audio Visual Support (see conference room management; conference services, event management)

Bed-Tracking (see also Facilities Management, service response center): This proven solution significantly reduces the time hospital beds sit empty with a patient flow application.

Bookstores: All retail bookstores are custom-designed to meet the specific needs of campus accounts to engage students. From selling merchandise, textbooks, eBooks, food and apparel to the retail experience itself, the bookstore is designed to be a sought-out destination for any campus site.

Brand Management: We provide retail design and concept development; renovation management; operational engineering; and a high level of understanding of food and products that support retail. This includes the delivery of customizable products and services to meet overall food and beverage needs.
  - Signature Brands
  - National Brands
  - Hot Beverage/Cold Beverage

Capital Management: Managing infrastructure and critical assets. The operating principle is to maximize the overall infrastructure life expectancy by optimizing the resources, availability, reliability and return on investment for our clients.

Capital Planning (also known as Capital Management): We have the capability of proactively managing our clients’ infrastructure and critical assets. Our approach: maximize the overall infrastructure life expectancy by specifically designed maintenance and replacement programs targeting availability, reliability and return on investment. Our building by building and system-wide assessments and reports provide an understanding of the relationship of maintenance and capital expenditures on the value of our clients’ assets.
Catering & Special Events: Our catering teams manage special events through menu development, ambiance and service matched to budget.

Clinical Technology Management (CTM): Ensures all critical medical equipment is performing at peak efficiency. Client cost reductions can be realized through the coordination of multiple suppliers—including OEMs. CTM organizes every procedure and establishes a shared Information Center for all departments and for other hospitals within network. Management of all clinical, biomedical and diagnostic equipment service needs—often extends the life cycle of equipment in the process.

Concessions: We offer a variety of food choices, including the traditional game-day favorites, at various sports facilities and entertainment arenas. Sodexo’s facilities services create clean, welcoming environments that allow schools, hospitals, senior centers, and businesses to run smoothly and efficiently.

Concierge: Solutions include full-service travel planning, personal shopping and hard-to-find theatre tickets.

Conference Services: For conference facilities needs, we partner with clients to maximize occupancy and efficiency of their property while maintaining the highest level of guest satisfaction. For on-site services, we manage rooms from set up to break down, including audio/visual equipment.

Computerized Maintenance Management System (CMMS): The key outcome of the CMMS tool (InSite or Maximo®) is the analytics we perform on the data we obtain and the value the data adds to any organization.

Custodial Services: Cleaning Systems handle all custodial and cleaning duties with all Green Seal Products. As the leader in facilities management, clients benefit from our wealth of knowledge in training staff and implementing innovation that can cut time and costs without sacrificing quality.

Design & Development: We can help improve food service environments through renovation or new construction. We handle the foodservice equipment design program for the kitchens, serving areas, dining areas and standalone retail environments. Leveraging our internal Sodexo Performance Interiors for equipment purchases and our Energy and Construction Group for Construction Management, we also use established Design Partners for the Equipment Design.

Digital Signage Installation: With digital signage we provide the display of content such as product advertising, and messaging by electronic displays. The information displayed provides engaging, informational, and functional content for menu and greeter boards.

Diversity Consulting: We provide the tools, techniques and programs to help our client create and achieve their business individual diversity and inclusion goals.
Energy & Plant Operations: We offer a full range of efficient maintenance and management programs to ensure a facility is the best it can be.

Energy Management & Conservation: Solution Center identifies and implements solutions for energy efficiency, lowering operating expenses, reducing carbon footprint and maximizing occupant comfort through a comprehensive suite of energy solutions.

Environmental Services: Our Environmental Services team offers various programs and systems designed to improve the level of quality in facility cleanliness while creating a positive customer experience. Programs include:

- **TRAKKAR**: the electronic productivity and quality assurance tool used by the Environmental Services teams. This hand held computer helps to track and report various employee training, quality assurance, project work and productivity standards.

- **Engage**: creates a service culture that is imperative to a successful Environmental Services program. Creating a customer focus team will reassure your patient’s confidence in the technical delivery of our services.

- **UV-C Disinfection**: By using Ultraviolet light (UV-C), we are 20 times more effective at disinfecting surfaces than traditional cleaning

- **Sodexo Shine**: represents policies and procedures that use cutting edge technology, designed to produce predictable, high quality results while promoting sustainability and optimizing labor.

- **Housekeeping is Everyone’s Responsibility Kits**: This program was developed to bring awareness that all hospital staff can share in the responsibility to keep a facility clean and safe.

- **Equipment Installation**: Capabilities include energy efficient kitchen equipment, roof systems, solar systems, building control systems, mechanical systems, electrical systems, HVAC systems and a wide range of other systems with a full infrastructure renewal capability.

Event Management (see also catering and special events, conference services, shomi events): Providing consultation and onsite-services related to events and event management. This includes set-up, preparation and culinary services.

Facilities Management (see also Service Response Center, Patient Transport, Plant Maintenance and Operations): Facilities services create clean, welcoming environments that allow schools, hospitals, senior centers, and businesses to run smoothly and efficiently. Our employees help maintain every aspect of the facility; from grounds care and housekeeping to construction, project management, and preventative maintenance. Offerings vary by segment.

Facilities Capital Planning: Our planning team conducts building-by-building studies of any facility, thereby creating a report that identifies the maintenance, repair and replacement that are required over the next five years.
**Facility Compliance:** The compliance module addresses all possible compliance challenges impacting any operation – and provides the tools, processes and programs necessary to ensure that we conform and meet all applicable regulations at a national, district, state or local level.

**Facility Engineering:** Services range from forensic investigations of equipment/system failures to detailed engineering assessments and full project design services.

**Filing / Archive management or Materials & Inventory Management:** We transport and track inter-office materials between buildings, labs, or offices.

**Grounds Care / Landscaping (see also Sports Field Maintenance):** Maintenance includes: Turf Management; Tree & Shrub Services; Interior Plantscaping; Insect & Disease Control; Pond & Lake Management; Seasonal Impact Cleaning; Primary Road & Circulation Path Management; Parking Lot Management; Trail Management.

**Health & Fitness Centers:** We offer both onsite fitness management and a comprehensive virtual component with fitness regime programs and access to fitness coaches. Our customized offering can include onsite fitness centers, spas, and a fully developed and tracked wellness program.

**Health Monitoring:** Services include Healthsense, a remote monitoring system which tracks human vitals and delivers an assessment of senior living residents’ lifestyles in order to best address their needs.

**Housekeeping**: We offer Health Care branded program (ENGAGE) which is intended to improve the Patient Residence Experience by focusing on your customer and engaging the employee. The goal is to move away from a task-oriented operation to a people focused operation. Key aspects of our comprehensive system include: Customer Communication; Account Management Program; Containment Opportunities; Reclamation Service. (*Housekeeping offers vary by segment.*)

**HVAC Mobile Maintenance:** Heating, ventilation, and air conditioning (HVAC) mobile maintenance and service delivers on a national portfolio for delivering proactive repair and maintenance using highly skilled technicians.

**Infrastructure Renewal (also see Construction Services):** We help with the design, engineering, vendor selection, and overall management of infrastructure renewal.

**Landscaping & Grounds Services (see also Grounds Care):**
- Turf Management
- Tree & Shrub Services
- Interior Plantscaping
- Insect & Disease Control
- Pond & Lake Management
- Seasonal Impact Cleaning
- Primary Road & Circulation Path Management
- Parking Lot Management
- Trail Management
**Laundry and Linen Services:** Our team processes millions of pounds of laundry each year at community hospitals, regional facilities, and nationally known medical centers.

**Linen Management and Distribution:** Clean, fresh laundry and linens are an essential part of excellent patient care; improve quality, streamline service and control costs.

**Leisure Entertainment Services:** Extending the entertainment, education, or excitement of any venue to all aspects of guest and facilities services.

**Mail Room Management (see also, facilities management):** Streamline mail operations to keep pickup and delivery consistent and dependable.

**Materials & Inventory Management:** The transport and tracking of inner-office materials between buildings, labs, or offices around to make sure you have what you need, where you need it, when you need it.

**Nutrition Services (also known as Nutrition Education):** Through strategic research and consumer insights, guided by our dietitian expertise, we develop nutrition and wellness programs that engage consumers with information and activities for eating and living well at all stages of the life cycle. Offerings vary per client segment.

**Off Campus Merchant Solutions (OCS):** A customized program that allows students, faculty and staff to spend their flex spending program at local restaurants and merchants off campus.

**Offer Development Center:** A centralized resource team purposed to develop and deliver our core cross-segment food-related offers. This includes the research, design, management and development of technology-based solutions as well as retail offers that define our unique brand positioning. We study eating habits to ensure dining menus and plans are customized to meet the wants and needs of staff and/or guests. Using our extensive expertise in dining and meal creation, our culinarians then create memorable food experiences. This includes:

- Culinary Segment Specific Offers
- Research and Insight
  - Customer Satisfaction
  - Personix
  - Consumer Insight

**Operations and Maintenance (also known as hard Facilities Management):** A comprehensive and proactive approach to standardizing processes, improving work methods and introducing state-of-the-art technology thus providing efficient and effective plant operations. With proactive maintenance for HVAC, fire protection, electrical distribution, emergency power and other critical systems, we keep facilities running smoothly and help extend the life of our client’s assets.
**Patient Interactive Services also known as Patient Interactive Systems (HC):** We have partnered with Skylight to provide technology solutions. Skylight converts patient televisions to an interactive communication, education, and entertainment system. Patients and visitors can communicate service requests, compliments and complaints, watch instructional movies about their clinical condition and recovery, answer short surveys based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) or Press-Ganey materials, watch a movie from a list of selections, access email, play a game, and more.

**Patient Transportation:** Transport Services program offers a unique high-tech/high-touch approach that improves patient, internal customer and employee satisfaction. We work closely with the client to customize our program to address facility’s specific needs. Beyond transporting people, equipment and materials from place to place, we harness the full capabilities of the latest technology, delivering a high level of support for the care of patients.

- Patient Admissions and Discharges
- Stat Item Deliveries
- Patient Transfers and Ad Hoc Supply Deliveries
- Patient Pickups and Returns
- Miscellaneous Transport
- Delivering and Returning Equipment

**Planning & Construction Management, Construction Services:** Services include design, engineering, vendor selection, project construction, and commissioning and LEED Certification.

**Performance Interiors/Interior Design (see also design and development):** Performance Interiors is an experienced group of procurement specialists who purchase quality equipment, furnishings, and fixtures at a significant cost savings over external companies. This savings is then transferred to our customer as we design and deliver interiors products that enhance building space.

**Plant Operations and Maintenance:** Our Plant Operations Management System is designed to manage services, resources, and assets by standardizing processes, improving work methods, and introducing state-of-the-art technology thus providing efficient, effective plant operations to create comfortable environments.

**Project Management & Construction Services (see also Facilities Capital Planning):** Our services include design, engineering, vendor selection, project construction, and commissioning, and ensuring a smooth, seamless transition for our client’s business and staff. Sodexo also has the expertise to prepare an existing facility or future projects for LEED certification.
**Purchasing (strategic sourcing, supply management):** We use a strategic sourcing process that aligns with the business needs of our operating client segments to ensure that we are helping our clients achieve their strategic and business goals. Our sourcing process considers all facets of spend management, emphasizing how to increase our overall value while partnering with suppliers to mitigate risk. We can help with competitive pricing on high quality food, services and supplies products in addition to both national and regional distribution services.

**Real Estate Services and Advisory:** We offer this product through a partnership in real estate. Several hospitals, especially large ones, own several buildings and have tenants of the hospital facilities they own as well as tenants of hospitals they do not own. Our approach is to bundle and leverage the hospital’s real estate management of property and leasing agreements with our estate and our breadth of products and expertise in facility, capital, projects and energy management.

**Reception Desks:** We manage switchboard and telephone directories, direct guests and maintain parking and paging systems.

**Remote Monitoring and Control:** Monitor critical building information at a centralized location staffed by technical experts in energy demand and HVAC.

**Remote Site Management:** Sodexo operates in hundreds of remote locations across the United States, providing service and support to ensure our clients and customers are comfortable and safe. We also provide procurement and logistical support for customers, including military bases in Korea.

**Renovation:** We work through the entire lifecycle of a project, including design, engineering, vendor selection, construction and commissioning; and develop capital infrastructure plan that maps a path for upgrading facilities in the most cost-effective planned manner.

**Reprographics & Copy Centers:** Services include printing, collating, binding, and document storage needs.

**Retail Systems:** At each stage of a consumer’s interaction with Sodexo’s wide-ranging comprehensive service offers we have an opportunity to embed targeted, contextual technology solutions that raise the level of engagement consumers have with our services and our people, while providing them with valuable quality of life benefits.

- Halo
- miExperience
- Integrated Retail Systems
- Hermes
**Roofing:** Roofing is a comprehensive asset management strategy that delivers cost savings, improved roof life expectancy and increased return on investment.

**Security:** Our unarmed, professionally trained security guards provide safe and secure settings for staff, visitors and property in a professional and discreet way.

**Service Response Center:** The Service Response acts as the central-point-of-contact for support services by providing one-stop-shopping for service request delivery. Customers can access the Service Response Center via telephone, computer order entry systems or Interactive Voice Response (IVR) technology.

**Service Vouchers and Cards:** The new services include recognition program consulting and design, additional reward and gifting products, and the Sodexo Performance Suite Software, which is used to manage recognition programs and develop metrics to track the return on investment. Recognition Specialists have the expertise to use these new options as they create tailor-made programs aligned with a company’s culture and targeted to deliver measurable results.

Additionally, Motivation Solutions offers two options for clients to select the perfect gift for any type of audience. The new Open Pass Incentive Gift Card features an extensive network of stores, restaurants, and facilities. In addition, Sodexo’s Esteem Pass series of multi-retail cards now includes a new practical theme called the “Every Day” incentive gift card. It features shopping options such as grocery stores, drug stores, and affordable restaurants, complementing the “Memorable Moments” incentive gift card which can be used at a variety of leading nationwide retailers, specialty stores and restaurants.

**Shipping & Receiving:** We handle, inspect, and document packages through a safe and expeditious program, and ensure shipping is done seamlessly and effortlessly.

**SodexoMAGIC:** Commitment to the greater community is the foundation that supports SodexoMAGIC. Working together, we continue to make strides in addressing issues that relate to the customers and communities we serve. We are committed to supporting holistic local and national initiatives, reinvesting, and stimulating economic growth and sustainability.

**Sports Field Maintenance:** We provide year-round turf management with properly lined and expertly maintained playing fields; our sports field maintenance teams maximize safety while promoting peak athletic performance.

**Sustainability Planning:** We are committed to developing and implementing innovative and streamlined ways to reduce energy consumption and greenhouse gas emissions, conserve water, promote responsible waste management and reduce the use of toxic chemicals. We’re also working to create and advance new models of sustainable community development. These efforts result in reduced carbon footprint and improved satisfaction and recognition in the community.
Technical Sales Support: An internal resource available to all client segments to help strengthen development of new technical facility management opportunities from proposal strategy consultation to site visits.

Tutoring Services (Online 24/7): Tutor.com is an online, real time, interactive tutoring service for students needing extra assistance with their class work. It provides highly trained professionals, 24 hours a day, 7 days a week so student can get the help when they need it, just in time.

Valet Parking: Front door and lobby services, valet parking, personal concierges, and other services ensure patients and visitors feel taken care of from the moment they arrive.

Vending: Technology is at the heart of our vending solutions. We deliver custom products and services to meet clients’ overall food and beverage needs. Our exclusive Vending Web Management site tracks sales, turnover, problems and solutions, and buying trends that increase transparency and build strong partnerships.

Warehousing Management: Warehousing makes it easy to safely store information and provides retrieval, disposal, and furniture inventory services. Our data centers will also safely store and organize documents and enforce corporate information access policies.

Wellness Solutions (cross segment): Through strategic research and industry insight, we develop a variety of wellness programs that provide tools and initiatives designed to benefit the mind, body and overall health. This Includes:

- Mindful
- My Fitness Pal
- Fit Bit
- Offer Development

Workplace Solutions: The organizational strategy and integrated service solution that creates an exemplary workplace experience by building on four key drivers that align the workplace, work style and lifestyle needs of the organization and its human capital.