

FACILITY MANAGEMENT AT A GLANCE – 2017 NORTH AMERICA



COMPANY DESCRIPTION

Sodexo is a world leader in Quality of Life Services. More than 133,000 Sodexo employees work to improve the Quality of Life for our 13,000 client sites and more than 15 million customers a day in North America. Sodexo partners with clients to help them attain their strategic vision by developing Facility Management (FM) service solutions that increase the effectiveness of their people, enhance their business processes, and optimize their infrastructure, which deliver tangible outcomes.

SODEXO GLOBAL REACH

Worldwide Revenues	\$22.18 Billion
Worldwide Locations	33,000 locations in 80 countries
Worldwide FM Revenue	29% of consolidated revenues
Worldwide Largest Employer Ranking	19th
Lives Touched Daily	75 Million
Number of Employees Worldwide	425,594
Global FM Market Share	Frost & Sullivan 2016 Future of FM Report, Sodexo ranked #2

NORTH AMERICA REACH

North America Revenues	\$9.8 Billion
North America Locations	13,000
Lives Touched Daily	15 Million
Number of Employees	133,135
North America Facilities Management Locations	2,800
North America Facility Management Sq. Ft.	688,000,000
North America Integrated Facilities Management market share	Frost & Sullivan 2015 Analysis of the North American IFM, Sodexo Ranked #4

COMPREHENSIVE FM SERVICES SCOPE

Soft FM Services

Custodial (Housekeeping, environmental services, janitorial, etc.)
Security (Security guards, access control systems, security systems including CCTV and alarm systems, etc.)
Front of House (Helpdesk, switchboard, reception, visitor management, etc.)
Mailroom and Document Management (Copy Centers, office mail delivery and management)
Grounds Management (Landscaping, snow removal, irrigation, sports field and pest control)
Waste Management (Includes recycling and all forms of waste removal)
Conference Services (Event planning and delivery of events)
Laundry (Includes clothing and linen procurement, rental and cleaning)
Transportation (Includes shuttles, patient transport, student transportation, fleet, etc.)
Health and Wellness (Fitness centers and other types of health programs)

COMPREHENSIVE FM SERVICES SCOPE (CONTINUED)

Hard FM Services

HVAC (On site and mobile)
Electrical (On site and mobile)
Plumbing (On site and mobile)
General Maintenance (On site and mobile)
Energy (Includes audits, utility management, renewables, procurement and any other service to manage energy)
Construction (From small renovations to constructing a new building or community)
Facility Automation (Includes remote monitoring, smart buildings, fire and alarm systems)
Asset Management (Includes capital planning, ISO 50001 and the Sodexo asset management system)
Command Center (Centralized contact center and work order management)
Equipment Maintenance (Includes all types of equipment such as medical, playground, kitchen and any other type of equipment)
Clinical Technology Management (Maintenance and repair of medical equipment and devices)

FACILITY OPERATIONS AND MAINTENANCE

Facilities Management Sites	2,800
Sites without Lost Time Accidents	Represents 113.7 million labor hours
Energy Utilities Actively Managed on Behalf of Clients	Over \$200M
Energy and Infrastructure Projects Managed	Over 500 Projects valued at \$1.1 Billion over the last 10 years
Buildings serviced by our mobile service technicians (HVAC and Roofing)	89,000
Remotely Monitored Equipment Points and Controlled by a 24/7 Command Center	325,000
Roofing area currently maintained	2,000,000,000 square feet
Kitchen and Dining Projects	Over 300 Projects valued at \$500 Million
HVAC Construction Projects	On average, 35 projects valued at \$13.5M per year
Facility Automation Construction Projects	On average, 520 projects valued at \$13.5M per year
ISO 55001 Asset Management Standard	Sodexo is one of the first FM services providers to offer a global asset management service in compliance with ISO 55001 , receiving accreditation for its global asset management framework

CLIENT SEGMENTS

Corporate	Government
Schools	Health Care
Universities	Energy and Resources
Seniors	Sports and Leisure

TECHNICAL EXPERTISE

Facilities Managers	2,581
Total Hard FM Employees	2,573
Electricians	132
HVAC Technicians	240
Plumbers	56
Stationary Engineers	294

TECHNICAL EXPERTISE (CONTINUED)

General Maintenance Technicians	1,702
Energy Managers	22
Construction Managers	127
Total Soft FM Employees	17,621
Custodians	14,763
Groundskeepers	459
Security Officers	108
Laundry Service Workers	576
Audio Visual Technicians	92
Transportation/Logistics Workers	1,623
Call Center/Customer Service/Help Desk Agents	44
Environmental, Health & Safety Professionals	40
Mobile Service Vendor Network (HVAC and Roofing)	6,900 vendor partners
Degreed Engineers	248
Licensed Professional Engineers (PE)	14
LEED Accredited Professionals	11
Certified Energy Managers (CEM)	14
Managers who possess a Facility Management industry recognized credential	133

TRAINING AND EDUCATION

Employees Trained in 2016 Comprising Orientation, Safety, Sales, Diversity, Performance Management and EEO/AA	133,276
Types of Training	11% Classroom and 89% In House (comprised of online and webinar completions)
Annual Training per Employee	22.5 hours
U.S. Department of Labor OSHA 10 Hour Training	2,183 managers with 10-hour certificate
Third-party Health and Safety Assessments Conducted	4,361

BETTER TOMORROW 2025/CORPORATE RESPONSIBILITY

Better Tomorrow 2025 was developed in accordance with the Sustainable Development Goals (SDGs) created by the United Nations. We have nine commitments to guide our journey to 2025.

Sodexo's Stop Hunger works across six continents to address hunger globally. In 2016 alone, 113,000 volunteers in Sodexo's ecosystem distributed 5.7 million meals.

Sodexo is committed to reducing food waste and conserving energy and water. So far, nearly 90% of Sodexo sites have implemented equipment and processes to reduce organic waste. We have established a global program, WasteWatch – powered by LeanPath – which helps to identify causes and define action plans to prevent waste. Sites implementing WasteWatch can reduce food waste by 45% in two to six months.

Sodexo has saved its clients over \$6M and 33M pounds of carbon dioxide (CO₂) equivalent emissions through implementing elements of a carbon emissions reduction program at thousands of our accounts.

Sodexo is the world's 19th largest employer and 54% of our employees are women. Today, women represent 50% of our board and 30% of our Group senior executives. We are working to increase the number of women in leadership roles to 40% by 2025 and boost equality in facilities management.

Sodexo manages 363 ISO14001, LEED, HQE or Energy Star certified sites.

BETTER TOMORROW 2025/CORPORATE RESPONSIBILITY (CONTINUED)

In 2016, for the 12th year in a row, we are ranked first on the Dow Jones Sustainability Index for our sector, and number one for consumer services companies for the 3rd year in a row.

CDP (formerly Carbon Disclosure Project) rated Sodexo with A- in its Global Climate Change Report 2016.

Sodexo has received Gold Class distinction for excellent sustainability performance by the Robeco Sustainability Asset Management (SAM) "Sustainability Year Book 2017" for the 10th consecutive year.

Sodexo is recognized by World Economic Forum for its Corporate Sustainability Practices.

Sodexo is named by USDA and EPA to the inaugural class of the US Food Loss & Waste 2030 Champions.

Sodexo is #6 on DiversityInc's 2017 Top 50 Companies for Diversity list. 2017 marks our 9th year being recognized as a top 10 company on the list.

AWARDS & RECOGNITION

100 Diverse Corporate Leaders in STEM publication

Recognized by STEMconnector® in STEM education and careers.

Asset Management Achievement Award

The first outsourcing company recognized by the Institute of Asset Management for excellence in the management of physical assets and infrastructure.

Unilever's 'World Class Service & Quality' Award

Sodexo was named a 2014 winner for the roll out of a global Facilities Management Transformation program.

