

A LEADER IN QUALITY OF LIFE SERVICES

Global Company



80 countries

North American Reach



15 Million customers



13,000 locations



133,000 employees

Approach

“I’m absolutely convinced that placing people at the heart of business strategy is the only way to create sustainable value. Innovation, financial strategy – these are pointless if they aren’t also backed up by a long-term vision of how we need to contribute to the global progress of the local communities and societies in which we operate.”

Michel LANDEL
Chief Executive Officer
Sodexo Group

Value

Waste management is seen as a top collaboration opportunity for Sodexo by **5 out of 6** of our client segments.



TAKING ACTION

A Few of our Efforts

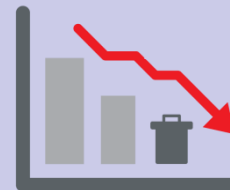
Waste		Purchasing			Energy and water
Organic	Non-Organic				
Stop Hunger/Food donation	Waste toolkit	Sustainable products	Fair Trade coffee	Cage free eggs	Sustainability Management and Reporting Tool (SMART)
WasteWatch by LeanPath	Packaging toolkit	Local purchasing tracking tool	On site gardens	Plant forward menus	Energy toolkit
Food Recovery Challenge	Reusable to-go containers	Supplier diversity	Adopt a farmer	Sustainable seafood	Utility expense management service

Impact across our business



**stop
hunger**

Donated **4.7 million** recovered meals in FY16 with Stop Hunger



92% of accounts taking action to reduce food waste

WASTE REDUCTION APPROACH



RAISING AWARENESS

Influence
the behaviors of our customers and employees



IMPROVING PROCESSES

Upgrade equipment and processes to drive operational efficiency



MEASURING IMPACT

Measure pre and post consumer waste and determine where we can improve



SHARING EXPERTISE

Engage clients and partners to reduce waste throughout our communities

WASTEWATCH: OVERVIEW

What is WasteWatch by LeanPath?

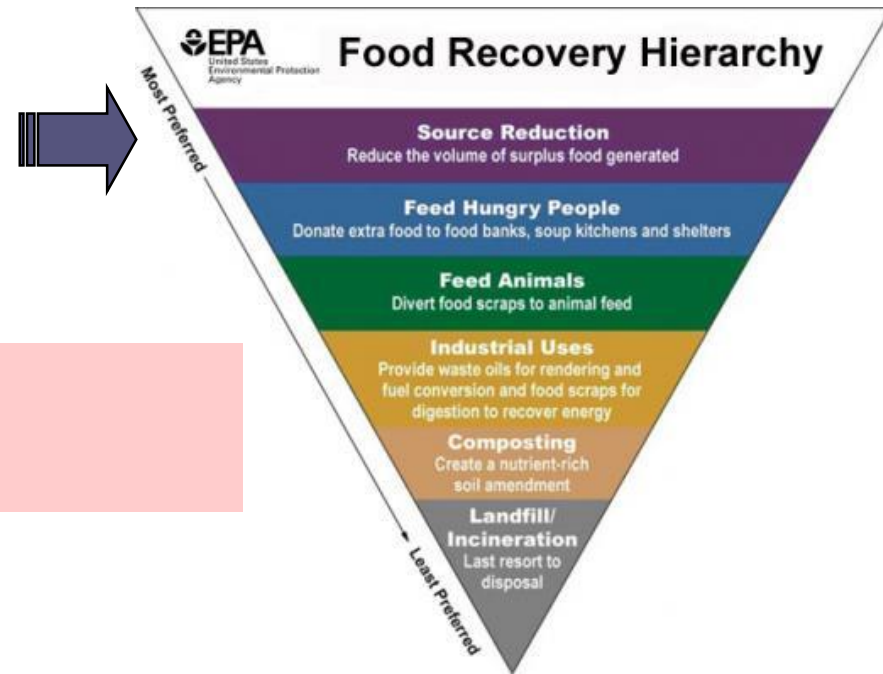
WasteWatch by LeanPath is how Sodexo measures and tracks pre-consumer food waste food in our food services sites around the world. Knowing how much we are wasting shall provide guidance into taking actionable practices with an intention to reduce waste overtime through better awareness.

Aiming High

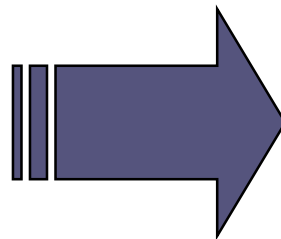
WasteWatch by LeanPath addresses the highest tier of the EPA's Food Recovery Hierarchy, the best way to prevent food waste

Approximate impact

45% Reductions in pre-consumer food waste



WASTEWATCH: BUSINESSCASE



Reduced Food Purchasing Cost

Reduced Waste Management Cost

Improved operational efficiency by not over producing

Aligns with our Better Tomorrow 2025 strategy

Improved Employee Engagement

Supporting our Client's sustainability goals

WASTEWATCH: WASTE CATEGORY

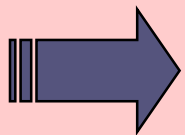
Organic

- Certified compostable items
- Coffee grounds
- Flowers
- Food
- Lawn trimmings
- Cardboard
- Paper

Non-organic

- Foil
- Glass
- Plastic
- Construction debris
- Furniture
- Paints and chemicals

Where Organic Waste is Generated



Back of house (pre-consumer /kitchen) waste is produced from over-ordering, overproduction, trim waste, expired items/spoilage, contamination, burned/dropped items, etc.

Front of house (consumer) waste is produced from consumers throwing out uneaten food, packaging, supplies and other materials.

WASTEWATCH: ORGANIC WASTE TYPES

“Pre-Consumer” Food Waste Types

Edible food waste

Non edible food waste

Over Production

Surplus cooked food and prepared meals that have not been sold or plated.

Preparation

Un-cooked food waste generated during food preparation, such as fruit rinds, vegetable scraps, meat trimmings, etc.

Out of Date

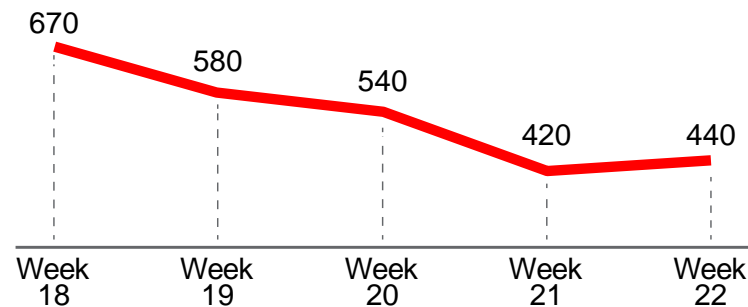
Not fit for consumption food waste generated from expiration, contamination, burning.

WASTEWATCH: PURPOSE

Purpose

- Sites have a concrete quantitative & qualitative waste management system.
- Sites measure and track the amount and types of wastes created.
- Sites identify waste reduction, reuse, and other opportunities.
- Sites define a waste minimization objective and action plan.
- Sites track progress against the action plan.

**Total Pre-Consumer Waste (Liter) Collected
(e.g. in 5 weeks)**



WASTEWATCH: METHODOLOGY

How WasteWatch works

1. Collect



Use buckets as bins to collect kitchen food waste from different areas based on waste types.

2. Measure



Measure volume of waste from the calibrated buckets daily and log on daily recording sheet or through Zap tablet

3. Report and Train



Use reports provide by LeanPath to train employees and purchasers to reduce pre-consumer waste

CASE STUDY – CORPORATE SITE OVERVIEW

WasteWatch program identified as opportunity in 2012

Types of data collected

- Pre-consumer edible food waste
- Pre-consumer non-edible food waste
- Dishwashing food waste (not included into this case-study)

December 2012

- Purchase of clear transparent containers
- Data collected through manual process

January 2013

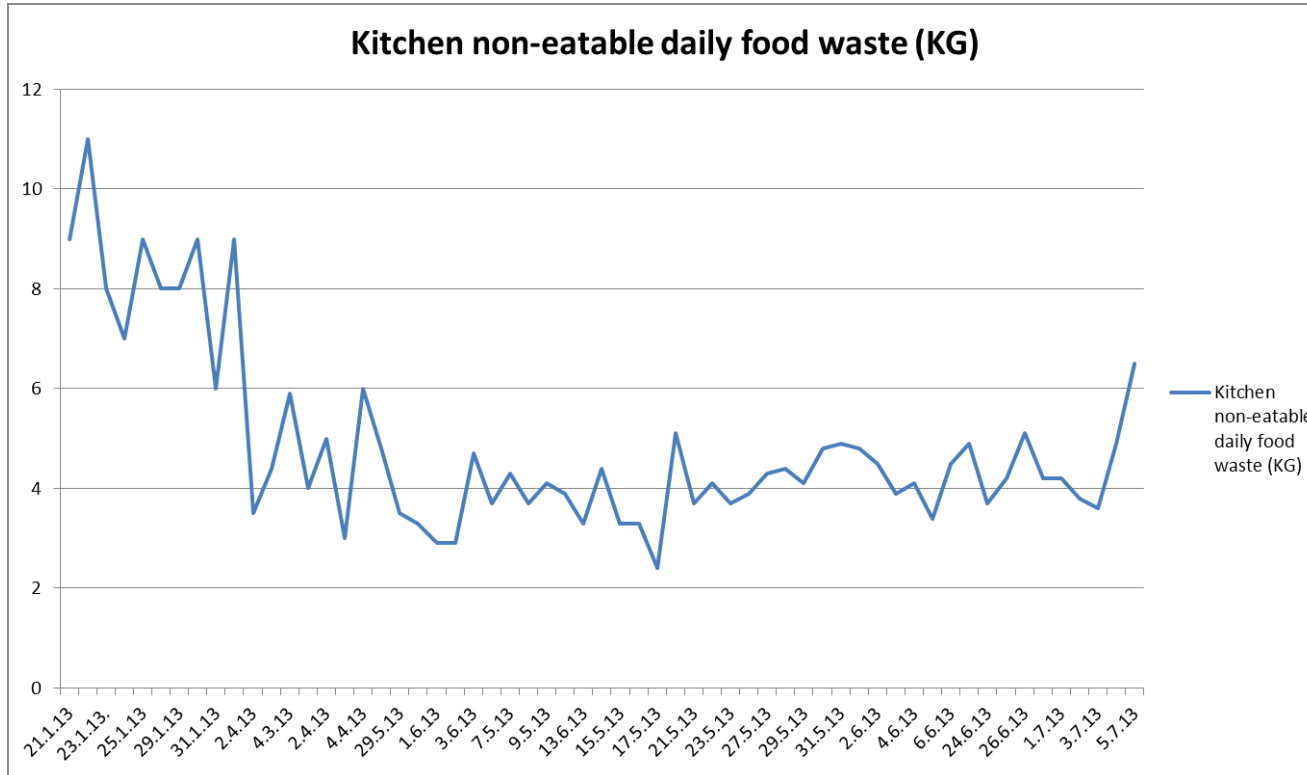
- Program kicks off and tracking begins

Summer 2013

- Analysis of first results + building case study

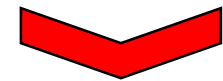
CASE STUDY – CORPORATE SITE RESULTS

Results observed on Sodexo non-edible food waste



Average non-edible food waste Jan-Apr: 6.37Kg per day

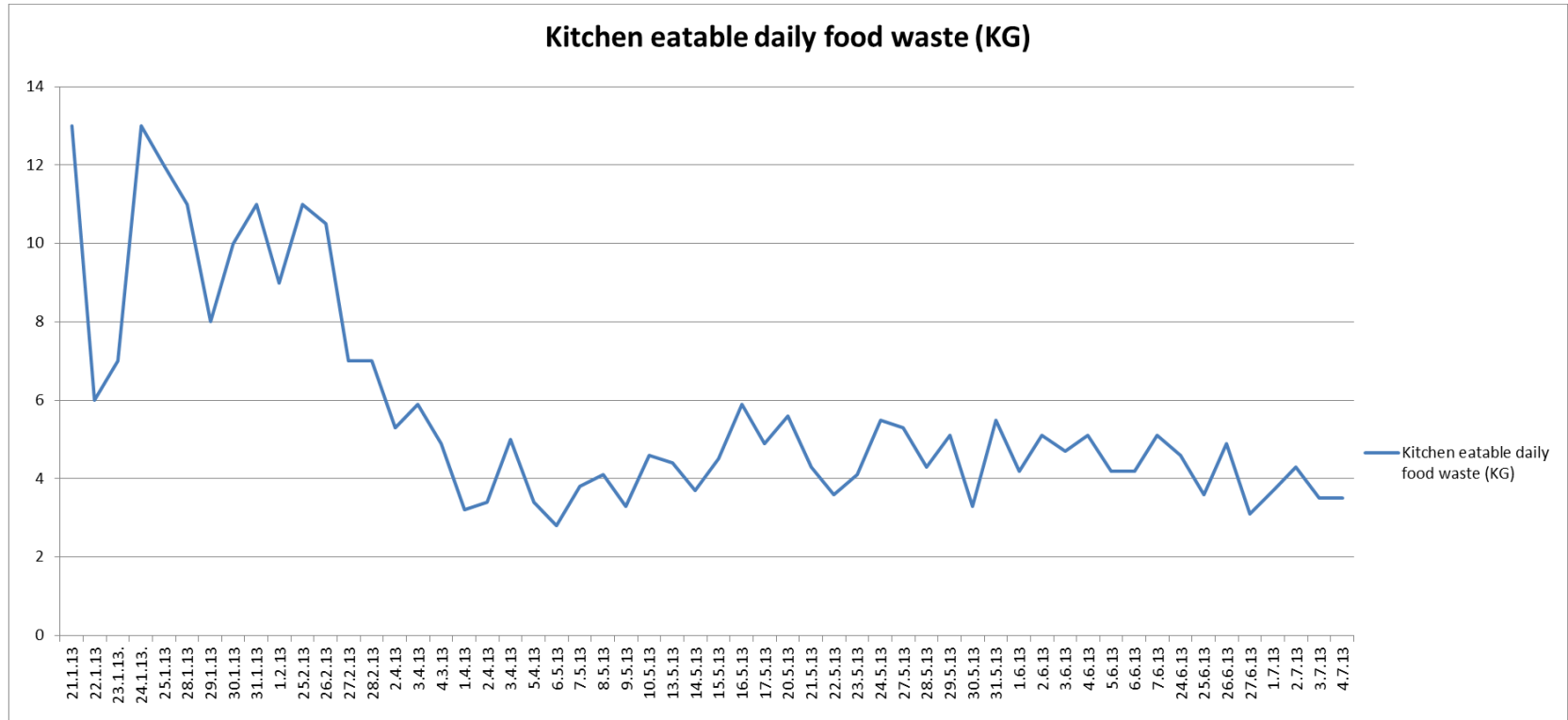
Average non-edible food waste May-July: 4.1Kg per day



36%
reduction of
non-edible
food waste

CASE STUDY – CORPORATE SITE RESULTS

Results observed on kitchen edible food waste



Average edible food waste Jan-Apr: 7.9Kg per day

Average edible food waste May-July: 4.4Kg per day



45% reduction of edible food waste

CASE STUDY – CORPORATE SITE ACTIONS

Example of actions implemented to reduce waste on site

- Staff awareness training
- Data is presented to the staff at the weekly brief on the performance to date to see how their actions have an impact on the results
- Visible batch cooking methods re- introduced to the production team
- Satellite coffee bars production monitored to ensure production matches current sales trends.
- Friday patronage is very low on site so to ensure display counters for salad / deli products look full we have had plastic dishes made to fit into the containers which means we only half fill them but to the customers aesthetically they always look full.



WHAT WE LEARNED

Key elements for a successful program

- **Buy in:** Ensure leadership buy in at all levels
- **Business Case:** Develop a strong business case for any programs that are rolled out
- **Training:** Create a strong employee training program that is simple and quick
- **Simplify:** Simplify the 'why' and speak to your audience
- **Tell a story:** Tie the efforts back to your organizational mission and what your employees care about
- **Operational efficiency:** Make sure the program is cost effective and easy

Challenges

- **Turnover:** Re-training new employees
- **Measurement:** Rolling up data from haulers and understanding your waste stream
- **Communications:** Telling the complex story of waste to consumers
- **Inconsistency:** Infrastructure and regulation varies across the country – no one size fits all solution
- **Packaging waste:** Understanding what packaging waste extends shelf life and what can be eliminated