



VITAL  
SPACES

sodexo\*

**FM Trends**

**Today & Tomorrow**



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**Abbreviation Expansions:**

FM - Facilities Management | ESG - Environmental, Social and Governance | GSA - Global Strategic Accounts  
IFM - Integrated Facilities Management | HSE - Health, Safety & Environment | CR - Corporate Responsibility

**From Kitchen to Table:**

A culinary odyssey of 25000 daily meals

Centrally located in Hyderabad's Hitex to handle seamless bulk meal production for multiple corporate offices which lack onsite kitchens, Sodexo's MasterKitchen is a testament to our commitment to providing our clients and their employees with an improved dining experience.

The state-of-the-art kitchen is equipped with robust tech-enabled solutions and infrastructure, enabling it to deliver over 25,000 meals daily. It is poised to address the longstanding issues of providing nourishing office meals with consistency in quality, variety and customisation for enhanced employee engagement and experience.



What makes this unit a **Masterkitchen?**

**OUR 3CS**



**Dining Options:**

- Breakfast
- Lunch
- Hi-tea
- Dinner
- All-Day Munch
- Tea & Coffee
- Refreshments
- Events

## Waste Not, Want Not

Our annual WasteLESS week celebration encourages actions that reduce environmental impacts at client sites, promote sustainable sourcing practices and optimise natural resource consumption. Among the initiatives were:



**Trash Chef Challenge:**  
Creating delicious recipes from food waste.



**Food Reduction Challenge:**  
Reducing food waste at sites through innovative ideas.



**Waste2Worth Challenge:**  
Transforming waste into something useful.



**Best practice sharing on Waste Reduction:**  
Creative ideas to reduce overall waste at sites.



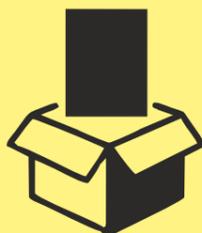
**Engagement Activity :**  
Creating awareness on reducing waste.

This year we witnessed a remarkable number of participants including clients and consumers, share their amazing ideas to reduce waste.



We hope our continuous efforts inspire everyone to **waste less and conserve resources** by way of eliminating **single-use plastics, using less water, switching to sustainable/recyclable resources, environment-friendly cleaning chemicals** and materials and controlling food waste through the WasteWatch program.

### Donation Drive:



To celebrate Diwali with a social impact we organized a donation drive from **30<sup>th</sup> Oct to 8<sup>th</sup> Nov 2023** in all our offices across the country (**8 offices**).

The donation would benefit more than **1000 beneficiaries**.



# A WELL Health-Safety Rating That Tipped the Balance for Our Clients.

It all started with the Eat RIGHT certification and LEED certification. And now the world is moving towards WELL certification. Are you there yet?

Walking you through our journey with a Fortune 500 global pharma company that led to its being WELL Health and Safety Rating certified.

Over 7 months, our team's niche capability enabled the British biopharma giant to secure the WELL Health and Safety Rating. The Well HSR largely focuses on policy and process-based standards to enhance and elevate health and wellbeing within the workplace. Sodexo's expertise is built in the Healthy Workplace and Employee Wellbeing space not just in India and APAC but globally within Sodexo. It was during this journey of identifying and looking for solutions, being their valued partners for 9 years, that we extended our support in this scope as well.

*Our experts are among the top 20 who are fully qualified with the certifications in this space globally.*

## What we did:

For the client's APAC, we focused on HR and Workplace policies with an optimal level of process-level strategies in order to ensure that any chosen WELL HSR strategy is applicable consistently across all **15 countries** in the scope.

As part of the process, we on-boarded regional and local teams and conducted a gap analysis to assess readiness at a site level, followed by the documentation process and evidence creation, and rounds of initial and final submissions.

We drafted over 200 pages of the client's APAC policies, processes and guidelines in compliance with the Well requirements within 15 Well Features including emergency preparedness plan, health entry requirements guidelines, mental health recovery policy, health and wellness policy, respiratory particle exposure reduction guidelines and more.

## Impact of the Rating

With achievements in WELL, our client can quantify their environmental, social, and governance (ESG) impacts, making it easier to report progress and compare with global peers. Inspired by the successful certification in APAC, the company's units in EMEA and NORAM have shown a growing interest in the WELL initiative.

### FOR THE CLIENT:

- Promote health through WELL features.
- Attract and retain top talent, clients and investors.
- Return on investment.
- Lead the industry as a people-focused organisation.

### FOR THEIR EMPLOYEES:

- Health-focused environment.
- Enhanced sense of community & connection to nature.
- Improved satisfaction and happiness at work.
- Increased productivity and wellbeing.



This WELL achievement has set a precedent, encouraging other regions within the company to follow suit, and positions Sodexo as a trusted partner in the journey to workplace excellence.

### How Can Sodexo Help:

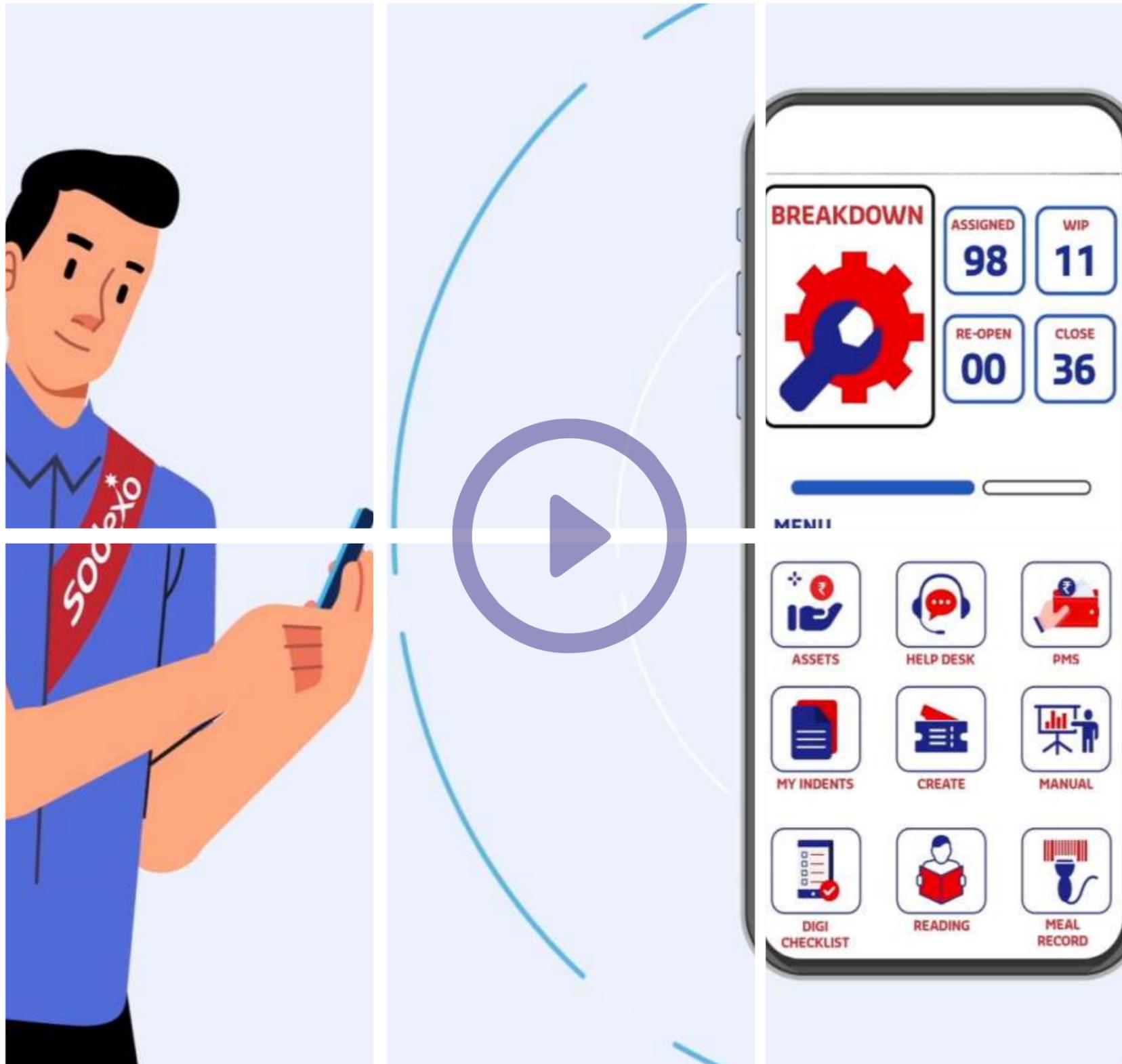
*We can help our clients undergo the WELL Certification or any of the WELL Ratings systems (HSR and DE&I) for their individual offices or at a portfolio level.*

## What is WELL

IWBI's WELL Health-Safety Rating focuses on operational policies, stakeholder engagement, maintenance protocols, and emergency plans. Achieving this rating assures stakeholders of an organization's dedication to their well-being, fostering trust, and enhancing a facility's reputation. <https://well.support/what-is-the-well-health-safety-rating~570c1a12-6362-41a5-a9a0-e0029f7e8b0a>

# FM in Your Hands!

One App. One Team. Sodexo's IFM Solution



With the expanding scope of facilities management, it has become more pertinent for organisations to adapt to the ever-changing business landscape. The current-day FM services encompass the incorporation of technology, sustainability and employee wellbeing. Technology that allows for real-time monitoring and proactive maintenance has become integral. Therefore, our focus was on developing an all-in-one solution for digitalising and streamlining the entire workplace experience. SoCampus is an end-to-end IFM app designed to revolutionise the way our clients, employees and consumers experience FM services while at work or otherwise.

## What's in it for our clients?

### Customisable, Safe and Secure Environment

- End-to-end IFM services management solutions
- Live dashboard with equipment status
- Real-time monitoring and control
- Better communication and collaboration
- Single platform for all compliance repository
- Transparency and visibility on the entire equipment maintenance history and inventory.

## What's in it for our consumers?

- **Help desk:** to raise queries and report issues quickly
- **Booking for amenities and facilities:** seamless reservations.
- **Workspace information:** Directory at their fingertips.
- **News and updates:** Real-time announcements and events updates.
- **Key contacts for support:** Quick and easy access to support personnel.
- **Food ordering:** ease of ordering and payment through app.

## What's in it for our teams?

SoCampus enables our teams to support our clients with:

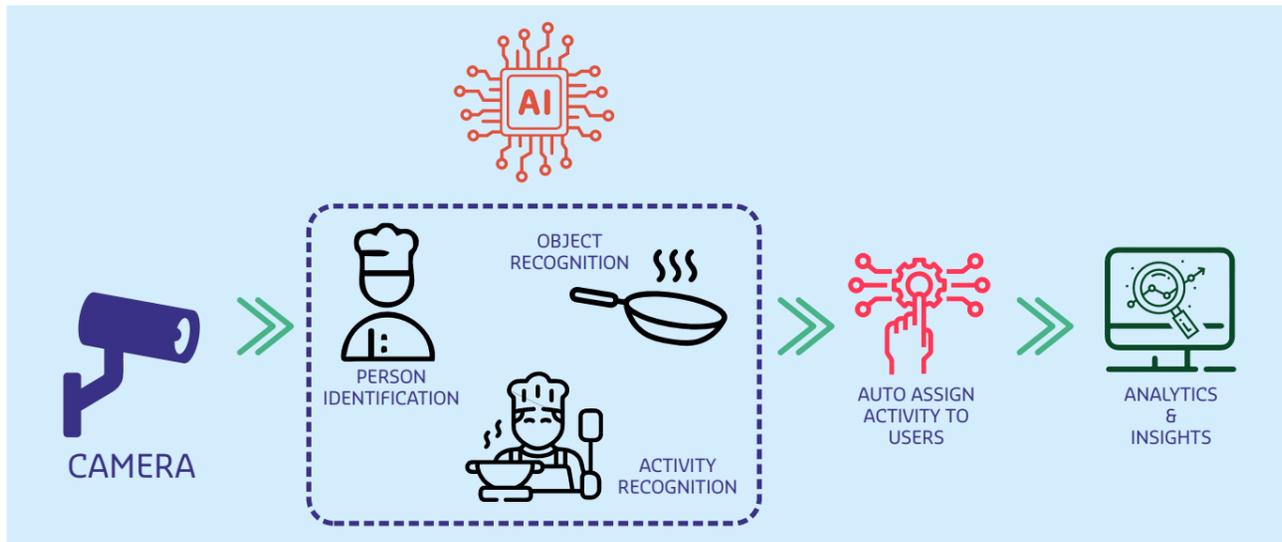
- Inventory management and tracking.
- Complaint management and tracking.
- Realtime DOA- faster and easier approvals via App notifications.
- Actionable risk alerts/reminders in the app.

# How AI is Transforming the Food Landscape

In the past decade, a growing global interest in AI and business automation has picked up momentum. It is rapidly transforming the food service industry and its role in Health and safety practices is becoming increasingly significant. Human interpretation of safety equipment and behaviours can vary, making it difficult to manually monitor and ensure compliance in large sites where thousands of meals are prepared daily. Automation can help to address this challenge of fatigue monitoring and tracking HSE violations in real-time to prevent incidents.

Sodexo is leading the way with the implementation of an AI-powered system to monitor for safety violations in day-to-day food operations where our food services are deployed. This system is preprogrammed to detect critical safety violations such as a missing and appropriate usage of the hairnet or gloves, and hand washing to begin with and can be programmed to track further safety violations. By identifying and addressing these violations quickly, we can help to prevent safety incidents.

## Process Flow:



Using AI-powered solutions to identify and mitigate food safety risks, improve employee hygiene, prevent cross-contamination, and ensure food quality is more important than ever due to growing consumer demand for food safety, and strict regulatory requirements. With this system, we aim to bring about the right behavioural changes and minimise and eliminate the number of safety-related incidents. It has now been piloted at a number of our leading manufacturing

sites where food is served in large quantities, and we are progressively deploying at our large sites where the requirement arises. This system is part of our commitment to Zero Harm mindset and safety at all times.



## Salient Features:

- Digitalised food safety monitoring and enhancing remote monitoring
- Automated process compliance
- Reduce cost of monitoring
- Reduce the cost of non-compliance
- Increase adherence to workplace productivity, security and other sops
- Trend analysis of overall issues & data management
- Helps in the investigation process

# Happy Additions



## Sodexo India House

Nesco IT Park Tower 4, 5th Floor, South 'A' Wing, Off Western Express Highway,  
Goregaon East, Mumbai - 400063, Maharashtra



It all starts with the everyday