



# Empowering Workplace Transformation

Revitalising Your Spaces and Your People

# A New Worklife Dynamic

The global pandemic accelerated change in every industry. It simultaneously impacted the global economy, local markets and the ways people socialise and work with each other. And as millions began working from home or alternate work sites, the lines between homelife and work blurred. Consequently, business leaders grappled with these new challenges – seeking solutions that help their business grow in the current economic structure while also supporting employees in all the spaces they do work.

In this transformed world, organisations will prosper by creating physically and virtually connected experiences that enable people to thrive in a blended worklife dynamic. The workplace now exists within and beyond its traditional four walls, and must be more flexible, dynamic and scalable.

The spaces in which we work have never been more vital. **Now is the time to think strategically about these workspaces and be prepared to support your people no matter what tomorrow brings.** As your partner in workplace

transformation, we can make this possible—with Vital Spaces.

**Vital Spaces is a systematic approach that empowers you to transform your workplace and plan for shifting futures. Together, we optimise experiences and spaces with services that enable people to be productive anywhere they work.**

Vitality in your business is central to sustainable recovery and growth. It's about having the ability to adapt and flourish. We can help you strengthen the vitality of your business, your teams and your culture by enhancing employee connectedness, productivity and experience in every space people do work. Our services are designed to optimise costs, prioritise sustainable business practices and address the needs specific to your organisation.



**“ Whilst traditional models of FM and food at work are still key components of what we do, Vital Spaces takes us further, allowing us to bring together a compelling blend of services through which we can support clients with a 360 degree, people-centred approach to their workplace and employee experience.**

**Julie Ennis**  
CEO Corporate Services,  
Sodexo UK and Ireland



# Building Vitality in All the Spaces That Matter to You





Vital Spaces encompasses traditional services for food and facilities management, but also **addresses the evolving workforce challenges that come with new hybrid, flexible work models.**



Optimised  
space



Elevated  
brand image



Supported,  
connected teams



Improved efficiency  
and productivity



Support nomadic  
work practices



Talent attraction  
and retention



Reduced total  
cost of occupancy



Access to partners  
and resources to  
solve any challenge



Motivated and  
empowered teams



Enhanced  
company culture  
and employee  
engagement



A seamless, connected  
solution for all aspects  
of workspace planning  
+ management



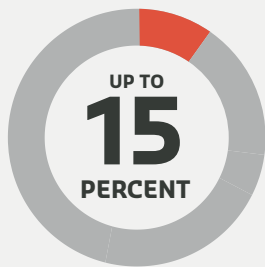
Sustainable,  
social practices

# Changing Needs and Challenges in the New Worklife Dynamic

Businesses worldwide are facing new challenges in the wake of the current social and economic environment. Your success in the new work world will depend on addressing these pressure points with thoughtful strategies and strategic partnerships.

## ① Revenue Restoration/Replacement & Brand Confidence

Re-establishing revenue sources impacted by the economic downturn and creating new income streams is essential to rebuilding stakeholder, consumer and employee confidence in your business.



**35% of US consumers were optimistic or very optimistic about economic conditions after Covid-19, and just 10-15% in Italy, France, Spain, and the UK (McKinsey).**

## ② Health, Safety & Environmental Well-being

Your employees are undoubtedly concerned about their health and safety at work.



**81%**

**expect their employers to keep them safe while at work with proper sanitation and safety measures (Harris).**

The pandemic has also created a renewed focus on protecting the environment as two-thirds of citizens worldwide agreed climate change is as serious a crisis as coronavirus ([Ipsos](#)).

## ③ Cost Reduction & Avoidance

Reducing costs and eliminating unnecessary costs is essential for businesses grappling with decreased revenues and economic recession. Optimising costs allows your organisation to remain agile while the economy and market demands continue to be unpredictable.

## ④ Employee Productivity, Collaboration, Work from Home Virtualisation & Support

With employees in various locations across the globe, connecting and supporting your workforce has never been more important. The top drawback cited by employees working remotely was lack of social interaction with colleagues ([Harris](#)), so we must rise to the challenge of integrating virtual and physical workspaces to enable collaboration and productivity.

*Continued...*

Disclaimer: Based on the results from a series of surveys conducted by Harris Interactive, including questions commissioned by Sodexo.

## ⑤ Space Optimisation & Consolidation

Your employees' physical workplace needs are changing, which means how to best use the space at your offices and work sites is also shifting.



56% of CEOs are reducing or considering reducing office space (EdenMcCallum). Therefore, strategies that reduces real estate or create adaptable, multi-use spaces can significantly decrease your operating costs.

## ⑥ Talent Attraction, Retention, Employee Engagement & Culture

As your employees are adapting to blended work environments, they are expecting more flexibility and consumer-like benefits to support their new worklife. In order to attract and retain top talent, we are challenged to find ways to keep company culture strong and maintain a healthy level of employee engagement.



In a global study, health/wellness benefits and food and beverage benefits were among the top 5 most desired benefits (Harris).

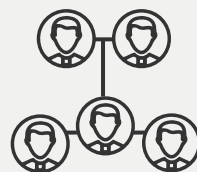
## ⑦ Digital Transformation & Enablement

Whether working from home or at a remote offshore location, your employees need reliable connections to the networks they use and to each other—which may mean restructuring or upgrading your technology stack.

In a recent Harvard Business Review Analytic Services **survey**, communications tools (74%), remote work tools (73%) and collaboration tools (67%) were the top-cited technologies considered “very important” for getting work done efficiently.

## ⑧ Flexibility: Agility to Manage Change

The pandemic has been a true test of adaptability, demonstrating the advantages of having agility in your business models.



# 98%

of executives say they plan to redesign their organisations to make them fit for tomorrow, focusing on strategies like layering or moving toward a matrixed structure (Mercer).

**Vital Spaces  
Builds Vitality for  
Businesses and the  
People that Power  
their Success.**

# Vital Spaces Services



## WORKPLACE STRATEGY

Our WorkPlace Strategy services help you deliver on your business goals with an outcome-focused approach to workplace planning. We listen to your vision, then partner with you to create a strategy that will optimise your spaces, energise your employees and be adaptable to changing needs.

- WorkPlace Advisory
- Transformation



## WORKPLACE DESIGN

Our WorkPlace Design services create productive and inspiring spaces to connect and empower your teams. We start with a deep analysis of your employees' journey, needs and preferences, then build smart designs that provide the best experience for your people and maximise the functionality of your spaces.

- WorkPlace Experience Design
- Design & Build



Wx, Sodexo's workplace experience consultancy, is designing the workplace of the future using Sodexo's headquarters in Paris as a test lab. The goal of SodexoLab is to improve the quality of life in our workplace with a strong focus on social interaction, digital solutions and sustainability. Sensors accurately measure workplace utilisation and facilitate use of spaces based on the new and evolving ways we work together.



## WORKPLACE MANAGEMENT

Our WorkPlace Management services provide safe, engaging and sustainable environments—everything you need to make work ‘just work.’ Our teams keep your workplaces running smoothly and ensure a workday free from distractions. We stand ready to adapt to shifting needs and respond promptly when issues arise.

- WorkPlace Services
- Support Services
- Corporate Social Responsibility
- Regulatory & Compliance
- Asset Management & Planning

**“ With the help of our Facility Management service provider, Sodexo, we have developed a ‘Sustainability Best Practice Guide’ that collates all UN Sustainable Development Goals, converts them into practical initiatives, and presents them in a digital, interactive book. Our teams have an accessible tool to guide us through various sustainability initiatives and how to apply them, so we can continue to make our buildings part of the solution, not the problem.**

**Mary-Louise Gray**

Regional Director - REGF EMEA at Microsoft  
([LinkedIn](#))

## WORKLIFE SERVICES

Our WorkLife Services deliver the thoughtful details that support life for people at work, helping them thrive. We help you create experiences—whether in an office, at home or a workspace in between—that go beyond your employees’ expectations to enhance their wellbeing, engagement and productivity.

- Food at Work
- Employee & Guest Services
- Work From Anywhere Services

### Food Transformation

Food production and delivery models are shifting and transforming as the majority of CEOs are reducing or considering reducing office space—and 98% are enacting or planning increased use of remote working ([EdenMcCallum](#)). Vital Space’s Food Fulfillment seamlessly combines on-site and off-site operations, technology and new food models like ghost kitchens to enable reduced space, optimised cost, enhanced sustainability and a better experience for your people. We deliver healthy, fresh food options to employees on-demand, wherever and whenever they work—in an office, at home or anywhere in between.



Sodexo worked with the Pfizer Hangzhou Site to deploy a new food model in three days. The no-touch food delivery covered not only the office building, but also the residential apartments where quarantined staff could access the service.



## WORKPLACE TECH & ANALYTICS

Our WorkPlace Tech & Analytics services use data-driven monitoring to assess and manage people, spaces and experiences. Using a variety of tools and technologies, we gather intelligence and provide actionable insights to help you optimise your total cost of occupancy and drive employee satisfaction.

- Technology Platforms
- Analytics & Reporting
- Predictive Analytics





# Vital Spaces Services



## WORKPLACE STRATEGY

*Delivering on your business goals with an outcome-focused approach to workplace planning.*

### WorkPlace Advisory

- Liquid Workplace & Real Estate Strategy
- User Experience & Design
- Workplace Wellbeing
- Environment, Sustainability & Energy

### Transformation

- Change Management
- Smart Building Strategy
- CSR & Sustainability
- WELL™ Building
- LEED / BREEAM



## WORKPLACE DESIGN

*Creating productive and inspiring spaces to connect and empower your teams.*

### WorkPlace Experience Design

- User Experience Assessment & Design

### Design & Build

- Space Programming & Configuration
- Architectural Design
- Project Management
- Fit Out & Refurbishment
- Moves & Changes
- Post Occupancy Analytics



## WORKPLACE MANAGEMENT

*Seamlessly managing safe, comfortable and compliant environments—everything needed to make a workplace 'just work'.*

### WorkPlace Services

- Technical Services & Engineering
- Cleaning & Security
- 3rd Places Management
- Space Management

### Support Services

- Laboratory Services
- Transportation
- Logistics Services
- Command Centre / Helpdesk

### Corporate Social Responsibility

- Energy, Utilities & Environmental Management and Projects
- Waste Management
- CSR Practices

### Regulatory & Compliance

- GXP / GMP
- Health & Safety
- Crisis Management and Business Continuity Planning

### Asset Management & Planning

- Life Cycle Investment Planning
- Building & Asset Surveying



## WORKLIFE SERVICES

*The thoughtful details that support worklife, helping you and your people thrive.*

### Food at Work

- Restaurants
- Retail, Convenience & Grab & Go
- Coffee & Beverage
- Food Delivery
- Hospitality

### Employee & Guest Services

- Concierge & Personal Support
- Health & Wellbeing
- Reception & Visitor Management
- Event & Meeting Room Management
- Benefits & Rewards Programme
- Travel & Expense Management
- Community Management
- Childcare

### Work From Anywhere Services

- Marketplace of Hybrid Work Services
- Food Aggregation & Delivery



## WORKPLACE TECH & ANALYTICS

*Helping you make faster, smarter decisions about your technology and spaces.*

### Technology

- Space Utilisation Measurement
- Environmental & Energy Consumption Measurement
- Asset Reliability Measurement
- Visitor Management
- Resource Booking & Mgt.
- Workplace and Consumer Apps

### Analytics & Reporting

- Space Utilisation Dashboard
- Environmental & Energy Consumption Dashboard
- Consumer Experience Analysis
- Asset Reliability Diagnosis
- Workplace Performance

### Predictive Analytics

- Predictive Space Management
- Predictive Environmental & Energy Optimisation
- Consumer Experience Optimisation
- Predictive Maintenance
- Workplace Analytics

To provide expert-driven workplace and worklife services and best practices to the **100 million consumers we serve daily**, Sodexo focuses on the following:





# People-Centered Approach

People are at the heart of Sodexo. Our people-centered approach is woven into all of our Vital Spaces solutions – from workplace design to worklife services and everything in between.

## Here's how we put people first:

- Develop a unique understanding of ever-changing employee needs using macro and individual insights
- Use technology to enable and connect people regardless of where they are working (flexible work sites, offices, home, etc.)
- Recommend ways to preserve and enhance company culture amidst nomadic workstyles
- Ensure spaces and experiences we create operate in service of people

## Tangible Results



**Healthy, safe and confident employees**



**Talent Attraction & Retention**



**Motivated and empowered teams**



**Enhanced company culture and employee engagement**





# 360° Optimal Experiences

Organisations that understand the strategic importance of all elements of workspace – and adapt their approach accordingly – attract, retain and motivate the best people. When your employees are empowered to do their best work, they not only create an engaged company culture, but also help your business performance thrive.

## **To Create 360° Optimal Experiences, Sodexo:**

- Assesses all the touchpoints of the employee experience, including both physical and virtual, to improve worklife
- Ensures intelligent use of space and technology to drive organisational performance
- Focuses on employee wellbeing to support the blurring boundaries between life and work
- Normalises WFH practices and incorporates them into workflows and culture

## **Tangible Results**



**Elevated  
brand image**



**Agile, flexible and  
adaptable model**



**Supported nomadic  
work practices**



**Enhanced company  
culture and employee  
engagement**



# Expertly Created Workspaces

Sodexo use insights drawn from the entire employee journey to help shape your workspace strategies and design. With global experience and a vast network of partners, our experts collaborate with you to create solutions from our integrated ecosystem of services that meet the unique needs of your organisation.

## To Design Expertly Created Workspaces, Sodexo:

- Reduces real estate and operating costs by agile and adaptive space optimisation and service utilisation
- Simplifies and integrates services as a single managed ecosystem
- Applies broad capabilities and expertise across the employee journey
- Creates customised solutions through a network of services and partnerships

## Tangible Results



**Optimised space**



**Reduced operating costs**



**Improved efficiency and productivity**



**Reduced total cost of occupancy**





# Connected, Agile Ecosystem



Our solutions seamlessly connect your workforce whether they are in an office, working from home or at a remote worksite. Using workplace technology that supports engagement, collaboration and productivity, your teams will be empowered to do their best work regardless of where the work gets done.

## To Build a Connected, Agile Ecosystem, Sodexo:

- Leverages digital innovation, including our leading platform developed with Microsoft
- Uses data and technology to manage teams and spaces more effectively
- Offers tailored technology to enhance and facilitate work experiences
- Creates bespoke solutions through a network of services and partnerships

## Tangible Results



**A seamless, connected solution for all aspects of workspace planning + management**



**Access to partners and resources to solve any challenge**



**Supported, connected teams**



**Motivated and empowered teams**





# Responsible Practices

Sodexo is committed to creating positive change for individuals, communities and the environment through practices like local, responsible sourcing, reducing food waste and services that reduce carbon emissions. When your business uses responsible practices, you're not only helping protect the environment, but also showing your employees you care about their safety and well-being.

## To Integrate Responsible Practices Into Our Offerings, Sodexo:

- Uses our unique position as a global partner with local knowledge
- Collaborates to co-create sustainable workspaces that drive the greatest positive impact for your work environments
- Uses data, environmental monitoring and predictive maintenance to increase efficiencies
- Expertise in Health, Safety & Environmental compliance

## Tangible Results



**Sustainable and social practices supported**



**Demonstrated progress toward environmental, diversity & inclusion, and social justice objectives**



**Elevated brand image**



**Agile, flexible and adaptable model**



**Healthy, safe and confident employees**

# Case Studies and Services In Action

## People-Centered Approach

### Wellbeing



When Good Eating Company (GEC), part of the Sodexo family of brands, took over catering and hospitality for one client, the company's focus on driving improved health and nutrition was central to the brief. GEC's focus on preparing fresh, seasonal food and the strength of its nutritional expertise, led by company nutritionist Rose Constantine Smith, were important factors in deciding on a new employee dining partner.

GEC does this by promoting foods that are lower in salt, sugar and fat and keeping a sustained a focus on variety, sustainability and foods that promote wellbeing.

This holistic approach to nutrition and healthy eating includes running ongoing themed campaigns promoting elements of nutrition. For example, a campaign promoting fibre, 'Ditch the Detox, brain food and eating more sustainably. These campaigns have included pop-up counters, talks and workshops.



**In a recent employee survey for that client, 80% of people said they used the healthy food counter** and 90% said it had improved their health.



### Wellbeing Content On-Demand

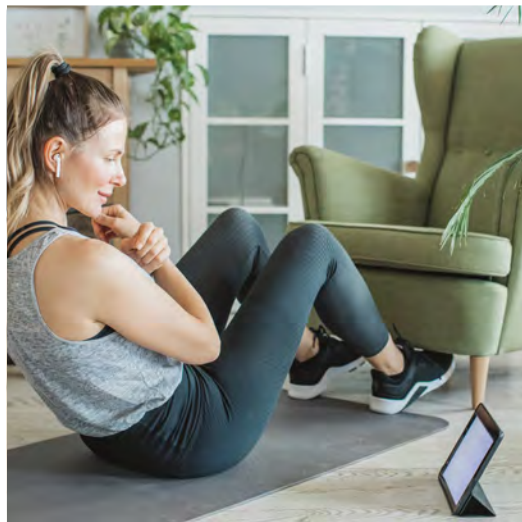
Sodexo worked with a multinational company in the UK to create a virtual wellbeing world for customers to enjoy on Microsoft Yammer. They can access a massive suite of videos and content around cooking, meditation, fitness and health to take care of both their physical and mental wellbeing.



## Benefits & Rewards Services Made for Your Employees

***“ We have been partnered with Sodexo Engage for almost three years, using them to provide our staff with an employee benefits platform that includes corporate discounts, cycle to work and health cash plans. Our account manager is proactive and speedily resolves any issues raised by our staff. Over the coming months, we plan to introduce additional benefits offered by Sodexo Engage that will further support our staff and add to their total reward package as employees.*”**

Current Sodexo Engage Client and User





# 360° Optimal Experiences

## Food On-Site

### modern recipe

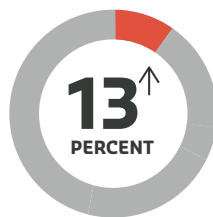
To meet the changing attitudes of food at work, Sodexo provides a contemporary, all-day offering that transforms under-utilised canteens into vibrant assets that encourage wellbeing, loyalty and safe collaboration.

The service, called Modern Recipe, is customised for each client's needs, supporting a vision of the modern workplace dining experience that helps clients improve productivity across the board. It is enhancing customer perceptions, inspiring changes in customer behaviour, and will continue to evolve and adapt.

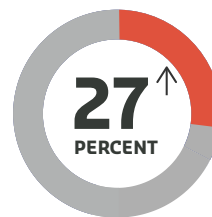
## For one client, implementation of the Modern Recipe service delivered:



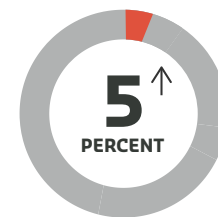
An increase in  
spend per head by



Average daily  
sales increased by



Site-wide sales  
increased by



Another client saw **dining rates increase by 45%** since Modern Recipe was introduced, and **dining revenue is up by 60%** as a result

## Comprehensive, Convenient Healthcare On-Site

Access to acute care, preventative consultations and occupational health appointments are vital to our collective wellbeing. With the [H4D Consult Station](#), your employees and the people you serve benefit from comprehensive care at any time – no travel necessary. The free-standing Consult Station is the next generation of teleconsultation, offering both guided self-checkups and real-time physician video appointments.

97.9%

say that H4D  
contributed to  
better use of their  
work schedule

99%

were satisfied  
with the care they  
received at the H4D  
Consult Station

100%

of patients would  
use the Consult  
Station again



## Comfort in Times of Uncertainty

In late January 2020, NHS England needed support at their Arrowe Park Hospital quarantine facility for their guests who had tested positive for Covid-19 after being safely repatriated from Wuhan, China.

Because NHS knew the 14-day quarantine would have significant effects on the mental and emotional health of the guests, they were keen to make sure every need was carefully accommodated.

# Expertly Created Workspaces

## Space Design & Analytics



Wx, Sodexo's workplace experience consultancy, is working with a leading FMCG company to support the wellbeing of its teams and workplace experience at its HQ as the company works through the impact of Covid-19.

The project, which went live in March 2020, was designed in three phrases – diagnostics, experience design and development of detailed briefs.

In the diagnostics stage, Wx collected data from various sources including organisation data,

human data and environmental data. A virtual workshop with the company's leadership team was organised to understand their challenges and expectations, while Wx conducted interviews with employees to understand user-journeys, pain points, needs and behaviours.

Based on this data the Wx team drew up an experience design and detailed briefs for the company, covering design for sustainability and well-being, digital workplace transformation and a post Covid-19 action plan, with comprehensive analysis and recommendations on how to repurpose the workplace as the needs of the organisation evolve into the future.

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# Connected Agile, Ecosystems

## Concierge Service for COVID-19 Patients



Sodexo's concierge service, Circles, was brought on board to support an NHS hospital trust's employees and support staff during the height of the Covid-19 crisis. The hospital recognised that its employees were spending longer at work and wanted to help them make the most of their downtime without needing to worry or be distracted by chores and administrative tasks. Circles helped by arranging grocery deliveries, car MOTs and repairs, and even helped plan birthday celebrations, enabling busy NHS staff to relax while they were off duty.

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# Responsible Practices

## Integrated Facilities Management

When Sodexo took over the integrated facilities management contract for a major tech corporation, it required transitioning over 650 employees and taking over delivery services in 68 buildings across 18 countries.

As a part of the contract, Sodexo picked up delivery to three locations in Ireland with a goal of improving the employee and customer experience while realizing cost savings.

Across the project, the client was focused on setting up joint ways of working, setting a new safety focus and creating a more customer-service focused approach.

*Continued...*



**68**  
buildings  
**18**  
countries

## Some Examples of Services Sodexo Implemented to Tackle Those Challenges Include:

**Visitor Experience:** New visitor/group/event badges have reduced plastic pockets, resulting in reduction of 50% in non-biodegradable plastic waste and financial saving of €8,6K.

**Sustainability:** Sodexo has introduced water saving nozzles called "Water Blades."



**Water Blades have led to a 28% reduction in water consumption**

### Health and Safety

Sodexo fully integrated with the client's Health & Safety function, helping to identify any gaps in fire wardens onsite by creating "heat maps" of where they are located in the building. The same process was completed for first aiders onsite and quarterly training sessions for both fire wardens and first aiders have been established.

**Sodexo's efforts delivered savings of 1.59% against the annual budget.**

**Sodexo worked with a pharmaceutical client on a major project to replace all plantroom lighting. The objectives were to:**

- Reduce maintenance
- Improve safety
- Reduce energy consumption

The project team removed and replaced all existing inefficient fluorescent luminaires with modern efficient LED fittings, including programmable intelligent controls.

**Project cost:**

**£47K**

**Annual energy savings:**

**215,299**





# Are You Ready For Workplace Transformation?

Our team is ready to be your partner, your strategist and your facilitator. We know one size doesn't fit all when it comes to workplace strategies and services to improve the quality of life for your employees. That's why we listen first. Every engagement starts with a conversation about your business and your goals. Our goal is for you to get the best from your spaces and your people – ensuring they have everything they need to stay healthy, motivated and engaged.

A photograph of a smiling man is overlaid with a semi-transparent red filter. A large, white, stylized plus sign is positioned on the right side of the image, partially overlapping the man's face and the red overlay.

We Believe Futures Are Better  
Forged Together...**and They  
Begin With Vital Spaces.**



**Get in touch** with a Sodexo expert to start planning your workplace transformation | [uk.sodexo.com/vitalspaces](https://uk.sodexo.com/vitalspaces)

