

# Better workplaces, better outcomes

Property professional services



# Sodexo - your future workplace partner

We enable you to deliver enduring, sustainable change in your workplaces.



Attract and retain talent



Optimise assets



Decarbonisation and net zero



Stimulate cultural change



Improve workplace experience



Drive value from limited budgets

# Your *future workplace* partner

The way people work, and how they experience work, is changing rapidly. The spaces in which they work have never been more vital and must also evolve to be more flexible, dynamic and scalable.

The ability to attract and retain talent in a competitive labour market is dependent on creating an employee experience which enables people to thrive.

We understand that budgets are stretched and that the need for radical reform in estate footprint is now. And the push to net zero means a profound re-think of every aspect of building design, workplace and facilities management delivery is needed.

Our services are designed to optimise budgets and control costs, prioritise sustainable working practices and address the needs specific to your organisation. We can help you deliver enduring change in your workplace by enhancing employee connectedness, productivity, and experience across all workspaces.

Reputation	Agility	Social Value						
<p>We work in partnership with public and private sector clients to design, deliver and support workplaces that enable people to thrive.</p>	<p>Our integrated approach brings together a diverse range of expertise enabling agile responses to changing client needs.</p>	<p>We embed social value at the centre of everything we do. Through measurable social value commitments we demonstrate value to our people, places, partners and planet.</p>						
<p><b>Sodexo Today</b></p> <table border="1"> <tr> <td><b>430,000</b> employees</td> <td><b>80 million</b> consumers</td> </tr> <tr> <td><b>&gt;100</b> professions</td> <td><b>45</b> countries</td> </tr> <tr> <td><b>95.2%</b> client retention rate</td> <td><b>€23.7 bn</b> consolidated revenues</td> </tr> </table> <p>Figures as at 31 August 2022</p>	<b>430,000</b> employees	<b>80 million</b> consumers	<b>&gt;100</b> professions	<b>45</b> countries	<b>95.2%</b> client retention rate	<b>€23.7 bn</b> consolidated revenues	<p><b>Working in Partnership</b></p>	<p><b>Recognition, Accreditations &amp; Awards</b></p>
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Working with you to tackle today's most complex workplace challenges:

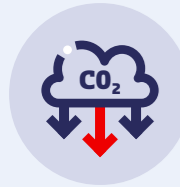


**Large scale estate rationalisation and optimisation**



**Creating modern workplaces and enhancing employee experience**

through bold changes to building design, with social value at the heart of decision-making



**Designing and delivering decarbonisation strategies**

that not only reduce waste but change behaviours



**Transforming traditional FM operating models**

by combining technology and expertise, to deliver better outcomes, increased value, and demonstrable compliance

*"The everyday is central to our work. We know that it is precisely by focusing on the most concrete, tangible, everyday things that we have a real impact – on 100 million consumers worldwide, on local communities, and on the planet itself"*

**Sophie Bellon,  
Chairwoman of the  
Board of Directors and  
CEO of Sodexo**

**Sodexo – your *future workplace* partner. This brochure sets out how we can help you.**

# A trusted, enduring partner for change

We share your priorities, understand your challenges and will work with you to develop an enduring partnership that delivers lasting change. Founded over 50 years ago with strong ethical values, those values are core to how we do business – outcome-focused and purpose-led.

We are trusted by government and corporate partners globally to deliver lasting change. Sodexo's Property Professional Services brings together our global facilities management capabilities, technical expertise and transformation credentials to create a total workplace offer, helping you solve today's complex workplace challenges.

Together we deliver:

- **Better customer and employee experience:** through redesigned, human-centric and digitally enabled workplaces that generate deep insight into employee / customer preferences.
- **Improved productivity and performance:** through estate rationalisation and optimisation, more efficient operating models that strip out waste, deploy resource effectively and leverage today's digital advances.

- **Net zero and wider social value commitment:** building practical, deliverable plans that help you to decarbonise, recruit and retain local people and upskill and support local communities.
- **Healthy, safe and protected workplaces:** including sensitive and secure locations that demand the highest standards of protection.
- **Compliance with industry standards:** in the most challenging environments.

## Key sectors supported

- **Media & Entertainment**
- **Tech & Software**
- **Finance**
- **Healthcare**
- **Insurance**
- **Professional Services**
- **Justice & Prisons**
- **Energy & Resources**
- **Education**
- **Defence**
- **Pharma & Life Sciences**
- **FMCG / Packaged Goods**
- **Media & Entertainment**

# Our total workplace offer to enable your priorities

Supporting you to radically rethink of your workplace and traditional facilities management provision.

## We offer you:

**A baseline of service excellence** in core FM services such as catering, cleaning, security, building maintenance and mechanical/electrical engineering, helping you to deliver the basics well.

**An integrated operating model** that enables you to reduce building management costs, providing transparency and real-time actionable insights.

**Digital transformation** that enables the integration of existing IT systems and new, modern working digital practices – supported by robust and assured data management.

**A relationship-based model of delivery** that places shared culture, values and outcomes at its heart.

**Intelligent by design models of delivery**, deploying proprietary tools, applications and processes to provide a step change in intelligent delivery – using data and insights from people and assets to drive change across every aspect of your estate, building use and employee behaviours.

**An applied advisory methodology** where we will work in partnership with you to plan, execute and realise the benefits of new ways of working.



# Workplace strategy and design

Enabling you to rethink the world of work.



Today's world of work is rapidly changing, with employees, organisations and governments constantly re-evaluating what they need from workplaces. People expect flexible, energising spaces, and work-life benefits that support their productivity and wellbeing. Organisations need to optimise the efficiency of people, infrastructure and resource to meet evolving corporate, regulatory and legislative requirements.

We work with clients across the globe to rethink the world of work and support the transformation of their existing estates. We can help you create more efficient, adaptable workplaces, deploying market-leading, multi-disciplinary specialists to design, deliver and evaluate the impact of change.

We help you to realise budget savings, improve employee engagement, and bring about a step change in asset performance and compliance.



**Estate rationalisation and optimisation:** revising estate strategies to ensure property portfolios remain fit for purpose and cost-effective, e.g. developing bespoke metrics within the context of your organisation, assessing potential to optimise expensive real estate.

**User experience and design:** accurately assessing user requirements and preferences through proven engagement methods.

**Space configuration:** combining user feedback with commercial requirements to design workplaces that provide the optimum blend of user experience, performance and cost-efficiency.

**Architectural design, fit out and refurbishment:** providing innovative and informative designs that enable your workplace strategy to be realised, in a programme that minimises impact on user experience and consistently maintains the safety and comfort of all users.

**Smart buildings:** leveraging digital innovation to build connected, agile ecosystems that use data and technology to manage teams, spaces and resources more effectively and sustainably

**Project and change management:** closely managing strategy implementation to ensure it delivers tangible benefits, while complementing core services.

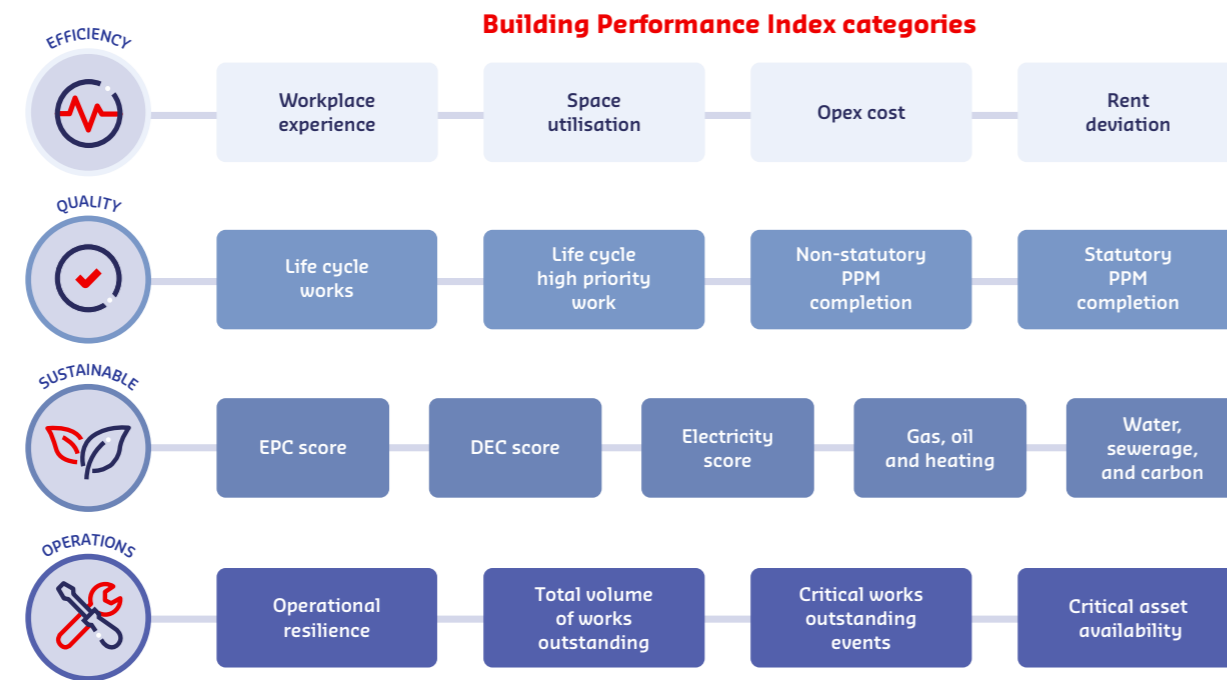
**Impact analysis:** monitoring and evidencing the value of workplace strategy implementation.

# Supporting strategic decision making

Our Building Performance Index (BPI) enables you to navigate competing priorities and make informed estate investment decisions.

The BPI aggregates and analyses estates data to generate an EPC-style rating for each building, ensuring under performing properties are

quickly identified. Clear, actionable insights combined with our expert interpretation give you an overview of where, and how, to make improvements while prioritising your budget.

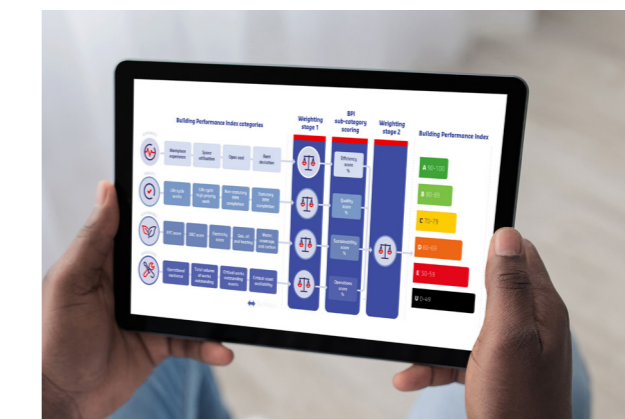


## The benefits:

- An intuitive interface of overall estates performance, enabling users to drill down into granular detail of individual buildings, including efficiency, quality and sustainability data.
- Enables consistent, insight-led estates decision making including, stay/go decisions, investment planning, operational hyper-care, delivering tangible improvement over time to be tracked and reported.
- Builds on existing data sets, supplemented and enhanced as gaps in data quality and availability are closed.
- Supports policy adherence, strategy and roadmap objectives and delivers clear and consistent information to help conversations with stakeholders.
- Provides a clear, accessible overview of operational need to support holistic decision making.
- Uses the **RICS International Building Operation Standard (IBOS)** framework to supplement traditional building performance measures with quantitative user experience, enhancing understanding of regulatory compliance, functionality, sustainability and performance.

- Supports policy development and strategic objectives across key areas, including:
  - **Making portfolio planning decisions** – to ensure your portfolio is fit-for-purpose.
  - **Lifecycle investment decisions** – analysing operational impact of asset performance and prioritising budget allocation accordingly.
  - **Net zero planning** – developing estate-specific carbon reduction strategies reflecting legislative requirements and business needs.
  - **Financial business case** – enabling budget holders to make informed decisions, particularly when operational needs conflict with financial requirements.

This approach enables senior leaders to make data-informed decisions on emerging property maintenance and life-cycle budgeting challenges, e.g. inflationary pressures and the drive to net zero.



*Sodexo is developing a BPI for the Metropolitan Police to provide standardised performance measurement across each building. Implementing IBOS will provide a wider, more consistent dataset, ensuring decisions consider a range of factors.*



# Workplace management

An integrated offer to meet all your workplace user needs



Our workplace management solutions provide you with everything you need to make work 'just work.' We seamlessly incorporate the fundamentals of good workplaces – the food, leisure and reception/hospitality experience – with back-of-house technical services to deliver tailored support that integrates seamlessly into the everyday running of your organisation.

The result is a compliant and hassle-free workplace that enables people to focus on what's important.

We understand that you have many facets to your workplace management and services. You may have a mix of internal delivery, subcontracting and informal local agreements.

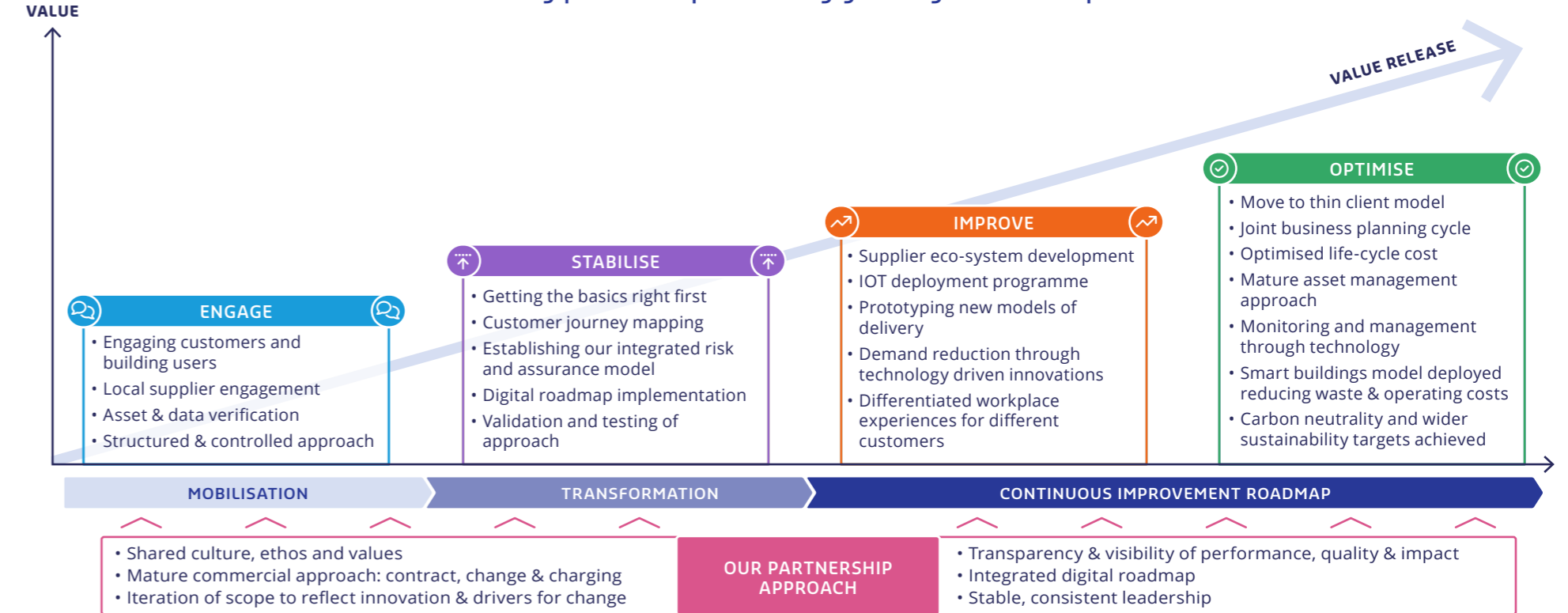
We will help you to develop a tangible, deliverable roadmap to a future workplace that is greener, safer, and more productive. That gives you far greater clarity and transparency on building performance, compliance and employee satisfaction.

We focus on getting the basics right first to deliver a safe, stable and compliant workplace. We then optimise and improve the solution, introducing new models of delivery and layering in technologies that improve experience for the workplace user and create meaningful insights for workplace managers.

We will help you get the best from your spaces and your people – ensuring they have everything they need to stay healthy, motivated and engaged.



An enduring partnership delivering your organisation's priorities



We deliver a flexible package of support to deliver outcomes that meet your needs, across:

- Technical Services & Engineering
- Cleaning & Security
- Third Party Management
- Space Management
- Laboratory Services
- Transportation
- Logistics Services
- Command Centre / Helpdesk
- Energy, Utilities & Environmental Management and Projects
- Waste Management
- Health & Safety
- Crisis Management and Business Continuity Planning
- Restaurants
- Retail, Convenience and Grab & Go
- Coffee & Beverage
- Food Delivery
- Hospitality
- Reception & Visitor Management
- Event & Meeting Room Management
- Travel & Expense Management
- Supply Chain and Contract Management
- Financial Management

# Decarbonisation and net zero

Helping you to achieve lasting, sustainable change.



We will support your journey to achieve net zero. As a global leader in sustainability, clients trust us to reduce greenhouse gas (GHG) emissions and deliver effective decarbonisation. We will use the knowledge and experience of our own net zero journey, where our targets have been validated by the Science Based Targets initiative (SBTi).

We will enable you to:

**Secure a sustainable energy supply:** identifying and capitalising on renewable energy sources; improving efficiency and reducing reliance on the grid to protect you from the impact of the fluctuating energy market.

**Decarbonise buildings and vehicles:** assessing buildings, assets and fleet we will work with you to create a structured, deliverable roadmap that outlines the steps to reduce your carbon footprint aligning to your net zero ambitions.

We will take account of the complexity and nuances of your estate, and the needs of your employees to design and manage efficient workplaces and services.

**Our approach includes:**

- **Analysis:** making sure we have a comprehensive understanding by reviewing budgets, scope, resources and timescales.
- **Asset assessments:** reviewing asset condition and life cycle to identify opportunity for carbon savings across the estate.
- **Energy assessment:** analysing which buildings are the best and worst performing to prioritise change.
- **Building Performance Index (BPI):** delivering a 'deep dive' assessment of utilities data, establishing your consumption from baseline and providing visibility of the estate performance on which carbon reduction plans will be based.

## Sustainability accreditations



A 'Platinum' rating with EcoVadis, placing us within the top 1% of organisations for sustainability



Waste2Zero 2022 winner for 'Best Waste Project Communication and Stakeholder Engagement'

Our offer is aligned to the principles of the Office of Government Property Net Zero Playbook, and will:

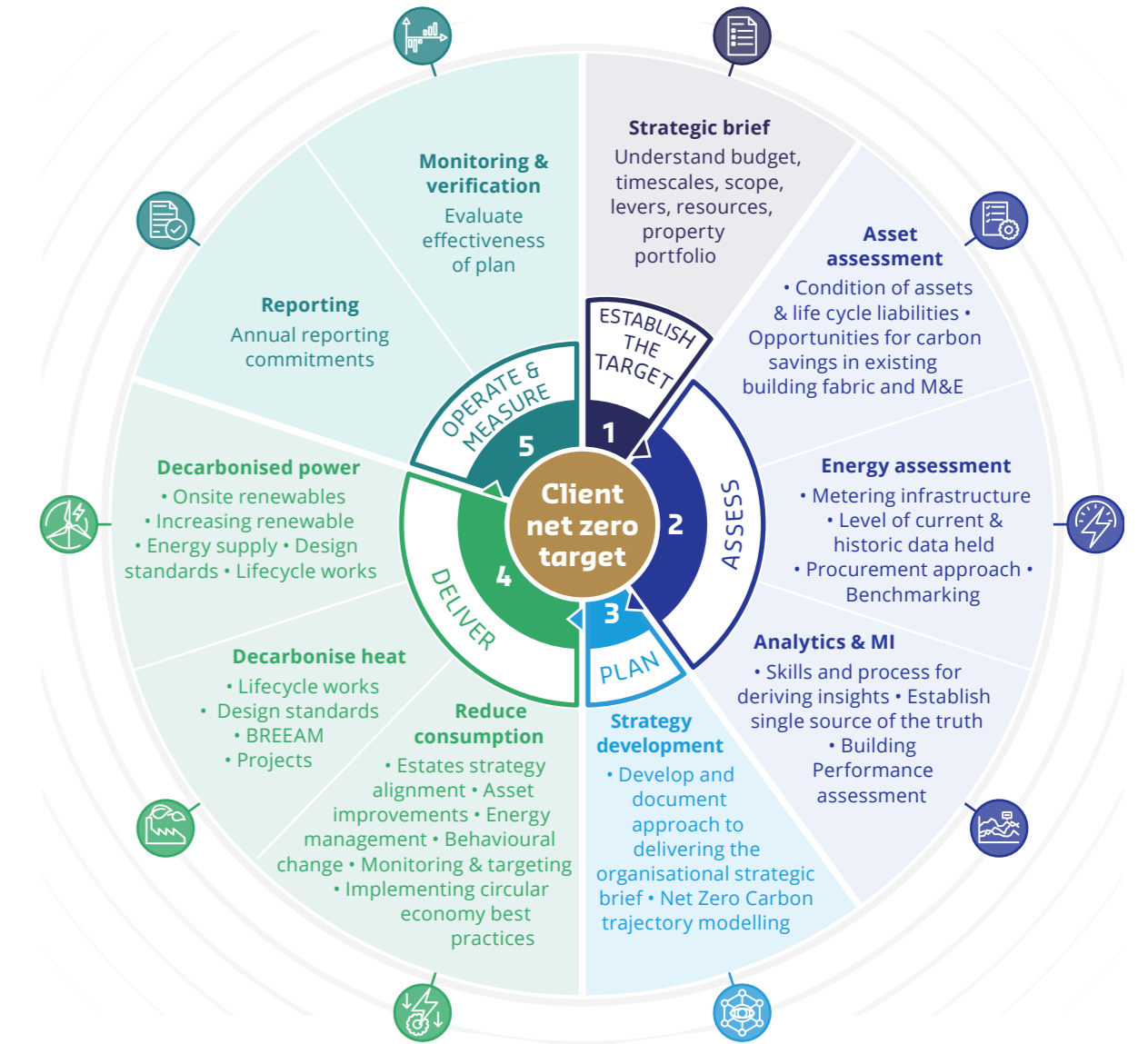
- **Give recommendations for reducing consumption:** including modifications to estates strategy, retrofitted energy efficiency measures, asset improvements, behavioural change and energy management.
- **Implement remote monitoring:** using our workplace, asset management and digital tools to benchmark performance, track actual vs expected, and analyse trends to identify areas where carbon reductions can be made.
- **Identify decarbonisation opportunities:** through lifecycle works, capital project works and up to date design standards.
- **Define energy supply options:** through onsite renewables/increasing the renewable energy supply.
- **Provide geometric modelling:** increasing the accuracy of projected heating and cooling loads, and renewal outputs by including local topography and weather data in simulations for key buildings.

## Sodexo's net zero carbon expertise

Our target is to be **carbon neutral** in our direct operations **by 2025**

We exceeded our target to **reduce greenhouse gas emissions by 34% in 2021** (4 years ahead of schedule)

Our roadmap will ensure we reach **net zero, as an organisation, by 2040** (SBTi accredited)



# Asset management and assurance

Optimise your assets and ensure compliance across large and complex estates

We are a global leader in technical services, managing thousands of assets on behalf of our clients. As an experienced transformation partner, we can help you to develop a deeper level of insight on asset performance and compliance, cost control and asset replacement that reflects your future strategy. We can support you to move from a reactive asset management approach to a future-facing, proactive service that reduces cost, improves performance, and eliminates disruption.

**Our expertise, systems and tools are focused on:**

**A relationship-based model of delivery:** building an enduring, trusted partnership based on transparency, accountability and performance.

**Market-leading technology and analytics:** delivering a transparent view of performance and providing data that supports insight-led decision making.

**Automated asset management:** diagnosis of issues before they result in asset failure, reducing operational costs and minimising service disruption.

**Data-driven planned preventative maintenance (PPM):** providing actionable insight on asset performance and engineer productivity, capturing data on each step of a PPM visit, facilitating failure mode analysis and supporting in depth analysis of asset performance and compliance assurance.

**The Command Centre:** an integrated customer service support centre, providing timely access to a comprehensive range of services tailored to your needs. A single point of contact includes auditable workflow creation for reactive maintenance teams.

**Assuring transfer of data:** Mobilisations are complex and involve the transfer of information in various formats to our systems.

To ensure we provide a full data model, we use our Data Quality Index, a tool used to verify and validate asset data before upload to the CAFM system. This underpins accurate resourcing, asset management, financial management and compliance early in the contract.



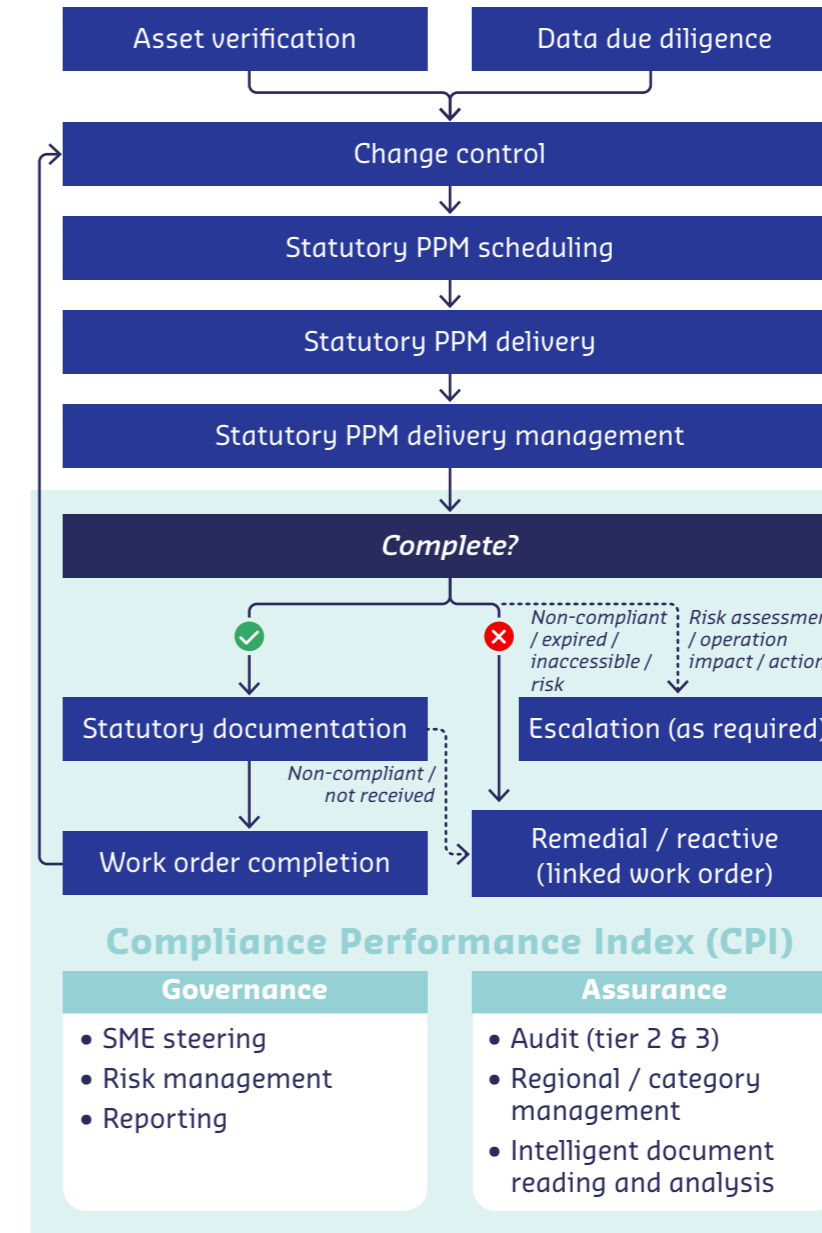
## Our Compliance Performance Index

Compliance is at the heart of our asset management offer. Our Compliance Performance Index (CPI) provides full statutory compliance assurance across your estate, via a suite of tools.

The CPI delivers the equivalent of a full compliance audit across your whole estate every day of the year with actionable insights that can be used to reduce visible and hidden risks.

It collates thousands of data sources all presented in a simple to use dashboard, which is drillable by location, building, maintenance category, asset type, and supplier.

This allows users to pinpoint any shortfalls in compliance quickly and easily, so that rapid interventions can be put in place to resolve the situation – maintaining a safe environment for all building users.



- Benefits**
- Instant, fully accessible visibility of statutory maintenance compliance
  - System agnostic
  - Uses existing data
  - Automated compliance document reading and validation
  - Supports the remediation of compliance shortfalls
  - Focuses limited resource towards problem and trending areas
  - Provides a measure for continual improvement
  - Provides insight into supplier performance by identifying suppliers with overdue tasks or documentation
  - No more 'known unknowns' or 'unknown unknowns'



# Cost optimisation

Make your operational budget go further



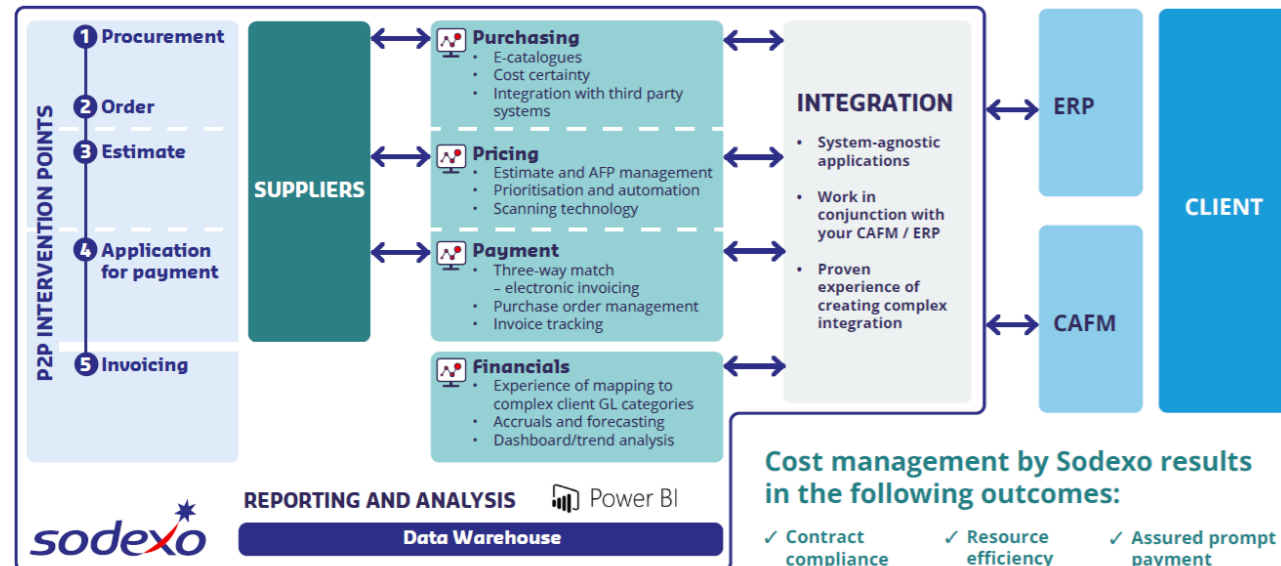
We understand that large, complex multi-site operations have property budgets prone to leakage. A fragmented supply chain with disconnected asset management and project work hinders cost control through a lack of transparency of both capital and revenue budgets. This lack of visibility can often lead to conflict and delayed supplier payments, an issue that is particularly critical for SMEs.

Our cost optimisation solution combines deep operational insight, best-in-class technology, and sophisticated workflow integration to enable you to manage costs and make your budget go further. Sodexo's Purchase to Pay (P2P) platform gives you the control you need across the procurement, delivery and payment processes.

Our P2P platform uses intelligent integration with multiple CAFM/IWMS/CMMS and finance systems to create a single end-to-end workflow

through procurement, audit, reporting and analysis. It communicates with suppliers and budget holders – improving contract compliance, resource efficiency and assured prompt payment.

## Cost management service and tools to assure outcomes



# Workplace technology and analytics

Make faster, smarter decisions about your technology and spaces



Accurate, realtime and visible data through a simple user interface is a critical enabler in the delivery of your total workplace solution. We enhance the employee experience, optimise operational delivery, and transform support services through data-driven business intelligence and insight. We offer:

**Best-in-class capabilities:** deploying the right technology and people that reflect your operating context, to make your estates budget go further. This includes: systems integration, data aggregation, analysis, reporting and insight.

**One data view:** interaction between Sodexo, suppliers and clients is managed via a central, auditable platform providing a single version of data and documentation.

**Tried and tested solutions:** our products, applications and systems integrate successfully in a live environment and meet the highest security standards aligning with Security Industry Standard Frameworks, including ISO27001 and Cyber Essential Plus. Our knowledge and experience ensures optimal deployment of systems to support insight/analysis and decisions (e.g. asset lifecycle optimisation, BMS configurations, building/site occupancy insights and compliance).

**A bespoke roadmap:** we integrate existing systems, with newly deployed technology and innovations at a pace that meets your needs, generating workplace management data and insight that ensures the workplace experience is constantly improved.

This includes:

- Reducing downtime and costs
- Extending asset lifecycles and boosting ROI
- Combining asset management processes to better customise workplaces
- Optimising maintenance work processes
- Capability to map complex data sets to client finance requirements

## Key products

### Technology

- Space utilisation measurement
- Environmental & energy
- Consumption measurement
- Asset reliability measurement
- Visitor management
- Resource booking & management
- Workplace & consumer apps

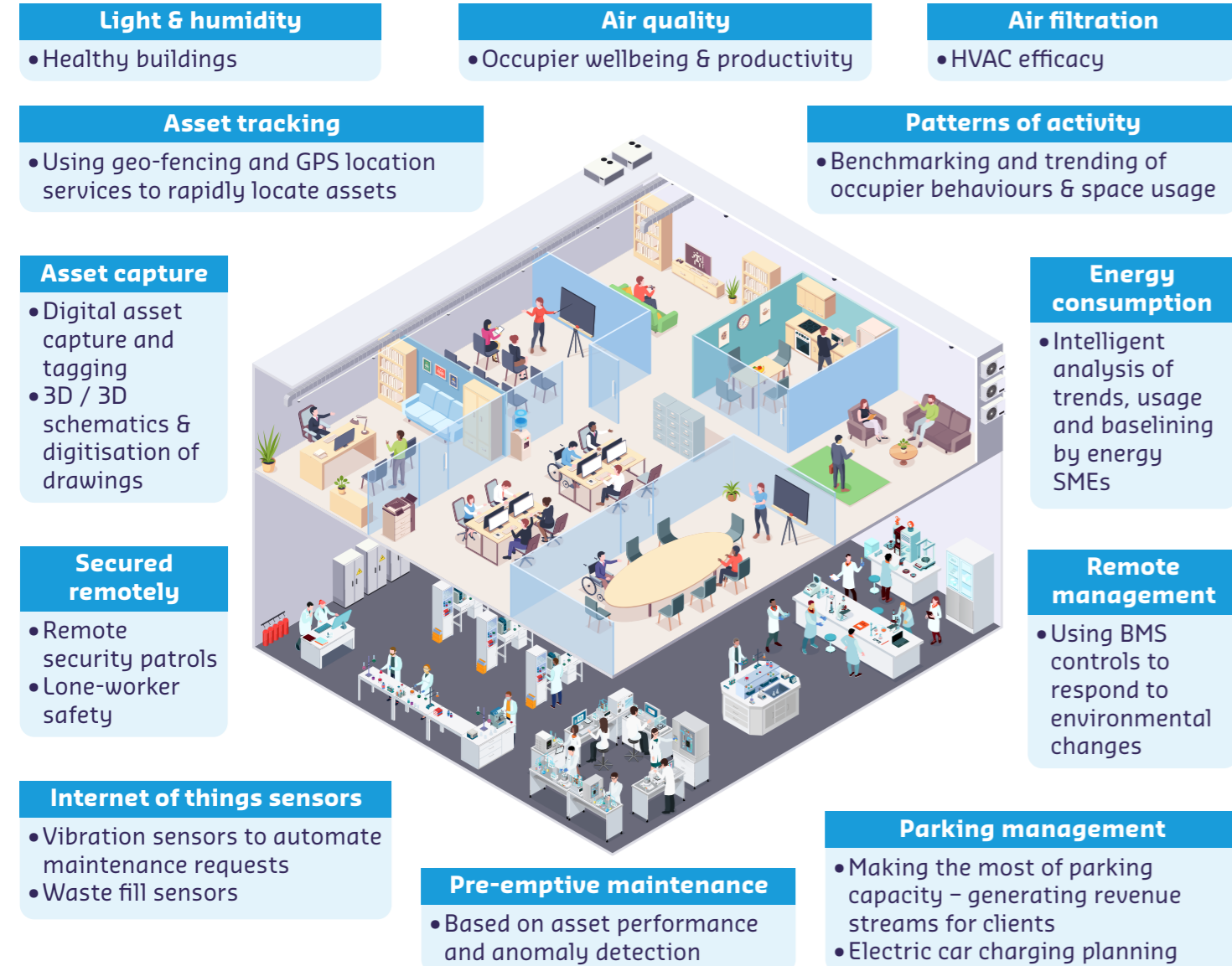
### Analytics & reporting

- Space utilisation dashboard
- Environmental & energy consumption dashboard
- Consumer experience analysis
- Asset reliability diagnosis
- Workplace performance

### Predictive analysis

- Space management
- Environmental & energy optimisation
- Consumer experience
- Optimisation
- Maintenance
- Workplace analytics

## Improving workplace performance and user experience through digital innovation



### Awards

- 🏆 International Facility Management Association (IFMA) Innovation Awards
- 🏆 Tech for Good Award
- 🏆 Open Innovation Award for fostering partnerships with technology start-ups

**59% of executives state that increased investment in workplace technologies leads to more efficient facility operations**

**62% of executives indicate that they lack the technology they need to analyse data to make everyday decisions about the workplace**

*Forrester Emerging Trends: Operation Management*

## Case study Rationalising DWP's Flowers Hill Bristol estate

### Challenge, context and approach:

In September 2019, DWP had c.8,000m<sup>2</sup> of single storey office space on a Bristol site that was underutilised by 60% and had accrued a multi-million-pound backlog of lifecycle maintenance works. DWP approached Sodexo to develop an Exit Strategy for the site to mitigate a further 10-year lease liability. Within a six-month timeframe, required to enable a lease break notice to be served, Sodexo led a collaborative partnership between DWP and Cushman & Wakefield to create a strategy that was fully costed and deliverable within a 12-month timeframe. It achieved full business case approval from the Property Board.

### Results and benefits:

Sodexo effectively managed this large, complex project by creating an itemised strategy with clear objectives and targets that were easily delivered by the cross-functional team. The project was delivered on time and to budget, with Sodexo using a structured engagement programme to ensure DWP maintained confidence in the result throughout.

### The project secured a £10m net saving for DWP and:

- ✳️ Reduced estate footprint by c.6,000m<sup>2</sup>
- ★ Upgraded an existing leased office to optimise occupancy and utilisation
- 🏠 Relocated a Health Assessment Centre
- 📅 Provided a 'plug and play' flexible office for short-term programmes



## Case study

# Metropolitan Police Property Services Integrator

Sodexo provides a range of property management services including the management and assurance of over **30 Metropolitan Police suppliers**. They collectively deliver FM, property and operational support services in **200 locations** across the estate, from traditional FM to supporting special events.

Contract delivery is supported by our team of 70 property professionals and a suite of innovative products and tools that automate and control key business processes.

### Customer journey

A self-service portal, TRIRIGA, enables clients to request services and provide supporting documents and photographs, routing non-urgent requests direct to the relevant supplier without the need for further triage. TRIRIGA's self-service functionality enhances user-experience by enabling users to log requests quickly and easily, monitor progress and resolution outcome. In a time pressured environment this means users have more time to focus on their priorities.

### Managing supplier performance

Planned and reactive work orders are assessed via site visits carried out by our client to assure quality in line with contractual, statutory and regulatory standards. Audit findings are logged via our tool enabling supplier performance to be easily tracked, monitored and reported against.



### Compliance

Our Compliance Performance Index provides a single, transparent view of the compliance status of assets across the estate. Statutory inspection certificates and other supporting documentation is uploaded to the system and their validity is checked automatically, reducing the need for time consuming manual checks. This drives operational efficiency and enables teams to focus on areas of non-compliance with the supply chain.

### Assurance

The Data Quality Index assesses the reliability of data in our reporting environment and supports focus and continuous improvement through data governance. Any potential data errors are recorded, investigated and corrected in the source system via change control.

### Cost audit and finance

An integrated purchase-to-pay solution ensures control, visibility and adherence to the prompt payment scheme. Our team manages contract compliance and value for money, offering crucial assurance on estimates and applications for payment. Workflow supports multi-stage approvals and delegations of authority, and streamlines supplier VAT invoicing against pre-approved costs interfacing with Metropolitan Police's finance platform. The system alerts budget holders before purchase order values exceed or expire. Financial transactions are consolidated and reported against budgets.

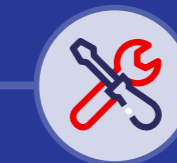


**Watch now:**  
Our Metropolitan Police contract

Our solution provides differentiation by combining the skills and expertise of our people with technology and efficient process to achieve business outcomes for our client.



Generate business intelligence and insights



Tools to automate and control



Highest level of security standards



Data warehouse

# Your *future* workplace partner

Sodexo is your *future workplace* partner. Through Property Professional Services, we offer a total workplace solution that enables you to fundamentally rethink your estate, optimise your assets, and achieve net zero ambitions. Together, we can solve today's most complex workplace challenges enabling you to retain talent, improve employee and customer experience, and get more from your budget.



## Sodexo - your future workplace partner

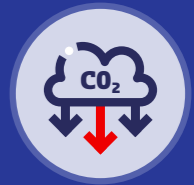
We enable you to deliver enduring, sustainable change in your workplaces.



Attract and retain talent



Optimise assets



Decarbonisation and net zero



Stimulate cultural change



Improve workplace experience



Drive value from limited budgets



## Get in touch

If you'd like more information, or would like to schedule an appointment to discuss your requirements, please contact:

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