



SOCIAL IMPACT REPORT 2024

Highlights of the positive impact generated
by our three-year social impact strategy
2021-2023



**SOCIAL
IMPACT**

Richard Watson, Nestle CEO UK and Ireland - a Sodexo client since 2012:

"We believe in the power of food to enhance quality of life and are committed to using our global scale, resources and expertise to contribute to a healthier future for people and the planet. As such, it is essential that every one of our supply partners is aligned with our values and takes action to ensure they are contributing to our mission, not detracting from it. We have worked with Sodexo for 12 years and continue to be impressed by the commitment we see to creating positive social impact in so many different ways. This partnership is critical to achieving our own goals and we are proud of the work we do together."




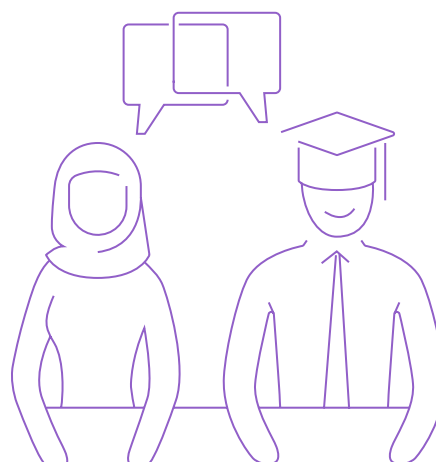
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Our commitments


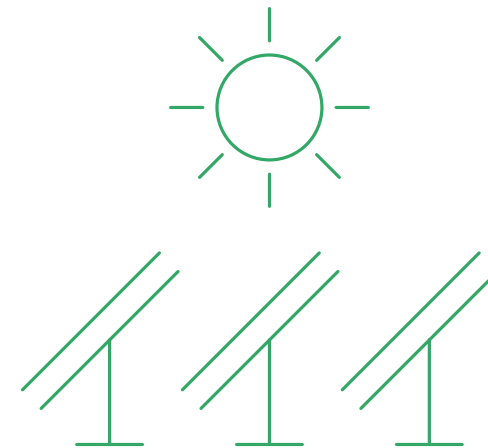
Our three-year social impact strategy, launched in 2021, included commitments to...



Promote increased social mobility – through apprenticeships and recruitment strategies for marginalised groups



Take action to support diversity, equity, inclusion and wellbeing – creating opportunities for all



Make a 34% cut to our carbon footprint by 2025 – in line with the Paris Agreement




Champion sustainable resource usage by reducing waste, including cutting food waste by 50% across all sites and moving to 100% reusable, recyclable, or compostable packaging by 2025.



Create services that help communities to meet local needs – using a targeted approach



Be an active partner to our local and national charities to help meet priorities



Provide pro-bono support on the areas that help charities and businesses the most - to build their capacity and capability for growth



Support SME and VCSE growth, ensuring these businesses account for 40% of our spend

Introduction



This report summarises the positive impact created by three years of my colleagues' ambition and hard work. It is both extraordinary and humbling.

Sodexo has always been a purposeful business, built on the principles of improving quality of life for our colleagues, the people we serve and the communities in which we operate. But in the last three years we've seen a real shift in how deeply ingrained and essential social impact has become.

I am now confident that every contract we retain, or win is – in part at least – in recognition of the quantified and tangible positive social impact we deliver in partnership with our clients and suppliers.

We first published our social impact pledge in 2015 – at that time, known as our public service pledge – and since then the business has publicly reported on its progress against the pledges every year. We are demonstrating with evidence and examples the positive impact we are making as a business.

Three years ago, when we launched our fourth social impact pledge, we did not have a published net zero target. We do now. It is science-based, ambitious and externally validated – and we are ahead of schedule.

We also set an ambition to recruit more ex-offenders into our business and last year invested further in this with our Starting Fresh programme. Through the programme 700 prison-leavers have been supported into job opportunities within six months of their release.

We have seen progress in these and our other commitments such as creating a more inclusive workplace; driving social mobility through apprenticeships; cutting food waste; raising

funds and volunteering through our Stop Hunger Foundation; and supporting SME and VCSE businesses through responsible supply chain management, pro-bono coaching and mentoring.

We are always mindful that there is still so much to do. Partnering with both large and small charitable organisations highlights the ongoing need for action and drives us to make a greater impact, as we possess the purpose and scale necessary to effect meaningful change.

In 2025, we will announce the next phase of our social impact strategy, with commitments that focus on existing and emerging issues that align with our responsibilities and priorities as a provider of food services and valued experiences.

Finally, I would like to extend my heartfelt thanks to everyone in our ecosystem involved in creating maximum social impact - our colleagues, clients, supply and charity partners. Thank you for making this all possible.

I hope you find this report inspiring. Please do follow **Sodexo UK and Ireland on LinkedIn** for more updates.

Sean Haley
CEO, Sodexo UK & Ireland



Not all net zero commitments are created equal.

Our net zero commitment was announced in October 2021, with our long-term target originally set at 2045.

This included decarbonising our business by 90% all three scopes.

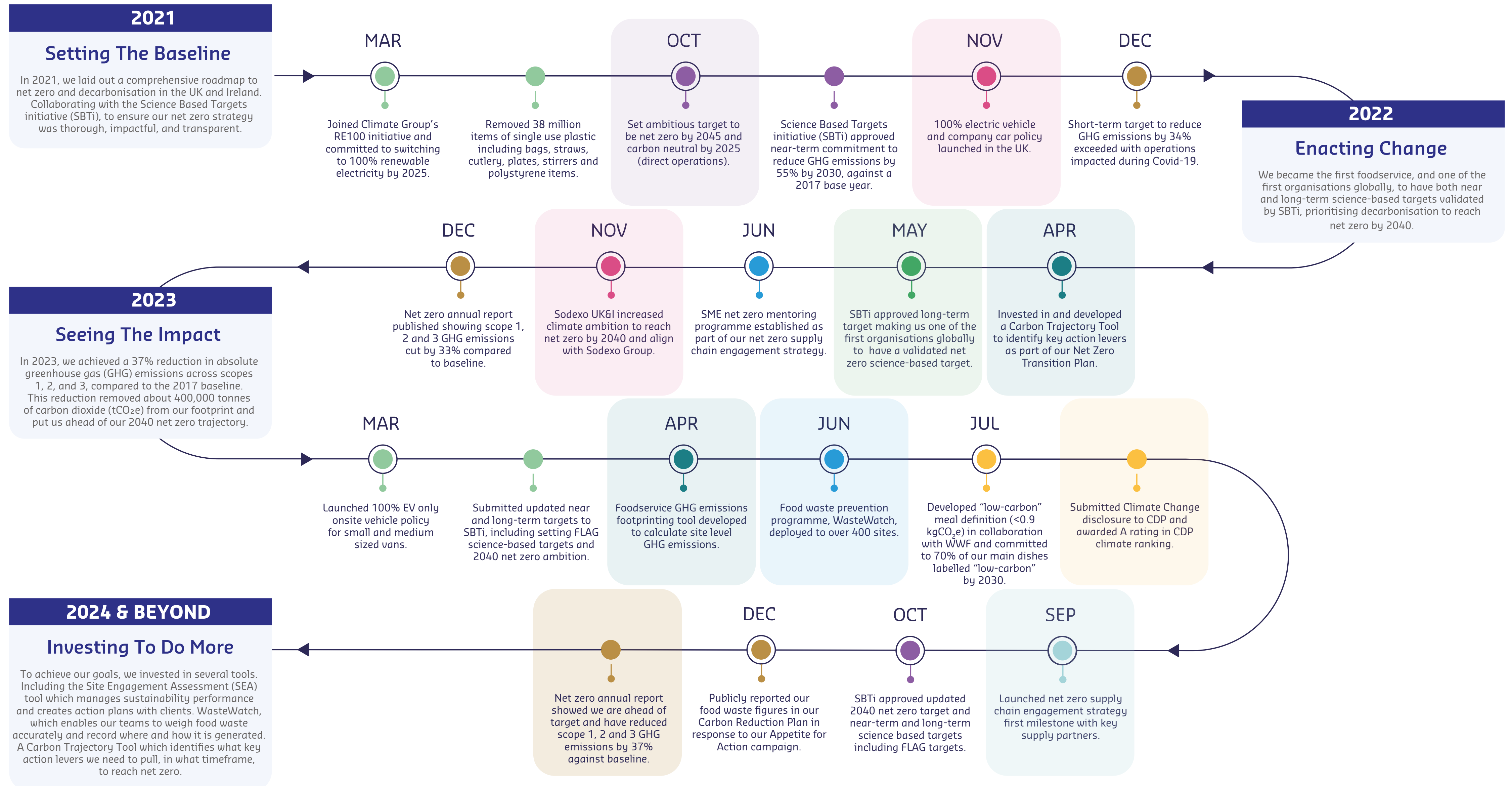
Our roadmap was rigorous, enabling it to be validated by the Science Based Targets initiative (SBTi) in May 2022, but it was also conservative.

Following an annual review in January 2023, which showed we had exceeded our -34% short-term target, we **moved our net zero deadline to 2040**.

In January 2024 we reported again we are ahead of schedule, having achieved a **37% reduction** in absolute greenhouse gas (GHG) emissions across scopes 1, 2 and 3 compared to our baseline year of 2017. This is a result of targeted activity across our business and supply chain.



Our net zero journey from January 2021 to December 2023





In 2023 we launched a supplier engagement strategy, built on partnership and mentoring to support supply partners on their own journeys to net zero.

34% of our emissions sit in our supply chain (we have 4,000+ supply partners in the UK & Ireland).

From 2025, in scope suppliers must have set their own Science Based Targets, validated by SBTi*.

From January 2030, we will cease working with suppliers who have not demonstrated tangible progress through published reporting.

We have already **cut supply chain emissions by 30% compared to our 2017 baseline**, a 100,903 tCO₂e reduction, equivalent to flying around the world 8,581 times.

*SME and VCSE partners will have a two-year grace period on key milestones requiring SBTi validated targets.

Thomas Kneale is an SME supply partner participating in Sodexo's net zero mentoring. The business has since won the King's Awards for Enterprise in Sustainable Development.

"What we've achieved has been beyond expectations. Over the last few months, I have gone from a fairly limited understanding of net zero, to having scope 1, 2 & 3 calculations from base year to present on a carbon measuring tool. We've also signed up to our first 100% renewable electricity tariff, which is key to making a significant reduction in our scope 2. We are now talking to our supply chain about their ongoing activities and emissions. We couldn't have done this without Sodexo's help".

Brett Mendell, Director Thomas Kneale







RESPONSIBLE SOURCING

ENHANCING THE CAPABILITIES AND CAPACITY OF OUR VCSE AND SME SUPPLY PARTNERS

On average, **50% of our spend** over the last three years has been with VCSE/ SME* supply partners.

During FY23, coffee sales at Sodexo sites have helped support **60 homeless people** through the Change Please foundation programme, which offers individuals one month of training and support.

Over 200 hours of mentoring has been provided to diverse-owned supply partners on the subject of their choosing – from net zero to business development. We share our knowledge to support their priorities.

30% cut in supply chain emissions compared to our baseline year, 2017. We have worked with our supply chain to reduce emissions from energy, transportation and food waste.

*Voluntary, community and social enterprises and small and medium-sized enterprises.

Supply chain inclusion

We launched our supplier inclusion programme in 2015, partnering with key supplier diversity organisations such as MSD UK, Social Enterprise UK and WeConnect.

Last year, we achieved Best in Class in MSD UK's Supplier Diversity Programme benchmark for the second year in a row, increasing our score from 80% to 89%.

We were also shortlisted for the Market Builder award at the Social Enterprise UK Awards.

Since 2021, we have dedicated over 1,000 hours to supply chain inclusion events.

Partners with Purpose

In 2023, Sodexo held its first annual Partners with Purpose conference. Attended by representatives from across its supply chain – including SME and VCSE suppliers – the conference facilitated discussion around how Sodexo and its suppliers can work in partnership to create greater social impact together. In that first year, the focus was on net zero and the launch of Sodexo's supplier engagement strategy.





Starting Fresh has so far supported the placement of 567 prison leavers into employment within six weeks of release...

...equivalent to £13,760,523 in social economic value and 701 prison leavers into employment within six months of release.

We invested in Starting Fresh to further accelerate our work in rehabilitation by encouraging and providing guidance for businesses – including our own – to proactively recruit skilled and qualified prison-leavers.

This programme enables more businesses to fill skills gaps with a largely untapped pool of talent, and provides valuable employment opportunities for people leaving prison, driving social mobility and helping to reduce reoffending rates.

There is an information hub on our **website** including case studies; information on skills training and qualifications in our prisons; a downloadable toolkit; FAQs and other useful details for potential employers.





Working in partnership to create better outcomes

Job placements have been made possible through a host of new partnerships with forward-thinking businesses like Marriott Hotels, Superdrug, Burger King, Iceland and others.

These collaborations have included employer days, enabled businesses to meet potential employees inside the prison and learn about their skills and qualifications firsthand.

We are extending Starting Fresh, which we initially ran in the six prisons we operate. Since its launch, the dedicated programme team has been invited to run recruitment events at an additional 23 prisons across the UK.

We conduct regular assessments of Starting Fresh and its outcomes to ensure it offers an easy streamlined process that works for employers, including Sodexo, prisons, our external partners and prisoners.

We track employment rates, recall reduction and positive life changes, to guide us when we look to make future improvements.



Tracy Stanton, Account Manager in Sodexo’s Corporate Services business, said:

“The prison wasn’t at all what we expected. The training facilities were far better than we’d imagined, with great learning programmes and opportunities for prisoners. It was a great opportunity to engage with the prisoners and understand how the Starting Fresh programme can change lives and we are delighted to have filled vacancies with quality candidates through this initiative”.



Over the last three years, 3,000 Sodexo colleagues have logged more than 12,200 volunteering hours, of which 5,243 were skills-based.

Sodexo's Stop Hunger Foundation* is supported by Sodexo employees, who have up to three paid days a year to volunteer and fundraise in their local communities. The Foundation works with national and local charities to donate time, skills, and money to tackle food insecurity, as well as specifically fund initiatives that help empower women – including opportunities to eliminate hunger.

Volunteers serve as the lifeblood of the Foundation. Helping in many ways from assisting at food banks to reading with children, and sharing expertise on topics such as food safety and business development

As such, the Foundation is a key enabler of our social impact strategy and delivers positive impact for some of the most disadvantaged communities in which we operate.

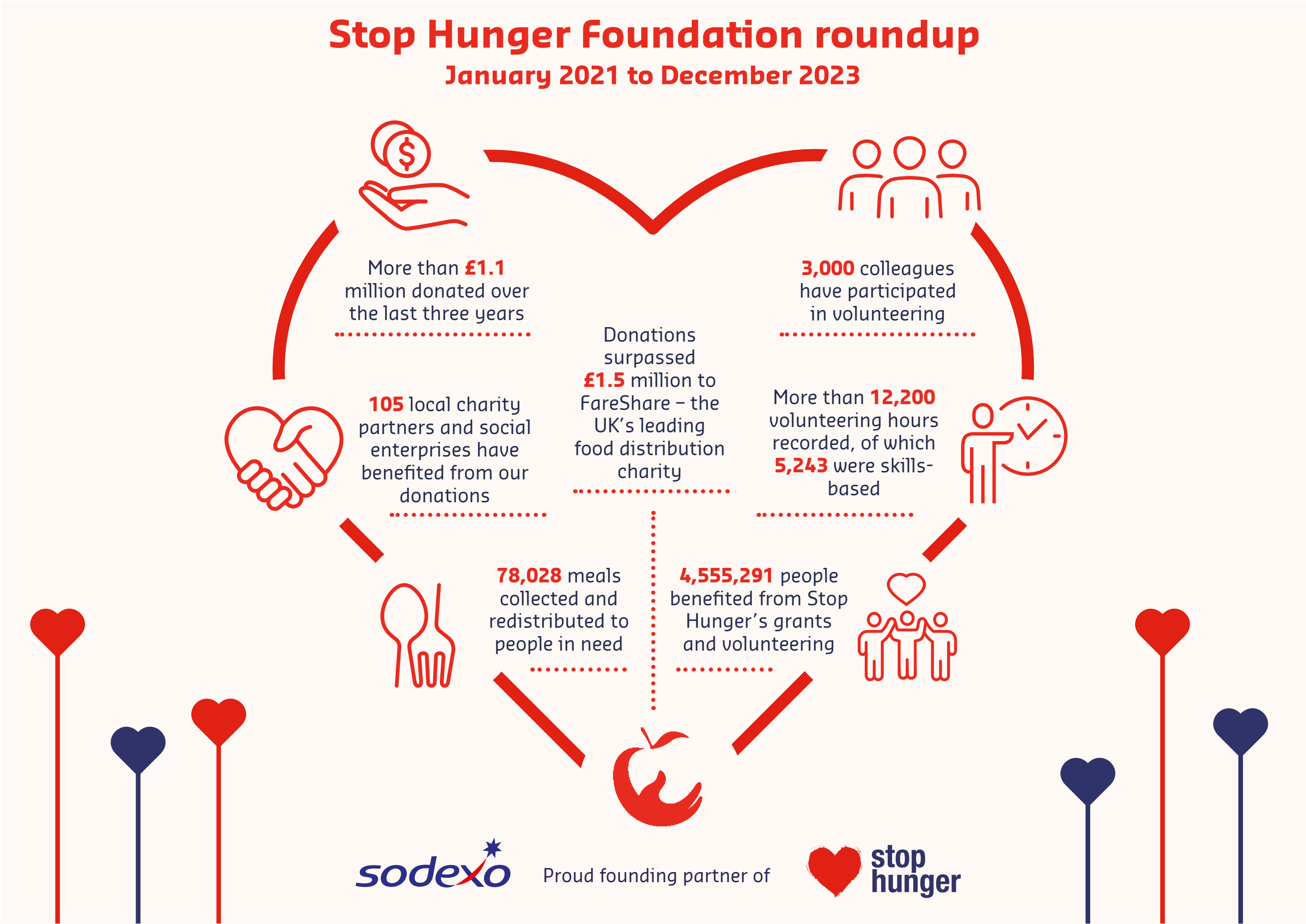
*UK registered charity (1110266)





The Foundation also encourages employees to volunteer and fundraise for local community causes of their choice. This includes, for example, Pilotlight, an organisation that connects business professionals with charities to provide pro bono support and expertise.

In the past four years, Pilotlight and Sodexo have teamed up to create significant social impact across the UK. We've supported over 20 charities and social enterprises, including Chapter One and Switch, helping them boost their retail income and resilience by harnessing the skills and talents of Sodexo colleagues who have collectively donated 800 hours of skills-based volunteering.





Over the last three years more than £1.1 million has been donated to national and local charity partners.

To maximise impact, we strategically allocate donations to a network of 105 local and national charity and social enterprise partners with deep community understanding. This ensures our funding directly addresses local needs related to food insecurity and its root causes.

Through the Foundation, we conduct a number of fundraising events and activities throughout the year in order to provide grants to national and local charities and Community Interest Companies.

This includes our annual Foundation Dinner, the Three Peaks Challenge, and bake sales. These activities provide an opportunity for Sodexo's clients, supply partners, and colleagues to engage with the Stop Hunger Foundation and contribute to our fundraising targets.



Targeted grants

The Foundation invests in projects which go beyond food aid and tackle the root causes of food insecurity and poverty. In this way creating a more sustainable and durable impact on the communities where it operates.

Some of the supported organisations and projects include:

A Lust for Life in Ireland, has rolled out a nationwide mental health programme for schools, to help individuals with poor mental health, which is one of many root causes of falling out of paid employment and into food insecurity. The programme has reached over 92,000 pupils in over 1,200 schools (making up over 38% of Irish primary schools).

The Bread and Butter Thing, a regional charity that works with suppliers to rescue and redistribute surplus food to people in need, has used their grant to equip women with tools for positive change through confidential counselling and goal setting. This has led to increased income and a better future for their families and communities. Since April 2023, the project has engaged with over 100 women.

Trussell Trust, a national charity, supports people in crisis at their moment of greatest need. This programme supports beneficiaries to secure on average £600 of additional income that can go towards essentials such as food and bills.



In 2023, our annual Stop Hunger Foundation event returned for the first time since the pandemic. It celebrated our charity champions and raised over £144,000.



643 Sodexo apprentices have graduated in the three years since the pledge launch. In that time, we have also gifted **£2.28 million** of our apprenticeship levy to support SMEs and not-for-profit organisations across the UK and Ireland.

Our apprenticeship offer has grown to include more than 80 programmes, each delivered by an approved group of providers, colleges, and universities. These offer all apprenticeship levels from 2 to 7. We also have T-level students and skills boot camps running at client sites such as the ACC Liverpool.

In 2021, we committed to considering all vacancies and job roles as apprenticeships wherever possible. Since the launch of that pledge, over 1,000 apprentices have started their training at Sodexo, with more than 600 graduating in that same period.

Driving accessibility for all

We partner with a wide range of employability organisations, such as Aurora Foxes and Project Search, to provide supported work placements for young disabled people, often in areas of high social deprivation. Many of these placements include the opportunity to undertake an apprenticeship.

In Salford, where we have a large regional office, we have worked in partnership with the local council's Speech and Language department for a number of years to assist young people with disabilities in pursuing lifelong careers.

One apprentice who has joined us through this partnership is Alicia...

"I learnt about the carpenter apprenticeship at Sodexo through a teacher at college who has supported me since I was little. At the time, I was doing an NVQ Level 1.

With my teacher's help – who contacted Sodexo's Head of Apprenticeships – I applied.

I started six months later after risk assessments had been completed for my hearing, as I have double cochlear implants, and I've been loving it ever since.



Alicia, apprentice carpenter at Wythenshawe Hospital

"Every task is different, and I work with a great team of joiners, doing everything from fixing doors and toilet locks to making signage for Manchester Pride. Now, I'm starting to handle my own tasks and really enjoying the added responsibility.

"Attending College and working is going well and I'm underway in completing my Level 2 NVQ.

My mum is excited about my new joinery skills and already has ideas for projects at home, like a window bench!"



We are committed to ensuring everyone can belong, act and thrive at Sodexo in their own way...

...this is a complex and multifaceted challenge, so we have taken a number of steps, over the last three years moving us closer to being the inclusive business we want to be.

Enhancing and equalising our benefits and support package across maternity, adoption, and paternity paid leave benefits. This ensures all eligible colleagues have equitable benefits and removes the inherent gender bias that positions women as primary carers. These new benefits are part of the Sodexo Group's Vita programme, which establishes a common foundation for employee benefits for Sodexo's eligible employees worldwide.

We focus on helping women have longer and more fulfilling careers through support programmes for colleagues, for example those going through the menopause or have endometriosis.

Leading the hospitality industry by becoming the first to publish our ethnicity pay gap annually. We believe that transparency drives progress. By publishing this information, we are encouraging more colleagues to share their data enabling this report to become ever more representative of our business. This helps inform the representation targets we have set, and the approaches taken to meet them.



Participating in the 10,000 Black Interns Programme to work towards increasing Black representation in management. Last year we welcomed 24 interns into paid roles. Over six weeks, they worked in a variety of teams including HR, tech, finance, and communications. Since then, eight have secured ongoing positions at Sodexo. We will welcome more interns this year.

“Participating in this programme has been one of the best things I’ve done since moving to the UK. It has been a huge leap forward in my career as I’ve been able to understand what it is like to work for a large corporate organisation with many different teams and projects. I’ve had amazing opportunities to work with exceptionally skilled people I can learn from.”

Paul Fabusuyi, Service Desk Technician at Sodexo.

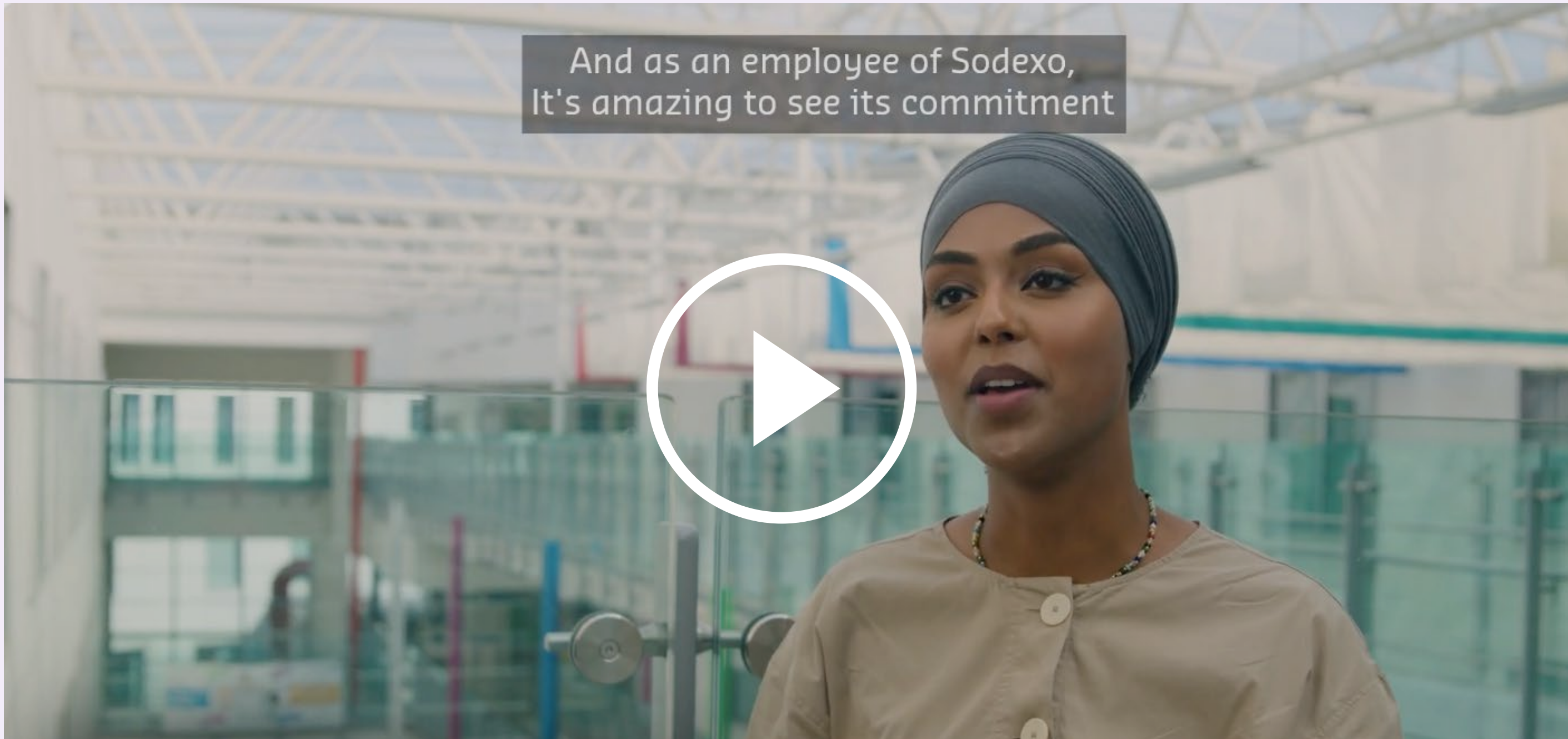
Encouraging employee engagement with our seven employee networks. These enable sharing lived experience and providing ally support. Members have opportunities for mentoring, coaching and hearing from external experts. Networks are dedicated to LGBTQ+ communities, cultural diversity, inter-generational collaboration, gender equity, abilities, parents and carers among others.

This is me

To achieve our goals, we must better understand the detailed make up of our widespread workforce, across a number of different demographics and characteristics.

By capturing more information, the better we can understand where to further focus our attention, putting in place targeted initiatives that better address gaps.

Last summer, we launched an employee Self-ID campaign for our 30,000+ colleagues to participate. We want to use the results to help us inform our next social impact pledge.





In our social impact pledge, we committed to ending modern slavery through our policies, practices, and contracts.

We recognise its potential in our supply chain and manage this risk proactively through planned and unannounced audits, as well as leading partners and industry.

Cross-industry collaboration

Our network of partners includes government departments and agencies, such as the Home Office and Cabinet Office, along with NGOs including Hope for Justice, Unseen, Action for Sustainability and Supply Chain Sustainability School.

In 2022, we founded the BSA Modern Slavery Council with OCS, the facilities management group. This has over 20 members representing 2 billion employees. In 2024, we will launch a new Modern Slavery Council in Ireland.



Raising awareness by engaging suppliers, colleagues and stakeholders

Our Modern Slavery Strategic Supplier Forum was formed in 2021 and facilitates dialogue and training, involving suppliers of all sizes.

We also work with leading assurance company Verisio to complete unannounced audits of our supply partners, helping to ensure compliance with our Supplier Code of Conduct.

To date, we have completed a full Modern Slavery risk assessment for 6,500 suppliers.

Within Sodexo, leaders in each business unit are equipped to identify risks and take action in our mission against modern slavery.

Last year, Madeline Fitton, Head of Growth in Supply Management at Sodexo UK & Ireland, won the Individual Impact Award at the Unseen Business Awards for pioneering modern slavery frameworks that are now at the heart of Sodexo's operations and reshaping the food services industry.





SUSTAINABLE EATING

LEADERS IN REDUCING THE CARBON FOOTPRINT OF FOOD SERVICES

In three years, we have reduced our food services GHG emissions by 21% which is 165,980 tCO₂e, equivalent to flying around the world 14,114 times.

By the end of 2024, we will have added carbon labels to menus at more than 300 of our UK and Ireland sites.

The Eaternity carbon labels display the carbon footprint of our dishes and give them a score to indicate whether it's a low-carbon meal.



Setting a definition for a low carbon meal

A universally recognised definition for a low carbon meal does not currently exist.

During 2023, we conducted a thorough review of existing research and - with guidance from our technical partner World Wide Fund for Nature (WWF) - developed our own definition.

At Sodexo, we define a low-carbon meal as one which has generated 900g of GHG emissions or less during the course of its production.

We have set a global commitment to **reformulating our recipes to ensure 70% of all main meals on our menus are not only low-carbon by 2030**, but also tasty and affordable.

In the UK&I, this will result in **carbon savings of 100,800 tCO₂e – the equivalent of flying around the world 8,579 times.**

Reducing our daily impact on the environment, including what we eat, is everyone's responsibility. In 2024, we shared the results of our first-ever Sustainable Food Barometer for the UK, surveying over a thousand individuals to identify the factors influencing sustainable eating habits. This data underscores our crucial role in helping to reduce the carbon footprint of UK consumers' diets.

Increasing take-up of plant-based meals

In our social impact pledge, we committed to increasing take-up of sustainable food options by promoting more plant-based choices to our clients.

Since then, we have set a target that **33% of our menus will be plant-based by 2025.**

We have also begun annually tracking sales of vegetarian and vegan meals across the UK&I.

Analysis of over 2.7 million meals sold across 285 UK and Ireland sites in 2023 revealed that 11% of all meals sold were non-meat, marking a slight increase from the previous year's 10%.





We have prevented over 676 tonnes of food waste in the last three years

We committed to tracking food waste using WasteWatch at 100% of relevant sites by the end of FY25, with an average 50% reduction in food waste across those sites.

Since we made that pledge, we increased sites using WasteWatch from 47 in January 2021, to 460 at the end of December 2023.

This represents 72% of all relevant sites and, on average, those sites are reporting a 44.2% reduction in waste compared to their baseline year.

The role of food waste in our journey to Net Zero 2040

Total food service GHG emissions during FY20 were 790,792 tCO_{2e}.

Cutting food waste has played a key role in reducing these food service GHG emissions by 21% to 624,812 tCO_{2e} during FY23.





Expanding our impact

Over the past three years we have taken an industry leading position on food waste reduction.

In 2021 we hosted a roundtable on this topic, attended by representatives from organisations such as Defra, WRAP, WWF, celebrated chef Asma Khan, clients and our own chefs.

Collectively, we tackled themes such as how rapid change in the food services sector could be catalysed, and how government can create the policy and regulatory framework to better support this change.

The insights and ideas from this roundtable, combined with research conducted among senior decision makers in food procurement and supply chain, informed a report – Appetite for Action. The content of this report generated discussion with political stakeholders and parliamentary questions ahead of the launch of Defra’s consultation on introducing mandatory reporting on food waste.

We continue to work with government and industry to further progress this important issue.





Conclusion

As we close out our three-year social impact strategy, we know there is more to do. Our attention now turns to the next iteration of our social impact pledge.

We remain unwavering in our longstanding commitments. However, as society changes and new social issues emerge, we stay agile and attuned to where we can use our scope, scale, and purpose to address these issues.

Next year, 2025, will mark the tenth anniversary of our public social impact pledges.

Over the past ten years, we have continued to enable and deliver equitable practices for our people and the communities we serve. Our partnerships with suppliers, clients and other organisations have been critical to our ability to do so. The power of this collaborative approach across the private, public, and third sectors has enabled Sodexo to not only drive change and influence practice, but also to demonstrate authenticity in how we collectively deliver wider societal, environmental, and economic benefits.

Each iteration of our pledge has encompassed local priorities associated with people, planet, places, and partners. Through our active involvement in local, regional, and national networks, we remain committed to influencing and informing the ways in which business, society, and government can go deeper and faster in creating a positive impact for all.

Together, we will continue to forge a future where our collective efforts drive meaningful and lasting change, ensuring a better world for generations to come.





“Oasis has found a soulmate in Sodexo. Thirteen years ago, we began our partnership through a contract to provide food services for our academies. As our relationship grew, we discovered a shared passion for tackling poverty and creating opportunities for all.

Over the years, this has led to numerous initiatives in our schools and communities. Oasis works in low-income areas where many families live below the poverty line. This means food insecurity is an everyday issue, and school holidays can put parents under even more financial pressure, increasing the risk of children going hungry. Each summer, Sodexo’s Stop Hunger Foundation helps us provide free lunches and activities for children. Additionally, Sodexo’s WasteWatch programme reduces food waste in our schools and inspires students to have a positive impact on the planet”.

Steve Chalke MBE, founder of Oasis Community Learning,
a Multi-Academy Trust currently operating 53 academies across the country.



SOCIAL IMPACT



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