

**Year: 2014**

**Best Practice Category:**  
**Waste Reduction**

**Country of the Best Practice:**  
**Worldwide**

**Company name: Sodexo**

**Industry: Food Services and Facilities Management**

**Turnover (FY 2013):**  
**Worldwide: 18.4 billion €**  
**Asia: 896 million €**

**Workforce (2013):**  
**Worldwide: 428 000**  
**Asia: 65 400**  
**Singapore: 595**

**Headquarter (country):**  
**France**

**Company Website :**  
[www.sodexo.com](http://www.sodexo.com)

**Company logo:**



## Best Practice FCCS Sustainability Committee

### BEST PRACTICE TITLE : WasteWatch

### COMPANY NAME : Sodexo

#### BACKGROUND

*Please briefly describe your line of Business. Who Initiated this Best Practice Project? What drove the company buy into this initiative?*

Sodexo is the world's leading Quality of Life Services company, providing On-site Services (food services and facilities management), Benefits and Rewards Services (employee benefits, incentives and recognitions, public benefits), and Personal and Home Services (senior care, childcare, concierge services).

**WasteWatch** is a Sodexo SITE-Win initiative which was developed by Sodexo's Group Sustainable Development team and is one of Sodexo's global strategic initiatives for On-site Services. WasteWatch is a simple solution to reduce food waste at our clients' sites by up to 45% while delivering food cost savings of 3.5%, thereby improving both our sustainability and operating performance while passing on the environmental benefit to our clients.

#### OBJECTIVE(S)

*Which Best Practice objective(s) does the company want to achieve with Your Project?*

In line with Sodexo's mission to improve the Quality of Life of all those we serve and to contribute to the economic, social, and environmental development of the cities, regions, and countries where we operate, we have developed a blueprint for the Group's sustainable development, called the Better Tomorrow Plan, to engage our 428,000 employees across 33,000 sites.

The Better Tomorrow Plan sets out our environmental commitments, including **reduction of organic waste** in all the countries where we operate and at all of our clients' sites by 2015.

#### APPROACH

*Which were the critical phases of Your Project implementation? Were other department(s) or function(s) involved in your project?*

Sodexo's WasteWatch toolkit includes guidance which covers the following phases of implementation: Getting Started, Getting Inspired, Implementing at Site, Measuring and Tracking, and Communicating. In the first wave, we focus on pre-consumer waste (kitchen), followed by post-consumer waste.

Implementation of Better Tomorrow Plan initiatives such as WasteWatch benefits from the support of departments and functions across our business. In addition to Environment and Corporate Social Responsibility teams, Operations, Supply Chain, QHSE, Communications, Marketing, and Business Development may all be involved.

**THANK YOU FOR YOUR CONTRIBUTION TO A BETTER WORLD !**

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### RESULTS

*Was your project successful? Which tangible results could be highlighted? Also please state any challenges and obstacles encountered if any.*

To date, WasteWatch has been successfully implemented at hundreds of sites in Europe. In Sweden, reductions of 250 tons of food waste and 750 tons of CO<sub>2</sub> as well as significant cost savings were able to be achieved at 280 sites in one year; and a pilot in the UK achieved 35% to 45% reduction in food waste. These and other successes have led to the deployment of WasteWatch at Sodexo sites across the globe, including the Asia Pacific region with pilots recently implemented at sites in Singapore and Australia.

The biggest challenges include the need for changes in people's attitudes and behaviors around food waste. For this reason, effective engagement and communication with key stakeholders, including clients and employees, are critical to achieving successful outcomes.

### KEY SUCCESS FACTORS

#### **CONTRIBUTION TO CORPORATE PERFORMANCE**

*Describe the concrete measurable benefits and outcome of Your Projects (if possible give numerical results)*

Please see "Results" section above.

#### **ENVIRONMENTAL, SOCIAL AND GOVERNANCE BENEFITS**

*What are the social, environmental and/or governance benefit(s) and impact(s) resulting from your Best practice?*

Economic Benefits

- Reduced purchasing cost on food
- Reduced waste management cost
- Reduced labor cost (less waste to handle)

Environmental Benefits

- Reduced volume of organic waste sent to landfill
- Reduced carbon footprint
- Reduced water footprint

Social Benefits

- Improved employee engagement
- Greater client engagement

**THANK YOU FOR YOUR CONTRIBUTION TO A BETTER WORLD !**