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Sodexo is Hospitality Assured in Scotland

Sodexo, a leading food and facilities management services provider, has been awarded the Institute of Hospitality's Hospitality Assured (HA) accreditation for all of its sites and services in Scotland.

With a score of 71.1%, Sodexo ranked in the upper quartile of all organisations in the UK achieving the nationally recognised standard for service and business excellence in the hospitality industry this year.

Sodexo has been awarded HA accreditation in previous years for a selection of its sites in Scotland, however, it is the first time the company has succeeded in attaining accreditation for its entire operations in the country.

Endorsed by both the British Quality Foundation and Quality Scotland Foundation as meeting the criteria in the European Foundation for Quality Management Business Excellence Model, the HA accreditation demonstrates that an organisation has made not only a resounding commitment to customer service but also improvements to its business performance and competitiveness.

Any organisation wishing to gain the prestigious accreditation must first undertake a comprehensive self-assessment before submitting to a series of external assessments from the independent auditing body Marketing Quality Assurance (MQA).

To ensure its managers and supervisors were fully educated in understanding the ten steps required to achieve the standard, Sodexo appointed HA 'champions' who held a series of best practice workshops across the country.

In their report, MQA assessors were particularly impressed with Sodexo's business retention strategy 'Clients for Life'; a programme that enables its operational teams to fully understand their clients' needs and expectations.

Ian Griffith, managing director, MQA, said: "Sodexo Scotland is an extremely well run organisation that is absolutely committed to providing its clients and customers with world-class service. Its 'Clients for Life' process is an excellent example of client relationship management, demonstrating the care and attention it pays to understanding its clients' needs and expectations."

Graham Box, managing director, Sodexo Scotland, said: "I am delighted to announce we have achieved such



an important accolade in Scotland. To gain external recognition for all of our sites and services is a fantastic accomplishment and reflects the second-to-none standards of service we are committed to providing.”

Ann Corrigan, managing director of Hospitality Assured, added: "By achieving The Hospitality Assured accreditation the Sodexo has proven that it is not just talking about service excellence but actually has processes and procedures in place to ensure that this happens on a consistent basis. I am delighted to congratulate the teams on their fine achievement in gaining such an outstanding overall Hospitality Assured score.”

Sodexo joins an elite group of companies including, Edinburgh International Conference Centre, Marks and Spencer and HSBC, which have also received HA accreditation this year.

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About Sodexo

In the UK and Ireland, Sodexo employs 45,000 people, and provides food and facilities management services to clients at over 2,300 locations in the corporate, education, healthcare, leisure and defence sectors.

Many companies rely on Sodexo for cost-effective solutions to their employee or hospitality catering, or to deliver services such as cleaning, reception, switchboard and help desks, mailroom, reprographics and grounds maintenance.

Sodexo is part of the Sodexo Group, the leading global provider of food and facilities management services, with more than 375,000 employees at 30,600 sites in 80 countries.

www.sodexo.com