

# Natural balance

Sodexo Environmental Policy – Annual Report 2004



“In February each year, Sodexho UK will report publicly on progress against objectives and targets. This policy will be monitored to ensure it is effective and will be regularly reviewed and revised as necessary ”

**Extract from the Environmental Statement of the Chief Executive, June 2002**

### Overview

World-wide, Sodexho Alliance is engaged in a Sustainable Development Contract that includes ethical principles. As part of the Sodexho Way, the company also has a mission to “improve the quality of daily life ... by a commitment to contributing to the economic and social development of the cities, regions and countries where we operate”.

Our ethical principles include:

- Loyalty and mutual trust
- Respect for people
- Transparency
- Refusal to engage in corrupt practices and unfair competition – condemning practices not based on trust, integrity and fairness.

To ensure sustainable development Sodexho has set a number of objectives, each with a commitment and an indicator of progress.

These include:

- To create strong, long-term partnerships with clients
- To improve the quality of daily life, safely
- To encourage a fulfilling professional life
- To build balanced, long-term relationships with suppliers
- To ensure that all shareholders receive the same information at the same time
- To contribute to the economic and social development of the countries in which we operate.

In the UK, the environmental policy document ‘Natural Balance’, published in September 2002, is a significant part of the company’s commitment to sustainable development. It is closely related to the Corporate Social Responsibility (CSR) Programme we call “Community Concern”. The 2002 document was the result of a full revision of the previous policy issued in 1998.

Sodexho UK is represented on the All Party Parliamentary Environment Group and on the Business Services Association Environment Committee and the equivalent CSR committee.

### ‘ARENA’ Northern Ireland

In Northern Ireland, the ARENA network undertakes a major environmental assessment of businesses which has had a very positive effect. At its outset Sodexho NI was placed in the top quartile. The assessment divisions were expanded and in 2003 we gained a place in the top quintile of organisations.

### What do we know about our clients?

Sodexho UK operates almost exclusively on other people’s premises and, in the main, has no responsibility for payment for energy used, whether electricity, gas or oil. In most locations where we operate a catering service, the facilities are not separately metered. This makes it very difficult to demonstrate savings from energy efficiency measures. However, the pay-back period for the cost of installing sub-meters could be as little as six months or even less.



## 2003 overview

# Making a difference

### Energy

The company has been collecting information throughout 2003 with regard to environmental activity within the group, especially energy management. Sodexho UK has decided to enter into partnership with the Hotel and Catering International Management Association (HCIMA), embracing its 'Hospitable Climates' initiative as part of the government's 'Action Energy' programme.

The aim of this programme, and Sodexho's participation in it, is to strive towards greater energy efficiency whilst maintaining quality, productivity and competitiveness. It will in turn help the country meet its commitment to reduce emissions of carbon dioxide (CO<sub>2</sub>).

This route has been chosen because Sodexho's main polluting effect is caused second-hand by the CO<sub>2</sub> produced during the generation of electricity.

Although the first step usually taken by business is to obtain a tariff reduction, the real key to cutting energy costs is to use less energy. This results in reduced energy generation and thus reduced CO<sub>2</sub>. The 'Hospitable Climates' initiative is designed to turn theory into practice and supplement the information already available at all Sodexho UK operations.

Sodexho UK currently has four pilot schemes in place at a large school, an older hospital, a modern office complex and a television broadcaster. These sites were chosen so that the information gained can be used to guide the further introduction of the initiative. We anticipate a win/win outcome, genuine and sustainable reduced costs and reduced emissions of the principal global-warming gas.

### Waste

The principal solid waste produced by Sodexho UK is packaging related to the purchasing of food and materials. The company is a member of the Biffpack scheme for managing packaging waste and makes annual returns to the Environment Agency.

In addition, many of our local units participate in recycling initiatives, often in association with our clients. At Tillery Valley Foods alone, we recycle 250 tonnes of cardboard waste each year.

### Paper and publications

All Sodexho's print suppliers are required to use paper stocks that are derived from "sustainably managed pulp resources". This means that the paper and board comes mainly from fresh raw material which is replenished on at least a one-to-one basis. We also specify that pulp be elemental chlorine free (EFC) or totally chlorine free (TFC).

### Environmental management schemes

Sodexho UK has one operation fully accredited under the BS EN ISO14001 accreditation scheme and several currently working towards the same award. A further 60 operations are working to standards set by the scheme but have not at this stage been submitted for accreditation.

The excellent work carried out at our Ford, Dunton facilities management contract, and in the many Sodexho Defence Division contracts, will be used throughout 2004 to create a template for environmental management that can be implemented in any of our operations. This best practice approach will allow group-wide access to basic documentation and eliminate time wasted in reinventing the wheel. It will also enable contract negotiations at tender stage to be conducted with prior knowledge of the accreditation process and its implications for personnel and set-up costs.

The ISO 14000 series accreditations are similar to ISO 9001:2000 in their requirement for documented work instructions, processes and systems. As such, ISO 14000 is a quality management system that demands constant adherence. It is not a badge to be won and then ignored.



**Everyone is involved.** We have an individual and collective responsibility for the environment that goes beyond the requirements of legislation.

## Objectives and targets

# What we have done

- We informed all our suppliers regarding our environmental policy and encouraged them to enter into their own commitments for sustainability.
- We informed all our clients of our policy and requested their assistance to achieve them.
- We have published this annual report in February 2004, detailing our progress against our objectives and targets.
- We have reviewed the policy and are currently extending it, especially with regard to new energy conservation activities.
- We have compared our rates of consumption with government guidelines and have issued information to operations on simple measures to achieve reductions. (See publication 'Environmental Issues').
- We have given clear information regarding the purchase of energy-efficient lighting.
- We have identified heavy catering equipment as our major consumers of energy. As the majority of this equipment is owned by our clients, efficiency of use is our objective.
- Renegotiation of energy tariffs has been completed. Advantage has been taken of 'green electricity' where available.
- Regular servicing of heavy energy consuming equipment is generally in place where that servicing is under our control.
- All printed publications are now created using pulp from managed sources.
- We maintain our packaging waste registrations and data collection obligations as part of the Biffpack scheme approved by the Environment Agency.
- Without compromising food safety considerations, we take sustainability into account in our purchasing decisions. Buyers have been provided with appropriate information.
- We are members of the British Service Association and have representation on its Environmental Task Force. We are also represented on the All Party Parliamentary Environment Group and are participating in the HCIMA 'Hospitable Climates' initiative.
- Our company car policy has changed and so has this thrust of our environmental policy. Most cars in use by employees are now personal lease. We provide details of CO<sub>2</sub> emissions with regard to all cars on offer to enable informed choice. We continue our evaluation on the Toyota petrol/electric hybrid vehicle.
- We reviewed our use of hazardous substances and, ahead of time, are doing so again to ensure that we are using the least harmful available for purpose.
- We communicated our environmental policy to all operational units and made a training presentation freely available.
- As part of the 'Lets Talk' programme, we gave the widest possible opportunity to employees to raise environmental questions and have them answered. All relevant environmental documents are available in operational units and are also available from the company Intranet.
- We have begun to collect data centrally regarding energy use in our own premises. This is an extension of financial data collection and will be further refined to extend measuring into monitoring and improved energy management.

## The 2003 survey

# How we are doing

As a catering and support services company, Sodexo UK is not by any measure a major direct polluter. Our greatest effect on the environment is indirect by means of the electricity we consume, and rather more directly from the exhausts of our large fleet of company cars and delivery vehicles. As a major company we have obligations regarding packaging waste and fulfil these in accordance with Environment Agency requirements.

Sodexo's use of electricity, and actions regarding waste issues, can be reduced by training, advice, supervision and local actions. The latest advice and information to operational units was followed in January 2003 by audit questions on the use of power, waste, recycling and other local initiatives. This 'auditing' is now integral to the annual food safety and health and safety audit carried out by Safeguard, Sodexo's environmental health company.

Supply chain issues are frequently under discussion between Safeguard and Sodexo's purchasing team and include considerations of sustainability and the use of recycled materials in products. Our significant use of paper is being addressed by moving to using paper produced from sustainable sources.



### Results of our 2003 questionnaire

**Q1. Do you carry out energy conservation measures as a routine and formal part of every day working?**

74% of respondents carry out energy conservation measures.

**Q2. Do you also record the outcome, e.g. keep records of electricity, gas and oil consumption?**

Only 16% keep records of consumption. We are looking to increase this figure so that all units monitor their energy and cost savings.

**Q3. Is this your own initiative?**

The energy saving initiative is due to the effort of the Sodexo team alone in 22% of cases.

**Q4. Or is it part of your client's or division's initiative?**

For 48%, it is because of a client's initiative.

**Q5. Are you responsible for energy purchase at your unit or service operation?**

Only 2.8% of respondents were responsible for the purchase of energy.

**Q6. Do you participate in any recycling initiatives e.g. paper, plastic, cans, etc.**

56% of operations participate in some form of recycling for all or some of paper, plastic or cans.

**Q7. If a catering unit, do you recycle waste cooking oil in accordance with the Sodexo scheme?**

81% adhered to the Sodexo scheme for the recycling of waste cooking oil.

**Q8. Do you or your client participate in the 'Save-a Cup' scheme?**

11% of units answering this question take part in the 'Save-a-cup' scheme.

**Q9. Do you have to deal with hazardous waste (waste that requires special yellow or yellow and black waste bags)?**

Hazardous waste is handled by 12% of units.

**Q10. Does your client company have its own Environmental Policy?** 69% of clients have their own environmental policy.

**Q11. Does your client company have its own dedicated Environmental Officer?** 56% have a dedicated environment officer.

**Q12. Which of the following do you recycle at home?**

- Paper & cardboard
- Drinks cans & metal food cans
- Plastic containers
- Glass bottles and jars
- Organic waste in your own compost

71% recycle paper, 40% drinks cans, 32% plastic containers, 63% bottles and jars: but only 29% create compost from organic waste.

**Q13. Do you support Sodexho in its aims to inject further environmental elements into its purchasing activities?** 95% of respondents support Sodexho in this aim.

**Q14. Would it help you to know what products or product ranges are from recycled materials or are produced from sustainable raw materials?** A very significant 80% think it would be helpful to know which products bought by Sodexho are from recycled materials or from sustainable raw materials.

**Q15. Do you think your client would be interested to know what Sodexho is doing on this issue?** A very encouraging 85% think that their client would be interested to know what Sodexho is doing with regard to environmental issues.

## Participation and partnership

Sodexho is joining forces with the HCIMA in its Hospitable Climates initiative aimed at the whole of the catering and hospitality industry.

Although we have already provided excellent information throughout the organisation, implementation has not been sustained in the face of commercial pressures. The 'Hospitable Climates' pilots will provide the information we need to reinforce the genuine savings that can be made. This will then enable Sodexho to demonstrate a wide range of premises in which simple cost-free actions can save energy and costs, whether directly for the company or for our clients.

With 85% of the recent survey respondents confirming that they believe that their client is interested to know what Sodexho is doing about environmental issues, we will clearly be helping them, ourselves and the wider public by providing real data on the energy savings that are available to all.

## More information

So that we do not create more printed material than is necessary for good communication this report, together with several supplements not printed here, has been posted on the Sodexho web site and Ezeinfo, the company's Intranet.

The supplements include:

- Environmental management – the 14000 series.
- Environmental policy – some definitions and explanations.
- Catering/plate waste, and used cooking oils – including information regarding bio/e diesel and green energy.
- Environmental policy and our clients.
- Purchasing policy and supplier co-operation.
- Communication with our staff – how we did it.

Abertillery Tillery Valley Foods	01495 211555	Harold Hill	01708 381977
Aldershot	01252 352000	Hitchin	01462 454401
Aldershot Defence Services	01252 353100	London	020 7815 0610
Alperton	020 8566 9222	Salford	0161 874 2567
Belfast	028 9049 1000	Salford Safeguard	0161 873 6840
Cork	00353(21) 4327210	Sheffield	0114 272 7471
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