

Sodexo UK & Ireland Corporate Citizenship Report 2007

GRI Content Index Table

COLOUR KEY

COMPANY PROFILE DISCLOSURES (Governance + Strategy items)
MANAGEMENT APPROACH DISCLOSURES (6 Performance Areas)
CORE PERFORMANCE INDICATORS (compulsory)
ADDITIONAL PERFORMANCE INDICATORS (optional)

REPORTED
PARTIALLY REPORTED
NOT REPORTED
NOT MATERIAL CONSIDERATION FOR SODEXO UK & IRELAND

GRI G3 Guidelines	Level of reporting	Reference/ Comment
1.1 Statement from the most senior decisionmaker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.		Interview with our chief executive
1.2 Description of key risks and opportunities		Identifying our key issues
2.1 Name of the organisation		Sodexo UK & Ireland
2.2 Primary brands products and/or services, The reporting organisation should indicate the nature of its role in providing these products and services, and the degree to which it utilises outsourcing		Overview of our business
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Overview of our business
2.4 Location of organisation's headquarters		Overview of our business
2.5 Number of countries where the organisation operates, and the names of the countries with either major operations or that are specifically relevant to the sustainability issues covered in the report		Overview of our business
2.6 Nature of ownership and legal form		Overview of our business
2.7 Markets served (including geographical breakdown, sectors served, types of customers/beneficiaries)		Overview of our business

<p>2.8 Scale of reporting organisation, including; number of employees, net sales (for private sector organisations) or net revenues (for public sector organisations; and total capitalisation broken down in terms of debt and equity (for private sector organisations) and quantity of products and services provided. Reporting organisations encouraged to provide additional information; total assets; beneficial ownership (including identity and percentage of ownership of largest shareholders); and breakdowns by country/region of the following: • Sales/revenues by countries/regions that make up 5 percent or more of total revenues; • Costs by countries/regions that make up 5 percent or more of total revenues; and • Employees.</p>		<p>Overview of our business</p>
<p>2.9 Significant changes during the reporting period regarding size, structure or ownership, including: the location of, or changes in operations including facility openings, closings and expansions and changes in the share capital structure and other capital formation, maintenance and alteration operations</p>		<p>Overview of our business</p>
<p>2.10 Awards received in the reporting period</p>		<p>Memberships and recognition</p>
<p>3.1 Reporting period (e.g., fiscal/calendar year) for information provided</p>		<p>Inside front cover</p>
<p>3.2 Date of most recent report if any</p>		<p>2006</p>
<p>3.3 Reporting cycle (annual, biennial, etc.)</p>		<p>Annual</p>
<p>3.4 Contact point for questions regarding the report and its context</p>		<p>Inside back cover</p>
<p>3.5 Process for defining report content, including determining materiality, prioritising topics within the report and identifying the stakeholders that the organisation expects to use the report. Include an explanation of how the organisation has applied the <i>Guidance on Defining Report Content</i> and the associated principles</p>		<p>Identifying our key issues</p>
<p>3.6 Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers) See GRI Boundary Protocol for further guidance</p>		<p>Our environment, Key performance indicators.</p>
<p>3.7 State any specific limitations on the scope or boundary of the report. If boundary and scope do not address the full range of material economic, environmental, and social impacts of the organisation, state the strategy and the projected timeline for providing complete coverage</p>		<p>Identifying our key issues</p>
<p>3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations</p>		<p>Our environment, Key performance indicators.</p>
<p>3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols</p>		<p>Our environment, Key performance indicators.</p>
<p>3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such restatement (e.g. mergers/acquisitions, change of base year/periods, nature of business, measurement methods)</p>		<p>Not applicable</p>

3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report		Not applicable
3.12 GRI Context Index Table identifying the location of the Standard Disclosures in the report. Identify the page number or weblinks where the following can be found: Strategy and analysis 1.1-1.2; Organisational profile 2.1-2.10; Report parameters 3.1-3.13; Governance, commitments and engagement 4.1-4.17; Disclosure of management approach per category, Core performance indicators, Any additional GRI indicators that were included, any GRI sector supplement indicators included in the report		This is the Content Index Table
3.13 Policy and current practice with regard to seeking independent assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider(s)		Not yet addressed
4.1 Governance structure of the organisation including committees under the highest governance body responsible for specific tasks such as setting strategy or organisational oversight. Describe the mandate and composition (including the number of independent members and/or non-executive members) of such committees and indicate any direct responsibility for economic, social and environmental performance)		Corporate governance and risk
4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).		Corporate governance and risk
4.3 For organisations that have a unitary board structure state the number of members of the highest governance body that are independent and/or non-executive directors. State how the organisation defines 'independent' and 'non-executive'. This element applies only for organisations that have unitary board structures. See the glossary for a definition of 'independent'.		Not applicable
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Include references to processes regarding: the use of shareholder resolutions or other mechanisms for enabling minority shareholders to express opinions to the highest governance body; and informing and consulting employees about working relationships with formal representation bodies such as organisation level works councils and representation of employees in the highest governance body. Identify topics related to economic, environmental and social performance raised through these mechanisms during the reporting period.		Not applicable
4.5 Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements) and the organisation's performance (including social and environmental performance)		Not yet addressed
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.		Not yet addressed

4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics		Not yet addressed
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their implementation Explain the degree to which these: are applied across the organisation in different regions and department/units; and, relate to internationally agreed standards		Corporate governance and risk
4.9 Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles Include the frequency with which the highest governance body assesses sustainability performance		Corporate governance and risk
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Corporate governance and risk
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation Article 15 of the Rio Principles introduced the precautionary approach. A response to 4.11 could address the organisation's approach to risk management in operational planning or the development and introduction of new products		Not yet addressed
4.12 Externally developed, economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or endorses. Include the date of adoption, countries/operations where applied, and the range of stakeholders involved in the development and governance of these initiatives (e.g. multi-stakeholder, etc). Differentiate between non-binding, voluntary initiatives and those with which the organisation has an obligation to comply		Our people, Our supply chain, Our environment, Memberships and recognition
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: • Has positions in governance bodies; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; or • Views membership as strategic. This refers primarily to memberships maintained at the organizational level.		Our community, Memberships and recognition
4.14 List of stakeholder groups engaged by organisations. Examples of stakeholder groups are communities, civil society, customers, shareholders and providers of capital, suppliers, and employees, other workers and their trade unions		Identifying our key issues
4.15 Basis for identification and selection of stakeholders with whom to engage. This includes the organisation's process for defining its stakeholder groups, and for determining the groups with which to engage and not to engage		Identifying our key issues

4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. This could include surveys, focus groups, community panels, corporate advisory panels, written communication, management/union structures, and other vehicles. The organization should indicate whether any of the engagement was undertaken specifically as part of the report preparation process.		Our clients and customers, Our people
4.17 Key topics and concerns that have been raised through stakeholder engagement and how the organisation has responded to those key topics and concerns, including through its reporting		Our clients and customers, Our people
Economic Performance - Management Approach		Not yet addressed
EC1 Direct Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments (core)		Not yet addressed
EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change (core)		Not yet addressed
EC3 Coverage of organisation's defined benefit plan obligations (core)		Not yet addressed
EC4 Significant financial assistance received from government (core)		Not yet addressed
EC5 Range of ratios of standard entry level wage compared to the local minimum wage at significant locations of operation (Additional)		Not yet addressed
EC6 Policy, practices and proportion of spending on locally based suppliers at significant locations of operation (core)		Our supply chain
EC7 Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation. (core)		Not yet addressed
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro-bono engagement (core)		Our community
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts (additional)		Not yet addressed
Environmental Performance - Management Approach		Corporate governance and risk, Our environment
EN1 Materials used by weight or volume (core)		Our environment, Key performance indicators
EN2 Percentage of materials used that are recycled input materials (core)		Our environment, Key performance indicators
EN3 Direct energy consumption by primary energy source (core)		Our environment, Key performance indicators
EN4 Indirect energy consumption by primary source (core)		Not yet addressed
EN5 Energy saved due to conservation and efficiency improvements (additional)		Our environment

EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reduction in energy requirements as a result of these initiatives (additional)		Our supply chain, our environment
EN7 Initiatives to reduce indirect energy consumption and reductions achieved (additional)		Not yet addressed
EN8 Total water withdrawn by source (core)		Our environment, Key performance indicators
EN9 Water sources significantly affected by withdrawal of water (additional)		Not yet addressed
EN10 Percentage and total volume of water recycled and reused (additional)		Not yet addressed
EN11 Location and size of land owned, leased or managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas (core)		Not yet addressed
EN12 Description of significant impact of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas (core)		Not a material consideration for Sodexo
EN13 Habitats protected or restored (additional)		Not a material consideration for Sodexo
EN14 Strategies, current actions, and future plans for managing impacts on diversity (additional)		Not a material consideration for Sodexo
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk (additional)		Not a material consideration for Sodexo
EN16 Total direct and indirect greenhouse gas emissions by weight (core)		Key performance indicators, our environment
EN17 Other relevant indirect greenhouse gas emissions by weight (Core)		Not yet addressed
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved (Additional)		Our supply chain, Our environment
EN19 Emissions of ozone depleting substances by weight (core)		Not yet addressed
EN20 NO SO and other significant air emissions by type and weight (core)		Not yet addressed
EN21 Total water discharge by quality and destination (core)		Not yet addressed
EN22 Total weight of waste by type and disposal method (core)		Not yet addressed
EN23 Total number and volume of significant spills (core)		Not yet addressed
EN24 Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex 1, II, III or VIII, and percentage of transported waste shipped internationally (additional)		Not a material consideration for Sodexo
EN25 Identity, size and protected status and biodiversity value of water bodies and related habitats significantly affected by reporting organisation's discharges of water and runoff (additional)		Not yet addressed
EN26 Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation (core)		Our environment - addressed for certain key products and services
EN27 Percentage of products sold and their packaging materials that are reclaimed by category (core)		Our environment
EN28 Monetary value of significant fines and total number of non-monetary sanctions for, non-compliance with environmental laws and regulations (core)		Key performance indicators
EN29 Significant environmental impacts of transporting goods and materials used for organisation's operations, and transporting members of the workforce (additional)		Our environment, Key performance indicators

EN30 Total environmental protection expenditure and investments by type (additional)		Not yet addressed
Product responsibility - Management Approach		Safeguarding our operations
PR1 Life cycle stages in which the health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures (core)		Safeguarding our operations
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by types of outcome (additional)		Safeguarding our operations
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements (core)		Comprehensive data not yet available
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes (additional)		Comprehensive data not yet available
PR5 Practices related to customer satisfaction, including results of survey measuring customer satisfaction (additional)		Our clients and customers
PR6 Programmes for adherence to laws, standards and voluntary codes related to marketing communications including advertising, promotion and sponsorship (core)		Not yet addressed
PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes (additional)		Not yet addressed
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data (additional)		Not a material consideration for Sodexo
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services (core)		Not yet addressed
Labour practices & Decent work - Management Approach		Our people
LA1 Total workforce by employment type, employment contract and region (core)		Our people, Key performance indicators
LA2 Total number and rate of employee turnover by age group, gender and region (core)		Our people, Key performance indicators
LA3 Benefits provided to full time employees that are not provided to temporary or part time employees, by major operations (additional)		Not yet addressed
LA4 Percentage of employees covered by collective bargaining agreements (core)		Not yet addressed
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements (core)		Not yet addressed
LA6 Percentage of workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes (additional)		Not yet addressed
LA7 Rates of injury, occupational diseases, lost days and absenteeism and total number of work related fatalities by region (core)		Safeguarding our operations, Key performance indicators
LA8 Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families or community members regarding serious diseases (core)		Our clients and customers - Healthwise programme

LA9 Health and safety topics covered in formal agreements with trade unions (additional)		Not yet addressed
LA10 Average hours of training per year per employee by employee category (core)		Data not available
LA11 Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings (additional)		Our people
LA12 Percentage of employees receiving regular performance and career development reviews (additional)		Data not available
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity (core)		Our people, Key performance indicators
LA14 Ratio of basic salary of men to women by employee category (core)		Our people, Key performance indicators
Human rights - Management Approach		Our supply chain - supplier CoC, our employees
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening (core)		Not a material consideration for Sodexo UK and Ireland
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and action taken (core)		Our supply chain
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (additional)		Diversity training planned for 2008
HR4 Total number of incidents of discrimination and actions taken (core)		Data not available
HR5 Operations identified in which the right to exercise of freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights (core)		Not a material consideration for Sodexo UK and Ireland
HR6 Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour (core)		Not a material consideration for Sodexo UK and Ireland
HR7 Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour (core)		Not a material consideration for Sodexo UK and Ireland
HR8 Percentage of security personnel trained in organisation's policies or procedures concerning aspects of human rights that are relevant to operations (additional)		Not a material consideration for Sodexo UK and Ireland
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken (additional)		Not a material consideration for Sodexo UK and Ireland
Society - Management Approach		Our ethical principles
SO1 Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting (core)		Not yet addressed
SO2 Percentage and total number of business units analysed for risks related to corruption (core)		Our ethical principles
SO3 Percentage of employees trained in organisation's anti-corruption policies and procedures (core)		Our ethical principles
SO4 Actions taken in response to incidents of corruption (core)		Data not available
SO5 Public policy positions and participation in public policy development and lobbying (core)		Not yet addressed

SO6 Total value of financial and in-kind contributions to political parties, politicians and related institutions by country (additional)		Not a material consideration for Sodexo UK and Ireland
SO7 Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes (additional)		Not a material consideration for Sodexo UK and Ireland
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations (core)		Environmental management, H&S and Food Safety legal compliance addressed

Checks for obtaining C rating	Status
profile disclosures - report on:	
1.1	
2.1-2.10	
3.1-3.8, 3.10-3.12	
4.1-4.4, 4.14-4.15	Yes
	15
	performance indicators
At least 10 performance indicators	Yes
One indicator in each of social, economic and environment categories	Yes
	Not
Management approach disclosures for each indicator category	required