Creating and managing property solutions to improve quality of life
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Who we are

Sodexo is a global outsourcing company working in partnership with public and private sector clients to design, deliver and support their front-line services. Wherever we operate around the world – be it in central and local government, prisons, universities, schools, garrisons, hospitals and corporate sites – we are committed to delivering services that achieve greater value, better outcomes and improve quality of life.

We offer world class food services and catering, facilities management, property and technical services, benefits and rewards services and personal and home services.

Our property Integrator represents another step in Sodexo’s story of growth as the world’s leading provider of Quality of Life services.

470,000 global employees  World’s 19th largest employer  Operating in 72 different countries

Over 100 different professions  £18 billion in consolidated revenues  Company founded in 1966
Creating and managing property solutions that improve quality of life

Our Integrator is a turn-key solution for property management and advisory services.

We bring together industry leading expertise from across all property disciplines to empower you to make effective decisions about your estate. Our people can support every stage of your property lifecycle – from capital project through to workplace strategy, and anything in between.

- **We manage and assure** outcomes – we provide governance and assurance across service delivery, commercial, QHSE, asset management and change.

- **We integrate** systems and supply chains – our data empowers you with one version of the truth, line of sight and an integrated operating platform for real estate, capital projects, facilities management and any other service you need to support your business.

- **We advise** our clients on their estates function strategy, portfolio strategy and asset management strategies and plans.
STRATEGY

MANAGEMENT

DELIVERY

STRATEGIC OBJECTIVE SETTING & PLANNING

SUPPLY CHAIN, QHSE, COMMERCIAL, SYSTEMS

FACILITIES MANAGEMENT

CAPITAL PROJECT MANAGEMENT

ESTATES MANAGEMENT

OPERATIONS MANAGEMENT

ADVISE, INTEGRATE, MANAGE & ASSURE

SUPPLIER

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HORIZONTAL INTEGRATION

VERTICAL INTEGRATION
What quality of life means to us

Improving quality of life isn’t just a dream. For Sodexo, it’s a mission. We believe quality of life helps to keep people healthy, happy and motivated throughout life. We believe it helps organisations to be more efficient and productive. As the world leader of over 100 services, we believe that quality of life is created when we integrate our food services, facilities management, employee benefits and more. But we go even further. Doing good business in a good way is our driver and at the heart of our mission.

• Wherever we work, we strive to create an environment in which each employee is able to fulfil their potential and maximise their contributions.

• We believe in and foster diversity and inclusion as a force for progress both within our business and in society.

• We are committed to providing all our people with the means to grow and develop sustainable careers through high quality learning and development.

• We respect our employees’ fundamental rights and we are committed to ensuring their safety.
End-to-end service capability

Integrating property services vertically and horizontally enables us to deliver greater cost control, improved risk management and enhanced value for our clients.

Vertically, our teams reach across customer services (helpdesk, QHSE monitoring, service management and assurance), through to helping you to align your strategy to your business and changing supplier industries and markets.

Horizontally, our teams span all aspects of the property lifecycle: lease and landlord management, capital project planning, asset lifecycle, facilities management, energy and sustainability management and workplace optimisation.
Our service proposition
Creating and managing property solutions to improve quality of life

MANAGE & ASSURE
We provide outsourced property management and assurance across all property disciplines.

We provide management and technical expertise to deliver property functions and manage property risk.

INTEGRATE
We create a single operating platform by integrating property systems, processes and people across all property functions.

We connect our clients to best-fit supply chains through our optimised contracting model.

ADVISE
We use our single operating platform and talented property experts to provide insight that enables property to contribute to the strategic objectives of your organisation.
Sodexo’s property **Integrator** is an evolution of the FM Managing Agent model. It recognises the consolidation of property and workplace supply chains.

You have choice and control of your supply chain who are procured directly by you through aligned contract terms, while we, as your property **Integrator**, take care of the day-to-day management of all of your suppliers.
An innovative contracting model

Single interface and independent assurance through the Integrator

LEGAL AND CONTRACTUAL RELATIONSHIP

CLIENT
POLICY
PLANNING
STRATEGY
BUSINESS ENGAGEMENT

SUPPLIERS
FACILITIES MANAGEMENT
CAPITAL PROJECTS & MINOR WORKS
ASSET MANAGEMENT
ENERGY MANAGEMENT
LEASE & LANDLORD MANAGEMENT

MANAGEMENT
ASSURANCE
INTEGRATION
MANAGEMENT INFORMATION
ADVISORY
Value for you

- Organisational clarity and resilience.

- Independent management of risk and cost; independent supply chain performance management; independent performance, commercial; and statutory compliance assurance.

- Integrated decision making, greater costs control, enhanced quality standards and improved risk management.

- Improving the Quality of Life for your people and customers in your spaces – so you can focus on your business.

- Optimal mixed economy – all parties playing to their core strengths, avoiding unnecessary risk transfer and unnecessary margin-on-margin.

- Economies of scale in all aspects of property and workplace management.
Trusted data, governance and assurance

**1ST**

Your supply chain organisations are accountable for assuring their own delivery. We work with them to systemise the framework through which they report to you. We also monitor and audit their activity to manage risk and assure compliance.

**2ND**

We support the owners of your technical and commercial controls frameworks. Controls set critical limits for activities and provide technical authority over process design (your Policies and Standards). We can do this for your property function, or you may have an existing Policy and Compliance team that we will support. We then undertake risk management and monitoring to assure that your supply chain is delivering and assuring its activities in a compliant way.

**3RD**

We provide independent assurance of the controls framework. We liaise with and offer reporting to senior management or your Board – providing line of sight controls that ensure compliance and systematic risk management. 3rd line of defence assures that controls are appropriate, effective and adequate.*

* We recognise that your business will have an internal audit function to provide assurance over our activities and we will expect to shape our activities to best fit their framework.
We provide a single interface that integrates your suppliers and your organisation’s systems and enables the adoption of a single taxonomy and structure.

By using industry data standards, we optimise the management of assets and property and enable benchmarking against your sector.

Finally, we empower you to transform your data into transparent, real-time information, analytics and intelligence.
Best of breed approach to integrated property management systems

- FACILITIES MANAGEMENT
- CAPITAL PROJECTS & MINOR WORKS
- ASSET MANAGEMENT
- ENERGY MANAGEMENT
- LEASE & LANDLORD MANAGEMENT

* Integration depth according to supplier capability

DATA - INFORMATION - ANALYSIS - INSIGHT - DECISION

PERFORMANCE MANAGEMENT SYSTEMS & PURCHASE-TO-PAY

INTEGRATE
Value for you

- Efficiency and standardisation through a single operating platform that integrates horizontal and vertical silos.

- A comprehensive, accurate and integrated view of large, complex estates enabling improved decision-making at every point in the property lifecycle.

- One version of the truth through a single, controlled and trusted data-set.

Cornerstone to our systems integration

- Sodexo’s global partnership with Microsoft.

- Industry leading approach to integrated workplace and property management systems.

- Integrated with supply chain best of breed solutions.

- Client and supply chain technology and systems agnostic.

- Standards Certification (ISO 27001, ISO 22301 and ISO 20000).
Whichever the stage you are at, we will work with you to develop your data capability

New foundations
- Demand management
- Analytics strategy development
- Master data management
- Brand identity
- Analytics culture change

Best practice
Integrator automation:
- Automated insight
- Automated processes

Industrialisation leading edge
- Automated business intelligence
- Use of data and analytics becomes part of your core business processes. Move from reactive to planned decisions. Blend in business and qualitative data.
- Maximise your analysis of data to transform your business operations and increase efficiency. Plan for step 8.
- Use advanced analytics to start to predict trends, get ahead of risks, optimise supply performance, lower costs and increase value. Plan for step 9.
- Use technology to maximise the analysis. Take data-informed actions and decisions across your wider organisation to maximise efficiencies.

Data foundation

Quick wins
2. Combine any available data and work on focus areas to support your decision-making. Establish benchmarks. Plan for step 5.

Analytics culture
3. Ensure the skills and process for deriving insights are in place. Establish one source of the truth.

Informed management level decision-making
4. Demonstrate that decisions are evidence-based blended with experiential knowledge.

Enhanced insights into your business
5. Use of data and analytics becomes part of your core business processes. Move from reactive to planned decisions. Blend in business and qualitative data.

Operational analytics

Predictive analytics

A data-informed organisation
8. Use technology to maximise the analysis. Take data-informed actions and decisions across your wider organisation to maximise efficiencies.

Prescriptive analytics
9. Use machine learning to simulate and choose between different scenarios and their impact on your business.

Automated business intelligence
10. Automate processes to perform the analysis and derive insight. Externalise data products, harvest or donate 3rd party data.

Cultural change has taken place. Technology and skills are maximised and decision making is tested and proven.
We offer unmatched advisory capability and insight for our clients. We remain independent, while providing you with a dedicated team that understands every complexity of your estate.

Through aligned management information, we support and empower you to achieve your strategic objectives by improving your line of sight into your business.
We provide management information and advice to support your property decisions with a focus on sustainable outcomes.
Value for you

- Improved business intelligence that enables an effective strategy to be developed to support your organisation’s objectives.
- Line of sight that enables delivery of strategic objectives.
- Data-driven insight and advice that empowers decision-making with confidence.
- Ability to plan for and deliver change.
- Ability to optimise investment and portfolio performance.
Our model can flex to suit the size of your property team, your estate and the services you need. It is based around four key benefits for all our clients.
Creating and managing property solutions to improve quality of life

MANAGE & ASSURE

INTEGRATE

ADVISE