

The Better Tomorrow Plan Case study

Local Communities

OUR COMMITMENT: We will support local community development in all the countries where we operate by 2015.



Sodexo in Tanzania

- Operating since 1998
- 250 employees
- 95% of Tanzanian staff



2 Approved Centres

3 specific qualifications offered through certificates and diplomas

TANZANIA

Fostering local employability

In 2010 Sodexo Tanzania was granted 'Approved Centre' status by The City & Guilds of London Institute to offer **City & Guilds training, examinations and qualifications to local Sodexo staff** at both North Mara and Tulawaka Gold Mines.

Working in partnership with City & Guilds Sodexo is able to provide a unique opportunity to its staff on remote sites to develop and improve their skills within the hospitality industry through an **external, internationally recognized, awarding body**.

Creating value for Local Communities

- Sodexo employs qualified staff on full-time contracts and trains them regularly in use of professional tools and equipment.
- Sodexo's choice is to contribute to reducing unemployment by employing 95% of Tanzanian staff.
- By such commitment, Sodexo helps to alleviate unemployment in the client's site area, leading to a decrease in social tensions.

General context

- **35%** of the Tanzanian population lived below the national poverty line in 2001.
- Even though most education indicators have improved recently, the adult literacy rate was still at **72.6% in 2008**, with deep disparities between urban and rural zones. Such a rate combined with the **difficulty to access education** in remote areas is responsible for the strong employment instability.
- Sodexo diversified on site solutions offer provides several and various **position opportunities for local communities**.
- But local employees' **mobility and springboard** into the company is **strongly limited** by a lack of training and professional competencies. The **weakness of local educational infrastructure** does not allow them to access professional skills and qualifications that would help them enhance and develop their career.



Deliver internationally recognized qualifications

After an intense review of the facilities by an External Verifier both North Mara & Tulawaka mine sites received “APPROVED CENTRE” status from City & Guilds of London. They were assessed by an External Verifier for two approvals at each site:

- **Approved Centre** – to conduct examinations on-site.
- **Qualification Approval** – to run a particular course on-site.

Centre Approval enables Sodexo to register and enter candidates for examinations and practical assessments in the approved qualifications.

The courses on offer range from Certificate to Diploma and Advanced Diploma:

- **Food Preparation & Culinary Arts.**
- **Food & Beverage Service.**
- **Accommodation Operations & Services.**

Implementation process

- During the course candidates undergo frequent ‘**sample tests**’ to familiarize them with the actual exam format.
- Exams are scheduled in June & November each year.
- **Final written exams** are conducted by an Independent Invigilator.
- **Final assessments** are conducted by an External Verifier appointed by City & Guilds.
- **Results** due 6 weeks after exams.

A springboard for a wide range of positions

After obtaining a City & Guilds qualification, the staff trained is taken into consideration for vacant positions, in order to help them develop and utilise their new skills in a higher position. Promotions will be accepted through the following promotion equivalencies table:

SODEXO’S EMPLOYEE SPRINGBOARD

General Assistant	➔	Assistant Cook
Assistant Cook	➔	Cook
Cook	➔	Head Cook/Chef
Housekeeper	➔	HK Supervisor
HK Supervisor	➔	HK Superintendant
Any senior position	➔	Assistant Site Manager

More information

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