

# 100%

OF OUR WORKFORCE WILL HAVE ACCESS TO OUR PROGRAMS FOR PEOPLE WITH DISABILITIES BY 2025.

**sodexo**  
QUALITY OF LIFE SERVICES

## Why disability MATTERS?

**Disability** is a global term that covers **physical and mental impairments** or any **limitations** encountered by an individual when executing a task as well as any **restrictions** experienced in everyday life situations.

### TYPES OF DISABILITIES

**MOTOR** Any disability that restricts physical activity.

**HEARING** Any disability that restricts one's ability to hear.

**COGNITIVE** Any disability that restricts one's ability to learn, understand, remember or process information.

**VISUAL** Any disability that restricts one's ability to see.

**PSYCHOLOGICAL** Any disability that impacts one's behavior, personality, thought process or interactions.

**CHRONIC** Any disability resulting from a chronic illness and that affects one's everyday activities.

Source: France, Agefiph 2007.

**1** billion people experience disability worldwide.  
Source: World Health Organization, 2011.

**70%** of people with disabilities have **non-apparent disabilities**.  
Source: United States Department of Labor, 2014.

## Why should companies PROVIDE JOBS TO PEOPLE WITH DISABILITIES?

**3 to 7%** is the estimated **gross domestic product loss** when excluding people with disabilities from the workplace.  
Source: International Labour Organization, 2009.

**61%** of all employees noticed an increase in overall morale when accommodations are made for people with disabilities.  
Source: Office of Disability Employment Policy, United States Department of Labor, 2007.

**90%** of U.S. consumers prefer companies that employ people with disabilities.  
Source: Cornell University, 2013.

## Where does SODEXO stand?

**30** ambassadors of the Disability Voice taskforce support countries with their local initiatives.

**ILO** Sodexo is a member of the ILO (International Labour Organization) Global Business & Disability Network.

**76%** of Sodexo employees feel that their diversity is valued.  
Source: 2014 employee engagement survey.

**+9** The question on diversity in our employee engagement survey showed the greatest increase with + 9 points.  
Source: 2014 employee engagement survey.

## OUR DISABILITY INITIATIVES REACH:

**86%** OF OUR WORKFORCE IN 25 COUNTRIES TODAY.



## SODEXO'S COMMITMENT RECOGNIZED

Listed in the 2015 Global **Diversity List** for Disability Networks issued by *The Economist*.

2015 **Best Diversity Employer Award** in Canada.

2015 DiversityInc's **Top 10 US Companies** for Disabilities.

**European Disability Matters Award** for Sodexo Poland in 2015.

TAKE A CLOSER LOOK AT DISABILITIES

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## TAKE A CLOSER LOOK AT DISABILITIES



### AMBASSADORS OF DISABILITY have their say



**Sue Black**  
Global HR Director,  
Energy & Resources



**Denis Machuel**  
CEO Benefits & Rewards  
Services

#### SPONSORS OF THE DISABILITY VOICE TASKFORCE

As longtime **supporters** and sponsors of the inclusion of people with disabilities, we are very proud to announce that Sodexo has **pledged** that by 2025 our programs for people with disabilities will reach 100 percent of our workforce. That means that over the next 10 years, in every country where we operate, we will actively work to put in place **initiatives and programs that recruit, engage and develop people with disabilities**, within the scope of local law.

We truly believe that by giving people with disabilities a place within the organization, we create a stronger and more innovative company, better able to service our clients and 75 million consumers around the world. If we look at the facts, when people with disabilities are included in the workplace, absenteeism drops, retention goes up and innovation is boosted.

Inclusive practices are undeniably changing the way we work worldwide!

We're already off to an amazing start! We have made great strides towards achieving our **2025 objective**: our initiatives in favor of people living with a disability currently cover 86 percent of our workforce. This is just a beginning! We still have a long way to go and we need everyone's energy and commitment to succeed. This journey goes beyond initiatives and policies – **it is rooted in our commitment to build an inclusive workplace that improves the Quality of Life of our 420,000 employees.**

We know that there is not one solution that fits all but with everybody on board, ready to fight misconceptions and biases, change perspectives and raise awareness – **everything is possible!**



**PATRICK HIRIART**  
OIL & GAS ADVISOR,  
GROUP HEADQUARTERS.

**“ TO THIS DAY,**  
*I remember the way that I was welcomed back – with moral support, complete understanding and full assistance.”*

When **Patrick Hiriart** fell from a ladder at his home, he suffered a broken hip, severe head trauma and a speech impairment – injuries that sidelined him for nearly three years. Determined to pass along his 30 years of industry experience to the next generation of workers, Patrick and his boss identified a new role that would allow him to come back to work. He returned to Sodexo in 2009 as an advisor for the Energy and Resources segment and has held that position ever since.

**In France**, Sodexo's Disability Network is made up of 77 volunteers and peer-nominated representatives. The network focuses on raising awareness, sharing recruitment best practices and supporting the inclusion of people with disabilities.



**LENA JANSSON**  
PHYSIOTHERAPIST AND DISTRICT  
MANAGER IN CHARGE OF MEDICAL  
SERVICES AND LOGISTICS, SWEDEN.

**“ IT'S AMAZING**  
*when I can convince someone that they can do something that they didn't think was possible, that they have more possibilities than disabilities. It's a great journey to be a part of.”*

**Lena Jansson** works in partnership with therapists, nurses and other medical professionals to design solutions for patients suffering from a wide range of disabilities. Her daily goal is simple: to provide the necessary equipment that will help these patients live a normal life. This can mean adjusting the neck of a wheelchair, adapting a bed or even creating customized crutches. Lena also collaborates with the County of Stockholm to develop the necessary infrastructure to make the city accessible for residents living with disabilities.

**In Sweden**, Sodexo works with NGO's and government organizations committed to the inclusion of people with disabilities. The Sodexo Group has signed a diversity charter and regularly participates in job fairs, conferences and campaigns aimed at people living with a disability.



**MONIKA BENTKOWSKA**  
HUMAN RESOURCES  
DIRECTOR, POLAND.

**“ WE WERE ONE OF THE FIRST**  
*companies in Poland to hire an employee with an intellectual disability. Today, we continue to actively advocate for inclusive workplaces.”*

**Monika Bentkowska** has every reason to be proud of the way that Sodexo has pioneered disability inclusion in Poland over the past 10 years. As Human Resources Director, she has helped to establish strong partnerships with local government organizations and NGOs in order to actively attract, retain and develop employees with disabilities. Monika and her team have leveraged best practices from these partners to build in-house training and awareness programs for managers. Programs that chip away at dated stereotypes and create an environment that celebrates differences. Since 2006, Sodexo Poland has recruited and retained 130 employees with various types of disabilities.

**In Poland**, Sodexo is recognized as a company that breaks stereotypes and prejudices. In 2015, Sodexo Poland received the European Disability Matters Award, a highly coveted honor that celebrates organizations that lead the way in mainstreaming disability in their workforce and workplace.



**SEAN CALLAGHAN**  
GENERAL MANAGER AT THE SODEXO  
LOBLAWS SITE, CANADA.

**“ FOSTERING AN INCLUSIVE**  
*workplace affects morale – it makes everyone more engaged and happy to be a part of the team.”*

**Sean Callaghan** manages a team of 36 employees and strongly believes in leading by example while keeping things simple. With six of his team members living either with a physical or mental disability, Sean makes it a priority to demonstrate inclusive practices in the workplace every day. He focuses on bringing out the best in each employee and adapts his management style to address their disabilities. Although he received dedicated training, Sean believes that working with individuals with disabilities is really about using common sense and practicing patience and respect.

**In Canada**, Sodexo's disABILITY strategy provides meaningful work experiences that help attract, retain and develop the best talents with disabilities. Actions such as these earned Sodexo Canada the title of 2015 Best Diversity Employer.



**KHUN SUKANYA SONGSAKUL**  
ADMINISTRATIVE OFFICER,  
THAILAND.

**“ I NEVER FEEL PUT ASIDE.**  
*I know that I play a key role in team projects and meetings.”*

**Khun Sukanya Songsakul** has never let her hearing disability limit her life. After earning a degree in Business Administration, she set her sights on joining Sodexo's Human Resources department at Samitivej Srinakarin Hospital in Bangkok, Thailand. With her strong work ethic, positive attitude and specialized on-the-job training, she has become a valued member of the team. Khun and her colleagues have learned to communicate effectively through a mix of written messages, hand gestures and sign language.

**In Thailand**, Sodexo signed two trade union agreements, solidifying its commitment to developing the attraction and retention of employees with disabilities.

For more information on our disability initiatives around the world, visit [www.sodexo.com](http://www.sodexo.com)

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