

# 2022 Corporate Responsibility Report

Luxembourg



# WE CREATE A BETTER EVERYDAY FOR EVERYONE TO BUILD A BETTER LIFE FOR ALL

**To some,** it's just a canteen meal, just leftovers, just a job in the food industry.

**To us,** it's a healthy child, a fight against food waste, the beginning of a career.

Things that seem insignificant to some people are essential to us. That's because we know that the best way to have a real impact is to focus on the most specific and tangible points, the things that are a part of everyday life. This impact is not just felt by individuals in their lives, it also offers a long-term benefit and is favourable to the planet.

This is why everyday life has always been at the heart of our activities and our efforts. We are aware of the major impact that our daily initiatives can have because they affect millions of people around the world day after day, and we are determined to fully assume our responsibility.

This is why we strive to take action today that will be positive and decisive for the future. Combining good taste and healthy eating. Providing opportunities to those who need a helping hand. Caring for communities and the individuals who live there. Respecting the planet. Making every day an opportunity for tomorrow.

By calling upon our humanistic culture, we are determined to go further. It is these values which are at the core of our mission:

**“At Sodexo, we aim to improve everyone's daily life to make life better for all”.**

“

*Since becoming Head of CSR in 2020, I have been committed to supporting all projects of the Sodexo Group and our Luxembourg subsidiary.*

*In 2022, we were able to renew our **ESR** (Entreprise Socialement Responsable/Socially Responsible Company) **label** awarded by the Luxembourg National Institute for Sustainable Development and CSR (INDR). Sodexo was among the first companies in Luxembourg to receive this label which recognises our commitment to CSR since 2010.*

*We were able to achieve this goal thanks to the day-to-day work and collective effort of all our employees.*

”



**Laurence GRAFF**  
Head of CSR



Figures as at 31/2022

# BUILDING ON SOLID FUNDAMENTALS

## Our mission

To improve the quality of life of our employees and those we serve, and to contribute to the economic, social and environmental development of the communities, regions and countries in which we operate.

## Our values



### Pride in our service

People are at the heart of Sodexo. We focus all our attention on customers and consumers.



### Team spirit

Combining the skills and expertise of our people ensures Sodexo's success.



### Geared towards progress

We are always assessing and reassessing of goals, because analysing success and failure forms a foundation for ongoing success.

## Our ethical principles

### Loyalty

Trust is at the heart of our relationships, both with our customers and with our employees.

### Respect for others

We treat everyone with respect and dignity regardless of their origin, age, gender, beliefs and lifestyle choices.

### Transparency

We ensure that our customers, employees and shareholders receive accurate and clear information about our products and services.

### Integrity

We condemn all practices that are not based on honesty, integrity and fairness.



Each one of our actions is guided by our mission, our purpose, our values, our ethical principles, the awareness of our impact and sense of responsibility which, at all times, lead us to give the best of ourselves, to make every day a better day.



**LET'S DISCOVER THESE INITIATIVES TOGETHER!**

# AMBITIONS BASED ON THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS

Launched in 2015, the Sustainable Development Goals (SDGs) set global goals in 17 key areas in which governments, businesses and society as a whole must act to achieve a fairer and more sustainable world by 2030.



As a service provider, we have identified six key areas where we can have a significant impact. All our commitments are based on these goals.

These SDGs have not only helped us to set out our "Better Tomorrow 2025" roadmap, but have also been used to determine our nine key commitments as part of our various roles and with our stakeholders.



# OUR NINE COMMITMENTS AND GOALS FOR 2025 IN LUXEMBOURG



## OUR ROLE AS AN EMPLOYER

The “**Better Tomorrow 2025**” roadmap, which sets out our commitments and goals, was created in line with the United Nations’ Sustainable Development Goals (SDGs).

Sodexo assesses its progress with relevant, tangible and measurable goals which we communicate transparently in accordance with the principles on which governance is based.

To achieve the 2025 goals, we have developed an annual progress plan and in this report, we measure the progress made in 2022.



## OUR ROLE AS A SERVICE PROVIDER



## OUR ROLE AS A CORPORATE CITIZEN

**1. OUR IMPACT ON PEOPLE**

1.1. Improve the quality of life of our employees by providing a safe working environment

Goals:

- **70% commitment rate**
- **"Zero accidents" target**



1.2. Offer our consumers healthy lifestyle choices and encourage them to embrace these choices

Goal:

- **100% of our consumers are offered healthy choices**



1.3. Act sustainably for a world without hunger

Goal:

- **60,000 beneficiaries of our Stop Hunger programme**



**2. OUR IMPACT ON COMMUNITIES**

2.1. Promote a culture of diversity, fairness and inclusion that reflects the communities we serve and, in doing so, enriches them

Goal:

- **100% of our teams have gender diversity in their management**



2.2. Promote development at local level as well as fair, inclusive and sustainable business practices

Goal:

- **Local products make up 50% of our purchases**



2.3. Make diversity, fairness and inclusion a driver of societal change

Goal:

- **Empower 70 women from the community**



## OVERALL GOAL: REDUCE OUR CARBON EMISSIONS BY 34%

**3. OUR IMPACT ON THE ENVIRONMENT**

3.1. Foster a culture of environmental responsibility among our employees and in our workspaces

Goal:

- **100% of our employees trained in sustainable actions and practices**



3.2. Purchase responsibly and offer management services that reduce carbon emissions

Goal:

- **100% renewable electricity**
- **50% of supply from a <150 km radius**



3.3. Promote the use of sustainable resources

Goals:

- **50% reduction in food waste**
- **85% of our purchases covered by WasteWatch**





  
**1. OUR IMPACT ON PEOPLE**

- 1.1.** Improve the quality of life of our employees by providing a safe working environment
- 1.2.** Offer our consumers healthy lifestyle choices and encourage them to embrace these choices
- 1.3.** Act sustainably for a world without hunger

  
**2. OUR IMPACT ON COMMUNITIES**

- 2.1.** Promote a culture of diversity, fairness and inclusion that reflects the communities we serve and, in doing so, enriches them
- 2.2.** Promote development at local level as well as fair, inclusive and sustainable business practices
- 2.3.** Make diversity, fairness and inclusion a driver of societal change

  
**3. OUR IMPACT ON THE ENVIRONMENT**

  
**OUR LABELS AND CERTIFICATIONS**

- 3.1.** Foster a culture of environmental responsibility among our employees and in our workspaces
- 3.2.** Purchase responsibly and offer management services that reduce carbon emissions
- 3.3.** Promote the use of sustainable resources

# COMMITMENT

# 1

## OUR IMPACT ON PEOPLE

It is by taking care of each other – by striving to create safe work environments, by being attentive, by promoting training and professional development – that Sodexo enables everyone to flourish and contribute to improving the quality of life for all:

- from the quality of life of our consumers by offering them healthy food and lifestyle choices on a daily basis,
- to the quality of life of vulnerable people by tackling hunger and malnutrition in Luxembourg through Stop Hunger, its main philanthropic cause.



## Make safety our priority

Because the safety of our employees is an absolute priority, we implement information, awareness and prevention campaigns throughout the year.



### ISO 45001 certification

In 2014, we set up an occupational health and safety management system for the central organisation of support processes for Sodexo Luxembourg's catering and facility management activities, and which we have maintained ever since.

### OUR ACTIONS

**10 per year**

**Safety toolboxes** are information sheets for managers. They are the subject of a monthly meeting with the whole team.

**294**

**Near-misses** are dangerous situations or conditions that could have caused an accident but did not have serious consequences at the time. They are identified and analysed using a dedicated app.

**100%**

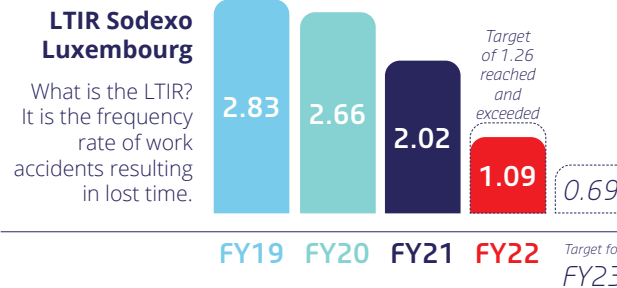
of meetings at Sodexo start with a **"Safety minute"**.

**100%**

of our employees are **trained in safety risks** as soon as they are hired so that they can intervene in the event of an emergency.

**6**

is the number of **designated safety officers**. Their mission is to perform the company's occupational health and safety risk protection and prevention tasks.



\* FY = fiscal year.

At Sodexo, the fiscal year begins on 1 September and ends on 31 August

### 2025 TARGET



## Zero accidents



## FOCUS ON...

In October 2022, Sodexo Luxembourg was awarded a prize for its safety campaign at the 15<sup>th</sup> edition of the **VISION ZERO** Occupational Health and Safety Forum organised by INDR, the Accident Insurance Association (AAA) and the Union of Luxembourg Companies (UEL): **"My health for them, too"**.

**VISION  
ZERO** RISQUES  
ACCIDENTS  
MORTS

This safety campaign and all the preventive measures that Sodexo implements on a daily basis have enabled us to significantly reduce the rate of work accidents resulting in lost time.



Take a look at the video introducing the "My health for them, too" project which won the 2022 public prize



### Highly committed employees

In order to carry out our services, we rely upon highly committed employees. We know that we can only deliver a meaningful Sodexo experience to our customers and consumers if our teams are fully committed.

To nurture our employees' commitment, we encourage them to be attentive and to actively embrace training and personal development. And to make sure we understand how our employees feel, what motivates them and the improvements that could make Sodexo a better place to work, we conduct a completely anonymous commitment survey.



**SEVEN YEARS** is the average seniority of Sodexo Luxembourg employees

#### HOW WE MEASURE IT



Every year, we measure the commitment of **all our employees** through **Voice**, a global survey that focuses on nine themes:

- Meaning
- Autonomy
- Growth
- Impact
- Connection
- Diversity and inclusion
- Corporate social responsibility
- Ethics
- Happiness

Some results from Voice 2021

"I feel comfortable speaking up when I witness unethical behaviour"

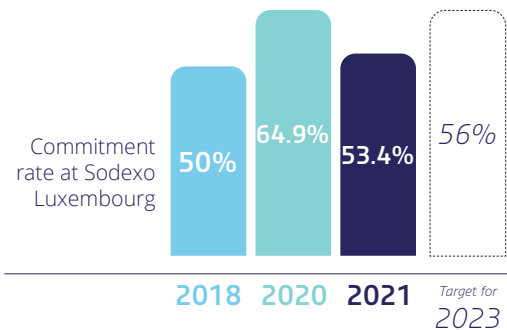
**65.7%**

"I feel that the company is committed to social and environmental issues"

**67.2%**

"I feel that the company values diversity in the workplace"

**62.3%**



The VOICE survey was not carried out in 2022, a year marked by difficult international conditions.

#### 2025 TARGET

**70%** commitment rate





## ***THE EVP: What is the EVP (employee value proposition)?***

Launched in 2022, our Employee Value Proposition campaign consists of promises to current employees and future candidates based on what they value most about working for an organisation.

It can include remuneration, rewards and benefits, but also development opportunities, values and what can be expected from the company culture.

It is a framework that communicates the experiences that contribute to both the attractiveness of the company to candidates and to the retention of employees.

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### ***Sodexo's EVP promise***

Working with Sodexo is more than a job; it's a chance to **be part of something greater** because we believe our **everyday actions** have a big impact. You **belong** in a company that allows you to **act** with purpose and **thrive** in your own way.

**#WeAreSodexo**

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**BELONG.  
ACT.  
THRIVE.**

### Healthy choices for everyone

We are convinced that eating well contributes to people's well-being, health and fulfilment.

That's why we are committed to providing and encouraging our consumers to access healthy lifestyle choices, including a balanced and nutritious diet.

More specifically, this means increasing the consumption of fruits and vegetables, legumes, seeds and dried fruits. It also involves consuming less salt, sugar and fat.

#### HOW WE MEASURE IT

For our catering sites, we calculate the **percentage of our consumers who are offered healthy choices**. To measure this, the **SEA tool** (Site Engagement Assessment for a better tomorrow) will be launched in 2023.

To be approved, a restaurant must respond affirmatively to 7 of these 12 questions:

1. Do you offer a Mindful meal or starter regularly (at least twice a week)?
2. Do you offer fresh, whole fruits and vegetables every day?
3. Do you offer dairy products every day, including low-fat and no-added-sugar options?
4. Do you offer fish and seafood every day?
5. Do you offer legumes every day?
6. Do you offer whole or semi-whole grain options every day?
7. Have you banned trans-fatty acids from your cooking and seasonings?
8. Do you offer at least one product without added sugar, including desserts and cereals, to your consumers on a daily basis?
9. Do you offer consumers at least one beverage with no added sugar every day?
10. Do you monitor and follow proper salt usage guidelines for on-site cooking and food preparation?
11. Is drinking water available to consumers at your premises at all times of the day?
12. Do you support and encourage initiatives that help consumers engage in physical activity?



#### 12 DIETICIANS

at the service of our guests to:

- ensure that our recipes are healthy and balanced
- lead workshops and conferences
- provide advice on food choices
- raise awareness in order to reduce sugar, salt and fat consumption

**100% OF OUR RECIPES** are highly nutritious and made available to all of our guests to help them make the right choices.



#### 2025 TARGET

**100%**  
of our consumers are offered healthy choices



## Let's combat hunger!

For 25 years, Stop Hunger's mission has been to set up various actions in all the countries where we operate to collect food and funds that are donated in full to local partners who work for people in need.

Through the Stop Hunger initiative, we want to act in partnership with our customers, educate our consumers and involve our employees through solidarity donations, but above all through volunteering, by offering them their time or their skills.

### Rounding in solidarity

Our salary rounding programme is offered to all Sodexo Luxembourg employees. The principle is to donate the cents after the decimal point of the net salary every month. The money collected is donated to Stëmm vun der Strooss, which provides meals to the homeless.

6,972  
beneficiaries



### OUR ACTIONS



stop  
hunger



450  
beneficiaries

Each year for more than 40 years, Noël de la Rue ASBL has organised its **Christmas party for the homeless** and those in difficult financial or social circumstances.

Thirteen colleagues volunteered to serve the Christmas meal provided by Sodexo and also helped to wrap gifts, set up and decorate the room and clean up after the festivities.

600  
beneficiaries



caritas  
LUXEMBOURG

5,360  
beneficiaries

### To food banks

Thanks to the donation of meal vouchers from Sodexo Lunch Pass beneficiaries, we have been able to support food banks managed by Caritas.

### Support for the food bank

Every year since 2014, we have organised a food drive with our colleagues. All the food collected is donated to the Luxembourg Food Bank.

In 2022, Sodexo and Stop Hunger launched a partnership with the European Food Banks Federation (FEBA).

Through this agreement, Sodexo recognises FEBA as an important partner.

### 2025 TARGET



**60,000**  
beneficiaries  
(over the last 4 years)

Beneficiaries per year

13,382

2022

15,000

2021

## COMMITMENT

# 2

### *OUR IMPACT ON COMMUNITIES*

Ever since the company was founded, our guiding principles have been based on supporting the economic, social and environmental development of the communities, regions and countries where we operate. These principles are inseparable from our performance drivers. Every day, the teams strive to provide sustainable and responsible value to all stakeholders.

Thus, we want to contribute to a society that promotes diversity, fairness and inclusion. We are particularly vigilant with our supply chains and our partners' activities, and we demonstrate our solidarity with and commitment to the needs of local communities as much as possible.



## Diversity, fairness and inclusion, performance factors

Showing respect, accepting the differences between people and fighting against all forms of discrimination (culture, origin, age, sexual orientation and gender identity, etc.) is at the very heart of our commitments. This culture of diversity, fairness and inclusion is both a moral imperative and an essential condition for innovation and performance.

Gender equality is one of Sodexo's key commitments in terms of diversity. While our teams are now predominantly female overall, our ambitious goal is to increase the presence of women in operational management positions to 40/60 by 2025!

### OUR ACTIONS

Sodexo Luxembourg has been a partner of **IMS** (Inspiring More Sustainability) for many years and has participated in several projects:

- 2012: Sodexo is a founding member of the **Luxembourg Diversity Charter**.
- Participation in the **Diversity Day Lëtzebuerg** since 2015. All our employees take part in National Diversity Day.
- Since 2016, our one-day job exchange programme "**Vis ma Vie**" (Live my Life) has been a huge success and we were proud to receive the Luxembourg Diversity Award in 2017.
- Since 2022: Sodexo has been leading an independent working group, "**Age and intergenerational management**", in order to share knowledge and experience between companies in Luxembourg.

All our managers and head office employees **follow our diversity training** upon their arrival: a enjoyable training programme that fosters awareness.

This training is available to all our employees on a voluntary basis.



**32%** of parental leave taken by men at Sodexo Luxembourg

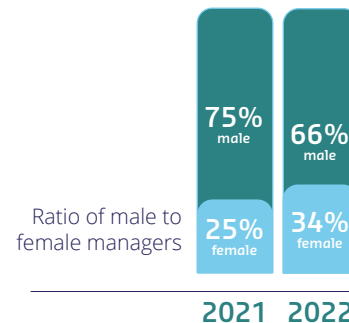
### SoTogether

Luxembourg  
A gender network for a better tomorrow

Since 2016, the dynamic **So Together** network has been run by Sodexo employees working on a voluntary basis.

Breaking down prejudices and stereotypes, changing mentalities, promoting work-life balance, etc. are the issues tackled by SoTogether Luxembourg.

This diverse network is aimed at all Sodexo Luxembourg employees regardless of gender, age, origin, disability, sexual orientation or gender identity.



### 2025 TARGET



**100%**

of our teams respect gender diversity in their management



### Local partners and quality products

To minimise its environmental impact, Sodexo has made responsible sourcing one of its priorities. We select our products according to strict quality and sustainability guidelines, and create an inclusive and local supply chain, choosing suppliers who share our commitment.

Ensuring care and respect for animals in our supply chains and supporting suppliers, farms and processing facilities with the highest standards of animal welfare is our duty as a catering business.

Getting involved in the economic life of the country means we need to champion local producers and preserve regional expertise and products.

#### OUR ACTIONS

##### A local catalogue

- When purchasing fruit and vegetables, **we always prioritise local producers** when the product is available. Imports are therefore excluded from the catalogue when the same product is available locally.
- To meet the demands of our customers, **more than 1,300 items** that were produced or grown in Luxembourg are available in our catalogue.
- **Nearly 1,400 tonnes of products** produced or grown in Luxembourg were consumed.
- **25 local partners** in agricultural production.

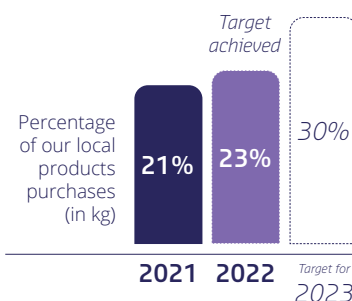


##### Local product labels

Sodexo began its partnership with the Chamber of Agriculture in May 2013 with the award of the first **Sou Schmaacht Lëtzebuerg** certificate for a caterer in Luxembourg and we are proud of it.

**Sou Schmaacht Lëtzebuerg** aims to give more visibility to products from Luxembourg and to inform consumers about the diversity of local agricultural products and the undeniable advantages of locavorism.

Today, **40 of our catering locations** in Luxembourg **have SSL product ranges** (produced in 28 certified kitchens).



##### 2025 TARGET

**50%**  
of our purchases will be made up of local products (in kg)





## Responsible purchasing

Recognising the value of an inclusive supply chain is part of Sodexo's strategy to strengthen its contribution to community development and its ability to offer customers more flexible, innovative services through diversity.



### OUR ACTIONS

#### Establishing partnerships with local and inclusive communities

We choose to work with partners whose mission is to reintegrate individuals who find themselves in difficult circumstances. Some examples:

- Our stationery is printed by the **Kraizbiere Foundation**, which has about fifteen employees with disabilities in its printing workshop.
- **Tricentenaire sheltered workshops** have been a preferred supplier for Sodexo for many years, particularly for their **Chocolats du Coeur**.
- **ProActif** is a professional reintegration workshop that offers many services. One of which is cultivating and processing high-quality fruit and vegetables. The team of 50 people includes 40 participants in a re-employment initiative.



FAIRTRADE

#### Supporting fair trade

Supporting fair trade means protecting and promoting human rights and fundamental freedoms, including eradicating forced labour, child labour and discrimination, and respecting freedom of association and collective bargaining.



- In partnership with a Peruvian cooperative, we offer only organic Fairtrade bananas at all of our catering sites. Thanks to this commitment, we were able to receive the **ONLY 100% Fairtrade & Organic Bananas** label for all our catering locations in 2022.



- To celebrate its 30th anniversary in Luxembourg under the slogan "The future is fair", the **Fairtrade Flame** passed through the Konviktsgaard and the European School in Kirchberg at the end of 2022. Sodexo and Fairtrade Lëtzebuerg have been partners for many years and organised stands to present and promote Fairtrade products, in particular the **Chocolats Du Coeur from Ateliers du Tricentenaire**.

## Be an agent for change

Sodexo is one of the largest employers in the country in terms of workforce, and given the human dimension of our activities and our local roots, it is our duty to play a role in social integration by hiring people who have trouble accessing the labour market.



### OUR ACTIONS

#### See beyond disabilities

We employ people with disabilities and offer them work adapted to their situation.

On "Duo Day", we pair up a disabled job seeker with a Sodexo employee for the day so they can find out what it's like to work here. In 2019, this Duo Day resulted in one permanent contract.

**3% of our workforce** are people with disabilities. Whether or not it's visible, disability is not a barrier to employment at Sodexo.

#### Helping young people find a job

Each year, we organise recruitment sessions for young people looking to join the workforce in partnership with the Luxembourg Employment Agency (ADEM).

**Since 2013, these sessions have resulted in 122 employment support contracts, or CAEs.**

ADEM and the job seeker sign the CAE for a period of one year. The job seeker is appointed a tutor from Sodexo and a training plan is drawn up for the duration of the contract.

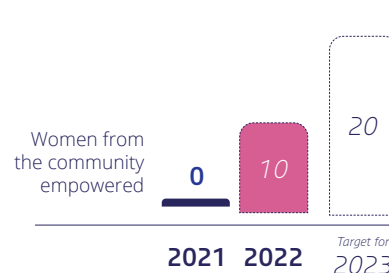
In 2022, a new session took place with 8 new candidates.

#### Empowering women in the community

## SheWorks

A SHADOWING PROGRAM FOR A BETTER TOMORROW

Each year, to mark **International Women's Day on 8 March**, an observation day is organised between local women in vulnerable situations and Sodexo employees. The goal is to help them discover what we do and the employment opportunities that exist in our company.



### 2025 TARGET

**70**  
women from the community empowered (from 2022 to 2025)



## COMMITMENT

# 3

### *OUR IMPACT ON THE ENVIRONMENT*

#### **Defining a committed environmental policy**

Faced with the major challenge of climate change, Sodexo adopted a target in 2009 to reduce its direct and indirect greenhouse gas emissions by 34% by 2025 (compared to its 2017 baseline). This target was endorsed by the Science Based Targets initiative (SBTi) and in compliance with the Paris Agreement to limit a global temperature rise above 1.5 °C compared to pre-industrial levels.

Sodexo Luxembourg is aligned with this 34% reduction target and is plotting its environmental responsibility roadmap to reduce its carbon footprint throughout its value chain.

By serving more than 35,000 consumers a day in Luxembourg, it is our duty to make our employees aware of the right actions to protect the environment and reduce our energy consumption. Our assessment has enabled us to identify that sustainable and local sourcing is key to the challenge of limiting our carbon impact and that reducing food waste is an area where we can act for a more sustainable, more ethical and fairer world.



### 2022 data compared to our 2017 baseline reference

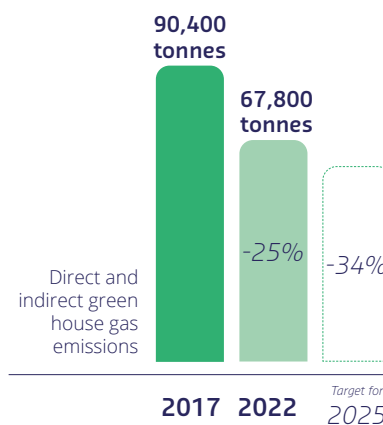
Our greenhouse gas emissions have been measured annually since 2017. This has enabled us to establish a baseline and a detailed action plan to achieve our ambition of a 34% reduction by 2025.

	2017		2022
	<b>90 400 tCO<sub>2</sub>e</b>		<b>67 800 tCO<sub>2</sub>e</b>
Energy and refrigerant consumption at our customers' sites	52.92%	<b>C</b>	58.21% <b>B</b>
Supply chain - food purchasing	31.29%	<b>A</b>	26.84% <b>A</b>
Supply chain - other products and services	5.38%	<b>B</b>	3.80% <b>B</b>
Travel and commuting to and from work	3.97%	<b>D</b>	5.83% <b>D</b>
Waste from our activities on our customers' sites	2.90%	<b>B</b>	2.08% <b>B</b>
Supply chain, distribution	1.96%	<b>D</b>	0.41% <b>B</b>
Direct operations	1.58%	<b>B</b>	2.82% <b>B</b>

We use indicator letters to help you identify at a glance the level of uncertainty of each value displayed.

<b>A</b>	< 15%
<b>B</b>	15% - 30%
<b>C</b>	30% - 60%
<b>D</b>	> 60%

Accurate data is given or can be provided for emission factors, data points and calculated emissions.



#### 2025 TARGET

# -34%

reduction in carbon emissions

### Acting responsibly, every day

In our workspaces, our operating methods have changed in recent years.

Sodexo employees receive training on the daily actions to take in terms of the environmental impact of our various businesses.

Thus, many actions have already been implemented and we work on our culture of environmental responsibility every day.

Because of our size, the sum of our individual actions can make a huge difference.



### OUR ACTIONS

#### Environmental reports

Initiated in 2022 by our Health, Safety and Environment department, these environmental reports make it possible to share best practices in energy and resource management in general.

Each month, a new topic is shared with all our employees.

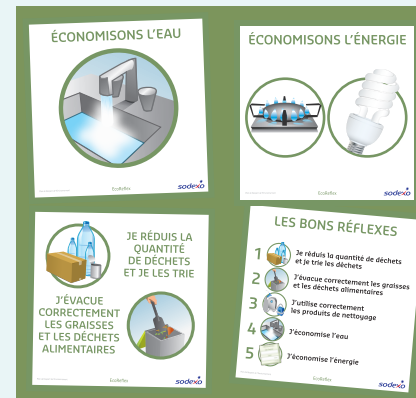


#### Training for everyone

Our employees are trained in actions and best practices during a welcome session called **“Sparkling training”**.

Reminders are issued on a daily basis, particularly with regard to environmentally friendly habits or eco-reflexes.

At the same time, each manager completes the **“Better tomorrow”** training on our social responsibility commitments.



#### Eco-reflexes

All of our employees have received Eco-reflex training, which includes basic instructions on water, energy and waste management.

Eco-reflexes are posted at all Sodexo sites. Regular reminders are given during monthly toolbox meetings led by the on-site supervisory team.



### 2025 TARGET

**100%**  
of employees trained in sustainable practices



### Making responsible supply choices in view of the climate emergency

Because more than a third of our carbon emissions are linked to our supply chain, we have set out key actions such as prioritising shorter supplier routes, optimising transport and logistics and including more food made from plants in our purchases.

We also prioritise the choice of 100% renewable green electricity to limit our direct greenhouse gas emissions.

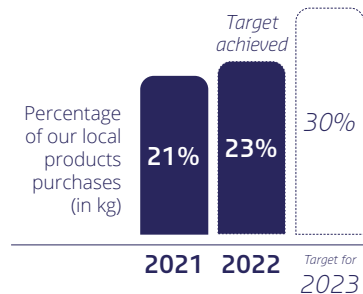
#### OUR ACTIONS

##### Centralise our purchases with a distributor and prioritise local producers

Our main food supplier, **La Provençale**, allows us to **optimise the number of deliveries made** to all our sites. Committed to environmental protection, their fleet of trucks refrigerated with cryogenic nitrogen reduces CO2 emissions by 40% and fine particulate emission by 90%.

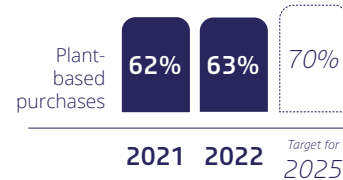
In partnership, we are also working to develop local supply chains. In fact, to reduce carbon emissions from our logistics chain, we have set ourselves the goal of carrying out **50% of our purchases (in kg) within a radius of 150 km of Luxembourg** by 2025.

This geographical area corresponds to the Greater Region, which is an area of cooperation between the German, Belgian and French partner regions, as well as the Grand Duchy of Luxembourg.



##### Creating sustainable food systems around plant proteins

Plant-based food is offered by Sodexo to raise consumer awareness of the nutritional and environmental benefits of meals based on plant proteins, which are both sustainable and delicious. This is another vital way to reduce carbon emissions.



##### Electric vehicles

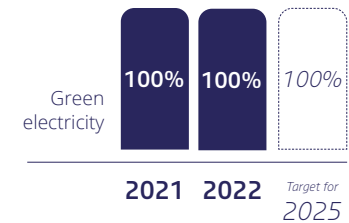
As soon as possible, our delivery vehicles will be replaced by electric vehicles.

Nine vehicles in circulation in 2022.



##### 100% green electricity

For our electricity contracts at all our business sites.



#### 2025 TARGET

**100% renewable electricity**

**50% locally sourced**



### Combating food waste

We are combating food waste as an environmental measure in order to reduce our carbon footprint, but also and above all because it is an ethical measure: how can we accept throwing away food that is still edible?

We have two solutions to reducing food waste:

- The first is "Leanpath" to prevent waste
- The second is "Anti-waste baskets" to empower our consumers and help them become committed food savers!

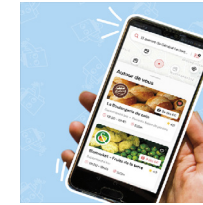
#### OUR ACTIONS



#### Leanpath, weighing waste

Since the end of 2020, we have been implementing a digital "Leanpath" programme in our kitchens to weigh food waste and identify areas for reducing it.

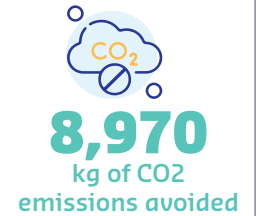
This programme raises awareness of waste management amongst kitchen staff, improves the quantities of food to be produced by adapting supply to demand, and finally raises guests' awareness of food waste.



#### Anti-waste basket

An app and a few clicks is all it takes to make savings and carry out an environmentally friendly act: this is the challenge that Sodexo Luxembourg has taken on board by partnering with Phenix, the anti-food waste application. This means our production surpluses are offered to our customers at highly reduced prices.

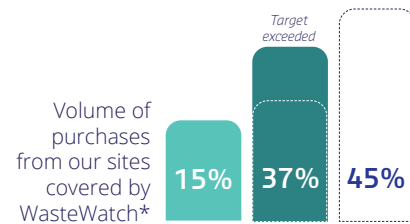
In 2022:



#### Focus on...



These actions have been approved by the Government of the Grand Duchy of Luxembourg, represented by the Minister for Agriculture, Viticulture and Rural Development, to be part of the "Together against food waste" campaign and to use its anti-waste logo ("Anti Gaspi").



\*WasteWatch is Sodexo's programme to promote the sustainable use of all resources: natural resources, energy and food.

#### 2025 TARGET

**50%**  
reduction in food waste

**85%**  
of the volume of purchases from our sites covered by WasteWatch\*



## Combating single-use items

As a member of the IMS Luxembourg and a committed stakeholder in the fight against single-use plastics, Sodexo Luxembourg signed the Zero Single-Use Plastic Manifesto in 2019.



We have carried out various initiatives, including the removal of the majority of single-use plastic products from our purchasing chain, well before the introduction of the European Directive on the matter.

### OUR ACTIONS



#### The EcoBox to combat single use items

The Ministry of the Environment, Climate and Sustainable Development and SuperDrecksKëscht came up with the **EcoBox** concept in Luxembourg to combat single-use packaging in restaurants through a deposit system.

Sodexo has adopted the concept for takeaways in its restaurants.



#### Recycled and recyclable plastic

Sometimes, it is still necessary to use plastic containers due to the nomadic nature of our consumers.

For water bottles in vending machines, or for take-away sushi trays, for example, we prefer **RPET** containers for their circularity. This plastic is recycled and becomes its own resource.



#### Recycling paper towels

With the **Tork Paper Circle®** programme in place at one of our largest sites, paper towels are collected and recycled into new paper products. This means we reduce our waste, improve our carbon footprint and contribute to the circular economy. In 2022, we recycled 12.2 tonnes of paper towel at this site alone and reduced our carbon emissions by a CO2 equivalent of 5.3 tonnes.

### Focus on...

#### Bio-methanisation

100% of our food waste is sorted and taken to a bio-methanisation plant in Luxembourg. Using bacteria, the waste is transformed into natural gas which is fed into the network, and the solid residue is used as fertiliser.

**100%**  
OF OUR WASTE  
IS SORTED

When it comes to sorting waste, there are no exceptions to the rule at Sodexo. We sort our waste at the head office and at all customer sites.

**96%**  
OF OUR WASTE  
IS RECYCLED

Organic waste is sorted, collected and recycled on a farm in Itzig which has a bio-methanisation plant.

**24,000**  
LITRES  
PER YEAR

We don't dispose of our cooking oils, we turn them into biodiesel!



## Act to protect biodiversity and respect natural ecosystems

Acting to protect biodiversity and respect natural ecosystems means putting shorter supply chains into place, promoting sustainable agriculture and livestock farming and choosing suppliers who share our environmental values.

### Banning eggs from caged hens

In 2016, the Sodexo Group made a commitment to stop using eggs from caged hens by 2025.

At Sodexo Luxembourg, **100%** of our eggs in shells are from free-range hens, and this will be the case for all egg products by 2025.

### Our sustainable seafood sourcing policy

- **We have removed 17 species** of endangered fish from our purchases.
- **For wild fish**, Sodexo prefers **MSC-certified fish**. MSC is a voluntary and internationally accredited certification programme for sustainably caught wild fish.
- **For aquaculture fish**, the **ASC label** is our standard. ASC is a certification programme and label for aquaculture seafood products to make their production more environmentally friendly and socially responsible.

## OUR ACTIONS

### Animal welfare charter

This Charter sets out the minimum requirements for working with Sodexo. To meet these requirements, suppliers must demonstrate the principles of this Charter through their own supply chain.

Strict standards must be applied at the time of breeding, during transport and at slaughter. Animals must be treated humanely according to local and national animal welfare regulations.

### Combatting deforestation

Because it is a major cause of global warming and the loss of biodiversity, Sodexo is committed to eliminating deforestation from its supply chain by 2030.

In partnership with WWF, the Group is improving its sourcing by increasing the proportion of certified deforestation-free products in its purchases and focusing its efforts on those with the greatest impact, namely beef, soy, palm oil and paper.

### A local partnership

Sodexo Luxembourg and Hunneg Këscht have been in partnership since 2020 with the aim of protecting bees, preserving local biodiversity and promoting good organic honey that is made in Luxembourg.

This partnership is an excellent example of Sodexo's desire to act as a responsible company that respects the environment. This is also why the beekeeper has an electric vehicle at his disposal, a fabulous work tool with no carbon emissions! We offer our customers the chance to install beehives to produce 100% local organic honey.



Six hives have already been installed



# LABELS AND CERTIFICATIONS

## SODEXO GROUP



### Prizes and awards

ecovadis

Sustainability Award  
Gold Class 2022  
S&P Global

MEMBER OF  
Dow Jones  
Sustainability Indices  
In Collaboration with RobecoSAM



## SODEXO LUXEMBOURG



### Certifications

Since 2014

Since 2019



### Labels

Since 2006

Since 2010



### Member

Since 2007

Since 2012

Since 2014

Since 2019

Since 2023



Founding member



### Awards

2009

2013

2017

2022



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