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We're Committed to Making a Change

We're sharing our holiday greetings with the winter edition of our quarterly newsletter. The articles in this issue cover our commitment to reducing food waste, new employment strategies and tips to keep seniors healthy during the colder months.

Our team is always open to your feedback and collaboration. We invite you to reach out to us as we work together to elevate senior living.

We look forward to our continued partnership in the new year.

Enjoy and happy holidays! ★



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WasteWatch: Our Commitment to Reducing Food Waste

At Sodexo, our mission is to improve the quality of life in the communities we serve all around the world. Given our corporate footprint and food purchasing reach, fighting the global crises of climate change and hunger must be part of that mission. Sodexo is championing these efforts by reducing the amount of food that goes to waste on our watch.

How the Sodexo food waste program works

Sodexo began developing its food waste prevention program, WasteWatch, powered by Leanpath (WWxLP), more than a decade ago, and Sodexo groups have since deployed WWxLP at sites across the globe. The program allows Sodexo teams to easily capture food waste data, so they can make operational improvements to trim costs and reduce excess food.

The pilot sites confirm that the program works: on average, Sodexo locations reduced food waste by 50%. Now, it's time to project that success across the company. We are committed to deploying WWxLP across all Sodexo sites by 2025.

How WWxLP can make a difference

The statistics are in and they're staggering – one-third of the food produced for human consumption goes to waste each year. Here are some key ways that WWxLP is helping facilities make a measurable difference across the globe.



Reducing food waste improves food security for everyone

Even in a prosperous nation like the United States, 1 in 7 people face food insecurity – meaning that they don't know always where their next meal is coming from (Source: [The World](#)). When we all do our part to reduce food waste in our homes and workplaces, we can help get food to those who need it.

Seamlessly integrated into your daily operations

Whether food waste is generated in the kitchen or by residents throwing away food, Sodexo teams can use WWxLP to easily capture food waste data and take action to drive cultural and behavioral change. Entering daily food data takes just 7 minutes a day – making it quick and easy to integrate into your facility's processes. What's more, Sodexo provides everything you need to get started with WWxLP, including:

- Changing behavior at work, at home and in the community
- Fostering an alignment of employee and corporate values
- Providing education



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WasteWatch: Our Commitment to Reducing Food Waste

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Improving facility efficiency through automated tracking

The data that WWxLP provides can help your facility:

- Fine-tune your menus and operating procedures
- Make the invisible visible so your staff can identify opportunities for efficiency
- Track your progress and results easy

Reducing single-use items and boosting recycling

Single-use packaging – including containers, boxes, cups, bowls, utensils, wraps, bags, lids, straws, and stirrers – are damaging oceans, seafood, wildlife, and the broader environment. Cutting down on single-use packaging is at the core of our fight against waste. We've introduced innovative packaging and recycling solutions, such as reusable materials, bioplastics, and organic material, to help prevent plastic waste from ending up in landfills.

Improving your fiscal bottom line

The business case for WWxLP is clear: pilot sites realized savings up to 4.4% on purchases, reduced waste disposal costs and it typically costs less than 30% of total savings, with ROI within one year,

Partner with Sodexo to make meaningful change

Sodexo is focused on preventing all forms of waste through changes in processes, consumer education and collaboration with external partners. Sodexo aims to follow the principles of the circular economy to ensure all waste has a beneficial use and by promoting reuse, recycling, and composting to eliminate avoidable waste going to landfills.



We are committed to improving food security and nutrition status for all global citizens. We carry out this mission through our WWxLP program – putting the power of reducing food waste in your hands. Partner with us to help reduce your facility's food waste by up to 50%. ★

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Adapting Employment Strategies to Assist Partners

The senior living industry continues to feel the pinch of a tight labor market for frontline workers. While most industries are experiencing challenges with recruiting and retention, dining and foodservice operations continue to be among the hardest hit. According to Jim Moran, Sodexo Seniors' Vice President of Human Resources, some of the challenges with hiring and retaining service employees are as follows:

- Service-level jobs are experiencing an increase in demand and a decrease in job applicants
- Sourcing and hiring have become far more competitive, requiring employers to expedite the interview-to-hire process
- Organizations are challenged to keep up with prevailing wage rates, which impacts recruitment and retention
- Employees are quick to leave if they feel disillusioned, burned out or are working in a poorly staffed or unsafe environment

Consequently, employing frontline workers in the current job market requires abandoning the traditional recruiting and hiring playbook. When determining which jobs they apply to, today's generation of workers looks for more than

just competitive wages. Job applicants seek a streamlined hiring process that is personalized and makes them feel valued. In essence, workers want to ensure that their potential employers are a good fit.

New Strategies Yield Positive Results

To compete more effectively for talent, Moran says that Sodexo Seniors has implemented new strategies to recruit, hire, and retain workers. Key among these tactics is creating separate teams of dedicated recruiters for managers and for frontline workers, analyzing wage and market data to ensure that Sodexo Seniors' wages are competitive. Other strategies include the following:

- Contacting qualified applicants within 24 hours of receiving their job applications
- Conducting virtual interviews and extending job offers within 48 hours
- Enhancing the onboarding experience to ensure that employees are socially and technically acclimated to their new roles

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Adapting Employment Strategies to Assist Partners

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- Training workers for their current positions and engaging them in discussions about career advancement opportunities
- Moving from annual performance reviews to quarterly performance discussions that enhance employee engagement

These tactics, along with other actions, have elicited positive results, Moran says, such as a 12% decrease in the time to extend job offers and an 8% decrease in time to fill positions. In addition, the turnover rate for frontline staff has decreased by 17%. The market will continue to be challenging, but Sodexo Seniors is committed to adjusting its recruitment, hiring, and retention strategies to ensure its competitiveness in the market. ★



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Keeping Seniors Active and Engaged During the Winter

Ready or not, the chilly, dreary months are upon us. The festivities of the holiday months can help everyone stay busy and positive. However, once the dust settles after New Year's, it's easy for seniors to really feel the "winter blues" until daffodils and tulips begin to show their colorful faces a few, long months later.

Seniors' Health During the Winters

It can be tough to find – and keep – motivation to stay physically fit when the temperatures drop and sun isn't shining. It's important for people of all ages to stay active year-round, especially seniors. Here are some ways to encourage seniors to stay active during the cooler months:

- Find an exercise buddy to stay accountable
- Choose a fun activity – such as chair yoga or group gardening
- Focus on the physical and mental benefits to stay motivated
- Get the right clothing to stay warm from the cold temperatures and dry from sweat
- Play a fun, upbeat music playlist to keep you motivated
- Plan your regular exercise – such as right after lunch, five days a week
- Try an indoor workout—like mall walking, stair-climbing or a senior workout on YouTube



Using Dining to Keep Residents Engaged During the Winter

Encouraging those who are able to come to your dining hall can help boost their mood through social interaction. Plus, once seniors are out of their rooms, they may be more likely to participate in other community activities. Here are some ways to encourage seniors to make their way to the dining hall and not take their meals in the rooms all winter:

- Add social activities in the dining hall before or after mealtimes, such as bingo or puzzles
- Decorate the dining hall with seasonal décor, such as for Thanksgiving, Hanukkah, Christmas and Valentine's Day
- Put on some music, such as holiday tunes

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Keeping Seniors Active and Engaged During the Winter

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Help Seniors Stay Aware of Scams During the Holidays

According to the Senate Special Committee on Aging, fraudsters cheat seniors out of nearly \$3 billion each year (Source: [CNBC](#)). While fraudsters are active year-round, there are special holiday-themed scams that attempt to defraud seniors during the holiday season. Some of the most common scams during the holiday season are:

- **Charity scams:** During the winter holiday season, many people make end-of-year donations to charitable organizations. As we are all inundated with requests for charitable donations, seniors should take steps to ensure the organization is legitimate before sending any money. Use [the tax exempt organization search](#) from the Internal Revenue Service (IRS) to determine if a non-profit is registered with the IRS.
- **Grandparent scams:** In this scam, a fraudster contacts a senior pretending to be a family member – typically a grandchild – saying that they have an emergency of some sort that requires the grandparent immediately send them money. The grandparent scam plays on the senior's emotions of feeling sympathy for their grandchild and not

wanting to leave them in a lurch. If you or a senior you know are contacted for money, call another family member to verify the story and gather more information before sending any money.

- **Social security and IRS scams:** Receiving an email or a letter in the mail from the government can feel stressful. Seniors who receive a notice from Social Security or the IRS may opt to quickly take the requested action – just to ensure their Social Security benefits aren't affected and that they don't have any issues with their taxes. However, it's important to take steps to verify that any government notice is legitimate. The government will never call demanding immediate payment, for example.

Sodexo Seniors is here for our clients and their residents year-round. We provide support and tips for helping to keep your residents healthy – mentally and physically. ★

[Question or Topic Suggestion for the Next Issue?](#)



Wishing you, your family, and staff a safe and joyous holiday season!



**Thank you for reading our Sodexo Seniors Client Newsletter.
We value the partnership we have with you.**

Please let us know if you have any questions or if you
have [topic suggestions for future issues](#).



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