THE CLIENT
My portfolio is very diverse which includes: Financials, Retail, Pharma, FMCG & IT clients, all falling under the Corporate segment.

SUSTAINABILITY INITIATIVE: STRATEGIC FOOD WASTE PREVENTION
Through our Better Tomorrow 2025 corporate responsibility roadmap, we have committed to eliminating avoidable waste globally by 2025. The WasteWatch powered by Leanpath program provides Sodexo teams with food waste data and insights, allowing them to implement targeted operational and behavioral changes to help end avoidable food waste, whether food waste generated in the kitchen or consumer food waste.

BACKGROUND
Sustainability is becoming a very important topic for our clients, and is a discussion coming straight from the C-suite Level. I believe Sodexo is very well positioned when it comes to sustainability. Our Better Tomorrow plan 2025 is helping us anticipate client needs to align with their expectations.

I lead many important sustainability initiatives with my clients, and a top priority right now for them is the issue of food waste. It is one of the biggest challenges that we address and luckily Sodexo has some great tools like WasteWatch powered by Leanpath which helps drive progress in that area.

CHALLENGES
This is a very good program to implement but there have been situations where executing this has been somewhat of a challenge. This is what we learned and now apply to other client sites:

• Get the commitment and buy-in from all the staffing levels on the value of the program and on doing the work to learn the system Make sure everyone knows the goals and objectives that we want to achieve
• Training of all employees is crucial so that the reporting of the information is done correctly
• Establish more than one subject-matter expert at each site so that if one person leaves you don’t lose momentum on the project

Hammad Majeed, Vice President
Business Segment: Corporate Services

“Sustainability is now one of the most important strategic pillars for our client’s business. It is truly a top priority and becoming a core value of our day to day business.”
SUSTAINABILITY CHAMPION

SUCCESSES
The biggest successes we have implementing this program is when the commitment and direction is given from the top executives because it makes the transition and deployment much easier. True visibility on the data with the system dashboard means we now have clear and actionable insights that help us develop strategies together to address food waste and operational effectiveness.

IMPACT/BENEFITS
This program is a true partnership between Sodexo and the client as it gives opportunity to collaborate and drive different solutions. For example, a Retail client of ours has a connection with an organization in their community that manages unused and unsold food otherwise destined for landfill and distributes it to those in need of nutritious food and regular balanced meals. We are going to start working directly with that community partner, which helps support our client’s mandate and is good for our relationship with the client and the local area.

Our mission is to improve the quality of life and these initiatives really help in economic, social and environmental development of our communities.

RECOMMENDATIONS THAT YOU COULD MAKE SO THAT OTHER PEOPLE COULD LEARN FROM YOUR EXAMPLE:
Start having the conversations on bringing a more sustainable approach to your client’s business and connect that to their business. Every client has a different definition of what sustainability means and so we need to work very closely to clearly understand their goals and objectives.

Sodexo is very well positioned in this area and has a strong commitment to it and there are a lot of resources available to us. I would recommend that every General Manager go to Sodexo.net as well as connect with the many subject matter experts across Canada that can help train and educate them.

It truly is time to start these conversations and trigger these discussions. If not for us, then for the future and for the betterment of the world.