

2.6 Indicators, reporting methodology and Statutory Auditors' Report

➤ 2.6.1 SUMMARY OF GROUP WORKFORCE AND ENVIRONMENTAL INDICATORS

	Fiscal 2013	Fiscal 2012
GENERAL INFORMATION		
☑ % of Group revenues of countries having one or more ISO 9001 certification	56.8%	57.1%
We Are		
BUSINESS INTEGRITY		
☑☑ % of employees working in countries having the Sodexo Statement of Business Integrity available in at least one official language	97.9%	98.8%
We Do		
AS AN EMPLOYER		
Workforce		
☑☑ Total Workforce	427,921	421,391
Per category		
☑☑ Employees	379,036	371,180
☑☑ • Male employees	167,922	162,821
☑☑ • Female employees	211,114	208,359
☑☑ Managers	48,885	50,211
☑☑ • Male managers	28,280	29,684
☑☑ • Female managers	20,605	20,527
By activity and client segment		
☑ On-site Services	97%	97%
☑ • Corporate	40%	40%
☑ • Education	22%	22%
☑ • Health Care	15%	14%
☑ • Remote Sites	10%	10%
☑ • Defense	3%	4%
☑ • Sports and Leisure	3%	3%
☑ • Seniors	3%	3%
☑ • Justice	1%	1%
☑ Benefits and Rewards Services	1%	1%
☑ Personal and Home Services	0.5%	0.5%
☑ Group headquarters and shared structures	1.5%	1.5%

☑ All the published information was subject to verification by independent third party entities designated by Sodexo.

☑☑ These indicators were subjected to a higher level of assurance called "reasonable assurance" by the same third party entities. The assurance report is available in the Corporate Responsibility/Assessing our progress/Indicators section of the Sodexo Group website www.sodexo.com or by clicking [here](#).

	Fiscal 2013	Fiscal 2012
Per geography		
☑☑ North America	132,611	123,698
☑☑ Continental Europe	102,236	103,558
☑☑ United Kingdom and Ireland	35,072	38,035
☑☑ Rest of the World	158,002	156,100
Per age		
☑☑ Under 30	27.5%	
☑☑ 30 - 40	24.0%	
☑☑ 40 - 50	23.9%	
☑☑ 50 - 60	17.7%	
☑☑ Over 60	6.9%	
Other workforce indicators		
☑ Employee retention rate	67.8%	60.0%
☑ Site management retention rate	82.2%	
Respect Human Rights		
☑ % of employees working in countries having the Human Rights policy available in at least one official language	94.2%	90.9%
Employee development		
Access to employment		
☑ New hires (excluding acquisitions and transfers)	133,861	150,943
☑ • Employees	126,937	143,359
☑ • Managers	6,924	7,584
Internal promotion		
☑ Site managers and other non-site staff promoted to off-site management	533	488
☑ % of off site management positions filled by internal promotion	33.1%	27.1%
☑ Front-line staff promoted to site management	1,848	2,250
☑☑ % of site management positions filled by internal promotion	24.0%	26.4%
Training		
☑ Total number of training hours	4,774,255	5,407,097
☑☑ Number of employees participating in at least one training program	351,071	327,269
☑ • Employees	294,319	279,694
☑ • Managers	56,752	47,575
☑☑ % of employees participating in at least one training program	82.6%	77.5%
Employee engagement (survey every 2 years)		
☑☑ Group Employee Engagement Rate		57%
Diversity and inclusion		
Representation of women		
☑☑ % of women's representation on the Board of Directors	38%	38%
☑☑ % of women's representation among Group Senior Leaders	23%	23%
☑☑ % of women in management positions	42%	41%
☑☑ % of women's representation in total workforce	54%	54%

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	Fiscal 2013	Fiscal 2012
Occupational health and safety – certification		
<input checked="" type="checkbox"/> % of Group revenues of countries having one or more OHSAS 18001 certification	78.5%	78.2%
<input checked="" type="checkbox"/> Number of work related accidents	7,305	7,635
NUTRITION, HEALTH AND WELLNESS		
Food safety – certification		
<input checked="" type="checkbox"/> % of Group revenues of countries developing and promoting health and wellness solutions	93.5%	96.0%
<input checked="" type="checkbox"/> % of On-site Services revenues of countries having one or more ISO 22000 certifications	65.0%	66.4%
Advocate balancing food options		
<input checked="" type="checkbox"/> Number of registered dietitians employed by Sodexo	4,904	4,702
LOCAL COMMUNITIES		
STOP Hunger		
<input checked="" type="checkbox"/> Number of countries having implemented the STOP Hunger initiative	42	42
Fairly traded certified products		
<input checked="" type="checkbox"/> % in kg of certified fairly traded coffee	23.8%	18.6%
ENVIRONMENT		
Environment management		
<input checked="" type="checkbox"/> % of Group revenues of countries having one or more ISO 14001 certification	50.4%	52.9%
Sustainable supplies		
Supply chain Code of Conduct		
<input checked="" type="checkbox"/> % of spend with contracted suppliers having signed a supplier Code of Conduct	84.8%	87.5%
Local seasonal or sustainably grown or raised products		
<input checked="" type="checkbox"/> % of On-site services revenues of countries selecting products that support the development of a sustainable palm oil industry	35.9%	35.4%
Sustainable equipment and supplies		
<input checked="" type="checkbox"/> % of spend on certified sustainable paper disposables as a % of total paper disposables	66.8%	63.2%

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➤ 2.6.2 WORKFORCE AND ENVIRONMENTAL INDICATORS REPORTING METHODOLOGY

The consolidated workforce and environmental indicators are presented in section 2.6.1.

2.6.2.1 CHOICE OF INDICATORS

Sodexo's Human Resources and Sustainable Development strategy requires that workforce and environmental performance be measured with clear indicators. These

indicators take into consideration the decentralized and primarily client site-based nature of Sodexo's operations and were selected to meet the following reporting objectives:

- to comply with legal requirements such as the Grenelle II law in France;