

Sodexo North America
Facilities Management
At-a-Glance



Company Description

Sodexo is the North American leader for Quality of Daily Life Solutions. More than 125,000 Sodexo employees work to improve the quality of daily life for our 6,000 clients and more than 10 million customers a day in North America. Sodexo partners with clients to help them attain their strategic vision by developing Facility Management (FM) service solutions that increase the effectiveness of their people, enhance their business processes, and optimize their infrastructure, which deliver tangible outcomes.

Sodexo Global Reach

Worldwide Locations	33,400 Client Locations in 80 Countries
Worldwide FM Clients	1.6 Billion Square Feet Under Management
Worldwide Largest Employer Ranking	21st
Lives Touched Daily	50,000,000
Number of Employees Worldwide	413,000

North America Reach

North America Revenues	\$8 Billion
Number of Employees	Over 125,000
North America Locations	Over 6,000 Client Locations 700 Facility Management Sites
North America Facility Management Sq. Ft.	658,000,000 Under Management
Lives Touched Daily	10,000,000

Comprehensive FM Services Scope

Facilities Operations and Maintenance
Facilities Engineering
Energy Management Solutions
Project Management and Construction Services
National Call Center and HVAC Mobile Services Network
Sustainability Services
Grounds, Landscaping, Sports Field Services
Event Management
Food Services and Retail Solutions
Contract Management
Asset Management
Janitorial Services
Security Services
Mail Room and Administrative Services
Capital Planning

Facility Operations and Maintenance

Central Plants Operated Including Cogeneration Operations	300
Energy Management Service Programs	150
Mission Critical Space	99% Uptime
Lbs/Hour of Steam Operated	1,500,000
Electrical Capacity Managed	1,000 MW
Chilled Water	675,000 Tons
Energy and Infrastructure Projects Managed	Over 500 Projects Valued at \$1.1 Billion Over the Last 10 Years
Remote Monitored and Controlled by 24/7 Network Operations Center	25,000 buildings with over 5 Million Control Points
Sites without Lost Time Accidents	Represents 94,000,000 Labor Hours Performed
Roofing Metric	Installed Over 30 Million Square Feet of Roofing Materials

Diverse Portfolio

Client Segments

Business & Industry (Corporate)
Education, K-12 and Campus
Healthcare/Hospitals
Senior Living
Defense
Government
Remote Sites
Service Vouchers

Environments

Office Buildings
Industrial
Commercial/Retail
Pharmaceuticals
Research and Development
Data Centers
Mission-Critical Sites
Manufacturing
Clean Rooms/Laboratories

Technical Expertise

Facility Management Sites	700
National HVAC Services and Roofing Coverage	Over 8,000 Buildings in 50 States and Puerto Rico Totaling 2 Billion Square Feet
Accounts with Data Centers/Raised Floor Operations	22
Degreed Engineers, Operating Engineers, and Technicians	370
Certified Energy Managers (CEM)	20
Certified Electricians	170
Operations & Maintenance Technicians/Staff	2,460
Environmental, Health & Safety Professionals	40
Project Managers	40
Degreed and Licensed Engineers	90
LEED Accredited Technicians	209
Call Center/Customer Service/Help Desk	300
Mobile Service Mechanics Network	1,200 Technicians
Plumbers	150
Carpenters	80
Client Retention in Facility Management	94%
Client Relationship Average Length of Time	14 years

Service Delivery

Self-Performed Services Delivery	80%
Shared Services Delivery	20%

Training and Education

Employees Trained in 2011 Comprising Orientation, Safety, Sales, Diversity, Performance Management and EEO/AA	113,179
Types of Training	60% Classroom 40% In-House
Annual Training per Employee	Over 20 Hours
U.S. Department of Labor OSHA Training	554 Managers Completed Over 20,000 Hours
2011 Health and Safety Audits & Assessments	Over 7,000

Sustainability/Better Tomorrow Plan

ISO 14001 and LEED Equivalent Certifications	240
Energy Star Certified Locations	269
Sustainable Asset Management (SAM)	"Sector Leader" and "Gold Class" 2012
Sustainability Education and Expert Development Program (SEED)	Launched in 2008
Dow Jones Sustainability Index	2010 Global Sector Leader

Awards & Recognition

Black Enterprise – Best Companies for Diversity	2008, 2009, 2010 & 2011
Working Mother – Best Places to Work for Multicultural Women	2009, 2010 & 2011
Diversity Inc. – Top 50 Companies for Diversity and Inclusion	Ranked #2 for 2011 and Among Top 50 for Six Consecutive Years
Ethisphere Institute – World's Most Ethical Companies	2010 Honoree
Fortune Magazine – Most Admired Companies	Ranked #4 Among Diversified Outsource Providers
International Association of Outsourcing Professionals – Global Outsourcing 100	Ranked #3 Overall Ranked #1 Among Facility Services Providers
Catalyst Award	2012

Breadth of Services

Sodexo designs, manages and delivers service solutions to create an outstanding experience for the people we serve.

