



At UMASS Boston  
we understand that  
*our people* are our  
*most important resource,*

and we remain committed to treating our people with the respect and dignity they deserve—because it's the right thing to do. Employee growth is one of our core missions, which we know leads to their individual and collective achievements and successes. Having served the UMASS Boston community for more than 10 years with pride and principle, we look forward to many more as your partners and friends.

**SODEXHO-DEDICATED TO IMPROVING THE QUALITY OF LIFE FOR OUR CUSTOMERS, OUR EMPLOYEES AND OUR COMMUNITIES ACROSS THE US**

Sodexo, the world's leading food and facilities management service company, and its 110,000+ employees throughout the United States are strongly dedicated to our nation's values and traditions.

Each day, we provide our services to millions of Americans...children, college students, hospital patients, business people, government workers, military personnel and senior citizens. We partner with many of our nation's most prestigious corporations, healthcare institutions, schools and universities and as one of the nation's largest employers, strongly contribute to our nation's economy.

## Country

*Supporting our nation during times of trouble:*

Following the September 11, 2001 terrorist attacks, Sodexo:

Supplied tens of thousands of meals to the firefighters, police officers and rescue personnel working at Ground Zero.

Sodexo's subsidiary company, Spirit City Cruises, worked to evacuate people from the city via its harbor sightseeing boats, and served as a floating dining hall and rest area for many weeks for the relief workers at the Trade Center site.

In the aftermath of the tragedy, Sodexo employees from around the world have helped provide financial support to the families of the Sodexo food service workers who perished in the 9-11 attacks.

### SODEXHO USA - SERVING OUR MARINE CORPS TROOPS

We are particularly proud of our role as the provider of food services to the US Marine Corps at 55 bases across the US. Since 1993, Sodexo USA has provided meals, food service equipment and logistical support to American soldiers, sailors, airmen and marines serving their country at home and abroad.

### SODEXHO USA- SUPPORTING OUR ACTIVE DUTY EMPLOYEES

Sodexo USA is one of only a handful of US companies that is supporting its military reservists called up to active duty by making up their lost incomes during their deployment and providing full benefits to them and their families.

## Community

*Supporting our communities:*

**FEEDING OUR FUTURE:** Each summer, Sodexo USA provides more than 170,000 free meals to school children at risk for hunger at feeding sites in 11 major US cities-Washington D.C., New York, Boston, Chicago, Atlanta, Detroit, San Francisco, Los Angeles, Dallas-Fort Worth, Philadelphia and Fort Lauderdale.

**SERVATHON:** Sodexo USA employees, clients, and customers will donate more than 100 tons of food and serve more than 30,000 meals to hungry men, women and children in communities across the U.S. this year.

**S.T.O.P. HUNGER:** The Sodexo Foundation provides significant support to programs that provide innovative solutions to address the underlying causes for hunger in our society, which include poverty, the lack of affordable housing and the need for greater educational opportunities for minorities. The foundation also supports a wide range of community organizations such as Habitat for Humanity, America's Second Harvest, Jumpstart, the Campus Kitchens Project, the United Negro College Fund and the Hispanic College Fund. The foundation also supports America's Second Harvest's wide network of community kitchens through grants and support of its culinary job training program

## Workforce Diversity

### WHY WORKFORCE DIVERSITY IS IMPORTANT

Sodexo believes that workforce diversity is essential to the company's growth and long-term success. By valuing and managing diversity at work, Sodexo can leverage the skills, knowledge, and abilities of all employees to increase employee, client, and customer satisfaction.

# Employees

Sodexo USA helps  
*create opportunities*  
for minorities, women  
and the disabled:

- Nearly \$300 million or 30 percent of Sodexo USA's two contracts with the US Marine Corps are serviced through teaming agreements with small, minority, disadvantaged and women-owned businesses and with organizations that represent the interests of individuals with disabilities.
- Sodexo USA spent an additional \$147 million with minority vendors in 2003, an amount that is expected to increase again in 2004.
- Sodexo USA's CEO Michel Landel received the Diversity Best Practices CEO Leadership Award.
- Sodexo USA was named one of the 50 Best Companies for Latinas to work for in America by LATINA Style magazine in 2002 and 2003.
- Sodexo USA ranked among the Top 100 Employers for college graduates by The Black Collegian magazine in 2004.
- Sodexo USA was named among the Top 50 Companies for Diversity in 2004 by DiversityInc magazine.
- Sodexo USA's CEO Michel Landel has been named CEO Advocate of the Year by Asian Enterprise magazine.

## FACTS ABOUT SODEXHO'S WORKFORCE

Of our total North American employee population of more than 100,000 people, 47% are minorities (African American, Asian, American Indian, Hispanic) and 57.6% are women. In management, 20% of employees are minorities and 42% are women.

## OUR GUARANTEE OF RESPECT TO OUR EMPLOYEES

Sodexo is committed to treating all employees with respect and fairness.

To demonstrate this commitment,  
**WE GUARANTEE THE RIGHT OF EVERY  
EMPLOYEE TO:**

- Voice a complaint or concern
- Be heard in an atmosphere of respect and cooperation
- Have the complaint acknowledged by a member of management in a timely way
- Have the complaint acknowledged by successively higher levels of management if the employee is not satisfied with the response he or she has received
- Be heard without fear of retaliation

## SODEXHO'S EQUAL EMPLOYMENT OPPORTUNITY POLICY

Our policy is to ensure equal opportunity in all aspects of employment regardless of race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, or any other basis protected by law.

- We strive to employ and promote the best qualified person for each position while valuing and promoting diversity within our workforce.
- We comply with all federal and state laws regulating employment decisions. These include, but are not limited to, advertising, recruiting, hiring, placement, promotion, transfer, demotion, compensation, training, layoff or termination, participation in social and recreational functions, and use of employee facilities.
- We prohibit harassment of employees based on race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, or any other basis protected by law.

## SODEXHO'S COMMITMENT TO AFFIRMATIVE ACTION

Sodexo is committed to a policy of Affirmative Action that will facilitate the placement of qualified women and minorities at all levels of the organization.

- Our Affirmative Action plan identifies the good faith efforts the company will take to increase representation of women and minorities in its workforce, particularly in management positions.
- All Affirmative Action plans include targeted outreach to, and recruitment of, qualified women, minorities, veterans, and people with disabilities. The plans also include upward mobility initiatives, annual goals and timetables for women and minorities required by Executive Order 11246 and other federal, state, and local affirmative action laws and regulations.
- All Sodexo managers are responsible for administering and supporting the Affirmative Action policy.

