



CELEBRATING



YEARS IN INDIA



The new ways of working demand flexibility and work life benefits that support employee productivity and well-being. Sodexo India House creates personalised experiences; it fosters interaction with colleagues, allows employees to destress in relaxed settings and experience our unique hospitality through curated food offers that offer an immersive and engaging experience.

Acknowledgement

This Coffee Table Book is an iconic narrative of Sodexo's twenty-five glorious years in India. We wish to thank our valued stakeholders for the memorable voyage and appreciate their support in helping us manifest this token of celebration to its full spirit and glory. It is also a promise we make for a future, which will be more fulfilling. With our future-ready Food & Facility Management Services, we are poised to retain our market leadership position in delivering superior consumer experience across industries.



Message from Sophie Bellon

Dear friends of Sodexo,

I am very happy that Sodexo India is celebrating an exciting and meaningful milestone. We have completed 25 years of contributing to improving quality of life in India! These 25 years have seen Sodexo grow, with one tenth of our employees now based in India. But our journey is about much more than statistics; it is marked by our relationship with you and with the ecosystem where we develop.

Thank you for your support!

India has always been a strategically important country for our Group. Building on our values of service spirit, team spirit and spirit of progress, from modest beginnings as a pioneer in employee benefit solutions and on-site services, we have grown to employ over 40,000 people who serve more than 4 million consumers and support close to 12,000 clients across the country. Through our range of Benefits and Rewards Services, Facility Management, Food and Workplace Solutions, we touch the lives of millions of people every day and encourage entire communities to grow along with us, towards a sustainable tomorrow.

Our services cater to Corporates, SMEs, Startups, Manufacturing Facilities, Schools, Universities, Healthcare Institutions and Energy & Resources clients. Our consumers range across generations, including the digitally savvy Gen Z. We are agile enough to understand and lead the way by continuously innovating and expanding our digital solutions and offerings to suit increasingly diverse needs.

To commemorate our silver jubilee, we are releasing beautiful memoirs that summarize our longstanding partnership with a number of our key stakeholders. These are a testament to our journey together towards “creating a better everyday for everyone to build a better life for all,” which is our Purpose and drives us as a company. I hope you will enjoy going through these books & videos. Thank you again for partnering with us and for your trust, of which we are very proud and honoured. We look forward to a fulfilling future together.

**Chairwoman of the Board of Directors
& CEO of Sodexo**

INDIA LEADERSHIP TEAM



We thank you for your constant support and belief in us!

OUR MANIFESTO



For some,
it's just a canteen meal,
just a few leftovers,
just a day job.

For us,
it's a healthy child,
a battle to reduce food waste,
the start of a career...

What others see as trivial, we see as essential. Because we know that it is precisely by focusing on the concrete, on the tangible, on the everyday that we make a real difference not only to a person's day but, in the long run, to the lives of all and the planet.

From day one, our focus has been the everyday.

Conscious of the enormous difference everyday actions make when you multiply them by the millions of people we care about, all over the world, day in and day out and through the years, we embrace our responsibilities and strive to make everything we do today as positive and impactful as we can for tomorrow.

Making the delicious nutritious. Giving opportunities to those who have never been given a chance. Caring about communities, and about the individuals within. Acting for the planet. Making the most of today for tomorrow.

Rooted in our humanist values and committed to go further, at Sodexo our purpose is to create **a better everyday for everyone to build a better life for all.**

Over the years, this inherent ability to adapt, evolve and continue to value-add has helped us remain customer-centric and grow our business in India by leaps and bounds.

Overview

Over the years, Sodexo’s inherent ability to adapt, evolve and continue to value-add has helped the organisation remain customer-centric and grow the business in India by leaps and bounds.

This Coffee Table Book is a delightful reflection of our brand purpose. The interviews with our esteemed stakeholders testify our purposeful actions that have resulted into a happy, healthy and engaged consumer. Translating this into business outcomes, these are relationships which have lasted for over two decades and continue to remain strong. Along the way, the goodwill garnered helped us add several other prestigious logos. The success we cherish today is a fusion of the old and the new partnership.

More relationships that powered our growth journey in India



Client Speak | Success Stories

The Story Of Taste And Nutrition With Sodexo
- MIOT INTERNATIONAL

With Sodexo, It's All About Shared Values
- MAHINDRA UNITED WORLD, INDIA

Sodexo Delivers Delight, Always
- VOLVO EICHER COMMERCIAL VEHICLES LTD.

Reshaping Employee Experience with Sodexo
- ADOBE INDIA

Sodexo Is Our Partner In Purpose
- JAIN GROUP

Sodexo Helps Us Keep Humanity In Healthcare
- DELHI HEART AND LUNG INSTITUTE

Sodexo Is Our Partner In Care
- FORTIS HEALTHCARE

Sodexo Makes You Feel At Home, Away From Home
- SHELF DRILLING OFFSHORE SERVICES PVT. LTD.

Stirring Academic Excellence with Sodexo
- O.P. JINDAL GLOBAL UNIVERSITY

Sodexo Is A Partner We Can Count On
- GREATSHIP INDIA LTD.

Creating A Shared Service Culture with Sodexo
- ADANI

Sodexo: The Human Touch In Elevating
Employee Experience
- MONDELÈZ INTERNATIONAL

Writing A New Chapter In Healthcare With Sodexo
- ASSOCIATION OF HEALTHCARE PROVIDERS
IN INDIA

Sodexo in India

Our Genesis

Sodexo was founded in Marseille by Pierre Bellon as a start-up company in 1966 during the post-world war environment. The company's core objective was to enhance the quality of human life through food and services to institutions, businesses, schools and hospitals.

As we grew and spread our footprint across the world, we made it our purpose to create a better everyday for everyone to build a better life for all.

Our Growth Journey In India

We set foot in India in 1997 with the erstwhile meal voucher business. In the early 2000s, we expanded within the country with food services and facility management, eventually becoming a comprehensive employee service provider.

In the late 2000s, as we served a diverse set of clients, it became imperative for us to cement our growth in the country. We attained this goal through two acquisitions. In the food space, we acquired Radhakrishna Hospitality Services Group — one of the leading catering companies in India. Concurrently, we acquired a technical maintenance and facility management firm — MacLellan India. These acquisitions reinforced our positioning as an integrated facilities management services provider. Our domestic expansion brought the Indian business under the global spotlight. In India, we also house Sodexo Business Services, a shared service centre delivering standardized systems and processes from a single location to support Sodexo's operations across 13 countries with services ranging from Finance & Accounting, Human Resources, Supply Management, Information Technology and Health, Safety and Environmental topics.



<< The past 25 years have been an amazing journey; full of incredible experiences, supportive clients, and sustainable growth. In the coming years, our food transformation initiatives will be reinforced through strategic partnerships with the start-up ecosystem and progressive investments in offsite and partner kitchens whereas in Facilities Management services, we will enhance the use of Robotics, IoT and Automation to enrich service experience >>

ROHIT BAHETY
COUNTRY PRESIDENT
SODEXO INDIA

Our Uniqueness

Sodexo India provides a bouquet of 100+ professional services to a diverse clientele - Corporate offices, manufacturing set-ups, healthcare institutes & medical colleges; schools & universities and those in remote environments (energy and resources). Our on-site services range across food & catering, facilities management, technical maintenance, project management, workplace transformation, and benefits & rewards services.

Our People

Our success is our employees' success. It is a collective journey. Our employees are our greatest asset and personify our values. Diversity, Equity and Inclusion are at the core of Sodexo India's business strategy. We believe in gender neutrality and equal opportunities. Thus, working at Sodexo is more than a job; it's a chance to be part of something greater because we believe our everyday actions have a big impact. At Sodexo, employees are encouraged to act with purpose and thrive in their own way.

Our Community

We believe in growing responsibly through sustainable business operations. It's about improving the way we care for our employees, the food and services we provide, and the way we interact with the entire ecosystem. We drive sustainability in our business operations, in the way we:

- Source our materials
- Prevent wastage of food
- Enable sustainable livelihoods by promoting SMEs and women entrepreneurs

Sustainability solutions cannot be implemented alone. Therefore, we constantly encourage our employees to volunteer through our Stop Hunger initiatives and assist in eliminating hunger and malnutrition. Additionally, we are engaged in building resilient partnerships with NGOs to drive change at scale. A stable climate is indispensable to the quality of life. Our heightened sustainable measures aim to build a better future for everyone.



40,500+
Employees



1100
Site Locations



100+
Professional Services



4
million consumers



500+
Premium Global & Indian Clients



300+
SME Women Entrepreneurs

As Sodexo India celebrates 25 years in the country, the organisation is placed at the heart of Sodexo's business in the Asia Pacific region.

The Story Of Taste And Nutrition with Sodexo

EXCERPTS FROM AN INTERVIEW WITH
DR. PRITHVI MOHANDAS
 MANAGING DIRECTOR
 MIOT INTERNATIONAL

Going beyond everyday cooking

It is common knowledge that food plays a critical part to aid an ill person. At MIOT, we go beyond cooking healthy meals for patients. I firmly believe that if food is not palatable, it doesn't complement the healing process. To me, both nutrition and taste are important. You see, food makes us feel at home. The aroma of familiar spices, the distinctive techniques of cooking, the rousing taste — All of these elements help immensely in speeding up a patient's recovery. At the end of the day, all patients look forward to a quicker recovery, and I let food play its part in meeting that goal.

I have a story to support this thought. During the pandemic when the patients were isolated from their families, I realised the need to add a touch of homeliness to their medical care. And, what better than food? I got into action and with Sodexo's help, we made sure that our menus had a place for foods of different cultures. This mantra worked. When patients found their hospital diet to mirror their home food, they felt better psychologically and surprisingly recovered quickly too.

<< At MIOT, we go beyond mundane cooking to make fresh, interesting and culturally-relevant meals. I can count on Sodexo to continue with our purpose day in and day out consistently >>

MIOT's culinary tale with Sodexo - The origins

My hospital's beginnings were quite humble. We started with a capacity of 40 beds. Back then, we managed the catering in-house. And, I admit it was quite disorganised and chaotic. With time, as we expanded our medical services and upgraded our infrastructure, I saw an acute need for a professional catering partner. This is where Sodexo stepped in. Since then, Sodexo has been my preferred meal partner at the hospital.



<< The Sodexo team has been working cohesively with my hospital team to implement the finest food experiences for both patients, their relatives and my staff. Eating food is one thing, savouring it mindfully is another. Being a medical professional, I strongly root for the latter >>

Sodexo's impact on MIOT

What I like the most about Sodexo is its ability to innovate. I'll explain. With the rise in medical tourism, many of my patients come from overseas. I have people from Sri Lanka and South Korea coming to MIOT for treatment. In such a scenario, serving culturally and regionally relevant food becomes equivalent to offering a personalised experience to these patients.

I recount one particular incident wherein I headed to the kitchen to reach out to Chef Benjamin for a Sri Lankan dish. I showed him a YouTube video and asked him if he could replicate it or serve something close. To my amazement, Chef Benjamin put the right ingredients together to cook the dish exactly as I asked for. Now, that's what I would call utmost dedication and close partnership from Sodexo.

I live in the hospital building and I make it a point to head to the kitchen as and when needed, and I must say, I'm never disappointed. I have another story about Sodexo that's worthy of sharing. Once during a conversation with Chef Benjamin, I remarked if the Indian population in our hospital would warm up to the idea of eating western foods, such as quinoa. Once again Chef Benjamin surprised me by tweaking the regular Chinese Fried Rice to his signature Quinoa Fried Rice. And, I'm told that this dish has been a hit ever since.

It's not just incidents like these that make my appreciation for Sodexo soar. Sodexo has been with us throughout our journey even during the worst of floods and the moments of the pandemic. Be it curating interesting menus or be it during opening a fine dining place within the premises to cater to patients and their relatives, Sodexo has stood up to the occasion for me. Sodexo is part of the MIOT family.

With Sodexo It's All About Shared Values

EXCERPTS FROM AN INTERVIEW WITH
DR. DALE TAYLOR
 HEAD OF COLLEGE
 MAHINDRA UNITED WORLD, INDIA

It is a common mission for both

"Mahindra United World College is a mission-driven organisation that is committed to peace and sustainable future through education. We just don't focus on academics but offer a holistic educational experience. We pay attention to environmental, ecological and political education. We make it imperative for our teachers to cater to all the faculties of students - cognitive development, and physical and emotional health. And, food plays a critical role here. This is where we share a direct connection with Sodexo."

"We lay great emphasis on nutrition and wellbeing. We believe that nutritious food has a direct bearing on the students' ability to think and develop properly. Sodexo is a great partner in this journey and makes it extremely easy for us. Sodexo offers great diversity in food choices. And, this is synonymous with our philosophy. We educate students about right and wrong, but also give them the autonomy to make responsible food choices that work well for them."

<< Our campus has students coming from 64 different nationalities. This implies different cultural groups, different religious sensibilities, and different food needs. And, Sodexo has always been open to having conversations on student needs >>



It is about doing more than what's required

Sodexo doesn't merely work as a food vendor. It goes beyond that. Let me elaborate. At Mahindra United World College, students have a say in all elements that concern them, such as accommodation and food. We have an in-house food committee comprising student representatives who have regular discussions with Sodexo representatives wherein they discuss issues or share recommendations. And, these discussions on food choices are particularly relevant during occasions, such as Ramadan when students would like to make sure that proper food is available. And, we are extremely pleased to know that Sodexo has been thoroughly receptive.

For us, Sodexo goes beyond its presence in the cafeteria. You see, we are 5 km away from the nearest town that is Paud. This is quite a distance. So, we need to be interdependent. That's why we are more of a community here. We know each other's names. There's quite a bit of camaraderie here. Sodexo is part of our community, whether it is on special days like Republic Day or our Foundation Day. During the pandemic, Sodexo was instrumental in meeting the needs of the students. One of the best parts of being associated with Sodexo is that they pay attention to you, just like a family member so that you are not lost in your daily humdrum. They are gracious. The Sodexo sta also takes care of the ground. So, you see, Sodexo is everywhere. It is a significant part of college life here.

It is about a shared vision for sustainability

Sodexo and we share a vision for sustainability. At our end, we have put up solar panels so that we rely less on electricity. We also have our in-house Sustainability Team and a Sustainability Consultant to ensure we meet our strategy. We use minimal plastic on campus. We make it a point to use reusable dishes. All of this is due to the messaging in our education to the students. We instruct students not to pile food on the plate unnecessarily; to be conscientious about meal consumption. This is why they take only what they can consume. I think this belief and practice is in sync with Sodexo's mission of avoiding food wastage. It's good to have a partner who has shared values. It just makes the daily functioning easier and purposeful.

Sodexo Delivers Delight, Always

EXCERPTS FROM AN INTERVIEW WITH
SUDEEP DEV

SENIOR VICE-PRESIDENT AND CHRO
VOLVO EICHER COMMERCIAL VEHICLES LTD.



Paving the way for employee engagement

Food is a critical parameter in improving employee experience. When it comes to food, the general expectation of the employees is hygienic, appetising, and nutritious meals along with diversity in cuisines. Our internal canteen management team and Sodexo's staff work together on preparing the monthly menu. Further, we upload this menu on the employees' portal so that they are abreast of it in advance and offer their recommendations to the food committee.

In our plants, every day, we offer 3,000 meals and nearly 4,000 breakfast dishes, across different cuisines — South Indian, Chinese, Mughlai and so on. Therein, we have a centralised and see-through kitchen so that our employees are aware of the ingredients and the process of food preparation. It only makes them feel more confident of the food that they consume in our premises. It gives the assurance of safe, healthy, and hygienic preparation and addresses the top-most concern: access to home-like food! For offices, we are deliberating on bringing the 'food court' experience to offer more choices to the millennial workforce.

<< Irrespective of the food set-up, Sodexo is hand-in-hand in our success of offering different meal experiences in different formats >>

<< Both Volvo Eicher and Sodexo share the corporate values - Transparency, Integrity, Sustainability and Customer Centricity >>

The journey together

Volvo Eicher's association with Sodexo dates back to 2007. Our 15-year-old partnership has been thriving owing to two reasons - First, Sodexo is our international food partner. Their service delivery ensures consistency irrespective of the location they cater to, and secondly, we share the same value system, as employee experience is our top priority.

Speaking of sustainability, we take great efforts to make sure food wastage is minimal. Daily, we publish data of the canteen food wasted on a given day. This data has made the employees conscientious of the way they consume food, eventually making our drive successful. In principle, it is similar to Sodexo's Waste Watch programme.

The Sodexo staff go the extra mile in attending to their customers, our employees. And it's not just the elaborate preparations that I'm referring to. They make our everyday better with small gestures. For instance, in my office, there's a Sodexo staff member who is mindful of my food choices. He knows exactly what tea I prefer in the morning and the afternoon. Moreover, he is mindful of my guests' preferences too when they visit me again. Such customer service is simply outstanding!

Sodexo Delivers Delight, Always

EXCERPTS FROM AN INTERVIEW WITH
VIKAS CHAWLA

**DIRECTOR, EMPLOYEES AND WORKPLACE SOLUTIONS
ADOBE INDIA**



Sustaining employee satisfaction with Sodexo

Corporate dining experience has moved from a canteen to a café. Many years ago, employees were happy with only receiving subsidized food at the office. Back then, it was considered a highly enticing perk. Things have changed in the current times. The millennials have higher aspirations. They are not content with complimentary food services by their employer. They want more meal options and a lively ambience. Therefore, you would spot multiple colours and hues in a café. The kind of food and cuisines that are served now, starting from global cuisines to healthy diets — this practice is slowly turning from a 'nice to have' to 'a need to have' aspect. At Adobe, we have observed this transition closely and are glad that our partnership with Sodexo is helping us meet our employees' requirements. Our employee satisfaction ratio is over 98%.

A success story

Our human capital is our biggest asset. The pandemic impacted many of our employees. Locked in their homes, they faced a tough time aligning their work with personal priorities. The Adobe leadership decided to assist them by taking care of their food arrangement. We had the Sodexo team working out of our office location during the pandemic. With their help, we prepared food at our campuses and sent it across to the impacted employees. We served over 16,000 meals to impacted employees during the troubled times.

Also during the pandemic, we conducted a session with Master Chef Ajay Chopra wherein he played a key role in designing a recipe book for our employees. Herein, Sodexo was a critical part of this initiative.

<< During the pandemic, the Sodexo teams were our frontline heroes, enabling us to drive our initiative of delivering food to our impacted employees successfully. Sodexo supported us in our mission zealously and uninterruptedly >>

The post-pandemic delight

As the world returns to embrace their pre-COVID way of living, we have been driving initiatives to bring back the joy of working out of office. Here too, Sodexo is supporting us fabulously. We have been introducing perks to pull our employees back and engage them at work. Food is an integral part of that component. Getting our employees back to work by offering them the café experience and healthy meals is pivotal. For instance, this Holi, we pampered our employees with festive cuisine. Decked in traditional attire, they enjoyed and loved the experience.

Sodexo's impact

Our care for our employees has gone a long way in cementing our relationship with them. Sodexo adds a lot of value to our endeavour. The Sodexo team is well connected with our employees. They are aware of our employees' food preferences. They ensure complete employee comfort and satisfaction. This is next-level customer convenience, and I'm glad that our employees are taken care of by experienced, caring and able hands.

Sodexo Is Our Partner In Purpose

EXCERPTS FROM AN INTERVIEW WITH
DR. CHENRAJ ROYCHAND

**FOUNDER
JAIN GROUP**



A centre of excellence

At JAIN, we offer a conducive environment for learning, both academically and extracurricular activities. We believe in offering our students holistic education that emphasises entrepreneurship, research and sports. Our aim is not only to provide quality education but also to instil a sense of purpose in our students. We offer a diverse range of programmes - Allied Healthcare and Sciences, Commerce, Design, Engineering & Technology, Humanities & Social Sciences, Languages, Management, and so on.

Irrespective of the academic programme, we firmly believe that sports are at par with education, research, and entrepreneurship. We have represented 6 Olympians, 24 Asian champions, 1 Paralympian and have won more than 40 national tournaments.

<< Sodexo is not merely our meal partner. They understand and believe in our mission >>

Over 20 years of excellence

We established Jain Group in 1990 with 32 students. We got acquainted with Sodexo in 2000 and since then Sodexo has been a formidable partner in this journey. Sodexo understands the value we provide to our students. This is why the Sodexo team takes great efforts in meal preparation for our students. They coordinate with our internal staff as well as students to understand what works best for them as well as the pain points. And, I have always received great reviews about their food and service whenever I have checked with my student and teaching fraternity. Great performance is one thing, but great performance consistently for years is a mark of stellar servicing. I admire and appreciate Sodexo for this unique trait.

<< Sodexo partners us with purpose. In our sporting and academic success, Sodexo is a great contributor >>

Why Sodexo?

Preparing nutritious and delicious meals fresh on time, every day - This act may seem simple. But when one needs to do this for thousands of people, and that too with meticulousness, care, cleanliness, hygiene and safety, then the task becomes difficult and humongous. But Sodexo manages this task fairly effortlessly. Our organisation emphasises heavily sports. And, with this requirement comes stringent dietary regimes. Sodexo takes great efforts towards preparing meals that appeal to varied taste buds and different calorie requirements of athletes. This is truly commendable.

Apart from their stellar service, I appreciate the team's coordinated way of working. They have a fine framework and template, which makes their training superb. Even a fresh recruit is in part with the culture of Sodexo within a few days of working. They are well-behaved, polite, courteous, caring and ever-smiling. I call their smile the 'Sodexo smile'. I particularly like the way Sodexo has adopted technology to ace their servicing. With the Sodexo app, our students can book their meals in advance and fetch them as soon as they enter the cafeteria. This initiative is not only time-saving but also rids us of the hassle of managing crowds or addressing any kind of inconvenience caused to the students. Just like us, Sodexo leverages technology for growth, which makes it a shared way of thinking.

<< I'm not fond of eating food from outside. I love home food. So, if there's any other place outside my home where I eat food, it is Sodexo kitchen. Sodexo food is like home food. I particularly love your soups and salads. They are excellent! >>

Sodexo Helps Us Keep Humanity In Healthcare

EXCERPTS FROM AN INTERVIEW WITH
DR. K. K. SETHI
 CHAIRMAN
 DELHI HEART AND LUNG INSTITUTE



Quality speaks volumes

Delhi Heart & Lung Institute has been associated with Sodexo since 2003 right from the time the hospital was established. It is the first hospital here to be associated with Sodexo. And, I'm extremely proud of this association.

You see, in a hospital, specifically speaking in a speciality hospital like ours, patients are dealing with life-threatening conditions. A majority of them are unaware of the technicalities of their treatment. Their sole goal is to get rid of the condition with prompt and correct medical attention and expertise. Their stay in the hospital is completely dependent on their condition and recovery period. In such a scenario, the behaviour of the medical staff & support staff, quality of the diagnosis & nursing, cleanliness of the facilities, quality of rooms, quality of the equipment, and quality of the food — These factors play an important role in the psyche and perception of the patient and relatives. In a way, these parameters impact the recall value of the hospital. And, food services are critical in this regard.

Here's where Sodexo has been making a difference. In a hospital, most of the time, patients long for a cup of nice, hot tea in the morning. They expect food to be hygienic, well-presented and served on time. Sodexo has been doing all this and more! The Sodexo staff is polite, courteous, understanding, empathetic and cooperative. Their live counters in our canteen are a hit. So much so, that even our consultants and leadership eat the food that Sodexo serves in the staff canteen. Now, let me tell you that such sightings in a hospital are rare. Thanks to the impeccable quality of service from Sodexo.

**<< I am extremely
 pleased with Sodexo
 and I am looking
 forward to a long
 association with them.
 Sodexo is so crucial for
 us that their quality
 impacts our
 reputation >>**

Sodexo Is Our Partner In Care

EXCERPTS FROM AN INTERVIEW WITH
DR. RITU MITTAL GARG
 CHIEF GROWTH AND INNOVATION OFFICER
 FORTIS HEALTHCARE

Healthy food is critical to patient recovery

Healing is going beyond treating a disease, an illness, or a condition. It encompasses caring for a person's complete physical and emotional well-being. The world has changed and with it, has changed the way care is delivered. For healthcare centres, it is critical to leverage clinical, operational, and discipline-specific expertise to consistently deliver enhanced quality care to the patients. Serving nutritious and delicious food is a key component of patient care.

In today's times, many are conscious about following healthy dietary regimes. They are aware of nutrition being a key component of holistic wellbeing as well as clinical and treatment protocols. They are mindful of the meals served in the medical care facilities. Our clinicians too stress the need to provide customised nutrition to the patients. This practice has helped speed up patients' recovery.

Everyone, right from patients and their attendants to our employees and visitors, appreciates the food served in our hospital. In a work setting such as ours where the sta's daily schedule is long and strenuous, an assortment of nutritious and delicious meals goes a long way in bringing a smile to their face. In our doctor's lounge, we organise small celebrations and themed parties for our doctors and sta. Sodexo plays a key role in bolstering this cheerful spirit through their expertise in catering. Chef Nishant is a favourite among our staff. All our doctors reach out to him for making interesting recipes.

<< At Fortis Healthcare, medical care is about offering a complete 360° patient-centric approach, right from the patients' walk-in to their complete recovery. We make sure all our processes and operations are seamless. Sodexo is a critical partner in our journey. Their expertise, experience and human-centric servicing make them trustworthy and dependable always >>



Partnership with Sodexo is core to our business

Catering in healthcare settings needs special attention. It becomes imperative to liaise with someone who understands this requirement well and works with us in tandem. In this sense, Sodexo has been a great partner.

Majority Fortis hospitals are accredited with NABH and The Joint Commission International. We have defined SLAs and metrics for our operations. As such, food safety and quality are an integral part. We make sure that our partners follow the minutest details that we have agreed upon. When it comes to food, our in-house team works closely with the Sodexo team on the quality check mechanism to ensure that the food is prepared in the best possible manner, and is healthy, hygienic, safe and palatable.

We offer a food court experience in our facility, which offers multiple dining options to the medical sta, visitors and attendants, considering that 40% of our patients come from overseas. For us, catering to this diverse international clientele with their preferred and relatable cuisine is critical.

<< Our partnership with Sodexo has enabled us to improve our human-centred experience in health and care support services >>

Story of extraordinary servicing

During the pandemic, we had an urgent need to immediately shift to packaged food delivery for COVID patients. Sodexo was our equal partner in all measures. In such moments of crisis where there was little time available for critical thinking and decision-making, the Sodexo team adapted well and nimbly. They swily understood the requirements for a process change — the way the food would be prepared, packaged, delivered to the patients and disposed off. During this time, when the patients were isolated while receiving care, all they could look forward to was home-like food prepared by the Sodexo team. And, I can say with pride that they felt glad.

The Sodexo team was of invaluable help to us even when our staff resided in the hospital for work purposes. The team was always available to our sta, to make refreshments for them as and when they wanted. For select employees, Sodexo also provided COVID care food services.

Sodexo Makes You Feel At Home, Away From Home

EXCERPTS FROM AN INTERVIEW WITH
NARENDER JINDAL

DIRECTOR
SHELF DRILLING OFFSHORE SERVICES PVT. LTD.



Delivering value beyond expectations

Sodexo goes beyond being a catering and facilities management company. Their willingness to think outside the box to deliver value to their clients, makes them stand out. Worklife on the rig is tough, and Sodexo goes to great lengths to improve the quality of life of my team. Sodexo's services score great consistently on all parameters - safety, well-being, cleanliness and comfort.

<< We are committed to creating a zero-accident mindset amongst our employees. Sodexo is our trusted partner in driving safe behaviours on the rig >>

Servicing with safety

Sodexo and Shelf Drilling think alike when it comes to safety. They understand that HSE is a top priority for us. They implement standardised reporting for tracking Health and Safety metrics in order to identify actions that can prevent future incidents. I have always found the Sodexo teams doing their daily briefings, weekly meetings and training sessions to ensure safety policies are properly and effectively implemented on the rig.

Let me give you an example. For rig operations amidst the pandemic, we laid a rigorous protocol to quarantine our teams. The quarantine period was 56 days instead of the usual 28 days for employees returning from their homes, and the team was required to do 2 RT PCR tests. Sodexo helped us tremendously to maintain this protocol and did a thorough proactive vigilance on the rig to check for symptoms related to COVID-19.

<< Many times, pilots of helicopters have stayed on the rig for a few hours only to savour the delicious lunch prepared by Sodexo chefs >>

Dishing out delight

To ensure my team's well-being, Sodexo prepares nutritious and delicious meals along with furnishing nutritional information so that the employees can make educated choices. Food is a critical parameter to enhance employee experience. And, when it comes to serving a diverse and inclusive team stemming from different geographies, domestically and internationally, things usually tend to go a bit pear-shaped. But never with Sodexo!

Cleanliness, comfort and care

Sodexo has laid out modern procedures to deliver laundry services within strict timeframes. Their housekeeping services are of the highest standard while respecting the sleeping patterns of the employees working in shifts. They self-manage every aspect of the facility - accommodation, cleaning, disinfection, laundry, and a lot more.

We see Sodexo as part of our team. Just as they ensure our wellness and well-being, we take care of them too. We make sure that anyone from Sodexo who goes to the rig, is properly trained. On the rig, we have our safety officer who takes a weekly meeting with all Sodexo staff. We're one team.

Sodexo symbolises excellence

We witnessed the biggest impact of our partnership with Sodexo during the pandemic. We are proud to be associated with them. The adage 'When the going gets tough, the tough get going' applies well to Sodexo.

Our relationship with Sodexo has been fruitful. I have no hesitation in saying that Sodexo is one of the most professional catering and facilities management companies in the world.

<< Serving people in an offshore location is unique. Sodexo understands the mindset of the teams to the tee >>

Stirring Academic Excellence with Sodexo

EXCERPTS FROM AN INTERVIEW WITH
PROF. DR. C. RAJ KUMAR
 VICE-CHANCELLOR
 O.P. JINDAL GLOBAL UNIVERSITY



Making the perfect match

O.P. Jindal Global University is a non-profit, multi-disciplinary and research-oriented institute founded in 2009. We aim to set the highest benchmarks for university education in India by hiring professors with outstanding academic qualifications and experience, and inspiring incredible scholastic achievements.

Naturally, an organisation with such tremendously high standards would want an equally competent partner to aid it in non-academic services. Sodexo was the first name that came to our mind back in 2009 when we decided to rope in a professional entity for catering and facility management.

In 2009, we started on a humble note with 1 school comprising 20 faculty members and over 100 odd students. Within a short time of a few weeks, Sodexo amazed us by setting up its kitchen unit and food service set-up. Ever since, Sodexo has been acing the game with its nimble movement, agile approach and extraordinary commitment — Ticking all our checkboxes one after the other.

Embracing the right mindset

When we started this university, residential educational experience was majorly limited to school-level education. There were very few players in India who ran residential institutes at the university level. Having said that, let me say that parents' and students' expectations from a residential institute vary greatly in comparison to a regular college. To speak particularly of the Indian community, we are way too passionate about our food. For us, our food choices iconise our culture and identity. Our lifestyle is rooted in our food. Hence, Indians are particular about the availability of food. This scenario is way different abroad.

Overseas, the student community exhibits far greater tolerance levels when it comes to food service. But in India, we have preferences for the way our parathas are made and the batter for our dosas. We are closely connected with food. Hence, when it comes to residential institutes like ours, parents' and students' expectations transcend academic borders. In addition to knowing about the course plan, students and placement, they are keen to explore food choices on the campus.

Sodexo tapped into the students' mindset promptly and proactively. There are regular discussions and feedback sessions wherein the faculty and student share the areas of improvement. In other words, Sodexo is pretty quick in understanding the psyche, and modelling its services to suit diverse tastes and palates.

Sharing the ethos

It is not a case of coincidence that both O.P. Jindal Global University and Sodexo think alike. Our purpose is similar to Sodexo's mission of creating a better every day for everyone to build a better life for all.

In the same breath, I'm glad that Sodexo too is concerned about waste management just like us. It almost seems like a confluence of expectations from both ends. But there's one thing that I could vouch for Sodexo is its resilience in unanticipated, tough times and consistent support even in dire circumstances.

This professional attitude stems directly from the leadership team. I remember the Head of Sodexo coming to the institute to discuss directly with students about their food preferences and tastes. It is safe to say that Sodexo's impeccable service makes it easier for us to focus on the academic part, so much so that it has now become an integral part of the university.

“With JGU and Sodexo, it's a case of unwavering dedication and Sodexo's savvy thinking. What sets Sodexo apart from other players is that Sodexo is constantly re-inventing to suit the emerging trends and times. This I believe is the single-most key strength of the university.”

Sodexo Is A Partner We Can Count On

EXCERPTS FROM AN INTERVIEW WITH
SATISH SINHA
 PRESIDENT, DRILLING DIVISION
 GREATSHIP INDIA LTD.



A journey of 12 years

The Sodexo-Greatship Group association is old and formidable. We are associated for 12 years. If I were to sum up this relationship in a sentence, it would be a foundation built on trust and sustained by excellence. The Greatship Group is a valued provider of safe and efficient drilling and marine support services to the offshore oil and gas industry around the world. So naturally, when it comes to partnering with a catering and facilities management company, we would look for someone with shared values; someone who is experienced and complies with the rules and regulations.

Who better than Sodexo?

Always ready for any challenge

Work life on the rigs is uniquely challenging. There are nearly 90-100 people on each of our rigs, working for 28 days at a stretch. The daily shift is of 12 hours involving physical labour every day. When you operate at scale in such complex environments, a global perspective, care, comfort, cleanliness and a hearty meal go a long way. On a rig, there's uncertainty ahead, be it in the form of unanticipated challenges or unexpected weather. In such a scenario, it feels good to know that someone is looking out for you. Sodexo proactively plans and flexibly responds to our needs, every time.

In such an environment, quality of food and housekeeping matters a lot. It is a great motivator. We have our in-house menu committee that plans weekly meals. Sodexo executes these plans with finesse. The menu consists of a combination of different Indian cuisines. But what matters the most is the quality of raw materials that Sodexo sources, and the way their chefs prepare nutritious and tasty meals. In such matters, Sodexo doesn't disappoint.

Sodexo goes the extra mile to ensure the employees on the rig are satisfied.

The Sodexo staff attends to our requirements on all parameters - safety, well-being, cleanliness and comfort. They understand that HSE is a top priority for us. Their Health and Safety standards are compliant with different countries and industry regulations. They implement standardised reporting to track accurate Health and Safety metrics to prevent future incidents on the rig.

In Sodexo, we trust

With Sodexo, we know that our staff is under the care of trained and caring hands.

A warm smile, an out-of-the-way effort and enduring affection by the Sodexo team accompanied with a global presence, large manpower and compliance, make Sodexo our lasting choice as a partner onboard.

<< It is a great task to appeal to all tastes and preferences, and Sodexo executes it with flair. Here's where expertise and experience come to the fore >>

Creating A Shared Service Culture with Sodexo

EXCERPTS FROM AN INTERVIEW WITH
DR. MALAY MAHADEVIA

WHOLE TIME DIRECTOR, ADANI PORT SEZ
CEO, ADANI AIRPORTS HOLDING LTD.



Empathy empowers excellence

My extensive experience in the Operations and HR vertical has enlightened me with one truth — To understand our customer's pain points and enable our teams to fulfil their role comfortably and to the best of their ability, we need to nurture the value of empathy. When we see a story through another lens, we learn to respect varied opinions and develop a culture of respect and tolerance. In essence, this thought enables organisations like us to fulfil the need of our employees as well as customers. When we live such a core value, the evolved mindset spreads and grows within the team. It helps create a positive work environment amenable to excellence. Eventually, it helps us to instil a sense of pride in our belongingness and the value we provide.

At Adani Group, our focus has always been to deliver right. In time. The first time! Such an attitude naturally resonates in a growth mindset. We are certainly not a part of the flash brigade of page 3, but we represent passion, dedication and exponential growth, both at the individual level and organisational level. To bring the additional sheen to this tent of happiness, we have a reliable and trustworthy partner like Sodexo.

<< It is the culture of service spirit that ties Sodexo and Adani together. I believe if we nurture this culture of service, we can together improve services far more, fulfil needs to a greater extent and enhance the quality of human life maximally >>

We're in this together

I was part of Adani when we joined hands with Sodexo for food and facilities management. An enduring partnership like ours can only be sustained on the pillars of trust, respect and value. It's akin to a successful marriage. Both the partners must not only accept each other but value each other too.

Sodexo has been proactive, responsive and agile right from the word go. Sodexo is an excellent listener and quick implementer. It is this service spirit of Sodexo, which has been nurturing our partnership for years

When you work in a team, tools and technologies certainly help you to simplify the job, but it is empathy that eventually drives the partnership and strengthens it. You see your partner's point of view. You make them see your perspective. This dual understanding and shared responsibility are critical to a successful collaboration. After all, we are in the business of working with people, for people.

Sodexo: The Human Touch In Elevating Employee Experience

EXCERPTS FROM AN INTERVIEW WITH
NILESH GOKHALE
 REGIONAL FM LEAD, CENTRAL AMEA
 MONDELÈZ INTERNATIONAL

Influencing employee experience

The interpretation and significance of facilities management have changed. Probably, the pandemic has been the game-changer. Now, facility management translates to workplace experience. Post-pandemic, employees have realised that working is no more reporting to work, ticking your checklist and returning home. It is more about collaboration. With collaboration, I'm not only referring to having dedicated desks and personalised spaces, but it is also more about getting together rather than coming together.

Workplace experience is no more about **WHAT I WANT but HOW IT IS DELIVERED**. It goes beyond having spick and span spaces and getting tea and meals in time. The right question is no longer whether there is a pantry in the workplace, but rather how well it is positioned. Workplace experience centres more on personal well being. It is about how I feel coming to the office. Is the workplace inviting?

<< Sodexo brings in the outside. Their rich and diverse experience, expertise and knowledge influence the design of our workplace experience >>

Recently, when our workforce started returning to the office like before, there was a requirement of building new collaborative spaces. The current spaces are oriented more towards formal discussions. We wanted to have spaces that could encourage our teams to connect informally. I happened to visit another Sodexo client office and I was delighted to see swing spaces for discussion and brainstorming. I found that couches and swings work better for brainstorming, and we tried to implement them in our design. When employees saw that as part of the office re-structuring exercise, they welcomed the change.

A shared vision for enhancing the workplace experience

Digitisation is changing the way we see workplace experience across all spaces. At our research facility in



Thane, we use a QR code scanner for cleaning regimes that the Sodexo team helped us place. We use a digital workplace app in all our offices across the globe for concierge services, conference room booking and work seat booking. Health declarations are on the app. We are trying to go paperless. Both Sodexo and Mondelez promote an inclusive culture in the workplace. We are an equal opportunity employer just like Sodexo. So, when we get to team up with a partner that shares goals, the entire initiative of having more women in our workforce seems effortless. I strongly believe that job roles aren't gender based. It is time to disrupt the conventions based on gender. Women too can be breadwinners. All they need are opportunities. Mondelez is not looking at achieving gender equality. Our goal is gender neutrality.

<< When it comes to building a women-friendly team at Mondelez and driving diversity amidst the workforce, we look forward to Sodexo helping us achieve our organisational purpose >>

Defining the relationship with Sodexo

We see Sodexo as our subject matter experts. Sodexo's agility and adaptability are exemplary. Last but not the least, the Sodexo team is not merely into doing what it is told but recommends brighter solutions and best practices. If it were any lesser organisation in place of Sodexo, they would be obliged to fulfil every request we make. But at Sodexo, the team is trained to advise their clients and suggest fresher and sustainable ways to attain the outcome. Such association is truly commendable!

<< Talking of digitisation at the workplace, Sodexo's ownership and knowledge sharing is the key factor in our relationship >>

Writing A New Chapter In Healthcare With Sodexo

EXCERPTS FROM AN INTERVIEW WITH
DR. GIRDHAR GYANI
 DIRECTOR GENERAL
 ASSOCIATION OF HEALTHCARE PROVIDERS IN INDIA



Sodexo powers healthcare

The Association of Healthcare Providers in India (AHPI) is the largest association of private hospitals advocating with government, regulatory bodies and other stakeholders on issues that have bearing on enabling its member organisations to deliver appropriate healthcare services to the community at large, i.e. universal healthcare coverage.

Our association with Sodexo has been fulfilling in the last 4 years. Our collaboration has yielded interesting progress in the field of biomedical equipment maintenance, which is the need of the hour for hospitals for precise and accurate clinical outcomes. Sodexo Healthcare Technology Management (HTM) Solutions addresses the gaps that hospitals have felt for a long time, be it the high cost of maintenance, long downtime or unavailability of spares.

How Sodexo is making a difference

Most of our small healthcare facilities, diagnostic centres and laboratories are plagued with concerns, such as equipment maintenance, high downtime and unavailability of spares. I'm particularly referring to nearly 40,000 nursing homes that have less than 30 beds and 20,000 nursing homes with a capacity of 30-100 beds.

This small and medium healthcare segment is unable to set up its own biomedical division. They don't have a dedicated in-house team of professionals for equipment maintenance.

They rely heavily on Original Equipment Manufacturers (OEMs) or the unorganised local service providers for asset management services.

This dependence often results in an increase in downtime, leads to unpleasant experiences and mars the centres' reputation. Most importantly, it impacts the quality of patient care.

<< Sodexo offers real-time, competitive and world-class maintenance services and premier professional technical assistance at an affordable price within a response time of 24 hours, helping the medical care centres to focus on their core jobs - deliver uninterrupted patient care effortlessly>>

The healthcare industry is now driven largely by technology. Unfortunately, most healthcare centres deal in an unstructured way of maintaining their most important assets, i.e. medical equipment. The primary reason for this observation is that medical care establishments are human care-centric. Their core objective is to attend to patients' welfare. They certainly need a reliable and expert partner to assist them in delivering superior patient care. In such a scenario, Sodexo comes forth as the knight in shining armour for these overburdened healthcare facilities.

The Sodexo team has always been at the forefront of bringing the most relevant and cost-effective solutions to healthcare centres. Their contribution allows these facilities to focus more on their clinical outcomes, resulting in accurate diagnosis, leading to appropriate medication and higher patient satisfaction. Sodexo is now active in AHPI chapters of different states with a clear goal to reach across India, promoting standardised and acceptable methods of maintaining medical assets. AHPI is delighted to have Sodexo as our committed member, which is helping hospitals in becoming more efficient and thereby providing affordable healthcare services to the patients, and it is working with AHPI's motto — Educating and advocating for the wellbeing of the common man.

<< In addition to Sodexo's technical expertise and reliability, what makes them truly distinctive is their ability to always exude humaneness >>

Sodexo HTM Progress Card

70,000
 Medical
 Equipments
 Maintained

180 crore
 Worth
 Equipment
 Restored

500+
 Healthcare
 Centres &
 Medical Colleges

99%
 Uptime
 Achieved

170
 In-House
 Biomedical
 Technicians

1 Lakh
 Service Calls
 Since
 Inception

Sodexo Empowers Women Farmers To End Hunger

EXCERPTS FROM AN INTERVIEW WITH
NIRJA BHATNAGAR
 NATIONAL DIRECTOR OF PROGRAM & ADVOCACY
 SULABH INTERNATIONAL



A threat to food security

Climate change is causing serious repercussions on agriculture and food security. It particularly affects women who depend more on agriculture for sustenance. Our association with Sodexo intends to implement food sovereignty for women farmers in Maharashtra. A significant part of the farming activity is done by women. Yet they are not recognised as women farmers. Moreover, owing to climate change, these women farmers and their families bear the brunt of migration for work purposes.

An aim to dignify women farmers

The joint CSR initiative — Beej Sakhi — has identified 16 villages in Sangamner and Akole blocks under the Ahmednagar district of Maharashtra. Through this initiative, we aim to build a seed bank, that would act as a storage for high-quality indigenous seeds. Farmers could purchase these organic seeds for a nominal price. The advantage of using these seeds is to grow healthy and chemical-free crops. With this initiative, we are looking forward to preserving and promoting the indigenous seeds. Seeds from traditional agricultural varieties help to solve food shortages. It strengthens the traditional food system and prevents climate change. Seed banks promote resilient and diversified production of sorghum, millets and many more indigenous varieties, which also protects the biodiversity of the area.

Most importantly, this initiative would empower the women farmers. We refer to them as Beej Sakhi as they can recognise the indigenous seeds effortlessly. In this way, we could help the farmers achieve food sufficiency, which eventually would eradicate hunger and restores the farmers' dignity. When farmers are food sufficient, they are healthy, and they could look to enhance their lifestyle. We also want to present women as the key workforce in farming.

<< Together, Sulabh International and Sodexo India, are contributing to achieving Sustainable Goal 2 of eradicating poverty and Sustainable Goal 6 of gender equality >>

The road ahead

Of course, there are constraints in this project. There is patriarchy. Further, the farmers strongly believe that hybrid seeds and chemical fertilizers would help increase yield. They prefer mono-cropping as it is easy. But awareness and spread of our intent are slowly paving our path to progress. The number of Beej Sakhi volunteers is increasing. In 2021, we had 10. In 2022, the number has increased to 20. These Beej Sakhi volunteers hold meetings in the village with gram panchayat members to gain the support of key persons. They create a focus group of women farmers to conserve and cultivate indigenous crop varieties. Gradually, our initiative is gaining success. Once a year, 10 villages come together to exchange seeds. This occasion is known as Beej Mahotsav.

The mutual vision

I'm thankful to Sodexo for understanding our vision and supporting this project. I am sure this partnership of Sulabh International with Sodexo India - Stop Hunger will contribute immensely towards food security and establish a successful model of food sovereignty.

With Sodexo, Sky Is The Limit

EXCERPTS FROM AN INTERVIEW WITH
MILI SANCHETI
ENTREPRENEUR
SANCHETI FAMILY FOODS INDIA PVT. LTD.



Unfailing support, consistent care

My entry into the world of business was completely unplanned. My parents-in-law encouraged me to look beyond domestic duties, particularly, my mother-in-law. She believed that I must develop myself wholly and the best way to do that was to take up a professional responsibility. My husband and father-in-law guided me in my starting steps. Within a short time, they entrusted me with a part of our business completely.

Sancheti Family Foods India Pvt Ltd is in the business of making pickles, spices and papads. Our business is concentrated in Maharashtra, and parts of Andhra Pradesh and Rajasthan. I oversee production, costing and labour. We manufacture on an average 500 tonnes of spices monthly. Nearly 70% of the labour comprises women. Seeing me leading the company, the women folk feel safe and secure. The men in their houses are completely alright when it comes to their women working at Sancheti. Such strong is the trust in us.

My association with Sodexo started right from the time I joined the business in 2008. My journey has been full of struggles. I started from scratch. I learned the know-how of running a business, managing the finances, conducting oneself with the employees, and a lot more. My family has always been there with me. But I must mention the fabulous support of Sodexo in my journey. I was new to so many things at Sancheti. But Sodexo was my buddy during my baby steps.

I particularly recall this one gentleman — Mr. Ramesh — who has always been willing to help me and support me in my trying times. The entire Sodexo team has been fantastic to work with. Never once have I faced any discomfort considering my gender when working with Sodexo. I'm pleased that Sodexo has been a critical partner in my individual growth.

<< Sodexo is always willing to help. They are flexible and cooperative. And, most importantly, they never compromise on quality. To add to this, constant and prompt communication with Sodexo is one of the key reasons why they are simply the best >>

Another great reason to work with Sodexo is that they take safety very seriously. There are annual audits from their end, which go well every time. Plus, they constantly guide us in these areas to make sure we meet all benchmarks. If anyone asked me to define Sancheti in one word, it would be quality. Similarly, if I were to describe Sodexo in one word, it would be quality. This identical mindset is a great attribute to our teamwork. I believe that work doesn't see gender and age. If you desire something strongly, you can achieve it. All you need is an excellent support system. I have Sodexo with me. And then, sky is the limit!

Sustainable Sourcing From The Source By Sodexo

EXCERPTS FROM AN INTERVIEW WITH
ANIL SHINDE

**MANAGING DIRECTOR
DEVNADI VALLEY AGRICULTURE PRODUCER
COMPANY LTD.**



Enriching the lives of the farmer community

Devnadi Valley Agriculture Producer Company Limited is in Nasik and is the first agricultural producer company in India. This company was established in 2011, and it has farmers themselves as the primary stakeholders. We formed this company because we wanted to combat the concern of low income due to inadequate bargaining power while selling the produce.

Sodexo is not the first MNC that we have worked with. But with great pride, we can say that it is one of the most professional and highly reliable MNCs that we have worked with. We have been in business with Sodexo since 2017. It is the only MNC that we have worked uninterruptedly for as long as 5 years, and counting. If I were to summarise our journey in one word, it would be smooth.

Our monthly supply of crops to Sodexo ranges 8,000-9,000 kg. We supply basics, such as onions, potatoes, and exotic vegetables. There are numerous reasons why we have continued this strong partnership with Sodexo for so long.

The promise of protection and prosperity

Firstly, it is a company of great repute. Its professionalism is seen in every stage of business, right from crop selection and ordering to procurement and payment. The Sodexo employees whom we interact with are knowledgeable, cooperative, and empathetic. There have been several instances when they have gone the extra mile to guide us and give us the best rates. They truly live their mission of creating a better every day for everyone to build a better life for all.

Next, Sodexo offers the farmers assured payments for the produce, with nearly the entire stock being bought. Sodexo and farmers decide upon the price of the produce for a given month. This initiative implies that Sodexo will pay the agreed price despite the price fluctuations in the market. This move is a great boon to the farmers. It protects them from market disturbances and assures them a fixed income.

We often read in the papers about how the entry of MNCs in food retail could erode income of farmers due to MNCs' monopolisation of mandis. Well, with Sodexo, our farmers have no such worries. Having worked with Sodexo for so long, the farmers and their families have only prospered.

<< When I think of Sodexo, I think of honesty and reliability >>

Profit with purpose

This entire process not only spells profitability to us, but we also see the inherent good in it. Sodexo purchases from us at a competitive price. We make sure to supply only the finest and freshest food to Sodexo and that too with minimal wastage. We are told that Sodexo chefs use our fresh produce to make nutritious and delicious food items for its clients. This sustainable way of sourcing is a win-win situation for everyone.

When we look back at our journey with Sodexo, we see their professional approach, positive attitude and trustworthy demeanour. Sodexo has been with us even during the farmer's worst times, such as famines and pandemic. Their empathy and support for farmers speak volumes. We just don't do business with Sodexo; we live a relation.

<< Our association with Sodexo has greatly supported small farmers of the region to gain a good and consistent income and continue to do farming. The steady flow of income has also helped us to withstand price fluctuations and remain self-reliant >>

With Sodexo, We Move Forward Together

EXCERPTS FROM AN INTERVIEW WITH
ZAKEER AHMED
MANAGER
DR. REDDY'S FOUNDATION



The path to the upliftment

Dr. Reddy's Foundation is a not-for-profit organization. It is an initiative of Dr. Reddy's Laboratories. Since 1996, we have been working to enhance the dignity and well-being of low-income groups by providing solutions to various social concerns. We educate and skill young people to fast track them towards better livelihood options. Dr. Reddy's Foundation has 65 skill development centres in India.

This process entails multiple stages. At first, we mobilise the right kind of people for our programme. For this, we ascertain the educational, financial, social and domestic backgrounds of the participants. It is pivotal for us to invite those participants who have dependants and are deeply in need of guidance and support to get employed. We provide 60-day training in core employability skills. Next, we help them match their skill, qualifications, interest, and aspirations with job openings. Most often this segment requires us to migrate the participant from a Tier 2 or Tier 3 location to the metros for their job interview. During this process, we arrange their stay, motivate and counsel them for the interview.

<< We nurture an excellent strategic partnership with Sodexo to accelerate our efforts in contributing towards fairness, individual growth and equality in society >>

Partnering for impact and growth

Dr. Reddy's Foundation addresses complex social problems and leverages partnerships with corporates and organisations to scale up impact. One such partner for growth is Sodexo. Our partnership with Sodexo enables us to make a positive impact on communities and individuals.

Sodexo hires high-skilled healthcare workers who then work in different healthcare establishments. This partnership requires us to provide training in core employability skills to the potential workforce. For these work opportunities, we mobilise people from remote areas and tribal areas. We motivate them and train them in varied health care courses — ambulance driving, nursing assistance, hospital service, and so on. We devise and execute a training regime of 3 to 6 months.

Our training is a carefully designed blend of theory and practical application. We create set-ups, such as hospital labs, and IT labs to give them practical training in different areas — computer training, soft skills, and communication. We offer them holistic training in the healthcare system, as this domain is about saving lives and enhancing wellness.

We are associated with Sodexo for a couple of years now. And, we are hopeful that this partnership will thrive for long. We are pleased with our association. We believe that both Sodexo and Dr. Reddy's Foundation share a single aim, and that is joining forces to build a more progressive and equal society.

This coffee table book is a tribute to our employees, especially our frontline staff, who unfailingly live our corporate purpose every single day.

We would also like to thank their families for extending them complete support throughout. Though some of our employees who lost their lives to the pandemic, may not be with us in person, they remain in our thoughts always.

Our historic triumph of twenty-five years is incomplete without acknowledging the immense contribution of our teams who are engaged in creating a better everyday for everyone to build a better life for all.



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