

# Sustainability

Sodexo Services believes in the provision of quality food services that is affordable and produced in an ethical and responsible environment. With this belief in mind, we have developed the Better Clark Sustainability Initiative, a set of 14 commitments focusing on each area in sustainability. This initiative will provide focus and has been created in order to help guide the activities of Dining Services in its quest to achieve the highest level of sustainability possible.



Achievement in sustainability will have positive affects for Dining Services and the community on many levels. These include:

- The improvement of relationships with local businesses and non-profit organizations
- Reduction of waste and waste disposal charges to the University
- Providing a positive influence to students
- Sodexo at Clark was one of the first campuses in the Northeast to begin using compostable ware.

Other changes include trayless dining, eco-friendly chemicals, local food sourcing, community engagement, and food donations.

But we're not done. We are working with the Food Truth group on campus to work toward 20% Real Food sourcing by 2020. Sodexo was recently recognized with the 16th Annual Mass Recycles Gold Award for Food Establishment, which is presented by the House of Representatives. Clark is on the map as a the standard for sustainability and that fact is due to the partnership and willingness of Sodexo to make these positive changes in the program

This is what Clark is about – being an example, creating change, being a leader.



## **A local environment commitment that's global in scope.**

We have an obligation to be environmentally responsible, and to make a difference through our everyday practices.

# The Better Clark Sustainability Initiative

Clark University Dining Services has established 14 Commitments toward maximizing sustainability initiatives. Each Commitment comprises of:

- Accomplishments
- Commitment Goals
- Objectives
- Specific Strategies in order to accomplish objectives

We will reduce our carbon intensity across all dining operations.

## Objectives

- Reduce carbon footprint by reducing the miles food travels by increasing the purchases within the 150 mile radius by 5% within the next 5 years.
- Increase the amount of dollars spent within the 150 mile range from \$100 per mile to \$105 by 2013.



## Accomplishment

- Kittridge Equipment Supply (local company) will be conducting an audit of Dining Services' equipment to document current energy consumption use and to set future goals.

## Goals

- We commit to minimizing and reducing our energy use in all dining operations.
- We commit to purchasing from vendors closest to Worcester whenever possible.
- We will train our employees on reducing energy use and how to conserve energy.

## Strategies

- Responsible purchasing strategies
  - ◇ Purchasing priority through mileage. Prioritize purchasing through the choosing vendors within a defined radius in the order of
    - \* 1<sup>st</sup>- 150 miles radius
    - \* 2<sup>nd</sup> 250 mile radius
    - \* 3<sup>rd</sup> 500 mile radius
    - \* 4<sup>th</sup> 1000 mile radius
    - \* 5<sup>th</sup> 1500 miles radius
    - \* 6<sup>th</sup> - United States
    - \* 7<sup>th</sup> all others
  - ◇ Research possible vendors within a 150 mile radius to identify which products could be purchased within the said radius.
    - \* Measurement - Set up a tracking format to measure all company purchases and to align purchases with set goals and objectives as well as measure performance on a bi-yearly basis.



- Responsible energy consumption
  - ◊ Contact Kittridge Equipment Supply (local company) to conduct an audit of Dining Services' equipment to document current energy consumption use to help set realistic goals on energy future savings
  - ◊ Implement “*don't start if not in use and switch of when not in use*” policy on some equipment that is used in the dining hall operations. Culinary Staff will assist with the creation of equipment startup plan in fall 2011.
    - \* Measurement – Measured monthly through University electric meter readings.
- Staff Participation
  - ◊ Incorporate sustainability training in the yearly staff training.
  - ◊ Involve staff in identifying all possible aspects of operations that will help to conserve energy.
  - ◊ Solicit staff to volunteer joining the Dining Services Green Team to develop new ideas in all operations.
  - ◊ Motivate staff behaviors by providing recognition to staff that will meet their energy savings goals.



**Anthony Oduro**  
**Sustainability Ambassador**  
**Clark University**

# We will reduce our water intensity in dining operations.

## Objectives

- We will reduce bottled water usage for catering events by 10% each year for five years
- We will reduce bottled water consumption for catering events by serving pitchers.



## Accomplishments

- 2007 - Installed Apex chemical delivery system reducing water usage by 20,000 gallons per year. Apex chemicals are packaged to reduce waste.
- 2009 - Tray Free dining reduced water usage by 70,000 gallons per year
- Clark Dining Services reduced water waste by proper planning of product thawing by refrigeration instead of running water.
- Reduced water waste by removing garbage disposal from dining hall dish room.

## Goal

- To reduce water intensity by implementing effective water usage programs in all dining operations

## Strategies

- The dining services would continue to be tray free to maintain the 70,000 gallons of water savings per year.
- Non-use of running water for thawing will continuously be enforced.
- Continue to enforce non-use of garbage disposal in dining hall dish room to reduced water waste.
- Conduct inspection of all pipes on regular at least once per month to ensure early detection of leaks.
- Investigate advanced and alternative methods of handling and reducing post consumer and pre-consumer waste including employee training, guest education and equipment
  - ◇ Measurement - Measured bi-yearly through University water usage reporting.
- Reducing bottled water use
  - ◇ All catering event planners will be encouraged to use pitchers of water instead of bottled water. Discounts will be provided for such service beginning January 1, 2011.
  - ◇ Bottled water would be served only by special request. Specifically identified receptacles will be available to ensure proper recycling of bottles.
    - \* Measurement - Measured bi-yearly through purchasing reports from vendor.





We will promote diets with reduced sugar, salt and fats.

#### Objectives

- To offer items with no salt added by spring 2011.
- To educate our guests on all of the reduced sugar, salt and fat options in our dining locations through proper signage.

#### Accomplishments

- We do not cook with trans fats.
- 2010 - Introduced Hydration Station, water with fresh fruit/vegetable infusion at Higgins Café.
- 2010 - Meatless Monday in Higgins Café started, when vegetarian options are maximized and meat options are limited, therefore encouraging customers to dine a meat-free entrée.
- Clark Dining only cooks with Kosher salt rather than iodized salt, which is less processed and requires less salt to be used as flavoring in recipes.
- 2009 - Began offering steamed vegetables without oil or butter on every lunch, brunch & dinner meals.
- Menus identify vegan, vegetarian, nuts, pork, shellfish and gluten-free.
- Vegan and vegetarian options are offered at all meals.

#### Goal

- To promote healthy eating habits for our clients by providing more choices with reduced fat, salt and sugar

#### Strategies

- Increase healthy menus choices through healthy trend research and introduce new methods of cooking to staff.
- Solicit recipes both local and international from students on dishes that are prepared with reduced sugar, salt and fat.
  - ◊ Measurement - Measured bi-yearly through student survey results.

We will continue to promote health and wellness among our employees and customers.

### Objectives

- Informing employees on a more continual basis of their benefits.
- Promoting healthy lifestyle among employees on regular basis by the beginning of operations in fall 2011 through introduction of wellness programs.
- Become involved in the education of the local community on healthy eating by creating partnerships with organizations that promote healthy lifestyle.



Sodexo has begun several initiatives embracing the organic movement and its connection to a more sustainable food system.

### Accomplishments

- Full Time Employees, working at least 30 hours per week receive full benefits including affordable health care, free-wellness & health planning, counseling and discounts on fitness programs.
- **Fall 2011** - Clark Dining Services adopted Clark University's Workplace Principles Policy.
- Assists with staff professional development programs
- Operate an open door policy that allows staff to report grievances to management and seek amicable solutions
- Awards staff for the outstanding performances
- Full Time Employees, working at least 30 hours per week receive full benefits including affordable health care, free-wellness & health planning, counseling and discounts on fitness programs.
- Most meals in Higgins Café are plated for students, comprising of appropriate sized portions
- **Spring 2011** - Introduction of the Nutritionist's Corner that provides access to one-on-one meetings with a nutritionist, a suggested menu for each meal with the benefits of your choices and a weekly newsletter on eating healthy.

### Goals

- To ensure healthy working conditions of employees
- To ensure that customers benefit from the vast knowledge of the dining services on ways of living healthy.



## **Strategies**

- Staff Wellness
  - ◇ Emphasize safety at work to reduce accidents in the work place through incentive programs.
  - ◇ Train staff on intercultural communication skills to create harmony in the work place and reduce stress that comes with ineffective intercultural communication.
  - ◇ Provide staff with time management skills and abilities to help staff to balance work and life.
  - ◇ Encourage employees to use our open-door policy where staff will be more encouraged to air their grievances and seek workable solutions to work place issues.
  - ◇ Provide employee suggestion box in which employees can provide feedback, anonymously or by name if the employee wishes to work on the project with management.
  - ◇ Link with organizations such as Worcester Advisory Food Policy Council, Y.O.U., Inc. and Regional Environmental Council to educate children on healthy eating habits by providing space for cooking demonstrations and providing free access to nutritionists.
  - ◇ Provide education to local community on ways of eating healthy on tight budgets by providing trainings through local nonprofit organizations.
  - ◇ Each member of the management team may use 25 hours per year toward community volunteerism or toward furthering sustainability initiatives. Volunteer/Sustainability initiatives will extend to hourly lead staff and employees in future years.
    - \* Measurement - Measured bi-yearly through hours volunteered by employees and managers and number of organizations benefiting from Clark Dining Services volunteer opportunities.



We will increase the purchase of products sourced from responsibly certified sources.

**Goal**

- We will increase the level of fair trade and responsibly certified products in our dining locations



Clark Dining Services defines responsibly certified sources and provides preference to produce with the following certifications whenever financially viable.

- Locally grown
- Fair Trade Certified
- Domestic Fair Trade Certified
- Shade-Grown or Bird Friendly Coffee
- Rainforest Alliance Certified
- Food Alliance Certified
- USDA Organic
- AGA Grass fed
- Pasture Raised
- Grass-finished/100% Grass fed
- Certified Humane Raised & Handled
- Cage-free
- Protected harvest Certified
- Marine Stewardship Council
- Seafood Watch Guide “Best Choices” or “Good Alternatives”



**Accomplishment**

- Certified Fair Trade Coffee is offered at all dining locations.
- Clark Dining Services serves only cage free eggs.
- Dining Services purchased products based on the Seafood Watch Guide “Best Choices” first then “Good Alternatives”



## Strategies

- Continue to provide fair trade coffee in all dining locations and promote choosing fair trade options as well as education to guests on the benefits to coffee bean growers by their choices.
- Require current vendors to provide information about their purchasing practices and source of their products.
- Renew partnership with Freshpoint, a local company that assists farmers in acquiring certification of their produce and can provide information about the farming practices of supplier farms.
- Promote the transparent provision of information to our clients by organizing farmers forums and vendor forums to create awareness on the commitment of the dining services to responsible purchasing
  - ◇ Measurement - Measured bi-yearly through volume and dollars spent on socially responsible products purchased for all dining locations and through Real Food Calculator.

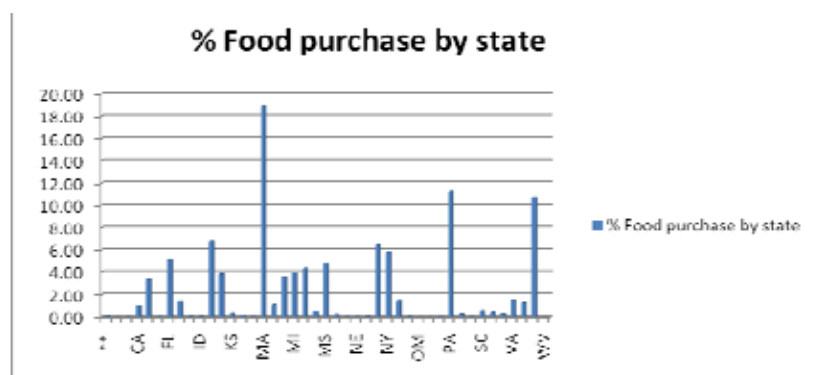
We will source local, seasonally grown and sustainably raised products.

## Objectives

- Support the local economy, create jobs and increase taxes to the local government by increasing the dollar spending within the 150 mile radius from \$100 to \$103 dollars per mile by 2013.
- Increase the amount local food purchases by 1% every year for five years.

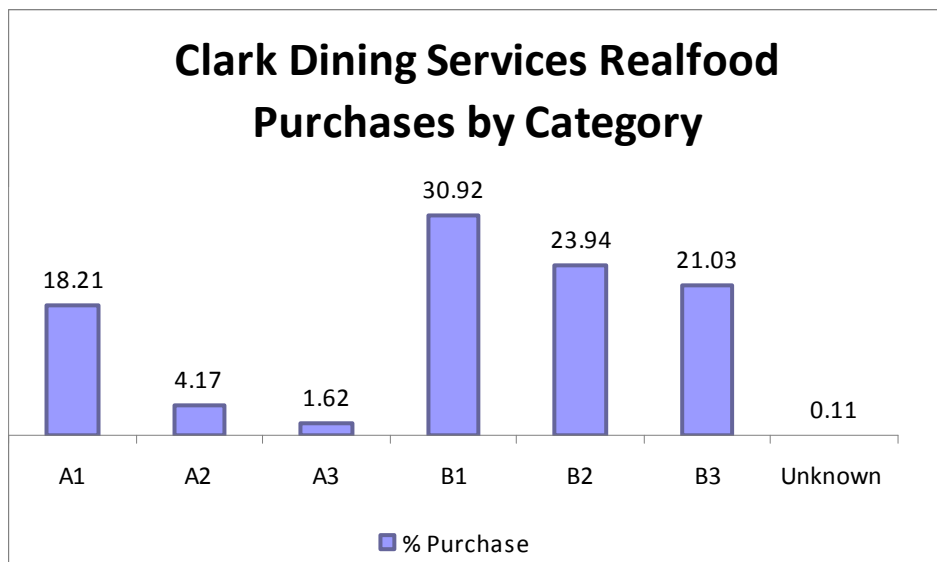
## Accomplishments

- Fall 2008 - Produce is purchased from ACME Prepak, a local distributor in Worcester, MA that provides fruits & vegetables from local farms.
- Kittridge Equipment Supply (Natick, MA) is utilized to purchase large and medium equipment for Clark Dining Services
- Clark Dining Services supports the Massachusetts Farm to School Project and hosted their spring meeting in 2009.
- 2008 - Began working with the Regional Environmental Council of Central MA
- We purchase only cage-free eggs
- 22% of 2010 food was purchased from within 150 miles.
- About 31.5% of all food purchases come from within the 250-mile range. For every local food purchase, \$100.31/mile is achieved.



### Food Purchases

Distance Range	Category Definition	% Purchase	\$/mile
<=150	local	22.59	100.31
151-250	regional 1	8.93	17.57
251-500	regional 2	21.94	12.09
501-1000	country 1	15.11	4.68
1001-1500	country 2	29.55	5.82
1501-2000	country 3	0.47	0.51
>2000	country 4	1.30	0.27
UNKNOWN	other	0.11	0
<b>TOTAL</b>		<b>100</b>	



#### Real Food Calculation

A1= local, within 150 miles or certified organic or fair trade

A2= local within 150 miles and has information on sustainable practices

A3= local but information on its sustainable and ethical practices were referred from vendors requirement on ethical process.

B1= regional or country or certified but has information on sustainable practices

B2= Regional or country with information on sustainable practices

B3= Regional or country but no information on its practices is available but vendors requirement on ethic process was used in its categorization.





### **Goals**

- We are committed to participating in the Real Food Challenge.
- We commit to purchasing more local produce when in season and available.
- We will feature Harvest Meals during the academic year.

### **Strategy**

- Identification of additional local food sources.
- Fresh Point a local company that purchases from local farmers will be added to the list of vendors from whom more purchases will be made.
- To ensure that food safety standards are not compromised and make local product possible to purchase, potential farmers or local businesses in the area that have interest in doing business with Dining Services will be introduced to vendors which offer fair market value for their product.
- Make an effective use of the food availability calendar to make demands to vendors in order to provide produce from some specific local farms.
- Use the real food calculator to guide the progress of our responsible purchasing activities.
- Animal rights
  - ◇ Continue to purchase cage free eggs and promote through proper signage.
  - ◇ Continue to monitor our vendors' practices to ensure they are complying with Sodexo's Vendor Supply Code of Conduct by 2015 (please refer to the pages that follow)
    - \* Measurement - Measured bi-yearly through volume and dollars spent on socially responsible products purchased for all dining locations and through Real Food Calculator.

# We will source sustainable fish and seafood.

## Objectives

- 50% of our fish and seafood purchases certified as sustainable by 2012 and 100% by 2015.
- Provide signage and information on [Clarkdining.com](http://Clarkdining.com) for student research.



## Accomplishments

- Dining Services serves fish and seafood listed as sustainable on the Monterey Bay Aquarium Fish List.
- Captain Marden Seafood (Wellesley, MA) provides fresh fish throughout the year

## Goal

- Provide certified fish and seafood when served in dining facilities and promote through proper signage.
- Educate Clark students on sustainable seafood for personal knowledge while dining off-campus.

## Strategies

- Continue to purchase fish and seafood listed as sustainable on the Monterey Bay Aquarium Fish List.
- Purchase fish and seafood that are Sodexo approved from Sysco, which will automatically fall within the sustainable category. Coordinate with Captain Marden's Seafood to obtain their weekly list of sustainable fish and seafood and purchase from that list.
  - ◇ Measurement - Measured bi-yearly through volume and dollars spent on sustainable fish through Real Food Calculator.



Cod Chowder made from Pacific Cod, a sustainable fish found on the Monterey Bay Aquarium Seafood Watch list.



We will provide and promote varied and balanced food options.

### **Objective**

- To promote local choices of food and enhance intercultural experience through offering international dishes which ingredients may be sourced locally.

### **Accomplishments**

- We assist our customers with pre-plated options that contain a balanced serving of protein, starch, and vegetable at several stations in Higgins Cafe.
- Fall 2009 - Began offering a freshly cut vegetable without oil or butter and a baked potato at all lunch, brunch and dinner meals.
- We offer a balanced selection of proteins, carbohydrates and vegetables.
- We have eliminated the use of processed vegetables and entrees through a scratch-based production method.

### **Goals**

- We commit to purchasing local produce whenever possible, providing fresh and balanced choice to our guests.
- We will solicit international and domestic student input and participation through menu submission.
  - ◊ Measurement - Measured monthly through number of recipes submitted and served in the dining hall.

### **Strategies**

- Hold international food tasting event on campus where international meals and recipes will be displayed.
- Collect local international recipes by the end of the fall semester through promotions.
  - ◊ Measurement - Measured bi-yearly through number of internationally themed menus.





## We will commit to supporting local community.

### Objectives

- Clark Dining Services commits to making change in the Main South Community through nutrition education and volunteering opportunities.
- Provide value and enhance the lives of community members through outreach programs and employment.

### Accomplishments

- Clark Dining Services all excess food and milk to Rachel's Table, a food rescue service that feeds Worcester community members in need.
- Beginning in 2009 Clark Dining Services began partnering with Clark's Relay for Life team, donating food during kick-off events and during the annual Relay.

### Goals

- To volunteer with Worcester environmental council to fight hunger, promote food security and fight disease in Worcester.

### Strategies

- Provide job opportunities to members of the Main South Community in working toward improving poverty conditions in the area.
- Continue to donate food to Rachel's table to alleviate hunger in the main South
- Community as well as reach out to Rachel's Table for more opportunities in assisting their organization
- Make available resources to community organizations such as the Regional
- Environmental Council to promote food security and fight against obesity and poverty in the Worcester area.
- Assist in advertising to transport students to farmers market in downtown Worcester.
  - ◇ Measurement - Measured yearly through number of staff members employed within Main South Community by residence local
    - \* 1<sup>st</sup> - Within 1 mile
    - \* 2<sup>nd</sup> - Within 5 miles
    - \* 3<sup>rd</sup> - Within 15 miles
    - \* 4<sup>th</sup> - More than 15 miles



# We will ensure compliance with Sodexo's Global Sustainable Supply Chain of Conduct.

(Please refer to Sodexo's Global Sustainable Supply Chain Code of Conduct on the pages that follow.)

## Goal

- Clark Dining Services commits to ensuring compliance by all vendors to a Global Sustainable Supply Chain Code of Conduct by 2015

## Accomplishment

- As a signatory of the UN Global Compact, Sodexo is committed to respect the UN Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. Sodexo further acknowledges and respects the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy, as well as the employment and industrial chapter of the OECD Guidelines for Multinational Enterprises. In order to ensure that our activities do not have a negative impact on the human rights of our stakeholders, we ask our suppliers to respect the principles of the core conventions of the ILO, along with other workplace rights principles.

## Strategy

- Have a dialogue with current vendors and potential vendors on the importance of compliance to the conduct of business and meeting Clark Dining Services' satisfaction.



For the third consecutive year, Sodexo's commitment to sustainability has earned recognition from Sustainable Asset Management (SAM) receiving two important distinctions in the 2010 Sustainability Yearbook:

## **SAM Sector Leader 2010, and SAM Gold Class 2010**

The 2010 Sustainability Yearbook identifies companies that best combine economic and sustainability performance from among the world's 2,500 largest corporations.

April 2011

# Supplier Code of Conduct





## INTRODUCTION

Conducting business with high ethical standards is fundamental to Sodexo. In light of this, we have formalized this Supplier Code of Conduct to articulate our expectations of those with whom we conduct business including those businesses with which we have continuing supply relationships.

This Supplier Code of Conduct ("Code") sets forth Sodexo's expectation of suppliers, vendors, contractors and others with whom Sodexo conducts business (collectively referred to as "Suppliers") with respect to sound and responsible ethical, social and environmental practices. Sodexo recognizes that there are different legal and cultural environments in which Suppliers operate throughout the world. Regardless, this Code sets forth the minimum requirements that Suppliers must meet to do business with Sodexo. In order to comply with these requirements, Suppliers should communicate the principles of this Code throughout their supply chain.

Sodexo realizes that Suppliers may need time to address areas in which they may not be in compliance. We believe that compliance is best achieved through a process of continuous improvement over a period of time. With this in mind, Sodexo invites its suppliers to keep us regularly informed about their actions and their improvement plans concerning the Code of Conduct.

Nevertheless, Sodexo reserves the right to carry out the controls that it deems necessary in order to ensure that this Code is being respected throughout its Supply Chain. This may include self assessments, Sodexo and third party audits.

Sodexo encourages its suppliers to support it in achieving the "Better Tomorrow Plan" to protect the environment, support the development of Local Communities, and actively promote Nutrition, Health and Wellness.

## CONTENTS OF THE CODE OF CONDUCT:

### FUNDAMENTAL RIGHTS AT WORK

1. Freedom of Association and Collective Bargaining
2. Forced Labor
3. Child Labor
4. Non-discrimination
5. Wages and Benefits
6. Working Hours
7. Health and Safety
8. Disciplinary Practices/Coercion

### ADDITIONAL COMMITMENTS

9. Business Integrity
10. Environment
11. Community Involvement
12. Unfair Competition and Anti Corruption
13. Communications
14. Update and Review





## **SODEXO SUPPLIER CODE OF CONDUCT**

### **FUNDAMENTAL RIGHTS AT WORK**

As a signatory of the UN Global Compact, Sodexo is committed to respect the UN Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work. Sodexo further acknowledges and respects the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy, as well as the employment and industrial chapter of the OECD Guidelines for Multinational Enterprises. In order to ensure that our activities do not have a negative impact on the human rights of our stakeholders, we ask our suppliers to respect the principles of the core conventions of the ILO, along with other workplace rights principles, as described below.

#### **FREEDOM OF ASSOCIATION and COLLECTIVE BARGAINING**

Employees of Suppliers shall be free to join organizations of their own choice. Suppliers shall respect and recognize the right of employees to join and organize associations of their own choosing, and to bargain collectively. Employees shall not be subject to intimidation or harassment in the exercise of their right to join or to refrain from joining any organization.

#### **FORCED LABOR**

Sodexo shall not tolerate the use of indentured, slave, bonded or other forced involuntary labor by its Suppliers.

#### **CHILD LABOR**

Suppliers are prohibited from using workers under the legal age of employment in any country or local jurisdiction where the Supplier performs work for Sodexo. If the minimum age of employment is not defined, the minimum age of employment shall be 15 years of age. Irrespective of the legal minimum age, in cases where minors are authorized to work, we expect our Suppliers to observe all legal requirements, particularly those pertaining to hours of work, wages, minimum education and working conditions.

#### **NON-DISCRIMINATION**

Sodexo believes that all terms of employment should be based solely on an individual's ability to do the job. Sodexo requires its Suppliers to uphold a commitment to basic principles of human rights. This means that Suppliers should not discriminate against employees in hiring, promotion, salary, performance evaluation or any other term or condition of work, on the basis of race, color, national origin, gender, gender identity, sexual orientation, religion, disability, or any other basis prohibited by law in the applicable jurisdiction.

Group Supplier Code of Conduct\_\_April 2011.doc  
Updates: April 2011

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## WAGES AND BENEFITS

Suppliers shall not pay less than the minimum wage in accordance with local laws. Where the local laws do not set a minimum wage, Suppliers shall pay the prevailing market wage.

## WORKING HOURS

Suppliers shall maintain reasonable employee work hours in compliance with local standards and applicable national laws of the countries and regions in which the Supplier does business. Sodexo requires Suppliers to comply with the statutory requirements for working hours for employees. Sodexo will not use Suppliers that, on a regularly scheduled basis, require employees to work in excess of the statutory requirements, unless those employees are properly compensated as required by applicable law.

## HEALTH AND SAFETY

Suppliers must share Sodexo's commitment to providing a safe and healthy workplace and to treating employees fairly and in compliance with local laws. Health, safety and other workplace standards must meet all local laws and safety regulations. Worker housing, where provided, must meet the same standards for health and safety as those that apply in the workplace.

## DISCIPLINARY PRACTICES/COERCION

Sodexo firmly believes that everyone should be treated with dignity. Suppliers shall not inflict or threaten to inflict corporal punishment or any other forms of physical, sexual, psychological or verbal abuse or harassment on any employees.





## ADDITIONAL COMMITMENTS

### BUSINESS INTEGRITY

Sodexo is committed to the highest standards of business integrity. We do not tolerate any practice that is not born of honesty, integrity and fairness, anywhere in the world where we do business.

Sodexo seeks to identify Suppliers that conduct business with ethical standards consistent with our own. Sodexo's ethical standards are embodied in our Business Integrity Statement which provides in part:

- Obey all relevant laws
- Treat each other fairly, with dignity and respect
- Prepare all records of financial transactions carefully and accurately
- Report financial conditions and results of operations, honestly and promptly
- Deal honestly and fairly with clients, customers, suppliers, and financial partners
- Avoid actual and potential conflicts of interest
- Avoid the improper giving and receiving of gifts
- Safeguard Sodexo's assets
- Protect confidential and proprietary information
- Protect Sodexo's reputation
- Separate personal political activities from Sodexo's business
- Report observed violations of legal and ethical standards.

We expect that our suppliers will work in accordance with the same high standards.

Sodexo is progressively establishing employee grievance mechanisms in each country where the Group operates. We encourage Suppliers to maintain reporting mechanisms as well.

### ENVIRONMENT

Sodexo will actively seek Suppliers that share our commitment to protecting the environment. Suppliers shall abide by all federal, state and local environmental laws. Sodexo shall favor Suppliers that work to sustain, protect and restore the environment, by such means as energy conservation, recycling and proper disposal of waste, as well as by environmental restoration.



## COMMUNITY INVOLVEMENT

Sodexo seeks to work with Suppliers that partner with local governments and communities to improve the educational, cultural, economic and social well-being of the communities in which they live and serve.

## UNFAIR COMPETITION AND ANTICORRUPTION

Suppliers may not engage in any acts of unfair competition and may not engage in bribery in any form—political, foreign and commercial.

## COMMUNICATION

Suppliers should take appropriate steps to ensure that the principles of this Code are communicated to their employees and throughout their own supply chains. Suppliers should also take appropriate steps to ensure that the principles of this Code are adopted and applied by their employees, suppliers, agents and contractors to the extent applicable.

## UPDATE AND REVIEW

This Code will be updated annually to keep it relevant based on feedback from internal and external stakeholders.

*Sodexo is a signatory to the United Nations Global Compact which through the power of collective action seeks to advance responsible corporate citizenship so that business can be part of the solution to the challenges of globalization.*

Additional information concerning Sodexo's commitments on fundamental rights at work and on business integrity can be found in the Group Policy on Human Rights and the Group Statement of Business Integrity which are both available on our website [www.sodexo.com](http://www.sodexo.com)



# We will reduce organic waste generated in our dining operations.

## Objectives

- Clark Dining Services will work with student groups on campus to extend our efforts and provide support in sustainable areas across campus.
- By January 2011 we will begin accurately tracking organic waste and create goals for reduction.
- We will engage Clark University's staff, faculty and students in identifying methods of reducing waste and improving operational efficiency.



## Accomplishments

- Dining Services began composting in 2007. We now average 151.82 tons of compost per year that was previously trash.
- Employees receive training on separating compost, recyclables and trash bi-annually.
- Dining Services began purchasing compostable disposables in 2007 as part of organic waste rather than trash.
- Employees are trained on proper knife skills and production procedures in order to maximize raw food product and reduce waste.

## Goals

- Reduce organic waste in the pre and post consumption process.
- Engage all stakeholders in our sustainability efforts.

## Strategies

- Staff engagement
  - ◇ Continue to train employees and encourage proper knife skills and production procedures to maximize raw food product and reduce waste.
  - ◇ Encourage, recognize and reward staff that innovate new strategies of reducing waste in their daily activities.
    - \* Measurement - Measured monthly through number of tons of compostable material removed from campus and composted. Tonnage is provided by waste management company.
- Promoting waste reduction habits among guests.
  - ◇ Highlight responsible eating habits in the dining hall by promoting "Support our waste reduction efforts. Taking only what you can eat" strategy.
  - ◇ Guests will be encouraged and rewarded to bring their mugs instead of using disposal cups.
  - ◇ Engage Clark community by providing necessary resources that will compliment the efforts of the dining hall in separating waste.
  - ◇ Clark Dining Green Team start up by the beginning of fall to generate ideas in ways of cutting waste and gain exposure to our initiatives.
  - ◇ Staff volunteerism to join the sustainability team to generate ideas

We will continue to reduce non-organic waste generated in our dining operations.

**Objectives**

- By January 2011 we will begin accurately tracking organic waste and create goals for reduction.
- Continue to recycle all cans, plastic and glass from operations.
- Continue using the Services of Filta Fry to filter cooking oil, which extends the use time of the oil and reduces the amount of oil used throughout the year.
- Investigate new equipment opportunities to increase amount of cooking time oil can be used, filtered and re-used.
- Research opportunities with Smart Fuel to pick up used oil and convert it to biodiesel.
  - ◊ Measurement - Measurement monthly of trash is conducted through number of tonnage of non-compostable material removed from campus from waste management company. Measurement of recyclables is conducted through tracking of recycling material barrels transferred to recycling bin.

**Accomplishments**

- Clark Dining Services added a recyclables container in Summer 2011 and is now able to recycle all cans, plastic and glass from operations.
- Spring 2010 - Dining Services began utilizing Filta Fry to filter cooking oil, which extends the use time of the oil and reduces the amount of oil used throughout the year.
- Cooking oil is recycled and turned into bio-diesel (Western Mass Recycling)

**Goals**

- We commit to working with vendors to reduce packaging of products.
- We will commit to researching more ways of disposing cooking oil that can be re-used.



# We will continue to source and promote sustainable equipment and supplies.

## Objectives

- Switch to reusable glasses and mugs for serving water and coffee in all Catering events in the UC instead of paper goods by Fall 2012.
- Energy audits and repairs will be conducted during the year to reduce energy loss through inefficient machinery and equipment



## Accomplishments

- Small equipment is purchased from Kittridge Equipment, a local company from Natick, MA
- We support Green efforts by using bulk beverage dispensers when possible, reducing packaging waste.
- All disposable wares in the Bistro are biodegradable or recyclable.
- Clark Dining Services uses all Green Seal Certified Chemicals from Eco-Lab

## Goal

- To achieve cost and operational efficiency through the use of sustainable equipment in dining hall operations.

## Strategies

- Continue to purchase small equipment from Kittridge Equipment, a local company from Natick, MA hence reducing the carbon foot print of non food item purchases and supporting local business.
- Use the services of Kittridge equipment to audit equipment in the dining hall.
- Maintaining the practice of using compostable wares in the Bistro on all products we serve. We will encourage companies who provide pre-packaged product to switch to more environmentally sound packaging.
- Continue to use Green Seal Certified Chemicals from Eco-Lab in all dining hall operations.
- We will provide incentives for bringing their to customers for bringing their own mugs for beverages
  - ◇ Measurement - Conducted bi-yearly through purchasing reports from vendors.

## **The rule of one means:**

One packet of cleaning solution mixed with water in one bottle or one bucket

The margin for error is eliminated.

Chemicals are color coded to aid in identifying the correct product for each application and standardize the training process.

Finally, consumption rates can be easily monitored by monitoring packet distribution and return.

We will fight hunger and malnutrition by engaging the entire community, including employees, customers and suppliers.

#### Goals

- We will enhance our already strong relationship with local food banks through volunteerism.
- We will commit to engaging with community members in educating them on healthy eating and fighting obesity with their limited funds.



#### Accomplishments

- Over \$200 cash per year is raised and donated to Rachel's Table through "Keep the Change" event held in the Bistro in 2010.
- Clark Dining Services donates all excess food and beverage to Rachel's Table.
- Through specially marked Jazzman's coffee purchases and retail tumblers, Clark Dining Services participates in Sodexo's Stop Hunger initiative. All money raised goes directly to Stop Hunger.
- Simply to Go snacks in the Bistro and Jazzman's Café automatically provide donation of proceeds to Stop Hunger.

#### Goals

- We will enhance our already strong relationship with local food banks through volunteerism.
- We will commit to engaging with community members in educating them on healthy eating and fighting obesity with their limited funds.

#### Strategies

- Continue to raise funds for the Sodexo's Stop Hunger initiative by the sale of specially marked Jazzman's coffee and retail tumblers.
- Volunteer for nutrition education and assist in providing access to Real Food to all community members.
  - ◊ Measurement - Conducted yearly through amount of food donated to food banks and donations of food to non-profit organizations.

