

Your future

So
sodexo

Marit Teigland, SVP

Sodexo Remote Sites
and Delta Catering
Gulf of Mexico

April, 2010

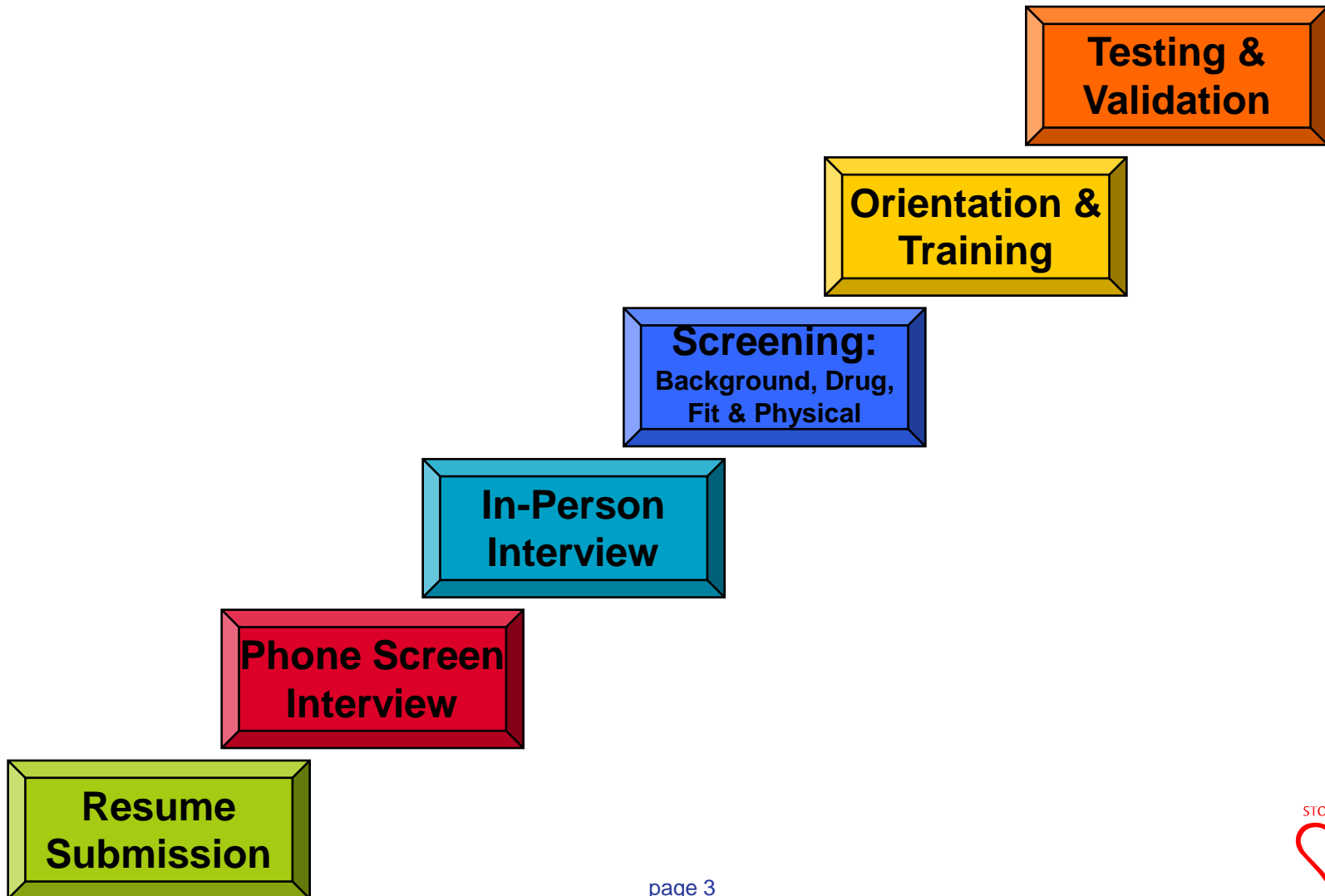
More Than Just Hands...



- Well-Rounded, Skilled Professionals
- Service Spirit
- Drive and Dependability
- A Passion for Customer Service
- A Focus on Safety and Sanitation



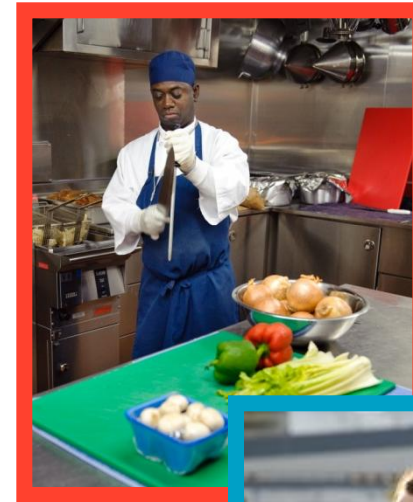
New Employee Process



Selecting the Right Talent



- Proven Employee Success Profile
- Behavior-Based Interviewing
- Extensive Background Screening
- Multi-Tiered Drug & Alcohol Testing
- Medical and Functional Capacity Screening



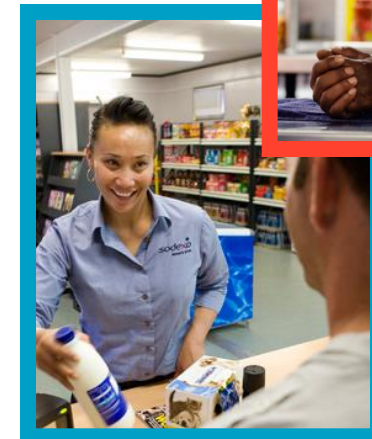
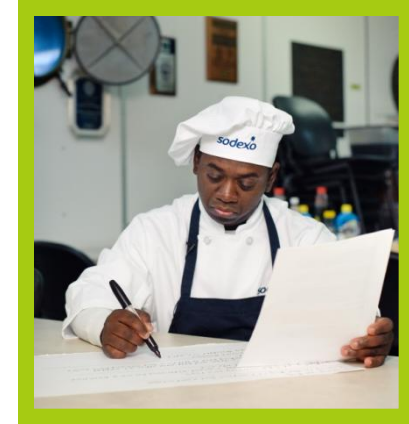
New Hire Training



- SafeGulf Orientation
- ServeSafe Food Safety
- First Aid
- Shell Approved HUET
- Service The Sodexo Way
- Diversity & Inclusion
- Teamwork & Communication
- Food Safety & Sanitation
- Behavioral Based Safety Mgmt & JSA



- Annual SafeGulf Orientation
- Annual BBSM & JSA Training
- Annual Food Safety Training
- Standardized Weekly Safety Training
- Computer Skills Training
- Annual Leadership Development
- Skillport Learning Center
- “Leading the Sodexo Way” Series



Integrated Orientation



Sun

Mon

Tues

Weds

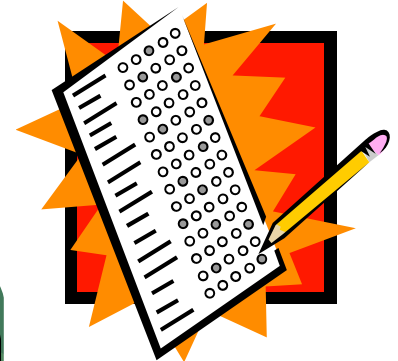
Thurs



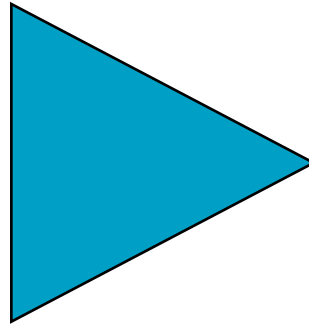
Annual Recertification



Blended Learning Techniques



We Are Sodexo



Employee Turn Over

Dropped from 100%+ to current 40% Annualized

Retention on new hire up from 30% to 75%

Client satisfaction

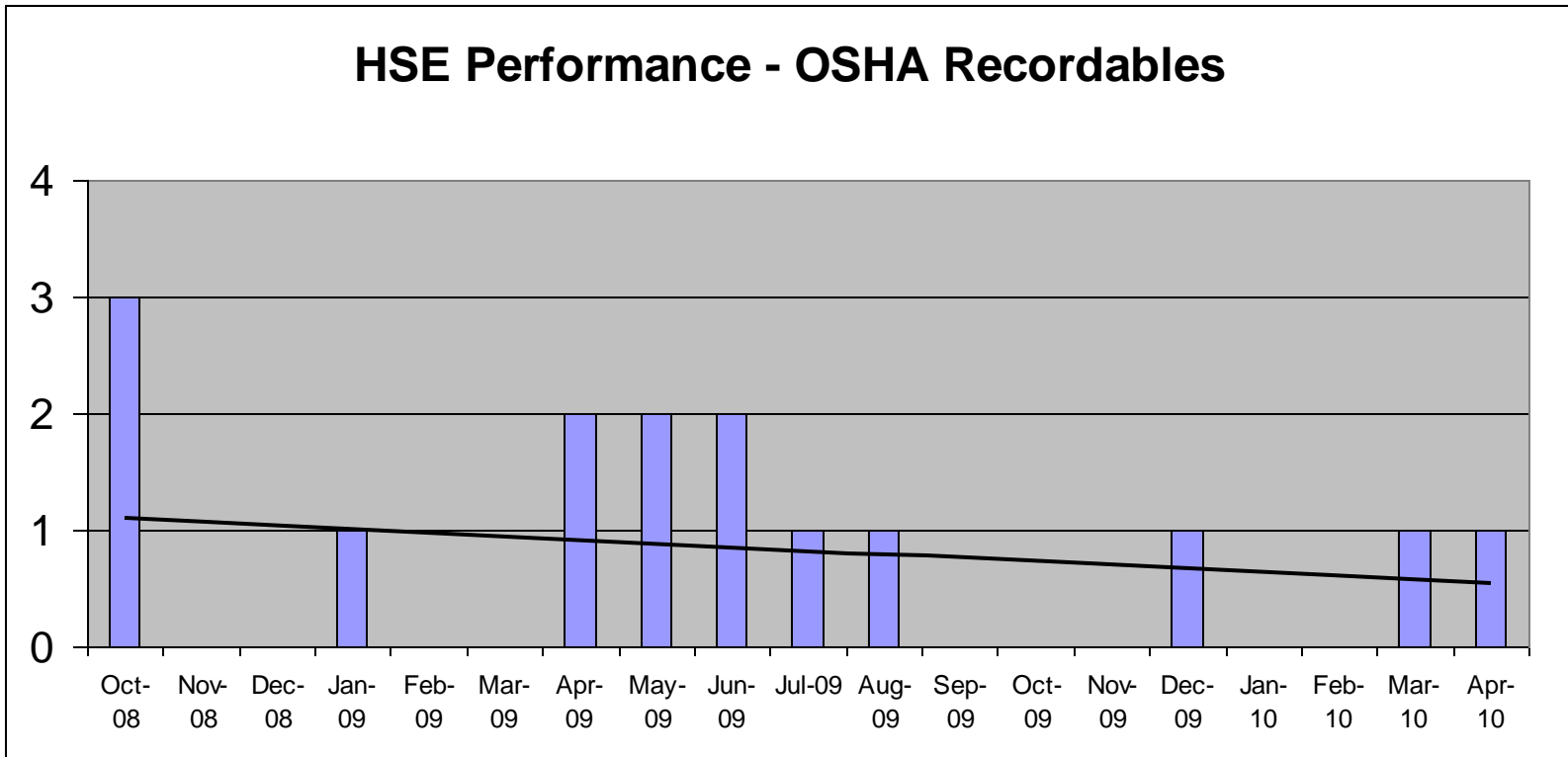
Client retention up from 91% to currently 98%

Workers Compensation Claims

Dropped from 80 open cases to 20

Hardly any cases among new hires and SSE

HSE Performance - OSHA Recordables



Closing comments



- **A new approach to managing our business**
 - We are not a commodity – but provide a service through our people
 - We do not hire hands – but professional service workers
- **During the economic down turn we continued to invest in our HR and HSE departments to make sure we could drive the necessary culture change**
- **So far the payoff is promising**
 - We have shifted \$ 1 M from entry level training to support and continuous development of our front line staff
 - We have shifted \$ 3 M from workers comp to higher wages for our front line staff and improved competitiveness
- **We are not done – in fact; we are just at the beginning of a journey for our industry in the Gulf of Mexico**



Q&A

