sodexo

Overview 2025

Leader in sustainable food Designer of valued experiences

Summary

01
Sodexo Global

02
Sodexo Thailand

01

Sodexo Global

A. Profile
B. Ambition
C. Services
D. Values

Founded in Marseille in 1966 by Pierre Bellon, Sodexo has developed a unique responsible business model and an integrated service offering that creates value for all its stakeholders.

Since its creation, Sodexo's founding mission has positioned the company as a pioneer to meet the challenges of everyday life.

The Group stands out for its independence, its founding family shareholding and its business model.

Through its Food and Facilities Management services, it strives to be the world leader in sustainable food and valued experiences.

23.8
billion euros consolidated revenues

10.7
billion euros in market capitalization
(as of March 19, 2025)

#1
France-based private employer worldwide*

423,000
employees

82.5%
employee engagement rate

45
countries

80
million consumers served daily

27,000
client sites

Key figures as of August 31, 2024
** 2024 Forbes Global 2000 ranking*

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The world leader in sustainable food and valued experiences, at every moment in life.

With a detailed knowledge of consumer needs and analysis of demographic, social, environmental, economic and technological changes, Sodexo supports its clients in understanding the challenges they face and responds to them with appropriate services.

Challenges

- Hybrid working
- Digital transformation
- Inflation management
- Site attractiveness and efficiency
- War for talent
- Social and societal role of organizations

Attractive and growing markets

Clients and consumers expectations

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The world leader in sustainable food and valued experiences, at every moment in life.

With a detailed knowledge of consumer needs and analysis of demographic, social, environmental, economic and technological changes, Sodexo supports its clients in understanding the challenges they face and responds to them with appropriate services.

Challenges

Attractive and growing markets

Food Services

a **240** billion euros market, 53% self-operated

Facilities Management Services

a **380** billion euros market, 51% self-operated

Clients and consumers expectations

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The world leader in sustainable food and valued experiences, at every moment in life.

With a detailed knowledge of consumer needs and analysis of demographic, social, environmental, economic and technological changes, Sodexo supports its clients in understanding the challenges they face and responds to them with appropriate services.

Challenges

Attractive and growing markets

Clients and consumers expectations

Through its activities, Sodexo contributes to enhancing the moments that punctuate everyone's daily lives, ensuring a positive impact on people's health and well-being, on its clients' performance, as well as on its own ecosystem.

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Our Food and Facilities Management services

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Food services to make nutrition and taste available to all

A key player in the Food services market, its historic business, Sodexo offers a wide range of services every day to provide everyone with a tasty and quality food experience that meets their needs and expectations: a personalized, responsible and digital offering.

Expert in Food service, Sodexo offers healthy, balanced and varied meals every day, inspired by the latest culinary trends.

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Inspiring Food offerings that meet the most unique needs

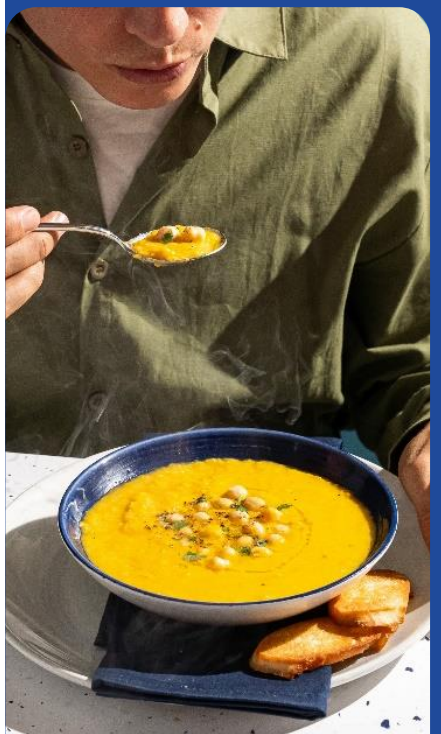
Sodexo's brand portfolio is a key driver of profitable and sustainable growth, able to meet consumer expectations in all geographical areas, stimulating preferences and improving satisfaction for all.

In line with its 2025 strategic plan, Sodexo continues its targeted investments by developing offers in line with consumer trends and uses, adapted to any type of environment.

KITCHEN WORKS.

Making eating well easy

- Nutritious, tasty, responsible and affordable food
- Dining spaces designed for energizing, socializing, and relaxing at work
- Services available 24/7, day and night



modern recipe

All day food for modern living

- Everyday delicious and healthy food
- Memorable workplace experiences
- Responsible, sustainable and accessible food

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Facilities Management services for valued experiences

Our expertise combines reception, hospitality and cleaning services (*soft FM*) and infrastructure maintenance services (*hard FM*).

This two-fold expertise enables us to optimize the consumer experience by improving their satisfaction and well-being while also ensuring an optimal use of our resources, as well as those of our clients.

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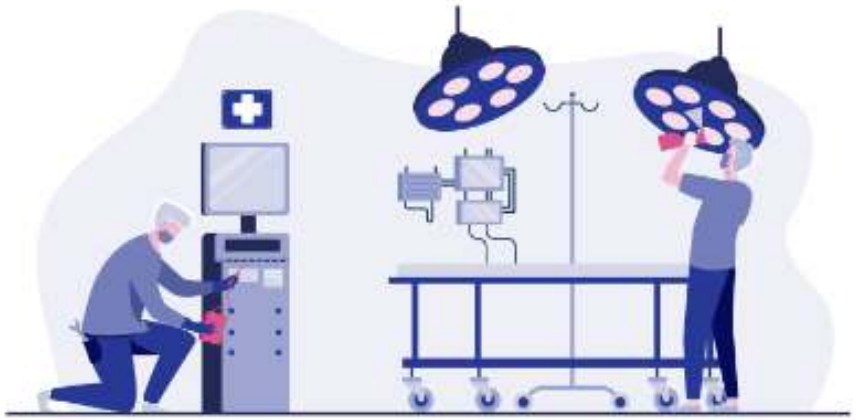
Targeted growth in Facility Management services

In a fragmented market, Sodexo is implementing a targeted growth strategy to developing its Facilities Management services, focusing particularly on complementarity with Food services to create quality experiences for consumers and support its clients' operational efficiency.

ENRICHING THE FOOD EXPERIENCE WITH GUEST SERVICES

- **Occupant Experience Services** (hospitality, reception, concierge, indoor comfort and air quality management)
- **Attractiveness of spaces** (dynamic cleaning, design and advisory services on management and modularity of spaces)
- **Sustainable Working Environment** (energy & water resources management, Net Zero trajectory)



DEVELOPING HIGH-VALUE SERVICES DESIGNED FOR EACH ENVIRONMENT

- **Smart buildings** (offices, production units)
- **Installations in sensitive environments** (data centers, etc.)
- **Cutting-edge technologies** for laboratories and healthcare environments
- **Infection prevention solutions**

Our expertise is deployed in 45 countries and 4 market environments

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Work

BUSINESS & ADMINISTRATIONS

GOVERNMENT & AGENCIES

ENERGY & RESOURCES

Sodexo creates valued work experiences that boost the engagement, well-being and productivity of its clients' employees. Through its services and its ecosystem of solutions adapted to different types of sites (offices, production sites, extreme environments, etc.), Sodexo supports companies and public institutions in designing and offering welcoming food experiences and work environments.

€3,036m in North America
(+11.8% organic growth)

€4,681m in Europe
(+5.3% organic growth)

€3,694m in APMEA, Brazil and Latin America
(+6.9% organic growth)

> 10,300 sites

Datas as of August 31, 2024

AMONG OUR CLIENTS:

Unilever
NOKIA
Tetra Pak
Microsoft
Lilly
RioTinto
TATA
European Parliament
HM Government
Mosaic
Uber

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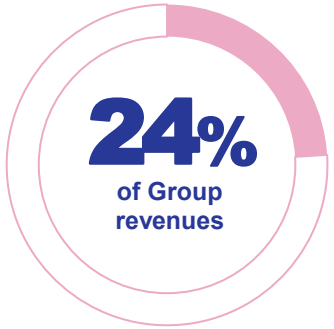
Heal

HEALTHCARE SENIORS

Sodexo offers essential services throughout the care continuum, in clinics, hospitals or retirement homes: patient, resident and employee nutrition, retail, medical equipment maintenance, cleaning and infection control. These services aim to make easier and more personalized care pathways and contributing to the proper functioning of healthcare establishments.



€3,411m in North America
(+5.1% organic growth)

€1,885m in Europe
(+6.1% organic growth)

€337m in APMEA, Brazil and Latin America
(+3.6% organic growth)

> 5,150 sites

Datas as of August 31, 2024

AMONG OUR CLIENTS:

Renown HEALTH
NYC HEALTH+ HOSPITALS
TuftsMedicine
NHS
clariane
ELSAN
DOMITYS
CENTRE HOSPITALIER DU SUD SEINE ET MARNE

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Learn

SCHOOLS UNIVERSITIES

Sodexo supports institutions in setting up a fulfilling educational environment and improving the attractiveness of schools and campuses. The Group offers Food services, which contribute to the nutritional education of younger generations, as well as Facilities Management services and supports its clients with their infrastructure design and renovation projects.

€3,236m in North America
(+4.2% organic growth)

€1,132m in Europe
(+6.9% organic growth)

€162m in APMEA, Brazil and Latin America
(+11.2% organic growth)

> 4,000 sites

Datas as of August 31, 2024

AMONG OUR CLIENTS:

Yvelines Le Département

Washington University in St.Louis

University of CINCINNATI

WELLINGTON COLLEGE

WESTMINSTER COLLEGE

The W Mississippi University for Women
Founded 1884 Coeducational since 1982

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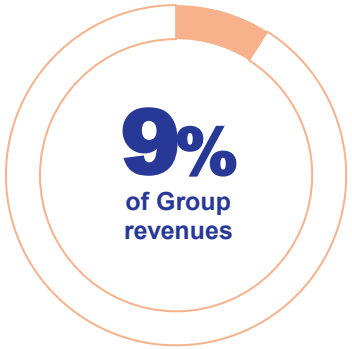
Play

sodexo live!

Sodexo Live! offers its clients a collection of tailor-made food, venue marketing and event ticketing services, in cultural destinations, stadiums and arenas, conference and convention centers, airport lounges and international events, helping to transform consumer experiences into unforgettable memories.



€1,428m
in North America

€750m
in Europe

€46m
in APMEA, Brazil and Latin America

40,000
employees

>500
sites

Datas as of August 31, 2024

- Catering & Hospitality
- Venue Sales
- Retail merchandising
- Travel & Hospitality Ticketing
- Retail food services
- Design & Space management consultancy

AMONG OUR CLIENTS:

LA SEINE MUSICALE, CLAIREFONTAINE, MUSEO DEL PRADO, Indianapolis, SAN DIEGO convention center, Las Vegas Convention Center, New Orleans, Roland Garros, Olympique Lyonnais, Ascot, Droit au but, Tour de France, Miami Dolphins, La Tour Eiffel, New England Aquarium, Hollywood Bowl, Paris 2024, American Airlines, Musée Rodin, British Airways, Delta, American Express, virgin atlantic, Rugby World Cup, Cathay Pacific

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Summary of performance

Datas as of August 31, 2024

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TOP EMPLOYER

423,000 employees and #1 France-based private employee worldwide

RESPONSIBLE LEADER

Only company in its sector to be A scored in CDP Climate ranking

ETHICAL COMPANY

Notably recognized among the “World’s Most Ethical Companies®” by the Ethisphere Institute

PIONEER OF DIVERSITY, EQUITY AND INCLUSION

Notably recognized by Equileap ranking, Workplace Pride Global Benchmark and Disability Equality Index®

DATA PROTECTION GUARANTEE

First company in its sector to obtain approval of the Binding Corporate Rules

Our fundamentals

Since 1966, guided by a founding mission, strong values and an entrepreneurial spirit, the women and men at Sodexo have served their clients and consumers.

Our mission

To improve the quality of life of our employees and those we serve, and contribute to the economic, social and environmental progress in the communities where we operate.

Our values

- Service spirit
- Team spirit
- Spirit of progress

Our ethical principles

- Loyalty
- Respect for people
- Transparency
- Integrity

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Choosing responsible growth

Being an employer of choice

In line with its founding mission, Sodexo has defined, on a global scale, the pillars of its **Employer Value Proposition** around 3 differentiating pillars:

Belong,
Act,
Thrive.

Belong to a team

Sodexo employees belong to a company that values them for who they are; where everyone is treated fairly, with respect, and can be themselves; where their ideas and opinions matter; a work environment where they feel good; a productive environment that creates value for everyone.

Act with purpose

Thrive in your own way

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Choosing responsible growth

Being an employer of choice

In line with its founding mission, Sodexo has defined, on a global scale, the pillars of its **Employer Value Proposition** around 3 differentiating pillars:

Belong,
Act,
Thrive.

Belong to a team

Act with purpose

Sodexo employees are motivated to make a difference through their everyday actions. They have the ability to put a smile on the faces of consumers and the opportunity to support people in their local community. Beyond their daily activities, they play a major role in implementing initiatives with a positive impact.

Thrive in your own way

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Choosing responsible growth

Being an employer of choice

In line with its founding mission, Sodexo has defined, on a global scale, the pillars of its **Employer Value Proposition** around 3 differentiating pillars:

Belong,
Act,
Thrive.

Belong to a team

Act with purpose

Thrive in your own way

Sodexo provides its employees what they need to perform at their best; the tools to do their job well; the opportunity to learn new skills and discover their potential; and a culture where their health, safety and well-being are number one.

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Our climate strategy

In line with its ambition, Sodexo is going even further by committing to a gradual and profound transformation of its activities and by mobilizing its entire ecosystem around four drivers.

Products

The Group is promoting local and sustainable farming practices and supporting its suppliers' efforts to reduce their carbon emissions, in particular by continuing to give priority to the development of local sourcing and short supply chains.

> 2030

Setting up a global deforestation- and conversion-free supply chain.

Cooking

Sodexo has developed a definition of "low-carbon" meals, as one whose production generates 0.9kg CO_2e or less. Drawing on the passion and expertise of its teams, Sodexo is designing new recipes.

70%

of main dishes labelled "low-carbon" by 2030.

Energy

Sodexo's efforts to reduce emissions generated by its operations have a direct impact on its clients' emissions. Sodexo supports them in optimizing on-site energy use through less energy-intensive preparation methods and training on-site teams on these issues by 2027.

100%

of renewable electricity in direct operations by 2025.

Waste

To reduce food waste, Sodexo is intensifying its efforts by expanding the deployment of its WasteWatch program and is maintaining its involvement as a founding member of the International Food Waste Coalition (IFWC) and as a member of the Champions 12.3 coalition.

85%

of food service sites will deploy the WasteWatch program by 2025.

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Sodexo’s climate ambition

1966

Anchored in the Group’s DNA since its creation in 1966, corporate responsibility is a cornerstone of Sodexo’s mission and operations.

2009

Sodexo announces its first innovative and structuring corporate responsibility roadmap.

2010

WWF and Sodexo sign their first partnership to work together on improving purchasing practices and reducing the Group’s carbon footprint.

2019

Sodexo is one of the first companies worldwide to have its -34% carbon emissions reduction objective by 2025 approved by the Sciences Based Target initiative (STBi)*, an international standard-setter in the fight against climate change.

*compared to a 2017 baseline

2023

Sodexo is the first company in its sector with a global Net Zero Objective by 2040 validated by the STBi.

2024

Sodexo conducts its first double materiality assessment to meet the reporting requirements of the Corporate Sustainability Reporting Directive (CSRD).

2025 Targets

Cooking
- 33% plant-based main dish recipes in Sodexo’s menus.

Energy
- 100% renewable electricity in direct operations.

Waste
- 85% of food sites deployed the WasteWatch program.
- 50% food waste reduction.

2030 Targets

Products
- Zero-deforestation and conversion free supply chain for palm oil, soy, beef and paper products.

Cooking
- 70% low-carbon meals.

Energy
- Improve preparation methods to reduce energy consumption and train 100% site managers by 2027.

2040 Targets

- Reduction of 90% of total emissions
- Carbon removal of the remaining 10% by developing a capture and storage strategy

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A societal impact with Stop Hunger

Since 1996 and the creation of Stop Hunger by Sodexo employees in the United States, the Group has been a key player in the fight against food insecurity and in supporting communities.

Stop Hunger, Sodexo's unique philanthropic cause, supported by thousands of Sodexo stakeholders including employees, clients, suppliers, and consumers, aims to sustainably alleviate hunger amongst the most vulnerable.

stop hunger

Learn more at stop-hunger.org

02

Sodexo Thailand

A. Company's Profile
B. Integrated Facilities Management
C. Innovation & Technology
D. Credential Client References
E. International Standard Compliance & Awards

Company's Profile

Sodexo Thailand was **established in 2004** to provide Integrated Facilities Management (IFM) services that help our clients **improve** their **quality of life and performance** across a wide range of business industries.

20
Years Established

2.1bn
Baht
Revenue

3,800
Employees

>200
Operating Sites

88%
Staff Engagement Rate

Staff Engagement Rate
as of FY2023

Sodexo Thailand & Joint Venture

Sodexo Services (Thailand) Co., Ltd

Sodexo Security Guard Services (Thailand) Co., Ltd

Sodexo (Thailand) Co., Ltd

Sodexo Amarit (Thailand) Co., Ltd

Sodexo Amata Services Co., Ltd

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Who We Are…

Sodexo Thailand in partnership with **Amata Facilities Services** has established a joint-venture company **'Sodexo Amata Services Limited', since 2015** to offer its services into industrial estates in Amata City Chonburi & Rayong.

Our Mission

"**Providing** World Class Integrated & Sustainable Facilities Services To Amata's Customers."

Amata Command Center (ACC)

Overview

ACC Overview

- 24/7 Operation with 3 Shifts
- Enhanced monitoring system with the latest video wall technology
- Smart Glass for the meeting room for uninterrupted operation during guest visits
- Digital and Analog Radio Communication
- Smart Access Control with LPR
- Smart Security with Analytic Cam
- Two Way comm. via Intercom
- Vehicle Monitoring with GPS
- Fire Alarm Monitoring with IoT

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Our Clients

2015 - 2016

- essilor
- NGA
- AMATA POSSIBILITIES HAPPEN

2017- 2018

- Triumph Group, Inc.
- MONEXCO
- Monde Nissin
- BOSCH
- BASF We create chemistry

2019 - 2020

- FXL Fax Lite
- SGL sumisho global logistics
- SYNERGY HEALTH
- beko
- Auto Alliance THAILAND
- TAKENAKA
- DAIKYO
- DUCATI
- Revima
- azbil Azbil Corporation
- THAI KAJIMA
- 富士ダイス株式会社 FUJILLOY
- Transitions
- KKT
- AUTO METAL CO., LTD. In Quality, we trust by MORY
- NTT DATA Trusted Global Innovator
- KANAYAMA KASEI (THAILAND) CO.,LTd. บริษัท คานายามา คาเซอิ (ประเทศไทย) จำกัด

2021- 2022

- oerlikon balzers
- FUJILLOY
- FREUDENBERG INNOVATING TOGETHER
- GRIND-X OKAMOTO PRECISION SYSTEMS
- Okamoto
- DAIHO
- JUKI

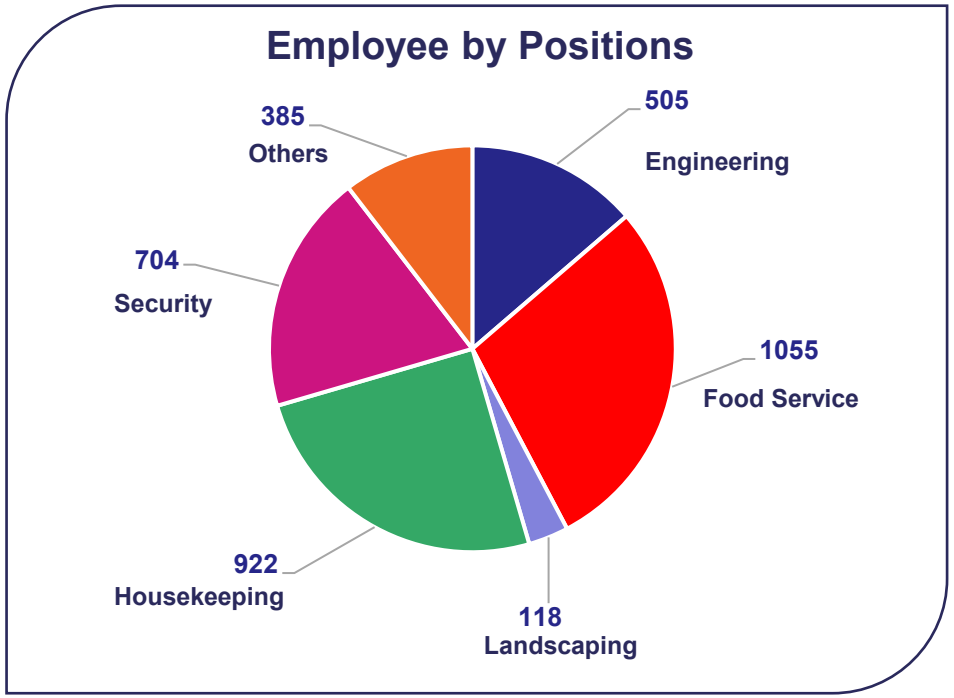
2023

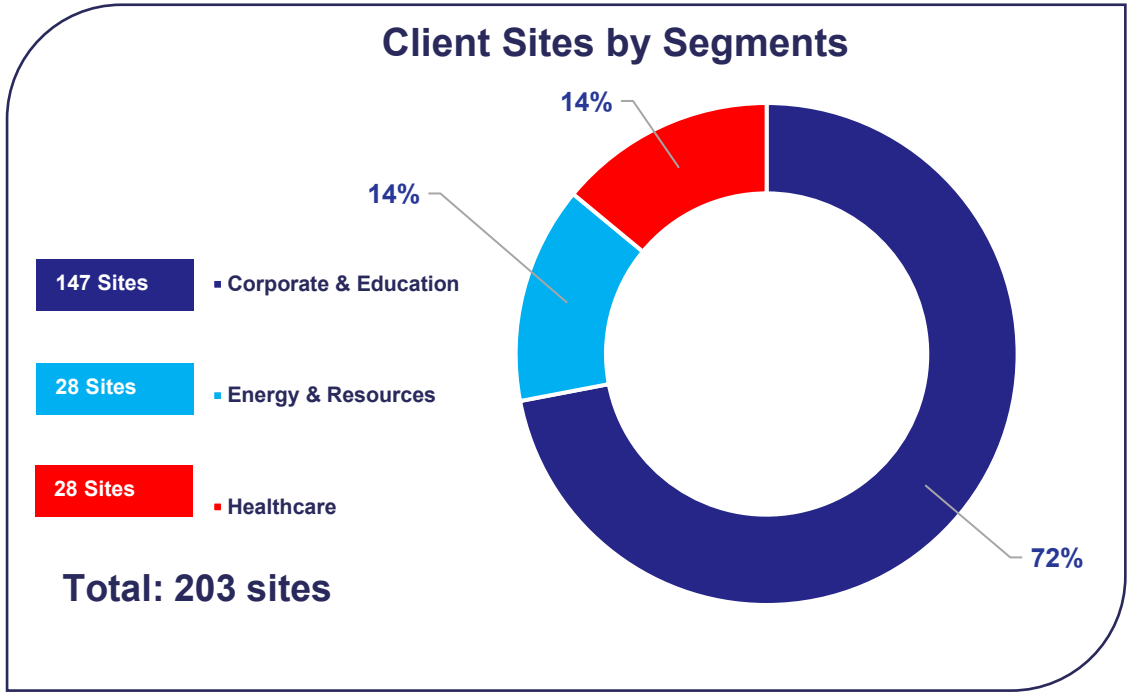
- MONEXCO
- NSK
- KYB
- kao
- B.GRIMM SINCE 1878
- hotel nikko bangkok
- DIC

2024

- WELLA
- TAAL THAI AUTOMOTIVE & APPLIANCES LTD.
- MAGNA
- monami
- MAJEND MAKCS CO.,LTD. A TOPPAN COMPANY

Business & Administration Overview





Data as of Aug 2024

Integrated Facilities Management (IFM)

On Site Services

Integrated Facilities Management with Technology

Technical Services

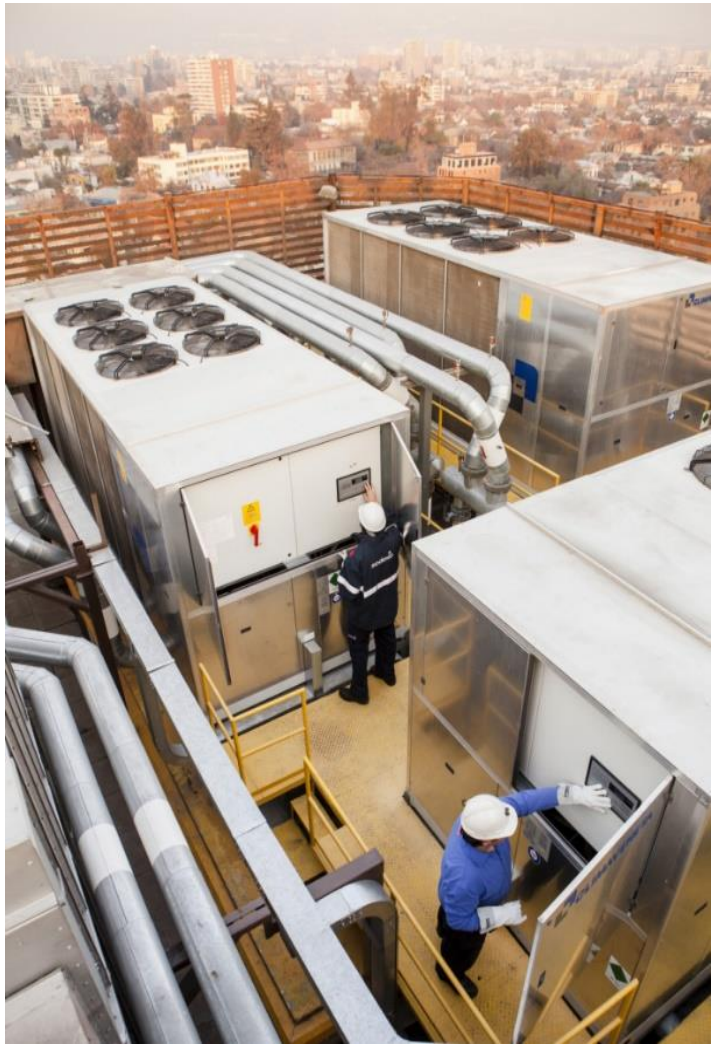
- Mechanical & Electrical Maintenance
- HVAC System
- Plumbing & Sanitization
- Building Fabric Maintenance
- Building Services/Handyman
- Project Management
- Environment / Waste Management
- Energy Management
- Clinical Technology Management (CTM)
- Lift and Escalator

Soft Services

- Security
- Housekeeping
- Reception & Helpdesk
- Landscaping
- Mailroom & Courier Services
- Laundry, Uniform & Linen Management
- Pest Control & Hygiène
- Inventory Control

Food Management Services

- Catering
- Staff Cafeteria
- Inpatient Dining (IPD)
- Halal Dining
- Kitchen Design and Construction
- Executive Dining
- Coffee & Tea Corners
- Vending Services
- Pantry Services
- Special Events and Functions
- Restaurants



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Innovation & Technology

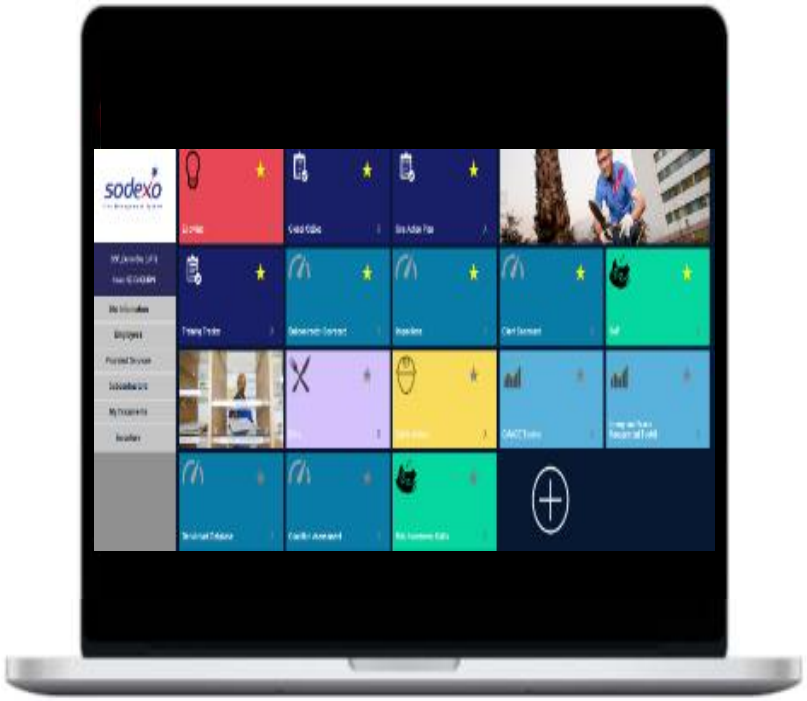
Service Operation

Facilities & Technical Service

Maximo Software

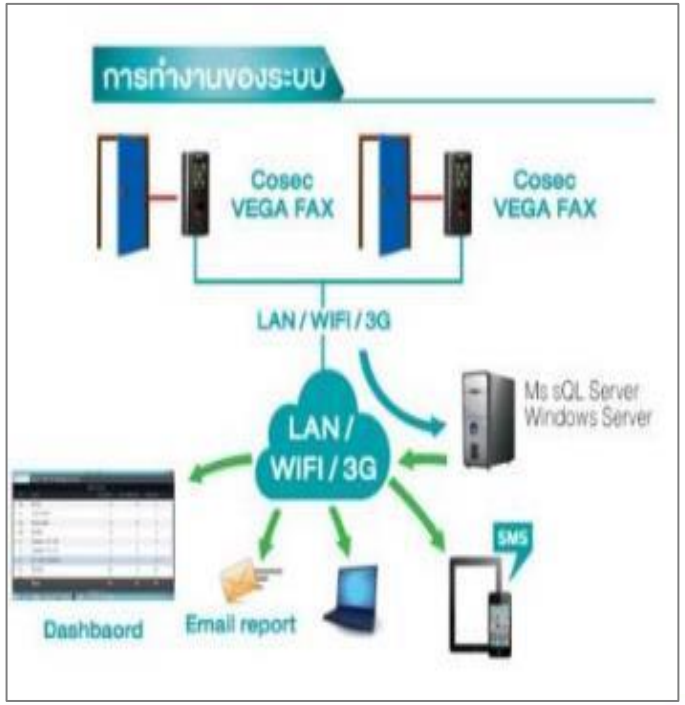
Housekeeping Service

Site Management System (SMS)



Security Service

Cloud Time



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Innovation & Technology Partnerships

- Partnership with reputable and expert Solar Energy providers “Green Yellow”, “Constant Energy”, and “Energreen”.
- Partnership with management and technology consulting services and solutions leading provider “SCG”.
- Provide suitable solutions to clients’ business.

Smart Green Building

The Smart Green Building is all about enhancing management systems by utilizing innovative technology, to the benefit and demand of its occupants.

Sensor Technology

- Space Occupancy Sensor
- Automatic Door
- Air Conditioner Sensor

Wireless Technology

- Digital Signage
- LCD, LED Display
- Monitor
- Projector

Energy-Efficient Technology

- Mirror Wall
- Automatic Dimmer
- Insulation

Facilities Technology

- Access Control
- Face-recognition system
- Fire & Emergency Alarm

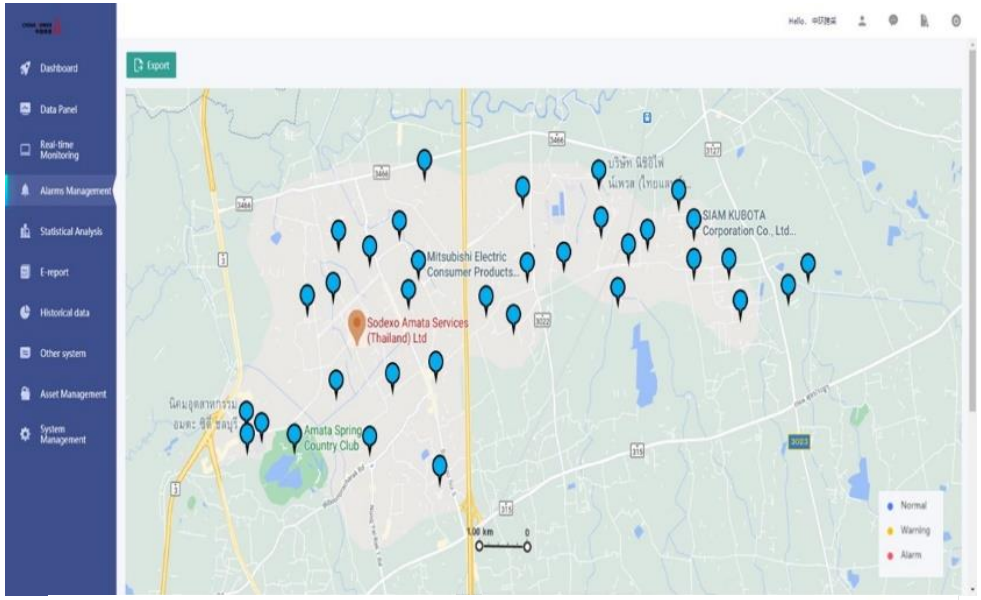
Benefits of the Smart Green Building

The Smart Green Building System is designed to adapt to the usage of the occupants for maximum efficiency. Additionally, it also helps to save energy and reduce expenses, for instance

- Using a heat detector system to turn on electric equipment where there are occupants
- Using of data analytic system to help find a more efficient way to save energy
- Using a predictive maintenance system to lessen unnecessary repair or replace new equipment

Wireless Monitoring System

Fire Alarm and Temperature Sensor



The Fire Alarm and Temperature sensor monitoring system is developed and monitored by the Amata Command Center (ACC) which is in coordination with the Fire Station at all times. In the case of the fire alarm, the ACC will immediately notify the Fire station. The direct coordination between the Fire Alarm and Temperature Sensor, Amata Command Center and the Fire Station ensure that our users are attended to immediately if a fire occurs.

Product Benefit

- Real time monitoring 24/7 via the Amata Command Center
- Alarm Management and Scheduled E- Report
- Statistical Analysis and Historical Data on demand
- Reduce the risk of communication and coordination with Fire Stations

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Wireless Monitoring System

Temperature Monitoring Sensor

The Temperature Monitoring Sensor monitors the ambient temperature and humidity in real time. With adjustable alarm threshold, it can be applied to different scenarios that requires environmental monitoring. This Temperature Monitoring Sensor users to opportunity to install a preventive measure to safeguard rooms from possible moisture damage, wood rot, mold etc.

Product Benefit

- Monitoring the relative humidity in the storage rooms to prevents moisture damage, mold, wood rot and mildew growth.
- Prevents corrosion, electro-migration, short circuiting from high humid condition in electrical room.
- Monitors the ambient temperature & humidity in the atrium area of the building to control the comfort level of occupants.

Wireless Monitoring System

Water Leakage sensor

Water Leak Sensor is a low power dry contact sensor which uses electrodes to detect the leak water and generate dry contact signal, report immediately once it detects the leak water. Example of used cases; elevator pit, computer room air conditioning water tray and other water immersion monitoring. This Water Leak Sensor prevents the possibility of water leak damage in various areas and gives immediate updates.

Product Benefit

- Detecting water leakage in water pipe room. This can be used to generate alarm to warn FM team to close the valve to prevent damages
- Detecting water leakage in the elevator pit to prevent possible damages

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Our Smart Technology Credential Clients

AMATA (Phase6 Data Center Area / Amata Service Center)

OTA Techno Park

Revima

Amata Spring Golf Club

SMART TECHNOLOGY LOCAL CLIENTS

Our Credential Clients

P&G

Tetra Pak

Unilever

MARS Petcare

MSD

Pfizer

Johnson & Johnson

GSK

Marsh

GLOBAL & REGIONAL CLIENTS

Bumrungrad Hospital

Bangkok University

East West Seed

PTTEP

Holiday Inn Express

Google

Huawei

SCG

CIS

Chevron

AMATA

Continental Tyres

Osotspa

Shelf Drilling Thailand

IMPACT

Bangkok Hospital Pattaya

Thonburi 2 Hospital

Princ Hospital Suvarnabhumi

Phyathai 2 Hospital

Samitivej Hospital

LOCAL CLIENTS

International Standard Compliance & Awards

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

Sodexo S.A.
Restaurants & Leisure Facilities

Sustainability Yearbook Member
S&P Global Corporate Sustainability Assessment (CSA) Score 2023

S&P Global CSA Score 2023: 60/100
Score date: February 7, 2024
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modelling approaches.
Position and scores are industry specific and reflect exclusion screening criteria.
Learn more at https://www.spglobal.com/esg/csa/yearbook/methodology/

S&P Global Sustainable1

FTSE4Good

CDP DISCLOSURE INSIGHT ACTION A LIST 2023 CLIMATE

CDP SUPPLIER ENGAGEMENT LEADER 2023

DEI 2024 BEST PLACE TO WORK FOR DISABILITY INCLUSION

2024 WORLD'S MOST ETHICAL COMPANIES® ETHISPHERE

ecovadis

Gender Equality European & International Standard

GLOBAL LGBTIQ+ INCLUSIVE WORKPLACE Workplace Pride 2024 Advocate

EQUILEAP Gender Equality Report & Ranking

Hospital Accreditation

INTERNATIONAL ACCREDITATION AACI QUALITY & PATIENT SAFETY

JOINT COMMISSION INTERNATIONAL QUALITY APPROVAL

HACCP CERTIFIED

SMETA | Sedex
SMETA the Sedex Members Ethical Trade Audit

International Organization for Standardization ISO 55000

International Organization for Standardization ISO 50001

International Organization for Standardization ISO 9001

International Organization for Standardization ISO 14001

International Organization for Standardization ISO 45001

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