

# The Better Tomorrow Plan Case study

## We Do

**OUR COMMITMENT:** We will support local community development in all the countries where we operate by 2015.



**In 20 years, in Canada  
36 Sodexo aboriginal  
partnerships were  
created**



### Key figures:

- Manitoba Hydro
- 200 mw Generating Station
- 900 people camp at peak
- Starting date: 2006

## Canada

### Working with aboriginal communities

Sodexo has been working with aboriginal communities for **more than 20 years** and is involved in **over 36 active partnerships in Canada**. To ensure that the Manitoba Hydro project Wuskwatim brings genuine long-term benefits to the local community, Sodexo has created a partnership with NCN community and has engaged to set up and promote social inclusions programs, job-training programs, to recruit locally and to pursue actions in support of education, employment and health.

### Creating value for local communities

According to a survey conducted in **spring 2009** at the site, the friendliness and helpfulness of the Sodexo staff received a satisfaction rate of **more than 75%**.

### General context

**1.35 million Aboriginal people** make up over **4.4% of Canada's population** with one half (**54%**) living in urban areas and the other half in remote areas.

Aboriginal people suffer from the consequences of historic **injustice, including colonization, dispossession of their lands, territories, cultures and resources, oppression and discrimination** as well as lack of control over their own ways of life.

### Sodexo's contribution to aboriginal communities

Sodexo's goal of supporting local communities is aimed at improving its **SOCIAL FOOTPRINT** within host countries. This will boost conditions for higher quality of daily life in local communities near our operating sites.

To minimize impacts on local communities, Sodexo has created **partnerships with Aboriginal** people to improve the communities' standards of living by promoting professional development.

### The partnership program in Manitoba

For centuries, **Manitoba, Northern Canada**, has been home to the aboriginal people of the **Nisichawayasihk Cree Nation (NCN)**. In 2006, Manitoba Hydro created an **hydroelectric generating station** on the NCN land with **Sodexo Remote Sites division providing service solutions**.

At Wuskwatim, Sodexo supported aboriginal communities to ensure maximum benefits of the opportunities on their land and exceeds the Aboriginal employee target at every level.



**Sodexo's workforce:**  
**63%** aboriginal  
 community members  
 in Remote Sites  
 Canada.  
 Some sites employ as  
 many  
 as **95%**.



**Aboriginal catering and housekeeping staff has reached 81%** versus the original 65% goal. From 2007 to 2009, Aboriginal employment accounted for over 383,000 hours and CAD\$9.2 million in salary. During this same period, **workers received 38,000 hours of valuable training.** And Sodexo has implemented a 6-month Manager Training Program in which high-potential NCN workers are prepped for full-time management positions.

## Moving forward

Sodexo will:

- Continue to focus on **securing contracts with communities** allowing them to benefit from new project and employment opportunities.
- Employment targets are to remain at **65% or higher for all projects** on Cree lands.
- Provide on-going tacit **training to local community members.**
- Develop targeted **training programs** with the development corporations HR representatives.
- **Capacity building:** train and promote aboriginal community members to take on management responsibilities.

## Our partners

Sodexo's current partner NCN has **4,200 members** with the overall impacted group on this territory. At the peak of the project we hired 97 aboriginal people.

## Awards/Recognitions

For the fourth time, in July 2010, Sodexo in Canada received the **gold recognition of the Progressive Aboriginal Relations (PAR) program** from the Canadian Council for Aboriginal Business. Members of the Jury were impressed by the number of initiatives happening at Sodexo, particularly with regard to our improvement in the business development pillar despite the economic downturn.

PAR is a program focused on the following **4 pillars** to better work with local communities:

- **Community relations:** supporting youth and heritage initiatives.
- **Business development:** 36 partners and 35 suppliers from Aboriginal communities.
- **Employment:** an average of 63% Aboriginal employees.
- **Individual capacity development:** more than 200,000 hours of staff training over the last year.

Over **20 years of experience with local communities**, this certification reflects the essence of Sodexo's frontline work with aboriginal communities: **a clear demonstration** of our commitment and dedication.

“ Sodexo is truly a world-class organization and fulfills one of the most fundamental roles on site. In a construction project the size of Wuskwatim there are essential services that need to be performed competently and thoroughly or the project as a whole will suffer. Sodexo has done an excellent job managing the day-to-day maintenance and operations at the camp – a joint venture with our partners, the NCN. These operations include meal preparation, facility maintenance and site accommodation. ”

**John Markowsky, head of the Wuskwatim construction project**

**More information**

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