



UNIVERSITY OF  
GREENWICH

# SOCIAL IMPACT REPORT 2024



**SOCIAL  
IMPACT**

# Building mutual benefit through strategic partnerships



*At Sodexo, we are deeply committed to embedding social value and sustainability into the fabric of our FM operations. Our approach is rooted in long-term thinking—ensuring that every decision we make contributes to a more resilient, inclusive, and environmentally responsible future.*

*We believe that strong partnerships are built on shared values and mutual benefit. That's why we prioritise transparency, accountability, and collaboration in everything we do. From reducing environmental impact through innovative practices to aligning our strategies with local priorities, we aim to leave a legacy that supports both people and the planet.*

*Sustainability is not a standalone initiative—it's a mindset that informs our planning, delivery, and engagement. By integrating it into our core operations, we're not only meeting today's needs but also safeguarding tomorrow's opportunities.*

**Fiona Stewart, Partnerships Director**  
Sodexo at University of Greenwich

# Executive Summary

Over the past year, the Sodexo team has shown unwavering commitment to driving social impact and sustainability through numerous initiatives and strategic collaborations. This report highlights our social value journey, with a strong focus on student engagement, employability, volunteering, culture and belonging, and responsible sourcing. Through meaningful partnerships with the University of Greenwich and the implementation of innovative solutions in areas like waste management, we have consistently aimed to lead with purpose and responsibility. This approach has allowed us to go beyond traditional Estates & Facilities Services and support broader goals.

## Our initiatives

- Established a **dedicated CSR and Sustainability Committee** to nurture culture and belonging. This has empowered our staff with clear roles to drive impactful programs in key areas such as gender, mental health, and belonging.
- Supported **seven neurodiverse young adults into work** within our team at the Medway Campus through the DFN Project.
- **Donated £10,000** for social value and as an additional **£2,000 in-kind contribution to support period poverty initiatives**.
- **Lunch & Learn sessions** for Sodexo and University of Greenwich staff have further enhanced collaboration between teams, with **24 sessions held since April 2024**, engaging around **400 participants**. These sessions have allowed our staff to deepen their understanding of each other's work.
- Participation in **The Switch Project** to empower disadvantaged children.
- Logged **700 volunteering hours** over the past year.
- Onboarded **eight new charity partners**.
- Encouraged **150 students to participate in volunteering activities** and **reached over 1,000 students** over the past three months through our engagement efforts.
- Successfully **onboarded two interns**, with plans to increase this number to four in January.
- Innovative approaches to **waste management, responsible sourcing, and reducing our environmental impact**.
- Achieved notable reductions in resource consumption: **35% reduction in gas, 14% reduction in water usage, and 2% decrease in overall energy consumption**.
- Advancing sustainable practices across the university by **enhancing the capabilities of our VCSE and SME supply partners**.
- Piloting **food waste management solutions**.

Looking ahead to FY25, this report captures a year filled with inspiring stories of progress, collaboration, and transformation. We remain committed to making a lasting positive impact on the university, as well as on the staff and students we serve.

Dive in to explore how Sodexo is leading the way in making a meaningful difference within the university, one impactful initiative at a time.



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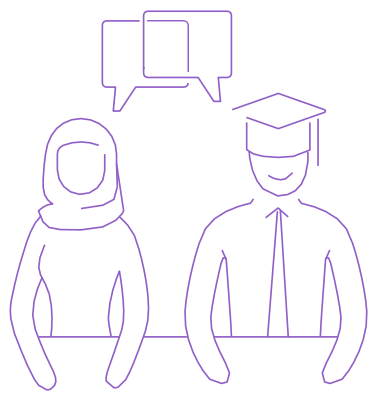
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# Our commitments


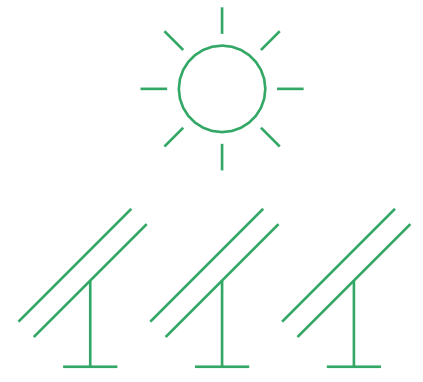
Our three-year social impact strategy, launched in 2021, included commitments to...



**STUDENT ENGAGEMENT**




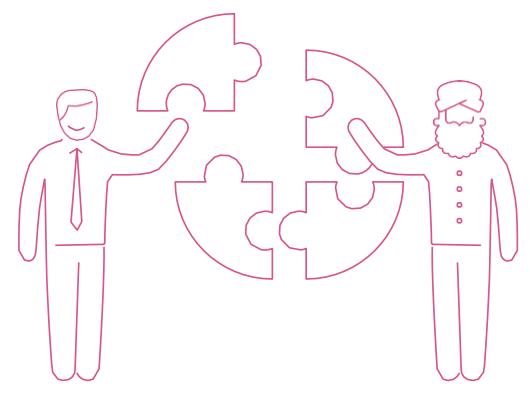
**DIVERSITY & INCLUSION**




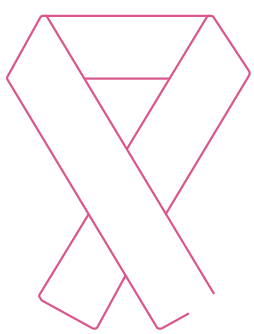
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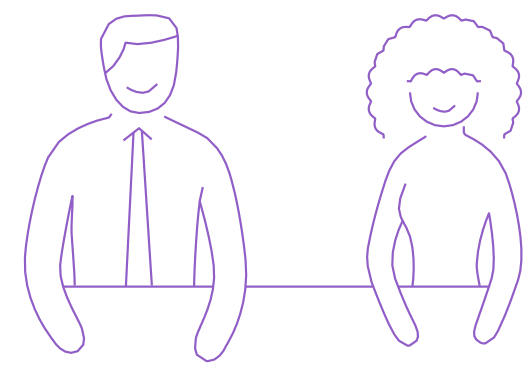
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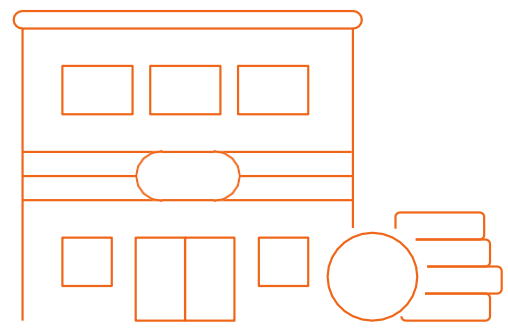
**VOLUNTEERING**



**INTERNSHIPS & EMPLOYABILITY**



**LUNCH & LEARN SERIES**



**SME and VCSE GROWTH**

# Introduction



Over the past year, our team has focused on delivering tangible outcomes through the University of Greenwich contract—particularly in the areas of student engagement, employability, expanding volunteering, and fostering culture and belonging – all of which have contributed to the broader community and strengthened our partnership with the University of Greenwich.

We’ve reached over a thousand students through campus events to raise awareness of our CSR & Sustainability efforts among the student body. We’ve partnered with the university’s employability team to connect more than 200 students with job opportunities at Sodexo.

Additionally, our “Lunch and Learn” initiative has provided a platform for meaningful dialogue and knowledge-sharing among our staff. Held every Friday, these sessions have not only enhanced collaboration between Sodexo and University of Greenwich teams but have also created opportunities for interactive learning. As we move into 2025, we look forward to opening these sessions to external speakers and attendees, further broadening their impact.

In terms of employability, we have collaborated closely with the university’s employability team, resulting in more than 200 students signing up for job opportunities within Sodexo.. Looking ahead, we plan to onboard more students and launch a mentoring program to further support their career development.

Volunteering has also played a crucial role in our CSR efforts. Our team contributed to various causes, including the Switch Project, which helps disadvantaged children develop financial literacy skills.

Through our participation in the DFN Project, we’ve supported neurodiverse young adults in transitioning to the workforce.

Our sustainability commitment remains steadfast, marked by innovative approaches to waste management, responsible sourcing, and reducing our environmental impact. This year, we achieved notable reductions in resource consumption: a 35% reduction in gas, a 14% reduction in water usage, and a 2% decrease in overall energy consumption. We are also advancing sustainable practices across the university by enhancing the capabilities of our VCSE and SME supply partners and piloting food waste management solutions.

As we move into 2025, we’re excited to expand our mentoring programme, welcome external voices into our learning sessions, and continue aligning our work with the university’s goals—ensuring our impact is both meaningful and lasting.

This is our first annual report for University of Greenwich contract. For any details, please write to us at [socialimpact.uog@sodexo.com](mailto:socialimpact.uog@sodexo.com) for more updates.

*Jui Gangan*

**Jui Gangan**  
Head of CSR & Sustainability,  
Sodexo at University of Greenwich



# ENGAGEMENT

## CREATING SUITABLE OPPORTUNITIES

Making sure our teams are more and more engaged within Social Impact has been a pillar in our commitment to driving positive change. This year, we have strengthened our efforts by establishing a dedicated CSR committee, where members of staff are each assigned to specific focus areas such as career development and mental health.

This structure allows for actions and support within these areas, ensuring that our initiatives are impactful and inclusive. By empowering our employees to take ownership of these topics, we foster a culture of engagement and responsibility throughout the organization.

Our collaborative efforts have extended beyond the scope of estates and facilities, particularly through our partnership with both our Sodexo central office and University of Greenwich's partnership hub.

This collaboration has enabled us to provide comprehensive support to our client, addressing broader needs and enhancing our overall impact as well as demonstrating our commitment to social responsibility and sustainable development.

Additionally, our staff's enthusiasm for engaging with the students has been great. They have actively participated in external events such as Welcome Week, Money Week and LifeSkill Day to meet with them, fostering meaningful connections and creating a stronger bond between Sodexo and the university.

These interactions not only help bridge the gap between University of Greenwich and Sodexo but also helped the staff understand how beneficial our support can be to students. This proactive approach to engagement reflects our dedication to building lasting relationships and making a tangible difference in the university.



Over the last three years, 3,000 Sodexo colleagues have logged more than 12,200 volunteering hours, of which 5,243 were skills-based.

Sodexo's Stop Hunger Foundation\* is supported by Sodexo employees, who have up to three paid days a year to volunteer and fundraise in their local communities. The Foundation works with national and local charities to donate time, skills, and money to tackle food insecurity, as well as specifically fund initiatives that help empower women – including opportunities to eliminate hunger.

Volunteers serve as the lifeblood of the Foundation. Helping in many ways from assisting at food banks to reading with children and sharing expertise on topics such as food safety and business development.

As such, the Foundation is a key enabler of our social impact strategy and delivers positive impact for some of the most disadvantaged communities in which we operate.

\*UK registered charity (1110266)

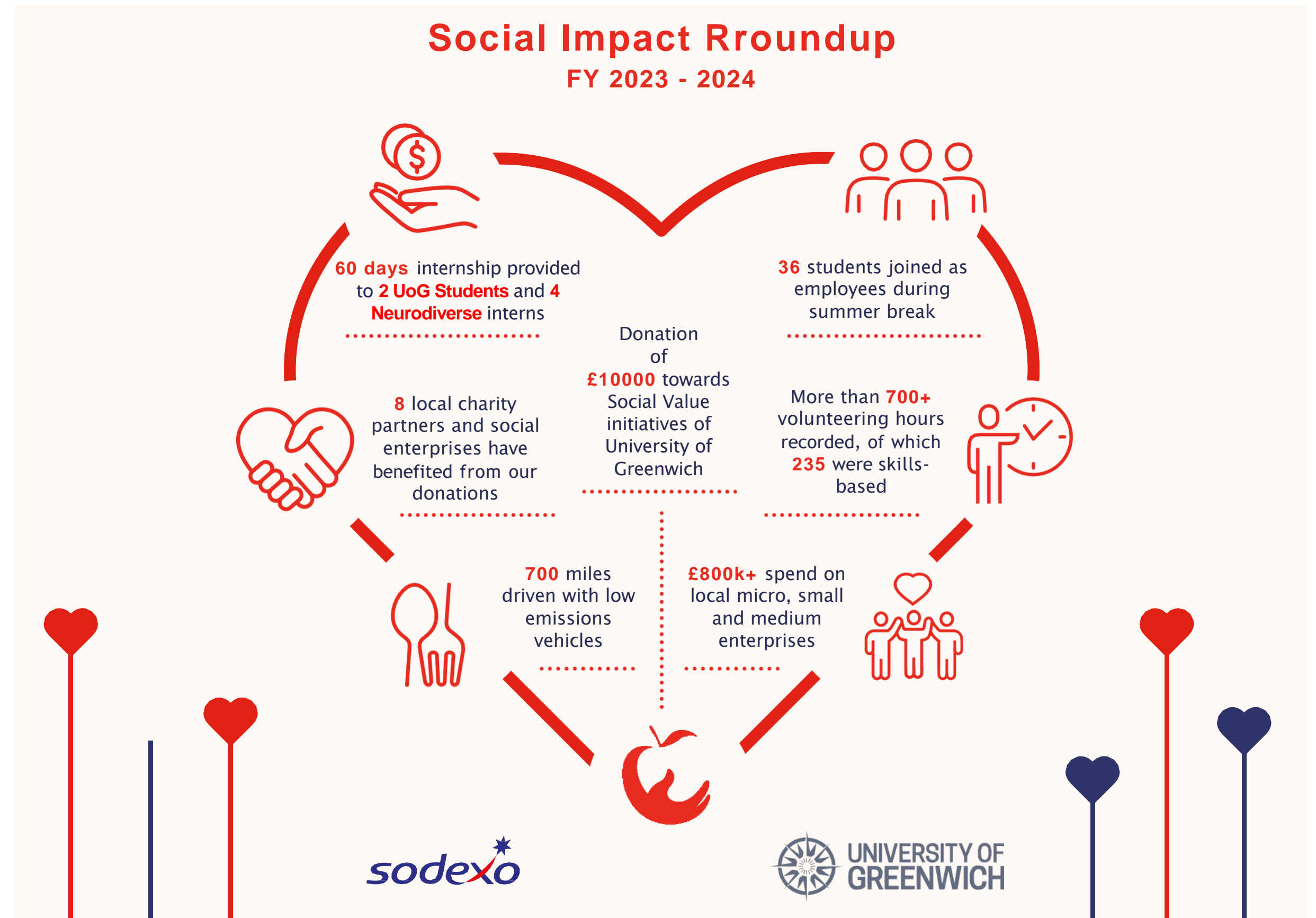


## VOLUNTEERING – PROJECT SWITCH

Volunteering at the University of Greenwich has been a pillar of our CSR strategy, starting with both Sodexo and University of Greenwich actively participating in the Switch Project. This impactful initiative has allowed us to support disadvantaged children by teaching financial literacy through **6 sessions of 1 hour**, touching on topics like sustainability and money-saving with a final visit to our main campus. Our collective efforts have fostered a strong partnership that continues to make a difference in young lives, and we are thrilled to announce its relaunch this year.

In addition to our work with the **Switch Project**, we have expanded our activities by onboarding new partners through the Stop Hunger Foundation. This initiative has enabled us to deepen our commitment to supporting vulnerable communities. Notably, we have also made a significant contribution by **donating £10,000** to the University of Greenwich, reinforcing our shared dedication to social responsibility.

This year, we also introduced a new volunteering program designed to offer students unique opportunities close to their campuses. Launched during Welcome Week, the program has already brought great interest, with over **150 students** expressing their enthusiasm to participate. This initiative aims to enrich student experiences by connecting them with meaningful community projects, further strengthening the ties between Sodexo and the university community.



## STUDENT ENGAGEMENT

**Welcome Week** - Participated in both the WW and GSU fair on all 3 campuses to promote sustainability and Sodexo services (Sodexo's role on campus, health and safety in halls and maintenance). Also promoted Volunteering Program / Mentoring Program & Employability program with a total of 459 signups.

**Arrival Weekend** - Launch of the Accommodation Booklet with a total of 987 QR code scanned. Supported the accommodation teams on arrival's weekend at AH

**Money Week** - Supported planning and implementation of the Money Week at all three campus with our finance team to give students advice on money management and ways to save.

**Life Skills Day** – Sodexo team organised a session on Health and Safety, fire safety. 80% of the Students recognised Sodexo presence at University of Greenwich which showed the collaboration

**Leadership in Action – Girish Menon, Interim CEO, UNICEF, UK** – Sodexo in collaboration with the partnership hub organised a session on 'Leadership In Action' which was led by Girish Menon, the interim CEO of UNICEF, UK. The session was fully booked within a week of its announcement and was a very well received session with positive feedback from the participants.



*"Leadership in Action," Girish Menon transported us into his world through the power of storytelling. For a moment, it felt like I was living his experiences, absorbing the lessons he had learned over nearly 40 years in international development. For that hour and a half, I was fully immersed in his world—a world where leadership is about creating meaningful change and building relationships that last. His life lessons, carved into captivating stories, were so vivid and engaging that they felt like they were unfolding right before my eyes.*

*A heartfelt thank you to University of Greenwich Partnership Hub and Jui Gangan Sodexo for organizing this transformative session. Such events are invaluable for students, inspiring us to lead with purpose and empathy.*

**Saanvi Ramakrishna,**  
**Student at University of Greenwich**

## INTERNSHIPS

We have made significant progress in expanding our internship opportunities, particularly through the recruitment of University of Greenwich students as sustainability coordinators. These internships have provided a hands-on experience, enabling students to actively contribute to our sustainability initiatives while gaining valuable professional skills.

Our current interns, Harshad and Varun have shown remarkable growth, becoming increasingly independent in their daily tasks. They have taken ownership of projects such as managing the composting bay at Avery Hill, presenting their findings to the wider team, and engaging with the Project Team to broaden their knowledge across different areas.

This positive experience highlights the impact of our internship program, and we look forward to further expanding these opportunities through our partnership with University of Greenwich's Estates & Facilities Department, offering more students the chance to develop their careers in a supportive environment.



*'During my internship as a Sustainability Coordinator at Sodexo, under the guidance of Jui Gagan, Shraddha Sharma, and Zoe Graffouillere, I have gained valuable experience in conducting waste audits, fire blanket checks, energy consumption reduction, and managing green waste projects. Working with Sodexo has not only helped me improve my soft skills and build confidence but also provided a great opportunity to understand facilities management and enhance my professional growth in sustainability. I am grateful for the opportunity to learn from such an experienced team and look forward to continuing to contribute to Sodexo's sustainability goals.'*

**Harshad Kene.**

**University of Greenwich Student Intern,  
Sodexo at University of Greenwich**



## Since April 2024 we have had 23 lunch and learn sessions reaching over 400 people

Our “Lunch and Learn” initiative has become a valuable platform for fostering meaningful dialogue and knowledge-sharing. Held every Friday at lunchtime, these sessions offer an informal setting for both Sodexo and University of Greenwich teams to come together, share insights, and engage in interactive learning experiences on various topics, ranging from HR to Sustainability.

The initiative has significantly enhanced collaboration between our teams, allowing participants to explore a variety of topics and deepen their understanding of each other's work. By providing a space for open discussion and the exchange of ideas, "Lunch and Learn" has helped build stronger relationships and promoted a culture of continuous learning and collaboration.

Looking ahead, we are excited to expand this initiative by inviting external speakers and attendees, further enriching the experience and broadening the scope of knowledge shared during these sessions.





# CULTURE AND BELONGING

We are committed to ensuring everyone can belong, act and thrive in their own way...

Leading by example we ensured at enhancing and equalising our benefits to our work at University of Greenwich, over the past year we organise multiple events, sessions to create awareness about DE&I among our teams and other stakeholders at University of Greenwich. Sodexo at University of Greenwich has a total staff of 350 Employees which are 46% female and 54% males, our Senior Leadership Team has 50% Female and 50% Males. This year we have also seen an increase in 1% of our overall disability hiring.

Encouraging employee engagement,

Inclusion Week

Sodexo at University of Greenwich celebrated the Inclusion week from 23rd to 27th September 2024. During this week, the team organised multiple activities to create awareness and start a dialogue on DE&I among employees.

Some of these activities included a virtual session by Iman Abdi, Diversity, Equity and Inclusion Advisor for Sodexo UK&I



## Raising awareness by engaging employees through activities and sessions

### Inclusion Board at all Sodexo offices at University of Greenwich

Inclusion means different things to us, hence, to understand what Inclusion means through the lens of employees we had an inclusion board wherein every employee including frontline staff grabbed a post it and wrote about what inclusion meant to them as individuals, colleagues, teammates, and employees.

### Discussion on Menopause

Darren Nolan, Head of Facilities Management, who also leads Gender conversations for Sodexo at University of Greenwich did a session on Menopause for all staff. He gave an insight on what is menopause, the experiences women may have and where support can be found at Sodexo on campus. He also shared about his personal journey of understanding women's needs through the experience he had when his wife was in that phase of her life.

The session helped employees understand the support available on the contract.



### Session on Diversity Equity and Inclusion by Iman Abdi, DE&I Advisor for Sodexo UK& I

Iman challenged some common myths and offered a powerful perspective on identity, belonging, and the importance of understanding different lived experiences in the workplace. Her reflections encouraged meaningful conversations among colleagues and helped us think more deeply about how we foster a culture where everyone feels valued and respected.

The session closed with a call to action, encouraging staff to get involved and play a part in shaping a more inclusive workplace culture.



# Launch of Free Period Poverty Products for Sodexo female staff at University of Greenwich

Sodexo at University of Greenwich in partnership with Egal launched Free Period Poverty products for all female employees at all three campuses.

This initiative was launched during the Inclusion Week in September 2024, and it was Sodexo's way of ensuring that every woman in our workplace feels comfortable and supported. Based on the conclusion of the pilot in January 2025, Sodexo can plan to reintroduce Egal's plant-based period poverty products to University of Greenwich.

## Discussion on Period Poverty

The launch of the pilot was followed by a session on Period Poverty by Niamh D'arcy from Egal on understanding period poverty.

She highlighted the scale of period poverty in the UK and globally, where many women and girls go without products and are forced to improvise with often unsafe materials. This not only compromises health and dignity but also undermines progress towards the Sustainable Development Goals, particularly those focused on quality education, gender equality, and decent work for all.

## Sodexo's Commitment to Wellness and Inclusion

Sodexo's CSR and DE&I team and Egal are happy to support our female staff with FREE ORGANIC PERIOD PRODUCTS, available in all Sodexo office toilets.

This initiative is part of Inclusion Week, and it's our way of ensuring that every woman in our workplace feels comfortable and supported.



PLEASE RESPECT THIS INITIATIVE

Take only what you need.  
These products are for everyone's use, not for stocking up at home. Let's ensure we keep them available for all.





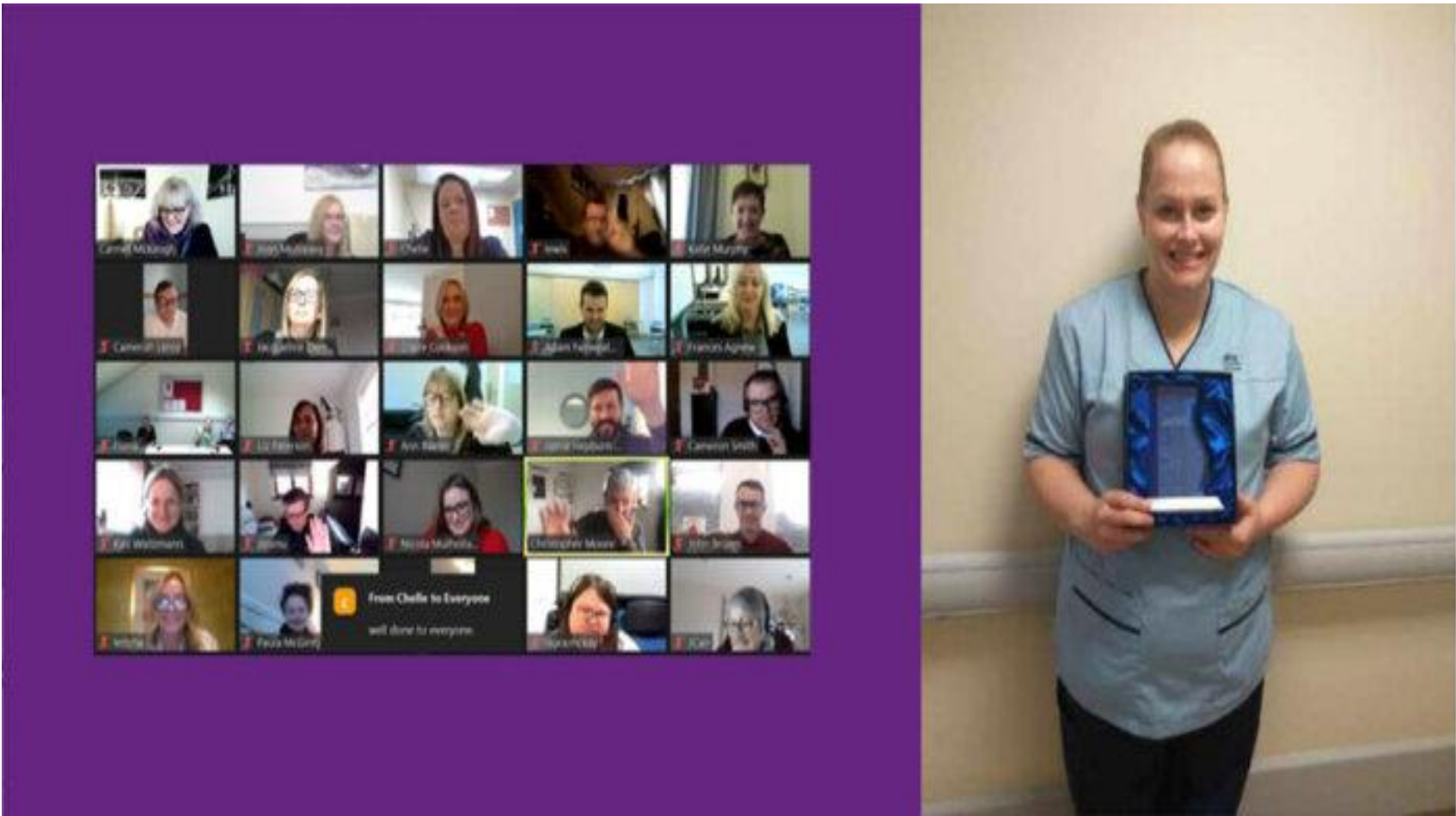
DFN PROJECT

Sodexo is proud to be an active participant in the DFN Project in collaboration with Project SEARCH, an organisation dedicated to providing supported internships for young adults with autism and learning difficulties.

These internships, conducted in collaboration with host businesses, are designed to help young adults transition from education to paid employment over a school year.

Currently, we are hosting four young adults at the Medway campus, where they are gaining valuable experience in cleaning and portering roles. The positive feedback from this initiative has been great, demonstrating the significant impact it has on both the interns and our team.

it has on both the interns and our team. Building on this success, we are exploring opportunities to expand the program to both the Avery Hill and Greenwich campuses. Additionally, we are collaborating closely with various departments to identify new roles for these young adults, potentially involving tasks within the security and engineering teams, further integrating them into our team.



*‘As a Social Impact Lead, I really believe that our involvement in the DFN Project is beneficial for both the young adults, as it offers a meaningful pathway to employment, but also for members of our team members as they will gain invaluable experience in working alongside and learning from neurodiverse colleagues.*

*Having personally known neurodiverse individuals, I have witnessed firsthand the challenges they face when entering the world of work. This experience drives my commitment to ensuring that these young adults gain the most from this program, equipping them with the skills and confidence to thrive in their careers.*

*Overall, I believe It’s a chance for us to better understand neurodiversity and create meaningful change’.*

**Zoe Graffouillere, Social Impact Lead**  
*Sodexo at University of Greenwich*

## Promoting “Recognising You” among staff

The "Recognising You" platform on Sodexonet is a key initiative for celebrating the efforts of colleagues who go above and beyond. It allows every team member to acknowledge and appreciate the support they've received, fostering a culture of recognition and gratitude. This initiative ensures that contributions are highlighted and valued across the contract.

The CSR team has been actively promoting "Recognising You" to enhance engagement and create a positive work environment. By encouraging recognition, the platform strengthens team dynamics and morale. This ongoing push helps build a culture where appreciation is an integral part of daily operations.

We've also extended this platform to University of Greenwich, enabling their staff to also recognize Sodexo employees. By reaching out to the CSR team, University of Greenwich members can participate, fostering a stronger partnership and mutual respect. This collaborative effort enhances the sense of community between Sodexo and University of Greenwich.

*‘During my internship as a Sustainability Coordinator at Sodexo, I gained hands-on experience conducting waste, cleaning, and fire blanket audits, while learning how sustainability integrates with facilities management and hands on experience on various building sites.*

*Sodexo also played a key role in helping me develop essential skills for my future career, from critical thinking to problem-solving. Working closely with various managers and leads, I gained insights into their career journeys, which provided invaluable guidance for my own development.*

*I am deeply grateful to Jui Gagan, Shraddha Sharma, and Zoe Graffouillere for their mentorship, continuous support, and leadership, all of which have been pivotal to my growth both personally and professionally’.*

**Sustainability Co-Ordinator Intern**  
Student at University of Greenwich

A dark blue graphic for the 'Recognising You' campaign. On the left is a large red megaphone icon. In the top left corner is a small 'RECOGNISING YOU' logo with a smiley face. The text 'RECOGNISING YOU' is written in large, bold, red capital letters. Below this, in white text, is a message: 'To recognize any Sodexo employee for outstanding work in Social Value, Sustainability, or Energy, please send an email with your message to the address below, and we will recognize them on the platform.' The email address 'zoe.graffouillere@sodexo.com' is listed in white. At the bottom left is the Sodexo logo with the tagline 'It all starts with the everyday'. At the bottom right are two circular icons: one with people and the text 'SOCIAL IMPACT PEOPLE', and another with a leaf and the text 'SOCIAL IMPACT PLANET'.

RECOGNISING  
YOU

To recognize any Sodexo employee for outstanding work in Social Value, Sustainability, or Energy, please send an email with your message to the address below, and we will recognize them on the platform.

[zoe.graffouillere@sodexo.com](mailto:zoe.graffouillere@sodexo.com)

sodexo  
It all starts with the everyday

SOCIAL IMPACT PEOPLE  
SOCIAL IMPACT PLANET



# RESPONSIBLE SOURCING

ENHANCING THE CAPABILITIES AND CAPACITY OF OUR VCSE AND SME SUPPLY PARTNERS

On average, **70% of our spend** over the last year has been with VCSE/ SME\* supply partners.

During FY24, Sodexo at University of Greenwich contributed over **£800,000 +** towards local micro, small and medium enterprises.

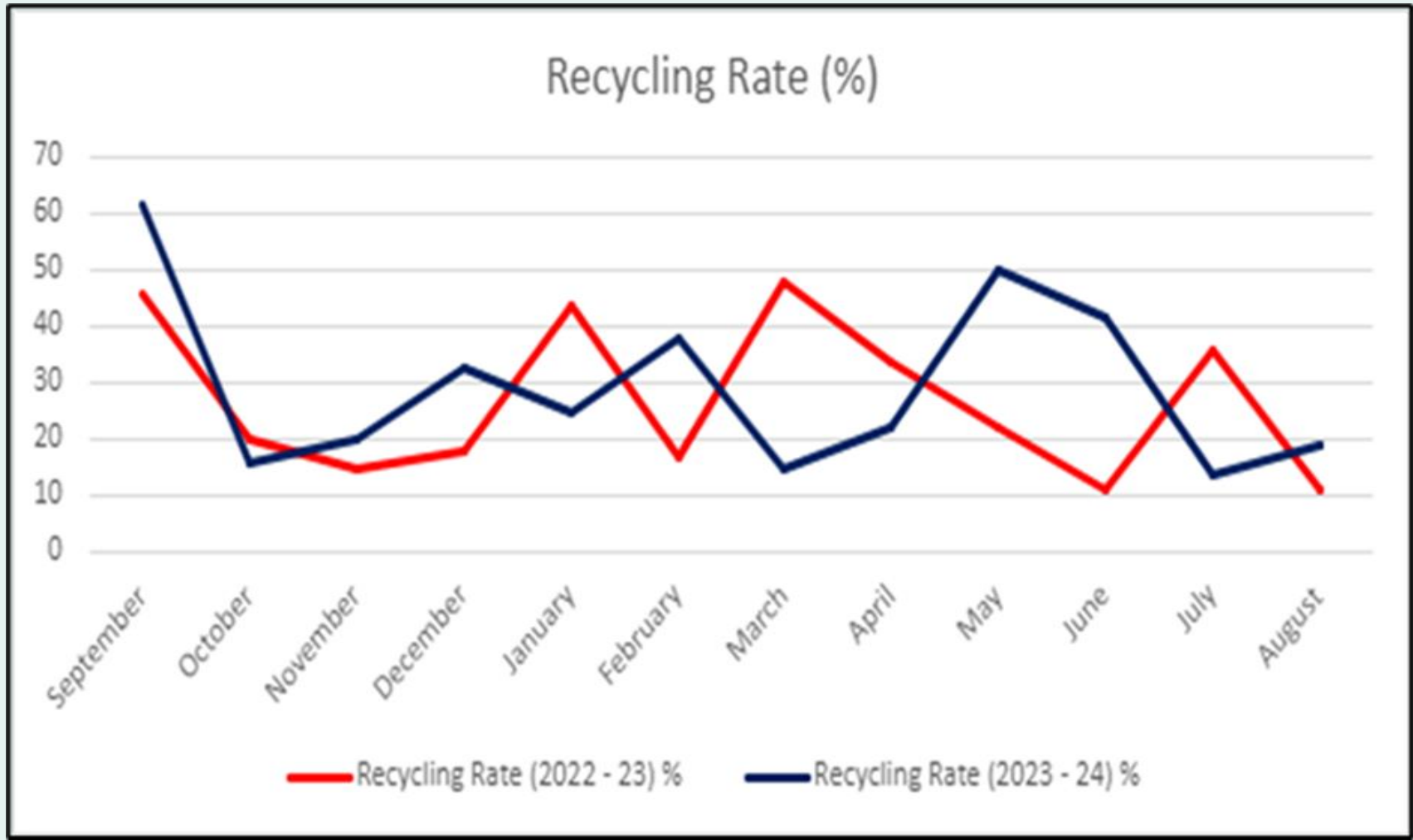
**80 Hours** Inclusion training provided for contractors and sub-contractors.

**100 %** of our contracts for Sodexo at University of Greenwich include Modern Slavery Clause.

**100 %** of our suppliers for Sodexo at University signup for our code of ethics and sustainable sourcing.

In 2024 we launched an alternative approach for managing reuseable waste by identifying charity partners to donate our bedding, WEEE and furniture waste.

A total of 179 kgs of goods were donated...



By the end of 2024, Sodexo at University at Greenwich had donated sixteen boxes of clothes to a homeless shelter, Crawley Friends for Housing Association. The clothes were used by the residents for job interviews or their daily office wear.

We also donated three bags of beddings to Oasis, a charity that works as an animal shelter.

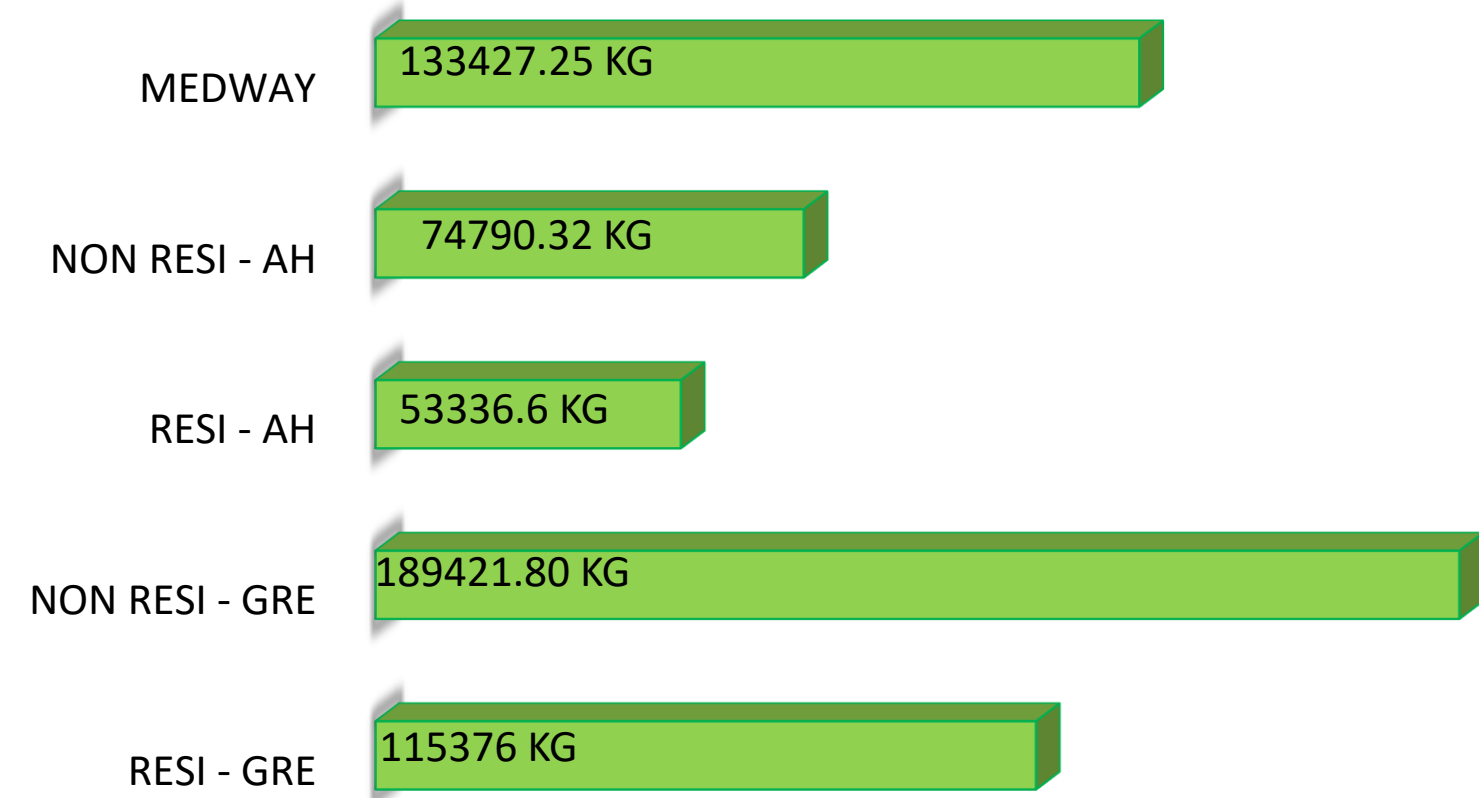
*“This year we worked to engage with students and staff in a fun and interactive way to educate about sustainability using games like Eco Action Snake & Ladder , this really helped us improve sustainability communication for students and staff members”*

**Shraddha Sharma,**  
Sustainability Manager  
Sodexo at University at Greenwich



566 272.97 KG  
OF WASTE GENERATED THROUGHOUT THE YEAR

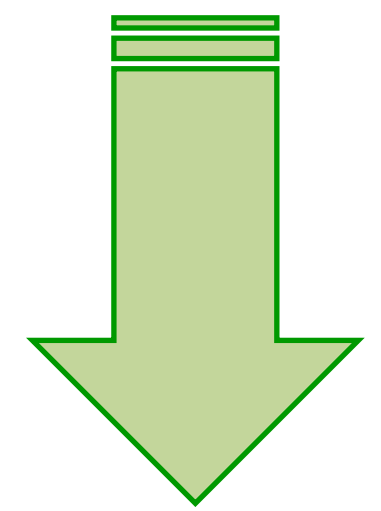
Per Campus :



An annual recycling rate of  
39%

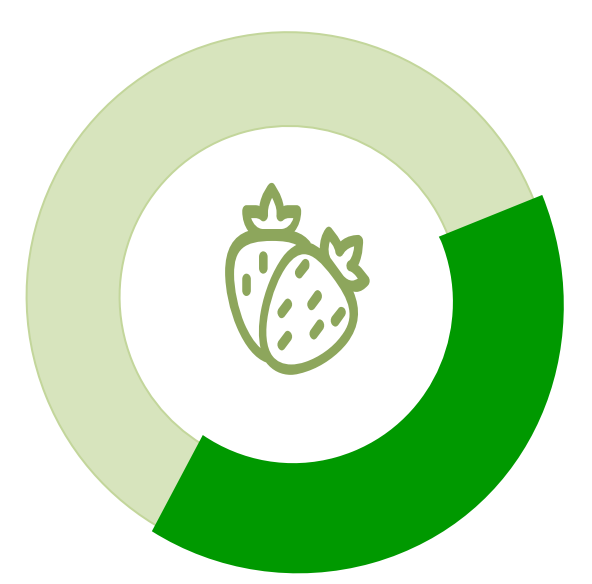
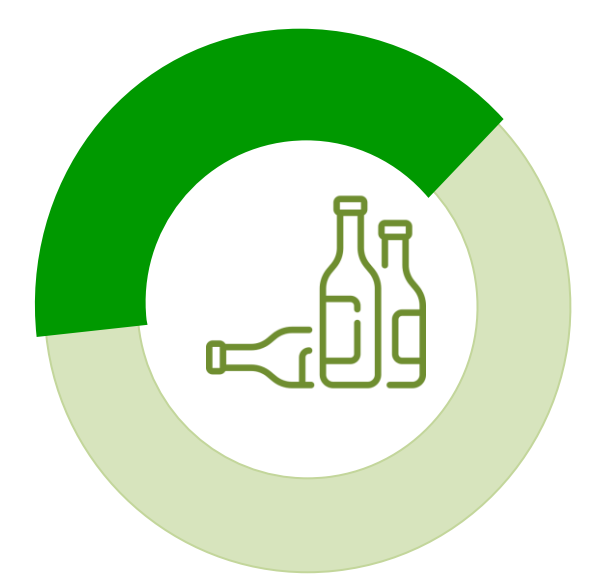
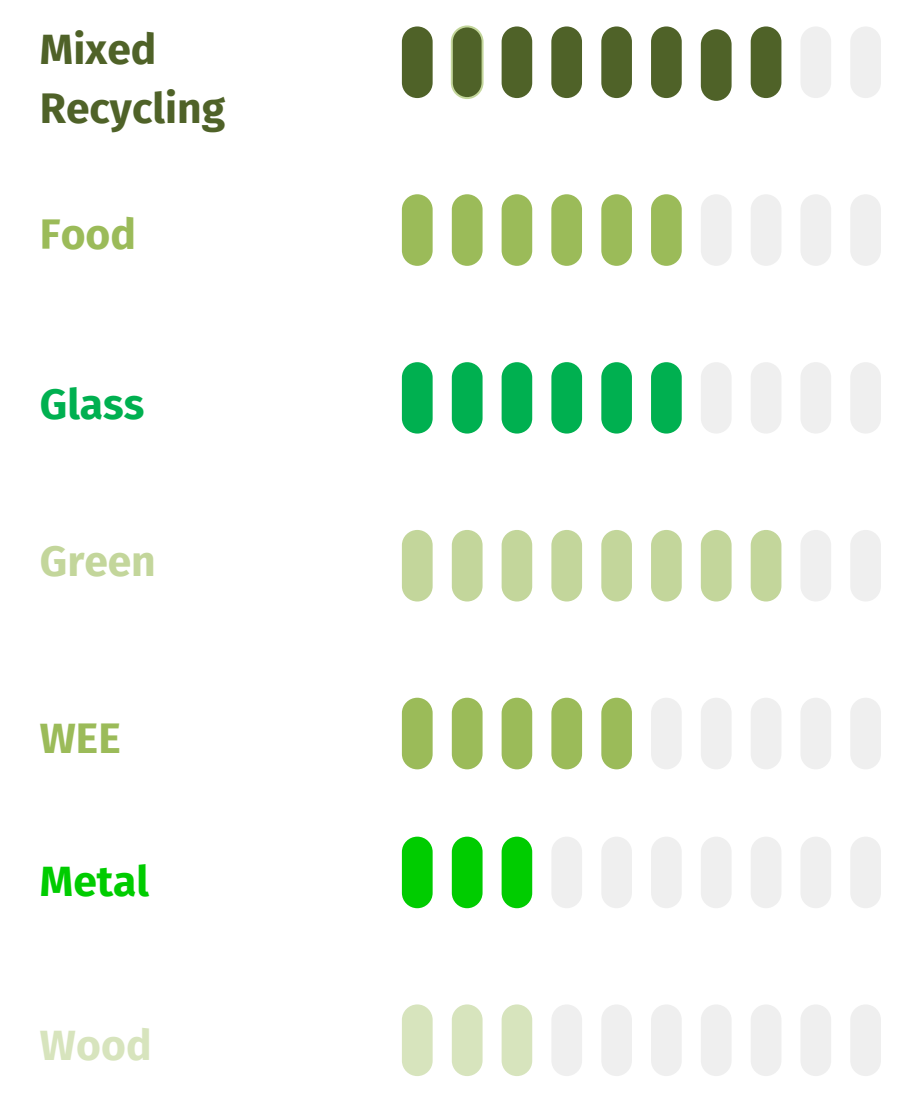


For an annual recycling volume of  
221.210 KG



*Maintaining a sustainable environment through 2024*

8 different waste streams were recycled



UTILITIES

August 2022 – July 2023

GAS

A universally recognised definition for a low carbon meal does not currently exist. Gas consumption displays a seasonal pattern and has a strong correlation with heating degree days  
Lower peak gas usage observed across all 3 campuses

**Total annual differences:**  
Avery Hill -35% | Greenwich -32% | Medway -13%

ELECTRICITY

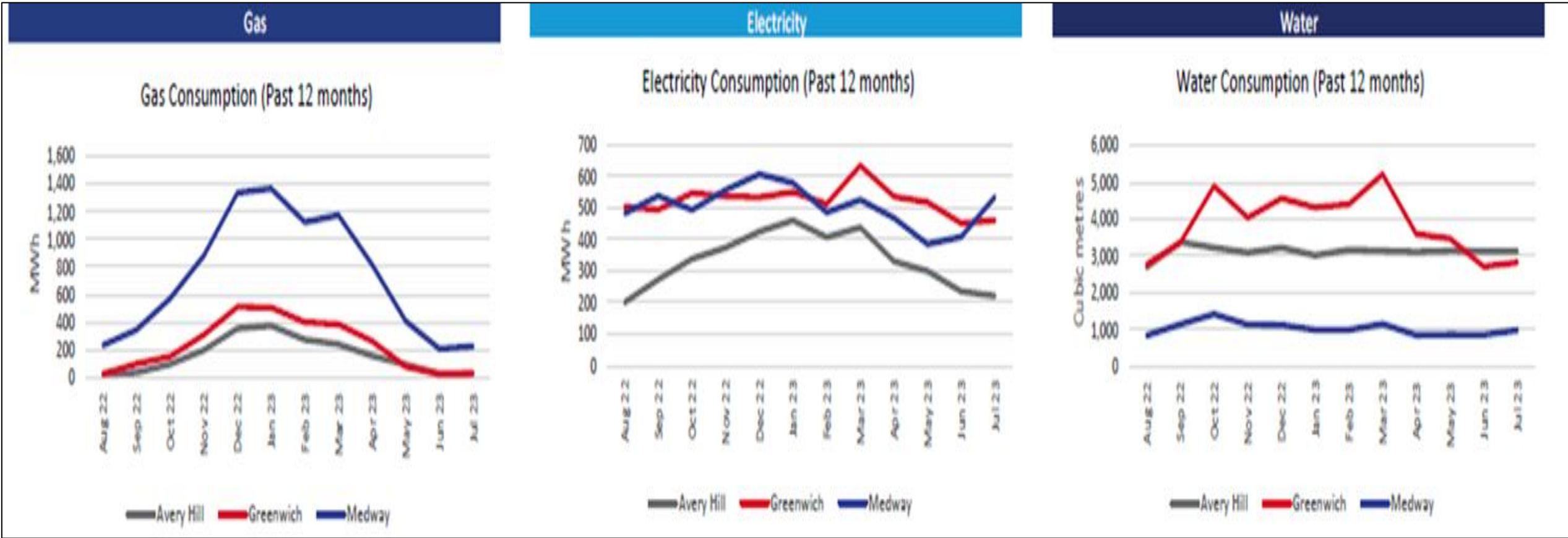
Electricity consumption generally peaks during the Winter months, due to increased demand for lighting and space heating Peak usage has not changed much YoY, although Greenwich and Medway’s trends are more closely aligned this year

**Total annual differences:**  
Avery Hill -2% | Greenwich -1% | Medway +8%

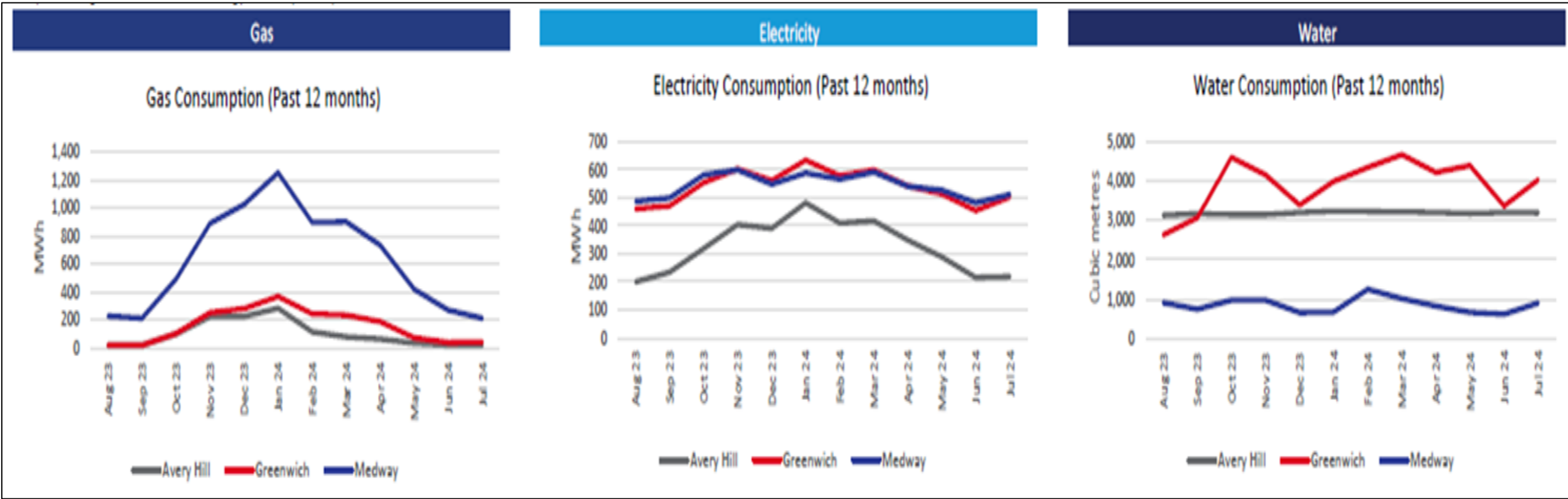
WATER

Water consumption is mainly driven by student and faculty activities, peaking around times of increased occupancy  
Greenwich displays a more volatile usage pattern than the other 2 more stable campuses

**Total annual differences:**  
Avery Hill +2% | Greenwich +2% | Medway -14%



August 2023 – July 2024





# PILOTING FOOD WASTE MANAGEMENT

**480 kg of food waste deviated from general waste, increasing the recycling rate by 8% between September and November 2024.**

University of Greenwich strive to improve their recycling rate, in both residential and academic buildings. They have set a target to reach the recycling rate of 70%.

Their residential buildings don't currently have food waste recycling facilities installed in the flat kitchens and waste compound committed to tracking food waste using

**Devonport House** is the smallest residential building with 20 flats and this building was chosen to pilot food waste recycling to improve the overall recycling rate.

To make this project successful, the Simpler Recycling Policy was researched to investigate how this policy affects residential buildings at universities



## Way Forward – FY 2025

As we look forward to 2025, we are excited to build on the strong foundation laid over the past year. A key step in enhancing our collaborative approach will be the signing of an MOU with the University of Greenwich's Partnership Hub.

This agreement will allow us to establish clear, shared goals for the upcoming year, focusing on impactful events and employability workshops designed to benefit students and foster deeper engagement.

In addition to this, we plan to work closely with Sodexo's Central Office Employability Team to create even more opportunities for students. This collaboration will ensure a streamlined approach to offering internships, and apprenticeships, helping students gain valuable skills and experience as they prepare to enter the workforce.

Together, we will continue to shape a future where our collective actions drive significant and enduring change. By fostering stronger collaborations and working diligently to achieve our shared objectives, we are committed to making a lasting positive impact on the university's community and ensuring the success of our initiatives for years to come.





*"I am really pleased to see the significant progress highlighted in our first 'Social Impact Report' for 2024, showcasing the growing partnership between Sodexo and the University of Greenwich.*

*The report highlights an outstanding example of how we are collaborating to create positive change in our communities, reduce our environmental footprint, and provide meaningful support to our students.*

*Looking ahead to 2025, I am excited to continue this journey of sustainable collaboration, further embedding these initiatives to ensure we make a lasting, positive impact."*

*Chris Forster, Executive Director of Estates and Facilities*



# SOCIAL IMPACT



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