



Q&A: Our new digital tool for talent and performance processes

Around this time last year, we formally launched our new Employer Value Proposition (EVP), which is a renewed promise we make to our current and future team members. Part of this promise is the consistent enhancement in the tools we invest in to make your jobs easier. Later this month, we will be moving to a new digital tool, **SuccessFactors**, for all talent and performance processes. It will be replacing Ingenium. Below is a short Q&A to help you with any questions you may have.

Why do we need to change the tool?

This new tool, SuccessFactors, aims at improving your employee experience. SuccessFactors will be deployed everywhere across Sodexo. For the first time, there will be one common place where we will hold all our employee data, offer a consistent / seamless user experience, and put you in control of your career.

You'll use SuccessFactors to record your progress on most HR milestones during the year. SuccessFactors will be accessible through a new HR portal which will hold all HR resources. This portal is called Access.

What do I need to do first?

You need to build your profile in SuccessFactors and enter your FY24 objectives. Be on the lookout for a notification email on October 26th when SuccessFactors goes live. All employees will be asked to enter FY24 objectives by November 30th.

What is this new digital tool and how do I find it?

SuccessFactors is the IT tool that replaces Ingenium for all talent and performance activities such as entering your objectives, your year-end review, giving and receiving feedback, and 360 reviews.

To get to the new tool:

1. Go to Sodexo_net
2. Click the Access button [under quick links]
3. Click "view my actions"

What is Access and how do I find it?

Access is the Global Human Resources portal that has all talent and performance resources. You can find quick reference guides and tutorial videos



for how to do talent and performance activities in SuccessFactors like setting your objectives, building your profile, giving and receiving feedback and your year-end performance review.

To find Access, go to Sodexo_net, click the Access button under “quick links”.

What if I lose the notification email from SuccessFactors? How can I build my profile and enter my objectives?

Follow these steps to build your profile

1. Go to Sodexo_net
2. Click the Access button [under quick links]
3. Click “view my profile”

Follow these steps to set your objectives

1. Go to Sodexo_net
2. Click the Access button [under quick links]
3. Click “view my actions”
4. Then click on the “home” drop down box and select “Performance”. Enter your objectives.

Why is it so important to keep my profile updated in the system?

The more accurate and up to date your profile is, the better the system gets to know you. In the future, the system will be able to suggest relevant information to you like training that could interest you based on your development plan or job offers if you’ve indicated you’d like a career change.

Why am I seeing my employee data in SuccessFactors?

SuccessFactors is our primary data repository for employee data which includes job, compensation and pay component information. Each month, data from over 50 countries is sent to the central Human Resources Information Systems team, who then loads that data into SuccessFactors. This makes SuccessFactors the single most reliable source for accurate employee data globally.

What data will I see about myself in SuccessFactors?

- **Job Information** such as Effective as of, Event Reason, Employee Status, Company, Business Unit, Division, Department, Cost Center, Location, Position Title, Employment Country, Supervisor, Job Title, Local Job Title,



Employee Class, Support Type, Regular/Temporary, FTE, Local ID, IM Assignment Type, People Manager

- **Compensation Information** such as Effective as of, Annual Base Salary and Is Eligible for Car.
- **Pay Components** such as Base Salary, Bonus Target (Fixed), Bonus Target (%), Bonus Payout (actual) and Sales Commissions.

What about Aspire?

We no longer talk about Aspire. But the process stays the same and, to make it simple, we'll talk about "year-end conversation" "objectives discussion" and "your career".

Will I still use Ingenium?

Yes, for now, Ingenium will still be used for all learning activities. Your learning records will be accessible from your Learner Home. Learning activities will then progressively migrate to SuccessFactors too.

Who do I reach out to if I have questions?

Local HR representatives will be scheduling training calls and office hours beginning later this week and throughout the SuccessFactors rollout to share more details, tutorials and to answer your questions. Your local HR contact will be able to help you with any additional questions you may have.

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live!