



October 9, 2023: For Sodexo Live! North America People Managers

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 is an important investment from Sodexo globally, as all countries will move to one single system at the same time. Given our size, this is a massive evolution.

This tool brings together, for the first time, one common place where we will hold all our employee data, introduce a consistent/seamless user experience, and put our people fully in control of their careers.

This change is rooted in helping us better attract top talent, increase employee retention, and build brand ambassadorship, and distinguish ourselves from our competitors as an employer of choice and a great place to work and grow. Our EVP is founded on four core pillars – **Belong, Act, Thrive and Be Live** – and is based on the promise that working at Sodexo Live! is more than a job; it's a chance to be part of something greater.

Accordingly, SuccessFactors, our new tool, is a global Human Capital Management (HCM) solution that will:

- Reduce duplicate costs that result from maintaining 40 different systems across the globe
- Harmonize data and processes
- Improve the employee experience
- Improve data quality
- Deliver process efficiencies

What do I need to do first?



Familiarize yourself with these materials and book time with your team to introduce what's happening. Use the key messages presentation you received in this email with your team before Monday, October 16th.

What is SuccessFactors? How do I access 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. SuccessFactors will be accessible through a new HR portal which will hold all HR resources. This portal is called Access.

What is Access and how do I find it?

Access is the Global Human Resources portal where you can access all talent and performance resources. You will go to Access to find resources to help you with things like building your profile in SuccessFactors, setting your objectives, your year-end performance review, giving and receiving feedback and 360 reviews.

You can find Access under quick links on your local Sodexo_net homepage.

When can I have Access? What about SuccessFactors?

Access and SuccessFactors will go live on October 26th, 2023. All employees will be asked to enter FY24 objectives by November 30th, 2023.

Who can access Access?

All employees that use Ingenium for talent & performance processes. Contact your local HR for more information. This same population can access SuccessFactors.

What's changing?

- **A new digital tool (SuccessFactors) replaces Ingenium** for all talent and performance activities including entering your objectives, your year-end review, giving and receiving feedback and 360 reviews.
- **A new Global Human Resources portal called Access** where you can access all talent & performance resources.
- **An evolved performance framework is deployed as of FY24** which includes four elements:
 - Performance objectives [Not new]: these are your empowering individuals to take ownership of their contribution
 - Financial objectives [For bonus eligible employees]: building transparency and aligning the individual's contribution and



- Sodexo's performance
- Role competencies [NEW]: expected behaviors to describe success in role
- Our founder's beliefs [NEW]: a frame for reflection to collect deeper insights and individual views on contributions
- **Bonus eligible** employees have **visibility of both financial and performance objectives**
- **Additional features** are available in SuccessFactors including:
 - an objectives library to inspire you when setting performance objectives
 - a career planning tool for you to browse and select roles that you may be interested in
- **Good quality data is key.** Using the new tool gives you the opportunity to build your profile and tell us about your work, career aspirations and what you have done in past roles and companies.

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 will use Aspire at all, but the talent and performance process stays the same. To keep it simple, we'll talk about "year-end conversation," "objectives discussion," and "your career".

What does the Access portal bring me?

We are leveraging a system that's proven to be effective at managing global populations of teams. Access is a global tool and we're using it so that we have more consistency in our HR processes and information shared with employees. The potential of Access goes beyond what we have today.

Take Sodexo India, for example, and the success we have seen there with this system. In India, we have more than 50,000 employees spread across 1,100+ sites. Our teams have successfully deployed Access with a 92% adoption rate,



including on-site employees. The excellent employee engagement rate in India of 95.3% demonstrates the added value of such a tool for the employee experience.

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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