



Neither snow, nor ice ...

... nor demanding deadlines, nor unexpected circumstances, keep Sodexo from delivering beyond its clients' expectations.

In 2004, the Japanese firm **Chiyoda**, in a joint venture (CTSD) with Toyo Engineering and a Russian consortium, was awarded by Sakhalin Energy Investment Company (with Gazprom/Shell/Mitsui/Mitsubishi as owners) the contract to build Russia's first ever liquefied natural gas plant in the harsh subarctic environment of Sakhalin Island.

When CTSD clinched this new contract, it was clear that it would be no easy ride. Stakes were high, with a huge investment on the table. And this was their first project in Russia. The story didn't end there: they faced camp commissioning challenges, thousands of employees from many nationalities, strict local government regulations, tight budgets and extreme climatic conditions... CTSD needed a committed, long standing partner that could rise to the challenge – allowing them to concentrate on getting the job done – on time and on budget. CTSD chose Sodexo, based on several past experiences between Chiyoda and Sodexo on large projects in Qatar, Oman and Saudi Arabia.

Despite these obstacles, and despite circumstances that changed from one day to the next, the project was an outstanding success. Timings and budgets were met – and what's more, millions of dollars in capital expenditure were saved thanks to a series of practical, tailored consulting services. Proof of Sodexo's dedication to making projects work, with one driving force always in mind... satisfying clients' expectations... then going way beyond them.

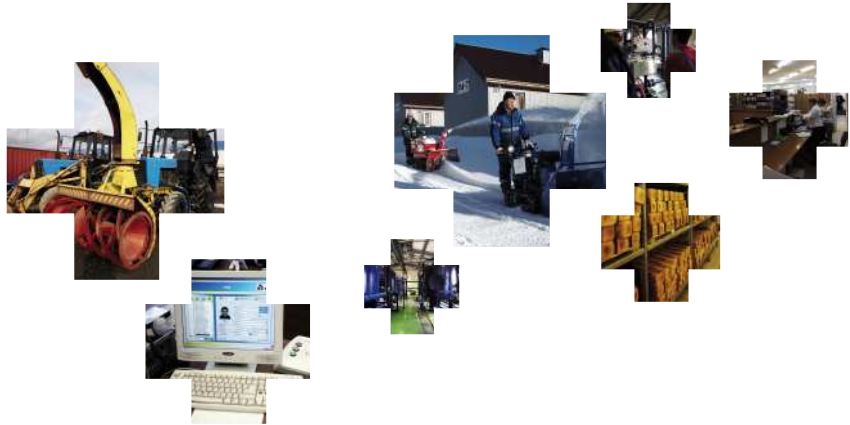
sodexo
REMOTE SITES

Making every day a better day





A hot challenge in a cold climate: the Sodexo solution



ASSESSING THE SITUATION – GETTING A COMPLEX PROJECT OFF TO A FAST START

When Sodexo took on the challenge of managing the huge construction camp (a peak population of 6,000) on the plant's construction site, it soon became clear that this would be no mean feat. These were no ordinary circumstances. At the start of the project, there were camp commissioning restraints. And during the peak construction period, the project needed to house more workers than initially planned. And our client had no time to waste.

The supply chain was an equally major issue, given the strict requirements regarding "Russian content", i.e. the volume of Russian materials and equipment to be used. Also, given the many different nationalities on site, products from very specific countries had to be sourced. Finally, extreme climatic conditions from -35°C to 40°C spelt a veritable logistical nightmare. Our dedicated team immediately rose to the challenge of getting the project rolling as quickly and smoothly as possible, with a *Total Remote Site Solution* capable of dealing with these complexities – with outstanding results.



THE KEY TO SUCCESS – A TAILORED TOTAL - AND LOCAL - SOLUTION

How to provide services to so many workers in these conditions? Thanks to Sodexo's experience on numerous mega-camps over the past 30 years, we were able to react quickly at the start of the project, offering a temporary accommodation solution, transportation services as well as hospitality services to the thousands of workers commuting to the jobsite. This enabled our client to start construction without delay.

To motivate these workers, Sodexo came up with solutions across the board, from maintenance to laundry, cleaning and way beyond, catering for absolutely everybody – and that meant an amazing 50+ nationalities (up to 7,500 people) each with their own needs and expectations. To manage this vast population successfully, CTSD trusted our unique SOKez smart card solution, giving them the means not only to track the entire workforce through ID cards and statistics, but also the 60+ subcontractors on site so they could be invoiced for services used – a crucial element for keeping to budget. Sodexo's past experience in Russia helped us meet local obligations and requirements – making sure that the required level of "Russian content" was reached (including the number of man-hours worked by Russian nationals).



UNPARALLELED RESULTS – TARGETS MET, AND MUCH MORE

The project proved an outstanding success. Deadlines were met, as CTSD, despite the heavy project mobilization constraints, was able to operate with almost twice the camp population provisioned for, with limited extra investment all the while maintaining employee satisfaction.

99% Russian labor content was achieved by Sodexo, and the means to prove it given, contributing to smooth operations and to sustainable development. Based on its training and career management program, Sodexo promoted several of its Russian team to management positions. In 2005, Sodexo was given the "Employer of the Year" award by the Sakhalin region labor authorities.

And what's more, we went beyond expectations by allowing Chiyoda not only to keep to budget, but to make significant cost savings throughout the project.

Finally, our commitment to working safely at all times resulted in an excellent HSE performance: in September 2008, Sodexo reached 5 million hours without any Lost Time Incident (LTI), while CTSD celebrated an outstanding 20 million hours without any LTI on the project.

Services Provided by Sodexo

Food services - Housekeeping - Laundry - 24-hour reception - Maintenance - Waste management - Sewage removal - Operation & maintenance of water treatment plant and sewage treatment plant - Operation & maintenance of power station - Fuel supply - Snow removal - Industrial cleaning (6,000 square meters of offices) - Fire fighting - Transportation services - Recreation activities - Events management - SOKez system

