



Interview with:
Carina Cabezas
President of Sodexo Iberia



Today we will interview Carina Cabezas, President of Sodexo Iberia, one of our sponsors at EFMC, who wants to share with us her vision on Facility Management and the European Conference.

1. How is the presence of Sodexo Iberia in the Facility Management sector?

Sodexo is one of the leading companies in the facilities management sector, with a very prominent presence in national and international contracts, where it provides a wide catalog of more than 100 services, in which we highlight the maintenance, cleaning, security and restoration. The service model is delivered with our own personnel in more than 80% of the services we give.

I would also like to highlight the portfolio of first class clients that rely on us for the provision of Facility Management services in sectors as diverse as the pharmaceutical, technology and consumer companies.

2. How do you think Facility Management has changed over the past 10 years, and how has the market adapted to these changes?

The market has changed a lot in the last 10 years. Initially there were very few clients who relied on a partner like Sodexo to share responsibility in managing their services. Nowadays, customers have had to focus their resources on their CORE activity, opening the possibility to this model of service delivery. In this new trend, we have gone through several phases such as the contracting of services by hours, partial results with penalties, only provider for various services, hiring results. Today we can find examples of all of them according to their maturity and experiences, but the mature ones are already looking for alliances with partners to share their goals, but also sharing the benefits and culture of the organization.

In addition, according to the type of company, the scope has also been extended in geographical terms, looking for a company like Sodexo that can ensure the same results in a standardized way and with whom to transfer good practices amongst centers and countries, unifying also the Management structure, reporting and simplifying administrative management (invoices, orders, reports ...), betting on continuous improvement.

3. Keith Hamer will speak at EFMC regarding Sodexo's experience as a company that has already applied ISO 55000, what improvements have you experienced since then?

ISO 55000 is the evidence of a new way of working with a dimension of quality and excellence. Customers seek in Sodexo a partner who manages non-core- services, also involving technical services such as maintenance or projects. Sodexo is managing assets with the ISO 55000 environment, which helps customers to continuously improve and mitigate risks, increase the availability of facilities and have visibility of problems and costs in the future, improving the quality of life of users and customers.

With this way of managing, we can have visibility of yields, costs and risks in the long term, measuring them according to Total Cost of Ownership (TCO) and making the most appropriate decisions based on their long-term impact.

For Sodexo, the certificate shows that this is our way of working and helps us to demonstrate our capabilities in the technical world.

4. What expectations do you have regarding the EFMC and what it can bring to your organization?

From Sodexo, we firmly believe that the future of services goes through this type of alliances between client and service provider, as we are reaffirming our current customers after verifying their benefits and results.

We believe that it is important to collaborate in Facility Management events like EFMC in order to "evangelize" the market and demonstrate the benefits. Unlike other Anglo-Saxon countries, Facility Management services in Spain are still a big unknown for a large number of companies that could benefit from the advantages that a company like Sodexo can bring.