

and should lead to an improved rate of organic growth starting in Fiscal 2014. The numerous large and prestigious contracts won during the year included ManorCare, HCA East Florida, LA County, Ochsner, University of Arizona Medical Center, Wesley Medical Center and CHI Kentucky;

- organic growth in **Education** was 2.1%. Client retention remained high at around 98%, while growth in site revenues was more restrained due to:
 - a decline in the number of meals served in primary schools following implementation of the Healthy and Hunger-Free Kids Act which has changed schoolchildren's eating habits,
 - modest growth in the number of new university students, reflecting demographic trends.

New contracts won in Fiscal 2013 included Brandeis University, University of Michigan Dearborn, Emerson College and Bayonne School District.

External growth of 0.4% is explained by the acquisition in the U.S. of Roth Bros., a technical maintenance and energy management company.

Operating profit

On-site Services **operating profit** in North America totaled 371 million, an increase of nearly 7% over the prior year excluding currency effects. Operating margin was 0.3 points higher at 5.4%.

This solid performance reflected tight control over all operating costs and productivity gains, particularly in the Corporate segment, and resulted from the deployment of new generation operational management tools.

Continental Europe

Revenues

(in millions of euro)	Fiscal 2013	Fiscal 2012	Organic growth	Acquisitions	Currency effect	Total growth
Corporate	3,407	3,346	+1.2%			
Health Care and Seniors	1,404	1,396	+0.4%			
Education	905	904	-0.1%			
TOTAL	5,716	5,646	+0.8%	+0.2%	+0.2%	+1.2%

In Continental Europe, revenues totaled 5.7 billion euro, with organic growth of 0.8%. On-site Services performance in Continental Europe remained mixed, with several countries such as France, the Netherlands, Italy and Germany seeing a marked slowdown in activity. This contrasted with a continued strong dynamic in Russia and Sweden.

In **Corporate**, organic growth was 1.2%, led by the ramp-up of major contracts with groups such as Unilever, Eli Lilly and AstraZeneca as well as Gazprom in the Remote Sites segment in Russia. These contracts more than offset the decline in foodservices volumes that resulted from both client staff cutbacks and reduced spending by consumers, which weighed on revenue growth in several countries. Highlights of the year on the business development front included renewal of the KLM contract in the Netherlands

and the signature of new contracts with Air France, the Paris-Saint Germain (PSG) football stadium, Safran and Amundi in France, DNB in Norway, the Belgian Parliament and OMK Vyksa in Russia.

In **Health Care and Seniors**, organic revenue growth was 0.4%. This was partly the result of applying a more selective approach to new business in Southern Europe and it also reflected soft growth in comparable site revenues, due to clients' strict controls over spending. Business wins included Pôles Santé Sud (Le Mans) in France.

Education revenues remained flat compared to the prior year. Growth in comparable site revenues was fairly limited, particularly in Spain and Italy due to pressure on school budgets leading to a reduction in the number of services. Sodexo also pursued a selective approach to new business in this segment, particularly in Southern Europe.