



# SODEXO EMPLOYEE HANDBOOK

OCTOBER 2022



**sodexo**  
QUALITY OF LIFE SERVICES



# Welcome to Sodexo!

On behalf of the entire Sodexo community, it is our honor to welcome you to Sodexo. We are very pleased that you have selected Sodexo as part of your career path. We welcome the opportunity to work with you in reaching your personal and professional goals and aspirations.

In joining Sodexo, you have chosen a company that will help you shape your own future and grow with the Company. Throughout your career with Sodexo, you will make a difference by improving the quality of life for the many clients, customers and communities we serve. Let us assure you that we care about you in the same way that we care about our clients. We strive to provide you with a wide range of professional and personal opportunities that will improve the quality of your life.

Sodexo's values of Service Spirit, Team Spirit, and the Spirit of Progress come alive through your work. You represent Sodexo to the many customers and clients we serve, and we are committed to ensuring that you have the tools and resources you need to perform your job well. This Handbook is just one such tool that contains important information about your responsibilities and the expectations Sodexo has for you as well as the commitments we are making to you. We expect you to review this Handbook and if you have any questions about the material in it, speak with your manager.

Again, congratulations on your career with Sodexo. We are honored you have chosen us, and we look forward to rewarding and celebrating your contributions to our success.

## About this Handbook

This Employee Handbook has been carefully prepared for you. It offers guidance regarding our day-to-day activities and business. This Handbook will give you the information you need to do your job and provide you with many of the work rules we have established to offer you a safe and enjoyable work environment.

This Handbook applies to employees in the United States, unless otherwise stated, and supersedes any previous handbooks. This Handbook is subject to any requirements or provisions of Company policies, Plan documents and applicable laws.

For our Sodexo Live! 🌟 employees not on ADP payroll and for our Energy & Resources 🏠 employees, please note the symbol which indicates that you need to refer to your segment-specific addendum.

**Sodexo employees who belong to a collective bargaining unit are not covered by this Handbook and will be governed by the specific terms and conditions in the collective bargaining agreement negotiated between Sodexo and the union representing the employees in the bargaining unit.**

# Quality of Life Services

This Employee Handbook is organized into six sections to help you understand the commitments Sodexo has made for your future, the expectations we have of you as an employee, and the mission and values of the Company.

**Chapter 1** – Who We Are

**Chapter 2** – What You Can Expect

**Chapter 3** – Safety in the Workplace

**Chapter 4** – What We Expect

**Chapter 5** – You and Your Unit

**Chapter 6** – Resources

This Handbook provides a summary of Sodexo's key policies and procedures. Sodexo maintains a Company Policy Manual on its intranet that includes greater detail on the policies included in this Handbook. If you have any questions or concerns about anything in this Handbook, or would like to review a specific policy, you can access more information on our employee website Sodexo LINK or ask your manager for more information. You will find a list of important phone numbers, email addresses and web addresses on page 43.



This Handbook is not a contract of employment. It does not create any contractual commitment by Sodexo and does not guarantee employment for any period of time, or create or contribute in any way to a legal cause of action against the Company.

While we hope that you will remain with us long term, your employment with us is for no definite period and is terminable at any time by either you or us, with or without cause and with or without notice. We reserve the right to change, modify, and/or discontinue any of the policies contained in this Handbook, and the right to interpret and apply this Handbook at our discretion.

## Getting Human Resources Information and Help

Sodexo gives you two ways to get HR information and help when and where you need it.

You can get answers to most questions with Sodexo LINK, our self-service employee website. Log in 24/7 at [www.sodexolink.com](http://www.sodexolink.com) using your smartphone, tablet or computer. Sodexo LINK gives you great information (in English and Spanish) personalized to your role, and an easy way to get help if you cannot find what you need.

You can also call the **PeopleCenter** at **855 SodexoHR** (855-763-3964) to speak live with a Sodexo HR representative and get expert guidance on employee matters.

### Go online with Sodexo LINK or speak to a Sodexo HR representative at the PeopleCenter when you need:

- Answers to job-related questions
- Guidance regarding Company policies
- Pay and benefits information
- Steps to manage major life changes (*getting married, moving, having a baby, retiring*)
- Changes to your employee information (*name, address, tax withholdings*)
- Help with urgent workplace situations
- Guidance on employee rights and concerns
- Important HR contact information
- Access to employee websites (*Employee Self Service (ESS), Sodexo Benefits Center, LifeWorks*)
- And much more

**Sodexo Live!** 🌟 employees do not yet have access to the PeopleCenter or Sodexo LINK, but will at a future date. Where these resources are referenced, please refer to your addendum.



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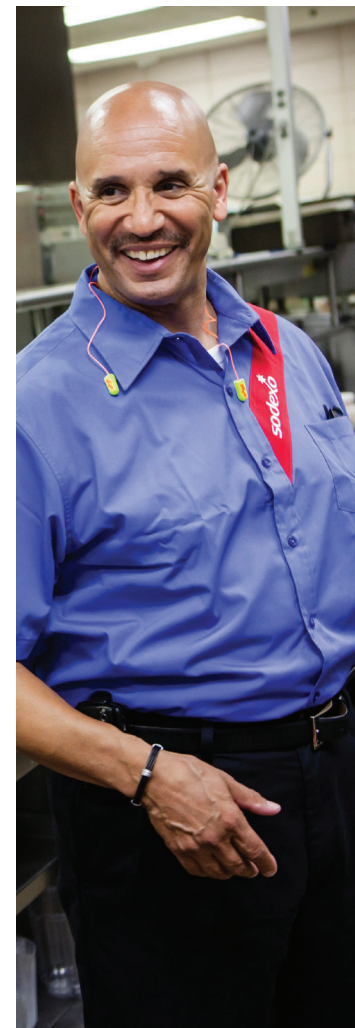
# Who We Are

Sodexo North America is a division of Sodexo SA, the global leader in services that improve quality of life. Sodexo is the community of its clients, consumers, employees and shareholders. We recognize that the best way to enhance the quality of life for all of our stakeholders is through steady growth. We also believe it is important that our work is meaningful to all who contribute to it. We remain faithful to our mission, our core values and the ethical principles that have guided us since Sodexo was founded in 1966. Every day, our 420,000 employees across the world work together fulfilling our Mission to:

- **Improve the quality of life of all those we serve.** We strive to design On-site Services, Personal and Home Services, and Benefits and Rewards Services that improve people's wellbeing, process efficiency, and infrastructure reliability and quality.
- **Contribute to the economic, social and environmental development of the cities, regions and countries where we operate.** We demonstrate this commitment every day by employing tens of thousands of people locally at our sites worldwide and contributing to their fulfillment and career development.

Sodexo touches the lives of 100 million consumers in 64 countries every day. In North America alone, we serve millions of consumers at thousands of client sites. Wherever we work, our ambition to be always chosen and rewarded for making every day a better day for individuals and organizations comes from one goal—to positively improve quality of life.

This goal is central to the performance and growth of individuals and organizations. Working from this perspective, Sodexo has redefined how to best serve our clients' complex needs across the spectrum of Schools and Universities, Healthcare, Senior Living, Corporate Services, Sports and Leisure including our brand Centerplate, Government, and Energy & Resources. To achieve this goal, we infuse our work with our commitment to helping our people realize their potential, to valuing diversity and inclusion, and to supporting our local communities.





## Six Dimensions of Quality of Life

There are six key dimensions on which our services have a real and measurable impact on quality of life.



### Physical Environment

Everything that contributes to an individual's comfort and safety.



### Health & Well-Being

Promoting a healthy lifestyle through nutritious meals, a well-balanced diet and exercise.



### Social Interaction

All factors that strengthen bonds among individuals and facilitate access to culture and leisure.



### Recognition

All factors that allow an individual to feel truly valued.



### Ease & Efficiency

All factors that impact an individual's ability to carry out activities smoothly and with minimal interruptions.



### Personal Growth

Everything that allows an individual to learn and progress.

Our clients look to us because we focus on their people, processes and infrastructure, and how to positively impact the quality of life for their employees and the people they serve. Our approach measurably improves performance. As the global leader in Quality of Life Services, we draw upon our unique portfolio of On-site Services, Benefits and Rewards Services, and Personal and Home Services. Our portfolio is innovative and far-reaching: from construction to energy, medical equipment care to patient care, facilities to food service, employee incentives to recognition programs, concierge services to in-home services, and from wellness and nutrition to sustainable practices.

In 1966, Pierre Bellon founded Sodexo on his understanding that quality of life is a key driver of performance. His vision continues today as we strive to meet the constantly evolving needs of our clients, our employees, and the people we serve. Whether serving those who rely on Sodexo for sustainable energy programs, efficiently designed workspace, or wellness and nutrition, our employees share the same passion for service.

## Our Values

More than 97% of our employees are in direct day-to-day contact at our sites with our clients and consumers. This demands exceptional human qualities and specific behavior that we call: Service Spirit, Team Spirit, and Spirit of Progress.

### Service Spirit

Our clients and customers are at the heart of Sodexo and our ability to grow the Company and provide greater opportunity for all of our team members. In the spirit of service, we expect our employees to demonstrate professionalism, enthusiasm, integrity and a welcoming attitude. We care about our employees in the same way that we care about our clients and we strive to provide each and every employee with a wide range of professional and personal opportunities to improve the quality of their lives.



## Team Spirit

Every day Sodexo's diverse team members combine their individual skills and contributions to achieve collective success. Team spirit is based on a sense of shared purpose, communication, and mutual respect. All Sodexo employees are expected to be respectful of the diversity each individual brings to the workplace. This diversity helps our Company accomplish great things for our customers, clients, and the communities we serve. At Sodexo, everyone pulls together to reach a common goal because individual and team accomplishments mean progress for all.

From time to time, you may be asked to perform jobs or duties that are not included in your job description. We ask you to be flexible and do your best to respond to the reasonable requests of any manager or client. We truly appreciate all of your hard work. It's through this kind of team spirit that Sodexo becomes the company of choice for our clients!

Our clients and customers are at the heart of Sodexo and our ability to grow the Company and provide greater opportunity for all of our employees.

## Spirit of Progress

Our business is to serve others and to continuously improve the services we provide. We support and encourage our employees to shape their own futures and grow with the Company. We also encourage you to take the initiative and look for innovative ways to serve our clients and customers.

In the spirit of progress, we ask you to take full advantage of the training programs and systems that support you at your unit. These programs are designed with you in mind. Remember—our spirit is to help each other win!

## Our Ethical Principles

Our ethical principles of loyalty, respect for people, transparency, and business integrity are fundamental to the Company and help define and strengthen us.

## Business Integrity

Conducting business with integrity is a foundational principle within Sodexo, embodied in our ethical principles and our core values. Every employee is expected to maintain the highest standards of legal and ethical conduct and to comply with all laws and regulations applicable to the employee's position. Employees are expected to come forward with any legal, ethical and/or safety concern. We maintain a policy against retaliation and Sodexo will review and investigate, as appropriate, concerns raised.

## Corporate Citizenship

Being a responsible corporate citizen is at the core of Sodexo's business. In many ways, Sodexo impacts millions of people, of all ages, throughout their day and throughout their lives. As part of our corporate citizenship, we focus on ending hunger and malnutrition, on sustainability and wellness, and on conducting our business with the strictest of ethical standards.

## Our Safety Culture

At Sodexo, the health and safety of our employees, clients, and consumers is of the utmost importance. We believe injuries are preventable and we commit to embracing a zero harm mindset and creating a culture of health and safety.

## Statement of Commitment to Diversity and Inclusion

As a global leader in Quality of Life Services, Sodexo is committed to promoting and fostering equal opportunity in all operations of our company. Sodexo believes diversity and inclusion is a fundamental and indispensable objective which strengthens the Company, maximizes the investment of shareholders, and prepares us to lead in the 21st century. Sodexo is fully committed



to ensuring not only compliance with equal opportunity laws, but also to the principle that diversity and inclusion will help us realize our greatest potential as a company and maximize the success of all our employees.

## Employees Helping Employees

Funded solely by the donations of Sodexo employees, the Employee Disaster Relief Fund provides financial assistance to Sodexo employees facing crisis or disaster. The program has assisted hundreds of employees and their families in times of need since it was established in 2005.

“The thoughtfulness and sense of caring shown by my fellow team members, most of whom I may never meet, has been a blessing to me and my family in a time of need.” – Employee Disaster Relief Recipient

## Sustaining the Fund with Your Contributions

Your contributions to the Employee Disaster Relief Fund are important and make a difference in the lives of Sodexo employees. Employees can contribute to the Fund through regular on-going payroll deductions. Contributions made to the fund are a qualified charitable contribution. See page 43 for more information on how to contribute.

## Applying For Assistance

All Sodexo employees in good standing with the Company are eligible to apply for assistance from the Employee Disaster Relief Fund. A Sodexo employee may make the request when the employee or an immediate family member within the same household experiences a disaster, provided the family member is a legal and/or financial dependent of the employee.

To request assistance from the Sodexo Employee Disaster Relief Fund, please complete the application available from your manager or on Sodexo LINK.

Any questions about applying for assistance should be directed to your manager.

## Our Commitment to the Community

Sodexo is committed to offering the many communities where we do business high quality products and services, meaningful jobs, and outstanding facilities.

To further strengthen and help improve the quality of life in these communities, Sodexo also contributes financial and other resources and encourages employee involvement in activities that benefit the community. Through Sodexo’s commitment to Stop Hunger, we have made fighting hunger the central focus of our community service efforts.

Our Quality of Life Services play a vital role in health and wellness, safety, environmental quality, and nutrition in the communities where we live, work, and serve. By improving our communities’ quality of life, we help them grow and succeed. That is why, in 1996 we created our Stop Hunger initiative, and in 1999, launched the Sodexo Stop Hunger Foundation.

## Sodexo Stop Hunger Foundation

The Sodexo Stop Hunger Foundation is a not-for-profit organization started in America that now spans across six continents in 47 Sodexo host countries. The Foundation works to ensure that all children in the United States, especially those most at-risk, grow up with dependable access to enough nutritious food to enable them to lead healthy, productive lives.



Since 1996, the Stop Hunger Foundation has contributed \$36.7 million to help feed children in America impacted by hunger. In 2020, the Foundation mobilized 10,000 Sodexo volunteers to distribute 4.1 million meals to help 5.9 million children and adults meet their immediate food needs.

In addition to awarding over \$2 million in grants annually to non-profit organizations in the U.S., the Stop Hunger Foundation also supports two annual recognition programs:

#### **Stephen J. Brady Stop Hunger Scholarships**

Recognizes students who are driving awareness and mobilizing youth to be catalysts for innovative models that provide solutions to eliminate hunger in America.

#### **Heroes of Everyday Life®**

Recognizes employees who have invested time, talent, and service spirit to help those at risk of hunger in the U.S.

Globally, Stop Hunger has positioned women empowerment as a priority. In 2021, Sodexo Stop Hunger

Foundation launched its first two women empowerment projects in the U.S. focused on workforce development, youth mentorship, and leadership for underserved women. In addition, around the globe, hundreds of local non-profit organizations and their 44 million beneficiaries can count on the volunteers of Stop Hunger to help bring a permanent end to hunger in the world.

Your participation in Sodexo's Stop Hunger program is encouraged and there are many ways you can join us in ending hunger. If you are actively involved with a hunger relief organization through employee volunteerism, financial support, or strategic leadership (e.g., serve on the board of a food bank), or if you want to become more involved as a Stop Hunger volunteer or Champion, please contact Sodexo's Community Relations Team at 800-763-3946 x44848, or [StopHunger@SodexoFoundation.org](mailto:StopHunger@SodexoFoundation.org).

To learn more visit [HelpStopHunger.org](https://HelpStopHunger.org).





## U.S. Stop Hunger:

- **Feeding Our Future®** – A summer feeding program where Sodexo partners with community hunger relief organizations to provide nutritious meals to children.
- **Sodexo Stop Hunger Servathon** – Sodexo sets aside the months of April and May for its employees globally to join forces to fight hunger in their communities. Servathon activities include fundraisers, food aid activities (food drives, volunteering at food banks, donating surplus food), beyond food aid activities (mentoring, developing skills such as finance, cooking, nutrition, job skills training) and enrolling in ongoing payroll giving to Sodexo Stop Hunger Foundation.
- **Food Donations/Food Recovery** – Sodexo donates surplus perishable and non-perishable food to Feeding America members and other local food banks across the country. All our accounts are encouraged to participate in food recovery by donating their surplus food to hunger relief organizations in their communities. On college and university campuses where Sodexo is present, we leverage national partnerships with student-led nonprofit organizations, including the Food Recovery Network and Move For Hunger.
- **Food Pantry Program** – Stop Hunger grants that are offered to support established food pantry programs at colleges and universities.
- **Backpack Food Program** – A program of local food banks that Stop Hunger supports to provide weekend backpacks filled with non-perishable food for students who are at-risk of hunger.

# What You Can Expect



**At Sodexo, we support and encourage you to shape your own future and grow with the Company.**

- We care about our employees in the same way that we care about our clients, and we strive to provide you with a wide range of professional and personal opportunities to improve your quality of life.
- You can develop your career both locally and globally across all of our service areas. You have the flexibility to align the pace of your career with your goals.
- By living the Sodexo values and ethical principles, and actively fostering diversity and inclusion, our people make Sodexo a company of the future.

We bring our Employee Value Proposition to life in the specific commitments we make to our employees in the recruiting, welcoming, living, growing, and rewarding opportunities at Sodexo.

## Promise of Respect and Fair Treatment

Sodexo is committed to treating all employees with respect and fairness. To demonstrate our commitment, we guarantee the right of every employee to voice concerns about their treatment and to have those concerns heard in an atmosphere of respect and cooperation.

For information on how to raise any concerns, see the Promise of Respect and Fair Treatment section found on page 17.

## Affirmative Action

Sodexo is committed to a policy of affirmative action, and we will facilitate the placement of qualified women, minorities, veterans, and individuals with disabilities at all levels of the organization. We believe that to be successful in the marketplace, we must employ the best-qualified person for each position while promoting diversity within our workforce.

**We work together  
to create a fair  
and open workplace.**



# Equal Employment Opportunity and Policy Against Harassment

## Equal Employment Opportunity

Sodexo is committed to offering equal employment opportunities without regard to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, gender identity, genetic information, or any other basis protected by law. This commitment extends to all aspects of employment, including but not limited to: advertising or solicitation, recruiting, hiring (including through the use of criminal history), placement, promotion, accommodation, transfer, demotion, compensation, training, layoff or termination, participation in social and recreational functions, and use of employee facilities.

Any employee who in any way discriminates against a fellow employee, a customer, or any other person will be subject to constructive counseling, up to and including termination of employment.

Sodexo will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with Sodexo's legal duty to furnish information.

Sodexo does not discourage individuals with criminal conviction history from applying for employment. Sodexo has a reconsideration process available to those conditional hires who are preliminarily rejected due

to criminal conviction history. Sodexo's prohibition on retaliation detailed below applies to any person who engages in protected conduct related to Sodexo's criminal history review process.

## Reasonable Accommodation

Sodexo will make reasonable accommodation for the known physical or mental limitations of an individual with a disability or for pregnancy, childbirth or related conditions provided the individual requesting accommodation is otherwise qualified for the job, unless doing so will result in an undue hardship or the individual poses a direct threat to the health or safety of themselves or others in the workplace. Individuals who can perform the essential functions of a job with or without an accommodation are considered qualified and protected from employment discrimination under the law.

Sodexo will also provide reasonable accommodation for the religious beliefs and practices of employees unless doing so would cause more than a minimal burden on the operation of the business.

Sodexo has established a process to manage requests for reasonable accommodation. This process ensures full consideration and documentation of requests through an interactive process between the employee, manager and Human Resources as needed. Employees who wish to request an accommodation should contact their manager.

## Retaliation Prohibited

Sodexo will not retaliate against an individual because he or she opposes any unlawful practice, files or participates in an investigation of an internal claim or a formal charge of discrimination, requests a reasonable accommodation, or participates in any action under any anti-discrimination law. Engaging in retaliation will result in constructive counseling, up to and including termination of employment.

If you believe that you have been discriminated against, harassed, or subjected to retaliation, you should promptly inform Sodexo in any of the following ways:

- Follow the procedures described in the Promise of Respect and Fair Treatment
- Notify your manager
- Notify your manager's manager, or
- Notify a Sodexo Human Resources representative at the PeopleCenter

## Harassment Prohibited

Sodexo is committed to providing and maintaining a workplace that is free of harassment of any kind. Harassment is offensive, unwelcome, physical or verbal behavior due to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, gender identity, genetic information, or any other basis protected by law. We prohibit any conduct which contributes to an intimidating or offensive work environment and/or interferes with a person's ability to perform their job.

Do not assume that behavior that is not offensive to you is acceptable to others; harassment is often defined by the person receiving it. Harassment may involve, but is not limited to: co-workers, supervisors, subordinates, customers, clients, client employees, or vendor employees.

Sodexo's policy against harassment also covers off-duty interactions between employees and the above persons either in person, by telephone, through electronic communications (such as email or texting), or through social media and/or at after-hours events such as, but not limited to, business meetings, happy hours, dinners, trainings, and during work-related travel.

## Sexual Harassment Prohibited

While it is not possible to list all the circumstances that can be considered sexual harassment, the following are some examples that, if unwelcome,

may contribute to a claim of sexual harassment depending on all circumstances, including the severity and frequency of the conduct:

- Sexual advances, whether they involve touching or not
- Any type of sexual activity in the workplace (even if it is consensual), including exposure
- Requests for sexual favors in exchange for actual or promised job benefits, such as favorable performance reviews, salary increases, promotions, increased benefits, or continued employment
- Any threat to an employee that refusal to submit to sexual advances would adversely affect their employment, performance review, wages, advancement, assigned duties, shifts, or any other term or condition of employment
- Sexual jokes
- Use of sexual language, written or verbal references to sexual conduct, gossip regarding one's sex life, comments on an individual's body, or comments about an individual's sexual activity, deficiencies, prowess, or sexual orientation
- Displaying, or transmitting electronically, including on a cell phone or via text messaging, email, instant/direct messaging through social media, or otherwise, sexually suggestive objects, pictures, or cartoons
- Leering, whistling, brushing against the body, patting, standing too close, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences
- Discussion of one's own sexual activities
- Assault or coerced sexual acts
- Use of slang nicknames such as "honey," "sweetie," "babe," or "doll"

# We are committed to providing you a workplace that is free of harassment.

Inappropriate conduct may be sexual harassment even if the individual did not intend to harass. In addition, sexual harassment may be committed by either males or females and can be directed against persons of the opposite or same gender.

## Other Forms of Harassment Prohibited

There are other forms of harassment that are also prohibited, including:

- Telling racial, ethnic, religious or off-color jokes or slurs, or using any other communication or conduct that is negative or degrading to any employee, client, customer or vendor
- Talking about co-workers, clients, customers, or vendors using racial, ethnic, religious, or other unprofessional terms
- Making insulting, degrading, threatening, or otherwise offensive or hostile comments, graffiti, posters, writings, gestures or actions
- Starting or perpetuating rumors, false statements, or gossip
- Displaying, wearing, or transmitting inappropriate images, messages or communications, including through voicemail, email, text messages, instant messaging systems, or any form of social media

containing ethnic, racial or religious slurs, sexual content, or anything that may be construed as harassment or disparagement of others

- Anything else that reasonably could be thought by another employee, client, customer, or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile, or offensive workplace

Any employee who engages in harassment will be subject to constructive counseling, up to and including termination of employment.

## Reporting Harassment

Any victim of or witness to harassment is urged to notify Sodexo of the offending conduct immediately. If you believe that you, or another employee, have been subjected to harassment, whether by a manager, supervisor, client, co-worker, customer, vendor, or any other person in the work environment, you should promptly inform Sodexo in any of the following ways:

- Follow the procedures described in the Promise of Respect and Fair Treatment
- Notify your manager
- Notify your manager's manager
- Notify a Sodexo Human Resources representative at the PeopleCenter

**Harassment may occur whether the person engaging in the offensive conduct intends to harass or not.**



While you are welcome to call the PeopleCenter, we encourage you to report your complaint directly to management to ensure your complaint gets the most prompt and thorough attention possible.

All complaints will be taken seriously. Any manager who receives a complaint of, or has knowledge of, harassing behavior must immediately report it to the PeopleCenter for investigation, even if the employee does not wish to make a formal complaint. Failure to do so may result in constructive counseling for the manager, up to and including termination of employment.

Retaliation against victims of and/or witnesses to harassment, or against anyone who cooperates in an investigation of harassment, is prohibited. Reporters of harassment may not be blamed for “causing problems.” Engaging in retaliation will result in constructive counseling, up to and including termination of employment.

Reports of harassment will be investigated thoroughly and promptly. Employees must cooperate and be truthful if they are contacted by a Human Resources or management representative relating to a harassment investigation. Sodexo will strive to maintain the confidentiality of information revealed in the investigation as much as possible and release information arising out of a complaint or investigation only on a need-to-know basis. Employees should be aware, however, that certain information may have to be disclosed for an effective investigation to be conducted.

If, after investigation, the Company determines that harassing conduct has occurred, we will take immediate action to address that conduct and attempt to make sure it does not occur again.

## Pro Employee Philosophy

Sodexo strives to provide you with an environment where you can achieve personal, professional, and financial well-being. We will work with you to make your growth our priority. We offer training and developmental opportunities so that you may

flourish and grow in meeting your goals. We also believe that the most rewarding and productive employment relationships occur when there is good communication between managers and employees. We encourage open and honest dialogue among all employees.

If a miscommunication occurs, Sodexo has established policies and practices to help resolve these issues. The Company encourages you to bring issues to your manager. In turn, we promise to listen to those concerns with respect and to do our best to resolve the issues directly.

Sodexo respects the rights of its employees to unionize or not to unionize, as they choose. The Company will not discriminate or retaliate against any employee for supporting or opposing a union. Where employees have chosen to be represented by a union, Sodexo’s policy is to engage in good faith bargaining with that union and to abide by the terms of any agreement reached between Sodexo and the union.

This Handbook shall not be construed to interfere with, restrain, or coerce employees in the exercise of their right to self-organization, to form, join, or assist labor organizations, to bargain collectively through representatives of their own choosing, to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, or to refrain from any or all such activities.

We will enable  
you to flourish  
with us.

## Raising a Concern Through the Promise of Respect and Fair Treatment

The Promise of Respect and Fair Treatment allows you to express your concerns and obtain guidance from your manager or Sodexo Human Resources representative if you feel you have been treated unfairly in some way. It is our hope that the use of this policy will encourage respectful and fair treatment of all employees.

You are assured the following rights by our Company's Promise of Respect and Fair Treatment Policy:

- Freedom to express your complaint or concern
- To be heard in an atmosphere of respect and cooperation
- To be heard without fear of retaliation
- To have your complaint acknowledged by a member of Sodexo's management team in a timely manner
- To move to the next level of the process if you do not receive a timely or satisfactory response

We provide you with an environment of strong and open two-way communication.



## Promise of Respect and Fair Treatment

### Steps for Raising Any Complaint or Concern

You are encouraged to follow these steps in a timely manner so that your complaint or concern can be investigated and resolved promptly.

**Step 1:** Contact your immediate manager, either verbally or in writing. If you are not satisfied with the response, you may proceed to Step 2 with the same concern or complaint.

**Step 2:** Contact the next higher level of management in writing. (Frontline employees may request additional review, escalating to one management level above your site manager). If you are not satisfied with the response, you may proceed to Step 3 with the same concern or complaint.

**Step 3:** Contact the PeopleCenter. Human Resources will investigate the situation and will convey the Company's final position to you.



## Benefits

### Benefits Overview

Sodexo employees make significant contributions that improve the quality of life for our clients, customers and in the communities we serve. In return, Sodexo is committed to caring for our employees in the same way that we care about our clients.

Our goal is to improve the quality of life of our employees now and into the future. We strive to provide a benefits package that offers provisions for protection, professional development, and personal time off, as well as programs that allow employees to share in the success of the Company.

If you are a full-time employee you are eligible for most benefit plans.

The list on the right provides an overview of the main benefits offered by Sodexo. 📌 \*

Detailed information on these benefits and others is found on Sodexo LINK.

If you have any questions about these benefits, ask your manager if your unit participates in Sodexo's standard plans. Some units have customized plans, and you may need to get benefits information from your manager.

If you are eligible for Sodexo's standard plans, go to the Sodexo Benefits Center referenced on page 44.

Sodexo is proud to offer benefits coverage to same and opposite sex domestic partners of our employees.

#### For Your Health

- Medical Insurance
- Dental Insurance
- Vision Plan
- Advocacy Services

#### For Your Financial Well Being

- Disability Insurance
- Life Insurance
- Flexible Spending Accounts: Health Care Spending Account and Family Care Spending Account
- 401(k) Retirement Savings Plan (note: exclusions may apply)
- Credit Unions
- Direct Deposit
- Employee Discounts

#### For Your Personal Life

- LifeWorks
- Tuition Reimbursement
- Service Awards
- Paid Vacation and Sick Leave (may vary by location)
- Other Types of Leave

## Family and Medical Leave Act (FMLA)

### Basic Leave Entitlement

In accordance with the Family and Medical Leave Act (FMLA), Sodexo provides eligible employees with up to 12 weeks of unpaid, job-protected leave in a 12-month rolling-backward period for the following reasons:

- For incapacity due to pregnancy, prenatal medical care, or childbirth
- To care for the employee's child after birth, or placement for adoption or foster care
- To care for the employee's spouse, son, daughter, or parent, who has a serious health condition
- For a serious health condition that makes the employee unable to perform their job





## Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on covered active duty or called to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period.

## Eligibility Requirements

You are eligible for FMLA leave if you have 12 months of service, have worked 1,250 hours over the previous 12 months, and at least 50 employees are employed by Sodexo within 75 miles of your worksite.

## Taking Leave

FMLA leave may be taken in a block of time or, when medically necessary or due to a qualifying exigency, leave may be taken intermittently or on a reduced leave schedule. Leave taken intermittently must be taken in no less than 30-minute increments. Available paid time off, such as vacation, sick days, and personal days, may be substituted for unpaid leave, in accordance with Company policy.

## Benefits and Protections

Employees on approved FMLA leave will continue to be eligible to participate in Sodexo's medical, dental, vision, disability, and life insurance plans if the employee continues to pay their portion of the insurance premiums while on FMLA leave. 🌸 Upon return from FMLA leave, under most circumstances, Sodexo will restore you to your original or equivalent position with equivalent pay, benefits, and other employment terms. The FMLA provides minimum standards for family and medical leave. You may be entitled to additional leave under state or local law. You can find more information about your and Sodexo's rights and responsibilities under the FMLA in the notice posted at your unit, on Sodexo LINK, and/or by contacting your manager or your Human Resources representative at the PeopleCenter.

## Additional Support for Your Professional and Financial Well-Being

In addition to the benefits offered by the Company to support your professional and financial well-being, Sodexo strives to create an environment that recognizes and rewards your performance in living our values and helping us grow.

## Compensation Philosophy

Sodexo's compensation philosophy is to provide you with compensation that is competitive within the markets where we do business. Our commitment is to maintain a consistent, fair, non-discriminatory, and affordable compensation program that attracts, retains, and motivates a high-quality workforce and enables the Company to advance in our mission.

## Performance Development System

We believe in providing opportunities that enable our employees to develop to their fullest potential recognizing that you play a key role in developing yourself. We encourage you to seek out an informal mentor within the organization and to take advantage of all training opportunities available. As you progress in your job, ask your manager or Human Resources about other opportunities for growth. Information on how to search for career opportunities is listed on page 43.

## Performance Reviews and Appraisals

We are committed to giving you feedback to help you perform your job to the highest quality. Performance reviews provide you and your manager with a good opportunity to discuss how you are doing in your position. We encourage you to talk with your manager about any concerns you have about your performance at any time. You do not have to wait for your manager to initiate a formal discussion.

## Learning Opportunities

Through Sodexo's Learning and Performance organization, you have access to learning opportunities specially designed to help you give your best to our clients and customers. The flexible learning tools are designed for you and are based on the competencies needed for success at Sodexo.

Whether you are a management, professional, or frontline employee, Sodexo has the tools and resources to help you grow. Our programs prepare employees to respond to an increasingly unpredictable and dynamic business environment. Sodexo is committed to leading edge learning solutions designed to create a competitive advantage through our people.



### With Sodexo, you can reach your fullest potential.

As an employee, you have equal opportunity to advance to other positions. We encourage you to set your own professional goals and to let your manager know of your interest in growth. Advancement or promotion decisions are typically made as part of a competitive posting process and are based on your ability to perform your given job (as shown by your past and present performance) and the needs of the business, which may change over time.

## Employee Referral Program

By referring top talent, you play a vital role in Sodexo's growth. Star Finder, our employee referral program, makes it easy for Sodexo employees to refer talented individuals to our Company for exempt positions. Some of our best candidates are the people you know as friends, family, and professional contacts. All Sodexo management and hourly employees are encouraged to participate in the Star Finder program, and may be eligible for a financial reward ranging from \$250 to \$2,000 for each referral hired. Referred candidates cannot be current Sodexo employees. More information can be found at [www.sodexostarfinder.com](http://www.sodexostarfinder.com). 🌟 🔍

## Protection of Employee Information

Sodexo respects the privacy of information of current and former employees. It is the goal of the Company to ensure that information about employees is collected, stored, and released in compliance with Company guidelines and applicable law. Information regarding a current or former employee will be released by the Company to third parties in accordance with Company policy and applicable law. For information on how to obtain employment and salary verification for outside entities, please see page 44.

We encourage you to refer qualified employees to Sodexo.

## Reviewing Your Personnel File

You may review your personnel file at a time and place mutually convenient to you and your manager or the Human Resources representative who maintains your file. To request an appointment to review your file, complete a request form which you can find on Sodexo LINK.

Once you complete the form, return it to your manager who will work with you to set a date and time for the review. Although you may not remove items from your file, you may request a copy of any documents that you have signed. Copies of additional documents will be provided at the discretion of management or as required by applicable law.

## Reporting Changes to Your Personnel File

When you were hired, you provided information to place you on the Company's payroll and to initiate your benefits (such as your name, Social Security Number, address, insurance beneficiary, number of dependents, etc.). It is important to keep your records accurate; therefore, please report any changes promptly.

You can change basic information, including your home address and phone numbers, through Employee Self-Service or directly with the appropriate Company vendor. \*

If you wish to change other information in your file you believe is incorrect or incomplete, you should review your concern with your manager. Your manager and Human Resources will review the matter and either change the information as you requested or will inform you that they will not make the change and provide you a reason for the refusal.

If your change request is denied, you will have the opportunity to prepare a written statement for your file explaining why you disagree with the decision and your version of the disputed matter.



# Safety In The Workplace



Safety is one of the founding pillars on which we base our mission to improve quality of life for millions of people every day. That starts with valuing and protecting the lives of the people who deliver our services - our employees. Our global safety campaign, Have A Safe Day, focuses on three primary objectives:

- Strengthen awareness of safety at every level of our organization, initiating new habits and behaviors to reinforce our safety culture
- Create a Zero Harm mindset based on the belief that all injuries are preventable
- Make us responsible for our safety and the safety of those around us so that all of our employees return home safe every day

The general safety precautions provided here are to assist in keeping you, your fellow employees, customers, and the public safe. We encourage you to use sound judgment and common sense at all times to reduce the risk of injuries and accidents.

Health and Safety is an integral part of Sodexo's mission to improve quality of life. We count on you to work with us to integrate Health & Safety into everything we do to minimize risk to our employees, customers, and the environment.

We are committed to providing working conditions and client services that are safe and healthy. Safety is a condition of employment for all Sodexo employees.



**Keep safety top of mind as you do your job and  
make safe behaviors part of daily life.**

## Develop A Zero Harm Mindset

It is important that you learn and practice safe work behavior in the day-to-day tasks you do as well as in the non-routine tasks you might perform. This is part of developing a zero harm mindset. To strengthen this mindset, practice the 3 Checks for Safety before you start any task:

# 3 checks FOR SAFETY

### CHECK 1

## DO I KNOW HOW TO DO THE JOB?



Take the time to make sure you fully understand everything you need to be safe. Doing the job right ensures your safety and the safety of those around you.

### CHECK 2

## DO I HAVE THE RIGHT EQUIPMENT



There is specific Personal Protective Equipment (PPE) and tools for each job. Be sure that you have all the tools and equipment you need to work efficiently and safely, for example, a hard hat, protective goggles or a pair of gloves when handling hot dishes.

### CHECK 3

## IS MY ENVIRONMENT SAFE?



Look around you – safety risks can be everywhere. A chair left in the hallway after a team meeting. A loose electric cable left unchecked. Accidents can stem from the smallest things, check that your surroundings are safe before carrying out your job.

## SPEAK UP



If the answer is “no” to any of the checks, share your concern with your supervisor.

HAVING A SAFE DAY IS IN YOUR HANDS!

### It is the policy of the Company to:

- Minimize loss due to injury and accidents through positive programs of accident prevention, safety and health standards, and fire protection
- Comply fully with all applicable government guidelines, including but not limited to, the Occupational Safety and Health Act (OSHA) and similar state and local laws

Violation of any of the safety policies described in this Handbook may lead to constructive counseling up to and including termination of employment.

## Safety Starts With You

Employees at every level of the organization are expected to fully comply with the Company's overall safety initiatives. Your manager will share with you the specific job hazards you need to be aware of, enforce the safe work practices that are expected, provide you with proper equipment and training, and take immediate action to control or eliminate all hazards. Following these basic safety rules will help Sodexo maintain a safe workplace, keep you aware of hazards and help prevent personal injury or the injury of a co-worker or customer:

- Follow the correct procedures for completing your tasks and never take shortcuts
- Be alert and awake on the job
- Wear required personal protective equipment and maintain it in a sanitary condition
- Do not use equipment until you have received proper instruction about the correct operating and cleaning procedures
- Obey safety signs and directions
- Clean and organize your workspace
- Maintain a clear and easy route to emergency exits and equipment
- Wash your hands frequently, using the proper handwashing techniques
- Speak up. Notify your manager immediately of any unsafe condition or procedure you may find, even if it has not yet caused a problem

## Injury or Accident Reporting

You are required to report any on-the-job injury or accident immediately, no matter how minor, to your manager. Doing so will ensure needed first aid is administered and will expedite payment of medical bills and appropriate compensation, including Workers' Compensation, if applicable. It also ensures Sodexo's compliance with the laws governing reporting deadlines. Finally, it allows the manager to investigate the root cause of the incident while the facts are still fresh in everyone's memory so we can take appropriate steps to prevent a similar incident.

Sodexo will not retaliate against any employee who reports an unsafe work condition, injury, or accident, or makes a claim in good faith for Workers' Compensation, regardless of resolution. If you suffer a work-related injury/illness, we will attempt to bring you back to work in accordance with legal requirements and/or Company policy.

## Hazardous Materials "Right to Know"

The "Right to Know" Act requires all employers to comply with the following requirements:

- Maintain a listing of hazardous materials and safety data sheets (SDS)
- Provide copies of the SDS to any employee who requests them
- Provide training to employees who use materials classified as hazardous

At Sodexo, the materials we use which are classified as hazardous materials are, for the most part, cleaning chemicals. The list of materials and SDS are maintained at a specific location in each unit. Your supervisor/manager will advise you as to the location of this information.

When working with any chemical, follow these precautions of the "Right to Know" laws:

- Read the label of any chemical you use and follow the manufacturer's precautionary statement, hazard statements, and supplemental information for that chemical
- Do not mix different chemicals
- Make sure all containers are labeled correctly to show the product identifier, supplier identification, hazard pictograms, signal word, precautionary statements, hazard statements, and supplemental information
- Use chemicals only for their intended purpose
- Wear personal protective equipment as required by the SDS

## Environmental Laws

Sodexo partners with our clients, customers, and others with whom the Company conducts business to ensure protection of the environment is integrated into daily service operations and management systems.

“Environmental laws” are those laws, ordinances and regulations that protect against polluting the environment or creating unsafe conditions. It is the policy of Sodexo to comply fully with all applicable federal, state, and local environmental laws. The laws cover such things as correct disposal of hazardous waste, whether liquid or solid. Check with your manager for the lawful way to dispose of items such as kitchen grease, paint supplies, blood, or other items with bodily fluids.

No employee should knowingly violate any environmental law or conspire to conceal knowledge of a violation of an environmental law.

If you believe a certain activity or condition is in violation of an environmental law, you should immediately inform your manager or contact the Speak Up Ethics Line listed on Sodexo LINK.

## Life Safety Hazard Prevention

Situations with potential for serious injury are actively and continuously managed with the commitment of leadership and participation of employees. In general, employees must:

- Never operate machinery or equipment without appropriate training and authorization
- Never perform job tasks if you are not qualified or trained
- Never enter an area that has been barricaded without proper authorization to enter
- Never perform work on elevated surfaces without appropriate fall protection
- Apply the 3 Checks for Safety prior to beginning work

Always check with your manager prior to performing the following work to ensure that all hazards have been identified and control measures implemented:

- Disabling machinery or equipment to perform servicing and maintenance activities (lockout/tagout)
- Electrical work
- Hot work (welding, brazing, etc.)
- Working at height (scaffolding, suspended work platforms, roof work)
- Non-routine lifting operations
- Confined space entry

## Food Safety, Personal Hygiene, and Sanitation for Food Service Units

Sodexo has established extremely high standards with regard to personal hygiene, sanitation, and safe food handling. The following list addresses general food safety requirements that are applicable to all team members who work in food service operations:

- Follow the food safety program guidelines at all times
- Complete the Food Safety Training Requirements for Frontline Employees or the Food Safety Certification Requirements for Managers and Supervisors as indicated in the HACCP Manual/Food Safety Management System
- Notify your manager so appropriate action may be taken if you have symptoms associated with gastrointestinal illness (diarrhea, fever, vomiting, jaundice, sore throat with fever); if you have infected wounds, lesions, or boils; or if you are diagnosed with or exposed to an illness that can be transmitted through food
- Report any food safety concern to your manager
- Wash your hands frequently, using the proper hand washing techniques
- Wear disposable gloves and/or use clean, sanitized utensils when handling ready-to-eat food
- Keep your uniform or work clothing clean at all times
- Wear approved slip-resistant safety shoes and approved hair restraints
- Do not wear a watch or jewelry on hands and arms when handling food except one smooth-surface hand ring/band
- Follow the unit rules about eating, drinking, smoking, or using tobacco products in approved areas and at appropriate times
- Clean and bandage wounds or small cuts on your hands; cover with waterproof, disposable gloves
- Take and record temperatures on the HACCP Temperature Logs honestly and accurately, if applicable to your work duties

All new employees who work in food service must complete a two-step training program in food safety. You will be trained in personal hygiene and food safety procedures, and learn how to clean and sanitize as well as calibrate and use thermometers. You also will receive training in other areas such as: receiving and storing, preparing and cooking, food allergens, cleaning and sanitizing, and serving food.



## Driving Responsibilities

Driving is an important part of our personal and work lives. Driving is no time to multi-task. Sodexo requires you to stay focused on the road when driving is part of your job responsibilities. Employees who are asked to use a vehicle for Company business must:

- Provide a copy of a current and valid operator's license
- Use seat belts and any other passenger restraint devices installed in the vehicle and require passengers to do the same
- Obey all laws that apply to vehicles, traffic, and parking
- Not text message or use a handheld mobile device while operating a vehicle
- Not drive while impaired by drugs, including prescription drugs, or alcohol

All employees who use their personal vehicle on Company business for any reason, however incidental the use, must have personal auto insurance in effect at the time of such use, otherwise business use of a personal vehicle is strictly prohibited.

## Required Driver Training

If your position requires driving using either a Company vehicle or your personal vehicle, you must complete the following Driver Safety Training modules and complete the Driver's Safety Training Sign Off Form (your manager will assist you to access this training):

- Winter Driving
- Backing and Parking
- Texting and Driving

## Be Prepared for an Emergency

The best way to know what to do in an emergency is to plan ahead. To take the guesswork and confusion out of an emergency situation, each unit manager is required to provide emergency response training and to have a current emergency response plan. Learn and practice emergency response procedures before an actual emergency arises.

From time to time, Sodexo may have the need to create policies regarding specific emergencies (e.g., natural disasters, global pandemics, etc.). If so, your manager will inform you of the additional protocols that will be required, and updates will be posted on Sodexo LINK.

## Policy Against Workplace Violence

We are committed to creating a safe and positive work environment for all our employees. The Company takes a zero-tolerance approach to acts or threats of workplace violence. Any act or threat of violence will be taken seriously and investigated immediately by the Company.

While it is not possible to list all circumstances that constitute threatening and violent behavior, the following are some examples of behavior that violate this policy:

- Use of threatening, intimidating, or abusive language and/or gestures
- Use or possession of firearms, explosives, stun guns, ammunition, or any other type of weapon on Company or client property unless such possession is protected by law
- Stalking of employees or customers
- Workplace sabotage
- Fighting, hitting, or otherwise committing violence toward any employee or customer
- Throwing objects
- Verbal threats to harm another individual or destroy property

If you observe, know, or learn about any acts or potential acts of violence, you should immediately contact one or more of the following:

- Your manager
- Client security department personnel, if available, at the account or in the facility
- The PeopleCenter

In all cases, the complaint and the investigation will be handled as confidentially as possible. The only people informed about the situation will be those directly involved or those with a need to know.

Sodexo will not retaliate against anyone who in good faith reports or cooperates in an investigation of possible workplace violence.

If an investigation confirms threatening or violent behavior has occurred, the manager and Human Resources representative will determine what action is appropriate. Significant threats or acts of violence will ordinarily result in termination of employment. In certain situations, individuals who violate this policy may be required to obtain counseling or other available assistance to remain employed.

**Sodexo has zero tolerance  
for workplace violence.**

## Sodexo provides a safe, productive and secure working environment.

### Workplace Security

Sodexo is committed to protecting the safety and security of:

- Employees and their possessions
- Clients, customers, and their possessions
- Company/client property

You may not bring potentially dangerous items onto Company/client property including, but not limited to, unauthorized controlled substances, illegal drugs, firearms, ammunition, or weapons of any sort, unless such possession is protected by state or local law. Possession of any prohibited item on Company/client property will be grounds for constructive counseling, up to and including termination of employment.

We may, at Company expense, provide lockers, locks, and desks for your convenience. You should not place any other lock on a Company-issued locker or desk. We are not responsible for any articles placed or left in a locker or desk that are lost, damaged, or stolen. All lockers and desks remain Company/client property.

Sodexo may open and inspect lockers and desks, as well as any contents or articles that are in lockers or desks. Unattended articles on Company/client property also are subject to inspection. Such an inspection can occur at any time, with or without advance notice or consent. An inspection may be conducted before, during, or after working hours by any manager or security personnel designated by the Company.

Sodexo and/or its clients may use video recording devices at work locations to prevent theft, ensure the safety of employees, customers and the public, or otherwise monitor the workplace. Video recording will not be used in private areas such as locker rooms and restrooms.

If Sodexo has a reasonable suspicion that you are in unauthorized possession of Company/client property, another employee's property, a prohibited substance, a dangerous item, or that your work performance or behavior may have been influenced in any way by alcohol

or drugs, a manager may request you to submit to a search of your clothes and/or possessions. This right includes, but is not limited to, the inspection of parcels, packages, purses, lunch boxes, briefcases, and cars on Company/client premises. If you refuse to submit to a search, you may be subject to constructive counseling, up to and including termination of employment.

Managers are responsible for ensuring the protection of an employee's rights to privacy and should follow the Company Policy Manual for detailed guidelines on when and how to conduct a search of an employee's person or property.

### Other Security Practices

For the safety of our employees and the security of our business, Sodexo requires that all employees follow the practices listed below:

- Enter the facility through the entrance designated by your manager or the client, and go only to those areas authorized by your manager
- Wear an identification badge, if one has been issued to you, at all times while at work. Such badges remain the property of the Company/client and must be turned in
- Keep receiving entrance locked, except when receiving deliveries
- Know where security panic buttons are and how to use them if your unit has them
- Do not resist any robbery attempt; follow reasonable commands and never follow or chase a robber. Remember—money and product are not worth jeopardizing your safety or the safety of any employee, client, or customer
- Report any suspicious activity to your manager and/or on-site security

# What We Expect



Sodexo strives to provide you an environment where you can flourish and grow. We want you to be successful. To help you succeed, we believe it is important to set clear expectations of performance and behavior. We expect you to perform your job duties to the highest professional, ethical, and business standards at all times. This chapter will provide you with a general overview of Sodexo's policies. Please note that violation of any of these policies may result in constructive counseling, up to and including termination of employment.

Perform your job duties to the highest professional, ethical, and business standards at all times.

## Use of Constructive Counseling

Sodexo promotes and preserves a safe, productive, and pleasant work environment, which enables you to achieve your highest level of productivity and self-fulfillment. We require all employees to meet the standards of performance and conduct that have been established for their jobs. When employee performance or conduct does not meet Company standards, the constructive counseling process is used to ensure understanding of the expectations. Through our constructive counseling process, your manager will decide what action is appropriate by considering such factors as your work history, frequency of policy violations, conduct, past and present level of performance, and the seriousness of your offense.

Counseling actions may include coaching, written warning, and/or termination of employment. The action taken will be appropriate to the problem behavior or performance issue. The use of any or all of these options is up to the business judgment of the manager in light of the severity of the offense and all circumstances surrounding the unsatisfactory performance or inappropriate behavior, and there is no guarantee that you will be issued progressive discipline. Some types of performance or behavioral problems are so serious that they result in immediate termination of employment.



## Constructive Counseling Actions

### Coaching

If an employee's unsatisfactory performance or conduct persists after discussion or is sufficiently serious, the employee may be told of:

- The unsatisfactory performance/conduct
- The level of performance or conduct that is expected and a reasonable deadline by which that must be achieved
- What actions may be taken if the violation or unsatisfactory performance occurs again

### Written Warning

A written warning may be issued when an employee's conduct is serious enough or an employee does not correct unsatisfactory performance or conduct discussed in a coaching.

### Investigatory Suspension

Employees may be placed on investigatory suspension to allow the Company time to investigate facts surrounding a serious performance or conduct problem.

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## Termination of Employment

Termination of employment may occur when an employee's performance does not improve after constructive counseling or when an employee's conduct is sufficiently serious.

While the Company hopes to correct most types of unsatisfactory performance or conduct through constructive counseling measures, some types of performance and misconduct are so severe they may warrant termination without any prior constructive counseling. Examples of these types of violations include, but are not limited to, the following:

- Any violation of the Company's Ethical Conduct Policy
- Insubordination or failure to carry out reasonable requests made by the manager or supervisor
- Theft, attempted theft, or removing Company, client, or co-worker property from the premises without proper authorization
- Willful misuse or destruction of Company, client, or a co-worker's property
- Sleeping during work time
- Walking off the job
- Any violation of the Company's Drug and Alcohol Use policy, including the possession or consumption of unauthorized controlled substances or alcoholic beverages, or being under the influence of unauthorized controlled substances or alcoholic beverages on Company time or on Company/client premises
- Gambling on Company time or on Company/client premises
- Sexual harassment, other harassment, discrimination, and/or retaliation in violation of Company policy
- Any violation of the Company's Workplace Violence Policy, including threatening, intimidating, or violent behavior
- Possession of a dangerous weapon on Company/client premises, unless such possession is protected by law
- Any disorderly conduct, such as profanity or yelling, including the use of vulgar, abusive, or obscene language, while on Company/client premises or arising out of Company business
- Falsification of Company-related documents, including, but not limited to, records of time worked, payroll records, expense reports, employment applications, or any application for leave of absence
- Grossly negligent conduct that results in a workplace injury, accident, or otherwise causes a workplace hazard
- Conviction of a crime or off-duty conduct that relates to the employee's fitness for employment
- Failure to abide by Company policies, including but not limited to confidentiality, proprietary information, use of the Company's electronic communication systems, and conflict of interest
- Other serious misconduct



## Ethical Conduct

We believe in conducting our business in accordance with uncompromising ethical standards. As an employee you should never give up these ethical standards for personal or business gain. You must avoid all situations or interests that conflict with your responsibility to the Company.

### Conducting business ethically requires that employees:

- Obey all relevant laws, including employment and employment-related laws within your operating region
- Treat others fairly, with dignity and with respect
- Prepare all Company records, including financial records, carefully, accurately and with honesty and integrity
- Report financial conditions and results of operations honestly and promptly
- Deal honestly and fairly with the Company and its clients, customers, suppliers, and financial partners, including responding truthfully to any work-related inquiry or investigation
- Avoid actual and potential conflicts of interest (situations where you make or influence a decision that may result in personal gain for you or others closely associated with you, including loaning money to or borrowing from other employees)
- Avoid the improper giving and receiving of entertainment, gifts and gift cards (for gifts valued at more than \$50, seek approval from your manager prior to receiving or giving the gift) and always seek legal approval for gifts and entertainment to government officials (as defined by Company policy)
- Safeguard the Company's assets (supplies, equipment, and premises of the Company and/or its clients are not to be used for personal use without prior permission and arrangement of adequate payment)
- Protect confidential and proprietary information of Sodexo (as defined by Company policy), clients, customers, employees, and others from whom we may receive confidential information

- Conduct yourself in a manner which does not adversely affect the Company's or the client's integrity, reputation, or credibility
- Separate your personal political activities from the Company's business
- Report observed violations of standards to your manager, or through the Speak Up Ethics line

You are expected to understand and comply with the laws and regulations governing your areas of responsibility. Every employee is expected to share the Company's commitment to business integrity by maintaining the highest legal and ethical standards.

## Employment Laws

We expect everyone at Sodexo to comply with all federal, state, and local employment laws. Posters with descriptions of certain applicable laws are posted in your workplace and/or described in detail on Sodexo LINK. If you have any questions or concerns about these laws, please contact your manager or the PeopleCenter.

## The Speak Up Ethics Line

You are strongly encouraged to report any violations of Company policies, instances of unethical conduct, or other business abuse to your immediate manager. If, however, you are unable to contact your immediate manager or you are uncomfortable contacting your manager, you may call the Speak Up Ethics Line at 800-422-7358.

This toll-free telephone service is administered by an outside third party that will gather information from you about the concern. This information will be forwarded to the appropriate Company representative for review.

Posters outlining our Ethical Conduct Policy and the Speak Up Ethics Line number are posted in your workplace, and information is also available on Sodexo LINK. Sodexo prohibits retaliation against anyone for making a good faith report of a suspected violation of a Company policy, unethical conduct, or other business abuse.

## Appropriate Conduct

At Sodexo, we believe it is important to treat others with respect and dignity. Showing respect to each other through words and actions is an important foundation for creating a fair and professional work environment where each person is valued and each contribution is recognized. Open and honest two-way communication creates an environment of trust where people feel comfortable sharing their thoughts and opinions. Your suggestions and ideas, along with your efforts to provide our customers with the best service possible, are welcome and contribute to our individual and collective success.

## Attendance and Punctuality

We expect you to be punctual and report to work as scheduled so we can meet the service expectations of our clients and customers.




## Provide Notice If You Will Be Late or Absent

Sodexo understands that life is unpredictable and sometimes employees unexpectedly need to be off from work due to illness (self or immediate family) or other unplanned critical event.

You should self-monitor for symptoms of illness, and you should not report to work if you have a fever or other indication of contagious illness.

In all cases of absence or tardiness, you must contact your manager or supervisor or appropriate designated person before the start of your shift and/or regular start time and provide an honest explanation for missing work. If you fail to provide notification of absence for three consecutive workdays, we will consider that you have voluntarily resigned. We reserve the right to require, at any time, a medical clearance or verification from your health care provider, or a family member's health care provider, or other appropriate documentation to explain your tardiness or absence.

Employees must follow the attendance policy applicable to their unit or workplace, which contains detailed attendance, punctuality, and notification standards. Employees who fail to follow their unit/workplace attendance policy will be subject to constructive counseling, up to and including termination of employment. 

If the unit/workplace does not have a specific attendance policy, an employee will be subject to constructive counseling, up to and including termination of employment, if the Company determines that the employee's absenteeism/tardiness is excessive and/or affects the delivery of services.

## Limitations on Employment of Relatives

Sodexo seeks to hire the most qualified applicant for any open position. On occasion, that applicant may be the relative of a current employee.

The employment of relatives in certain positions may create an opportunity for a conflict of interest or the perception of favoritism. Therefore, Sodexo will not, without prior approval of the Segment Vice President of Human Resources, place a non-temporary, full or part-time employee under the direct supervision of a relative, or in a position or department where he or she:

- Approves the wages or working conditions of a relative
- Audits, verifies, or is entrusted with money received or handled by a relative
- Has access to confidential information (such as payroll and/or personnel records) about a relative

For the purposes of this policy, relatives include, but may not be limited to: spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, cousin, niece, nephew, or domestic partner. For relationships other than these, Sodexo reserves the right to apply this policy if there is, in the Company's judgment, sufficient potential for conflict of interest or a perception of favoritism.

This does not mean we do not want you to refer friends and family to our employee referral program, Star Finder, listed on page 20.

## Professional Relationships Among Employees

Sodexo is committed to providing an enjoyable and professional working environment for every employee. To accomplish this, we make every effort to ensure that our facilities are free from any form of harassment and that all employment opportunities are based on merit and sound business decisions and not on factors such as favoritism.

Inappropriate relationships involving employees and managers can have potential negative impacts on the Company and its employees, which may include, but are not limited to:

- Allegations of sexual harassment
- The appearance of favoritism
- The creation of conflicts of interest
- Other damage to the business relationships between employees

For these reasons, Sodexo expects all managers and supervisors to maintain professional and business-like relations with employees at all times which includes, but is not limited to, refraining from the following types of relationships with direct and indirect reports:

- Romantic or sexual relationship
- Ongoing social relationship outside of work

- Outside business relationship
- Landlord-tenant relationship or other joint living arrangement

This policy is not intended to preclude Company managers from hosting or participating in occasional lunches or social events with their direct and/or indirect reports in the interest of maintaining good working relationships.

## Professional Client and Customer Relationships

We expect you to maintain business relationships with clients and customers in the most professional and ethical manner possible. We strongly discourage you from establishing inappropriate relationships with clients and customers, because such relationships can have potential negative impacts on the Company, its employees, and its clients and their customers, which may include, but are not limited to:

- Allegations of sexual harassment
- The appearance of favoritism
- The creation of conflicts of interest
- Other damage to the business relationship between the Company and the client

For these reasons, the Company expects its employees to maintain professional and businesslike relations with its clients and customers at all times, which includes, but is not limited to, refraining from the following types of relationships:

- Romantic or sexual relationship
- Outside business relationship
- Landlord-tenant relationship or other joint living arrangement

Clients and customers include:

- The employees of a client
- The patients of a health care facility
- The students of an educational facility
- Other customers of a client

This policy, however, does not prohibit a Sodexo employee who is a student at an educational facility from entering into a relationship with another student. Additionally, this policy is not intended to stop our managers from socializing with clients in the interest of maintaining good business relationships.

## Requirement to Inform

If you enter into a relationship described above with an employee, client, or customer, you must inform your manager of the relationship. During the course of the relationship, Sodexo reserves the right to evaluate the impact of the relationship on Sodexo's legitimate business interests and to take appropriate steps to minimize any impact on its interests.

## Confidential and Proprietary Information

As a Sodexo employee, you may have access to confidential and proprietary information. "Confidential Information" includes information such as, but not limited to, financial records and reports, contracts, strategy and marketing plans, and information received in confidence from clients, and does not include information employees are permitted to discuss under the National Labor Relations Act. Employees and former employees are required to maintain the confidentiality of Confidential Information about the Company, and Confidential Information we receive from clients, customers, vendors, suppliers, and various others with whom we conduct business. Confidential Information should be shared only on a need-to-know basis and not outside the Company. If you have any questions about whether particular information is confidential and/or proprietary, treat it as confidential until you can obtain guidance. You should contact your manager or the PeopleCenter if you have any questions or concerns.

## Solicitation/Distribution Rules

Our goal is to create a work environment where employees have the time, tools, and support necessary to perform their jobs without distraction. Therefore, we prohibit solicitation during work time as it may cause co-workers to neglect their own work, interfere with the work of others, or make employees feel uncomfortable or coerced. The Company may permit a limited number of charitable solicitations on behalf of Company-sponsored charities.

Under this policy, you may not:

- Solicit for any cause during work time or solicit other employees who are on work time

- Distribute literature of any kind during your work time or distribute literature of any kind to other employees who are on work time
- Distribute literature at any time for any cause in working areas

Work time does not include authorized breaks or meal periods or other times when you are not responsible for performing work tasks. Working areas do not include break rooms, sidewalks, parking lots, and other similar areas, unless it is part of your job, or the job of the employee being solicited, to work in that location at that time. Prohibited solicitation includes promotion of membership and subscriptions for any public or private enterprises. We also strictly prohibit any non-employee from entering onto non-public premises the Company owns or controls to solicit or distribute literature to our employees.

## Restrictions for Bulletin Boards

Bulletin boards are an important way of communicating. However, because we often do not have enough space at our facilities, our bulletin boards are for Sodexo business-related posting only. The bulletin boards are used to post information that is legally required and Company-approved. You may not post a notice or remove or deface any notice on such bulletin boards.





## Recording Workplace or Work-Related Discussions Prohibited

We believe in open lines of communication among all employees. Therefore, recording (via tape, digitally, by cell phone, or other device) of any conversations, whether face-to-face or on the telephone, whether in secret or openly, is strictly prohibited.

The recording of such conversations often discourages candid discussion. Moreover, the secret recording of workplace or work-related discussions is offensive and, in some states, may subject you to criminal and civil liability.

In limited situations, the Company may record Company business presentations or training for a specific business purpose. Participants must be informed that the presentation or training is being recorded.

## Limitations on Outside Employment

Second jobs are discouraged if they affect, in any way, your ability to perform your job with us. If you have a second job, including self-employment or employment with a Company client, and we determine that your outside work interferes with your job performance and/or your ability to meet our job requirements, you may be required to terminate the outside employment. No preference or special consideration will be given to you because you hold a second job.

Employment that creates a conflict of interest with the business or interests of our Company is prohibited. If you want or need to engage in outside employment that actually or potentially conflicts with our business interests, you must submit a written request to your manager and receive written approval from a District Manager/Client Executive or above.

## Limitations on Use of the Company's Electronic Communications Systems

The Company's "electronic communications systems," which include but are not limited to email, instant messaging, mobile devices, the Company's intranet, voicemail, telephone, fax and other portable or desktop hardware devices (including but not limited to tablets, desktop computers, and laptop computers) or software are provided by Sodexo to help employees carry out their business activities. Our electronic communications systems are the Company's property, installed and maintained to facilitate communications related to Sodexo business. These systems are to be used for legitimate Sodexo business purposes.

Sodexo permits some limited personal use of these systems that does not interfere with the employee's work time or with Sodexo's use of its systems for business purposes. Limited personal use includes brief email transmissions between or among individuals. Bulk or mass email transmissions (i.e., transmissions to more than 10 addressees, whether sent to all addresses at the same time or to each one individually) for commercial, political, charitable, or other non-business reasons are considered personal use, and are prohibited unless you have received prior approval from Sodexo management.

The Company expects every employee to use computer software and its related documentation strictly in accordance with the applicable license agreement. The Company does not permit the illegal use or duplication of software.



It is expected that all electronic communications systems will be used responsibly and in accordance with the Sodexo Employee Guide to Information Security and all other applicable policies.

The Company prohibits employees from using its electronic communications systems to:

- Engage in communications that violate the Company's policies regarding discrimination and harassment
- Access sexual or pornographic internet websites, chat rooms, or any other sites inappropriate for a work environment and/or inconsistent with Sodexo policies

- Promote private or personal business activity
- Disclose proprietary, confidential, or non-public Company information (as defined by the applicable Company policy), except for legitimate business purposes

Sodexo reserves the right to access, review, copy, and delete any electronic communications sent, received or stored on its electronic communications systems, without notification. Personal messages and personal use of any electronic communications systems cannot be considered private and are subject to the same access rights.

## Use of Social Media

“Social Media” includes all types of posting on the internet, including, but not limited to, original posts, websites, website comments, blogs, social networking sites, online forums, and news sites. The Company embraces Social Media as an important tool of corporate and business engagement. In addition, the Company recognizes that employees are increasingly using Social Media for both personal and business reasons.

Employees who wish to create a Social Media site for work purposes must follow the approval process and abide by the guidance contained in the applicable policy in the Company Policy Manual.

The Company permits limited and occasional personal use of Social Media during working time, as long as such use does not interfere with the employee’s job responsibilities, the business of the Company, and/or otherwise violate Company policy.

Sodexo’s policies apply to off-duty personal use of Social Media when the employee either: (1) identifies as a Sodexo employee (either explicitly in a posting, or generally on their Social Media page); (2) discusses the Company or co-workers in any manner, or discusses customers, clients, vendors, and/or suppliers as related to their association with Sodexo; (3) engages in Social Media communications or interactions with co-workers, customers, clients (including employees of clients), vendors, or suppliers; and/or (4) engages in Social Media communications that reasonably could be thought by another employee, client, customer, or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile, or offensive workplace. Anything posted in Social Media can go viral. Even if you do not identify yourself as a Sodexo employee, you may be identified by others as a Sodexo employee, which may lead the Company to issue constructive counseling.

## Public Information for News Media

It is the policy of the Company that, in releasing information with corporate implications to print and broadcast media, we must “speak with one voice.” Do not make statements or comments on the Company’s behalf to the media. If you are asked by the media to speak or comment on the Company’s behalf, contact your manager or Corporate Communications immediately.

## Drug and Alcohol Free Environment

We are committed to creating a safe workplace free from drugs and alcohol. The Company complies with all applicable laws, including but not limited to, the federal Drug-Free Workplace Act of 1988. Under federal law, marijuana is an illegal controlled substance with no currently accepted medical use. Accordingly, the Company’s prohibitions include a prohibition on the use/possession of marijuana at all of its locations in the United States.

The unlawful manufacture, distribution, dispensation, sale or attempted sale, purchase, use, consumption or possession of alcohol, unauthorized controlled substances, illegal drugs, or drug paraphernalia of any kind, is prohibited while you are on work time or on Company/client premises or in a Company/client-supplied vehicle.

Being under the influence of an unauthorized controlled substance, illegal drug, or alcohol on Company/client premises, in Company/client-supplied vehicles, or during work hours is prohibited. This rule also prohibits consumption of alcohol at the end of a client catering event or on Company/client premises at the end of a work day.

The sole exception to this policy is for alcohol use for employees who are guests at Company/client-sponsored events, and in those instances, conduct must remain professional.

If a doctor prescribes you a drug, you should ask your doctor whether use of that drug will affect your ability to work safely and effectively. If you are told by your doctor that a prescribed drug may adversely affect your ability to perform your job safely, efficiently, and/or effectively, you should inform your manager or Sodexo Human Resources representative of the situation so an accommodation can be considered, if appropriate.

Employees convicted of violating any criminal drug statute must notify the Company within five days of the conviction.

## Seeking Help

If you have problems because of drug or alcohol use or dependency, we encourage you to get counseling and may require that you seek assistance from our Employee Assistance Program offered by LifeWorks. \* If we require you to complete a treatment program as a condition of your continued employment, you may be placed on a leave of absence.

Your voluntary request for assistance with an alcohol or drug problem will not result in any constructive counseling. However, a voluntary request will not excuse any performance issues or misconduct you engaged in prior to your request.

## Drug and Alcohol Testing Policy

Sodexo reserves the right to require all employees be free of alcohol, unauthorized controlled substances, and illegal drugs. At present, pre-employment testing is conducted based on a client's request and/or legal requirements. In those cases, any offer of employment is conditional upon the results of a drug test showing the person is free of unauthorized controlled substances or illegal drugs. Any candidate who refuses to submit or fails to pass the pre-employment drug test will be rejected, and will not be eligible for consideration for 12 months.

In addition, where permitted by law, Sodexo reserves the right to require drug and/or alcohol testing of any current employee, and to implement constructive counseling, up to and including termination of employment, for any employee who refuses to submit to a test or who tests positive for drug or alcohol use. Before engaging in any constructive counseling, Sodexo will give an employee who tests positive the opportunity to explain the results. Drug and/or alcohol testing may only be conducted with the approval of the District Manager/Client Executive or above and the HR Business Partner.

## Separating from Sodexo

It is the policy of Sodexo to employ individuals "at will," unless otherwise stated in a written agreement signed by an authorized Sodexo executive. "At will" means that:

- The employee has the right to resign at any time for any reason (voluntary termination)
- The Company may terminate the individual's employment at any time for any lawful reason (involuntary termination)

## Voluntary Termination of Employment

A termination is considered voluntary when you:

- Give notice of your intent to resign from the Company
- Are absent from work for three consecutive scheduled work days without notifying the Company
- Fail to return to work or contact Human Resources at the end of an approved leave of absence

When you plan to resign, you should:

- Notify the Company in writing
- Submit the notification to your manager at least two weeks prior to the anticipated last day of employment

If you resign under favorable terms, you are eligible for rehire should you wish to rejoin the Company.

Following your separation, you will receive any earned and/or vested, but unused, vacation pay in accordance with the applicable vacation plan. \* Sodexo does not pay out unaccrued/unvested vacation leave, unused sick leave, or unused personal days, unless required to do so by state law.

Employees are required to return all Company property upon separation. Failure to do so may make you ineligible for rehire.

If you were considered eligible for rehire at the time of your separation, but the Company later learns you engaged in misconduct during your employment that would have warranted termination, you will be considered ineligible for rehire.



# You And Your Unit



## Appropriate Attire and Appearance

Sodexo has high standards of dress, grooming, and personal hygiene for all employees. Safety and cleanliness are essential parts of providing high-quality service to our customers. All employees are expected to exercise sound judgment with regard to personal appearance, dress, and grooming to enable them to be most effective in the performance of their duties. 📌

## Minimum Standards of Grooming/Hygiene for all Sodexo Employees:

- Practice good hygiene through regular bathing and use of deodorant/antiperspirant and reasonable oral care
- Cover all cuts, rashes, or minor skin eruptions
- Keep hands clean and fingernails trimmed and neat (nail coverings including polish, acrylics, tips and gels are not permitted for food service employees)

## Minimum Standards of Dress for Frontline Unit Based Employees:

- A clean uniform, if a uniform is required per unit or client policy
- Hat or hair covering, if required by unit uniform policy
- Name tag
- Safe, slip-resistant shoes
- For food service employees, no jewelry with the exception of one smooth, flat surface hand ring
- For food service employees, no false eyelashes





### Appropriate Dress for Employees not Required to Wear a Uniform:

- Neat, professional, casual slacks
- Skirts
- Sweaters, blouses, and collared shirts
- Polo and golf shirts
- Safe, flat, slip resistant, closed-toed shoes when working in the operations area of a unit
- Blazers, jackets or sport coats
- Any other requirements included in a unit specific policy



The following are examples of inappropriate dress for all employees unless part of a special uniform, permitted by office or unit policy, or for a special event: \*

- Jeans/denim pants
- Overalls
- Shorts of any kind
- Jogging suits, sweat suits or athletic wear of any kind\*
- Leggings, stretch pants, or stirrup pants
- Any garment which is excessively tight or revealing
- Undergarments worn as outerwear
- T-shirts\*
- Baseball caps\*
- Flip flops

(\*even if these items bear the Sodexo logo)

Face masks, if required at your unit, must comply with Sodexo guidelines for appropriate dress, and must be a solid color, free of graphics and writing.

### Jewelry and Tattoos

The Company recognizes that personal appearance, including jewelry and tattoos, is a form of self-expression. The Company will allow jewelry (for non-food service workers) and tattoos, unless they pose a conflict in the work environment. Factors used to determine whether jewelry or tattoos pose a conflict at work include, but are not limited to:

- Safety of the employee or others
- Whether productivity or performance of duties is diminished
- Perceived offense on the basis of protected characteristic(s)
- Client standards or requirements
- Customer or co-worker complaints

If a conflict is identified, the employee may be required to remove the jewelry and/or cover the tattoos.

Any employee who reports to work inappropriately attired may be directed to leave the premises and return home to change. The employee will not be compensated for the time away from work, unless required by law.

Sodexo recognizes the importance of individually held religious beliefs to persons within its workforce. Sodexo will reasonably accommodate employees' religious beliefs in terms of workplace attire unless the accommodation poses a safety hazard or creates more than a minimal burden on the operation. All requests for an accommodation should be referred to your manager.

Check with your supervisor/manager for any additional workplace-specific dress and grooming guidelines.

## Inclement Weather or Emergency Conditions

In our business, customers need our services, regardless of weather conditions. In the event of inclement weather, employees are expected to consider local road/travel conditions to determine if they can safely reach their work destination.

You are responsible for notifying your supervisor/manager if inclement weather will cause a delay in your arrival or prevent you from making it to work.

Your supervisor/manager will notify you of any schedule changes due to weather conditions or other emergency situations. If you do not hear from your supervisor/manager in these situations, please call the number provided at your unit or office. 📞

Check with your supervisor/manager when you have questions.

## Personal Phone Calls, Messages and Visitors

Unless you are given specific permission from your supervisor, your personal mobile device should be turned off during work time. To make the best use of your work time and for the safety and respect of others, you should limit personal phone calls and the use of electronic communication devices, including ear buds, to scheduled break times. Personal phone calls or using electronic communication devices during work time may result in constructive counseling.

Personal visitors are not permitted in unit work areas that are not open to the public. Further restrictions may be implemented at the unit.

## Smoking

In order to provide and maintain a safe and healthy work environment for all employees, the Company prohibits smoking or any tobacco use on all Company or client premises, except in designated smoking areas. This prohibition covers, but is not limited to, cigarettes, pipes, cigars, snuff, electronic cigarettes, and chewing tobacco and applies at all Company-sponsored off-site events and meetings and to all vehicles owned or leased by the Company. When smoking or otherwise using tobacco or similar products in a designated smoking area, do not leave cigarette butts or other traces of litter or tobacco use on the ground. Dispose of any litter properly in the receptacles provided for that purpose.

## Leaving and Returning to Work for Frontline Employees

Sodexo recognizes that there may be times when you need to leave the unit during work hours to conduct personal business. 📞 If you do need to leave the unit, make sure that you:

- Obtain permission from your supervisor/manager before leaving the premises. If you have a scheduled appointment, you must obtain advanced approval for your absence in accordance with your unit's attendance policy
- Accurately record your time when leaving and returning to work
- Check in with your supervisor/manager immediately upon returning

At the end of your work schedule, you are expected to leave our Company/client premises. Furthermore, before or after work hours, you are prohibited from entering into Company/client premises, not including parking areas, other outside areas or areas that are made available to the general public to the extent you are using the public areas in the same manner as a member of the public would be permitted to use them. For example, if you work in a hospital, you would be allowed to enter the hospital outside of work hours as a patient, or to visit a patient, but would not be allowed to meet with friends, co-workers, or others or go into areas that are not open to other patients or visitors.



## Work Hours, Breaks and Recording of Time

### Off the Clock Work Prohibited

Sodexo is committed to paying its employees in accordance with applicable wage and hour laws. For hourly paid/non-exempt employees, Sodexo strictly prohibits working “off the clock.” This means that you must not perform any unpaid work before your shift begins, after your shift ends, or during meal periods and/or legally mandated rest breaks. If, due to business demands, you need to start work early or work past your scheduled shift end time, you must obtain approval from your manager before you do so, and your timecard or other time record must accurately reflect the time that you worked. If you are asked to or do perform any work off the clock, you should immediately report it to the PeopleCenter so the situation can be corrected and you can be paid.

### Meal Periods and Rest Breaks

Meal periods and rest breaks may be granted by your manager as business needs allow and/or as required by law. The following applies to meal periods and/or rest breaks for hourly paid/non-exempt employees:

- Meal periods and legally mandated rest breaks are generally scheduled by management and included in the weekly schedule. If your meal period and/or legally mandated rest break is not included in the schedule, your supervisor/manager will inform you when to take it/them
- Work requirements will take precedence over the scheduling of meal periods and legally mandated rest breaks, as permitted by law (Note: Some states require meal periods and/or rest breaks at prescribed times)
- Employees must take the full allotment of time for their unpaid meal periods and/or legally mandated rest breaks

Employees must use the timekeeping system required by their workplace and accurately record their time.

- Employees should not be interrupted by work demands during their meal periods and/or legally mandated rest breaks, including through contact on their Company-issued or personal electronic communication device
- Meal periods and/or rest breaks should not be combined, saved up, or used to leave work early
- Employees who smoke are not entitled to additional rest breaks
- Your manager will let you know the designated meal period and/or rest break areas
- Employees are not to leave the premises during their meal periods and/or rest breaks without notifying their supervisor/manager
- Child labor laws may require special meal periods and/or rest breaks for employees under 18 years of age

Exempt employees are expected to manage their time worked, including breaks, in a manner that best meets the business needs and their responsibilities in their functional areas.

## Recording of Time

Employees must use the timekeeping system required by their workplace and accurately record their time.

If you are an hourly paid/non-exempt employee, you must:

- Record the time(s) you begin and end your shift(s) during your work day
- Record the start and end of your unpaid meal period(s)
- Record only your own time; do not record time for another person
- Notify your manager if you have any problem recording time and/or of any corrections or modifications needed to your time record. These must be documented and initialed by the manager and the employee on the Punch Exception Log 🌟
- If your unit uses the Frontline Manual Timesheets, you must return your timesheet to the designated area immediately after you sign in/out; time records are the property of Sodexo and should not be removed from the assigned area
- Approve your time record at the end of each pay period after verifying its accuracy

Notify your manager or the PeopleCenter as soon as possible if you believe your paycheck does not fully compensate you for all hours worked during the applicable pay period.

If you are an exempt employee, you must timely report your use of “exception pay” (such as sick, vacation, personal, or other non-productive time) through KRONOS, the Company’s electronic timekeeping system. 🌟 If Segment timekeeping requirements for exempt employees are more specific for contract or audit compliance, those must be followed system.

Falsifying your own or tampering with another employee’s time record is prohibited. If you are found to have intentionally falsified a time record, you will be subject to termination of employment.







## Pay Periods/Pay Distribution

Sodexo pays its employees either weekly or biweekly, depending upon unit practice and/or state law. Employees receive their pay with a statement listing itemized gross pay and deductions. Direct any questions regarding your pay to your manager. Electronic pay and all pay statements can be viewed through Employee Self Service. **Please note that we do not cash paychecks at our units.**

## Payroll Deductions

Sodexo is obligated by law to deduct certain items from an employee's pay.

These items include, but are not limited to, the following:

- Federal Income Tax (FIT)
- Social Security and Medicare (FICA)
- State Income Tax
- Local Income Tax
- Child Support, Garnishments, and/or Levies with proper court order

Additional payroll deductions for items such as health insurance, other benefits, or donations to the Sodexo Stop Hunger Foundation and/or Employee Disaster Relief Fund require the employee's authorization.

# Electronic pay options save you time and money

## Payroll Direct Deposit

Sodexo mandates electronic pay (either through direct deposit or the Money Network Service) where permitted by state law. \* If your state does not permit mandatory direct deposit, we encourage you to use it. Direct deposit offers you several advantages:

- Minimizes delays in receiving your pay due to delivery services outside the control of the Company such as inclement weather, strikes, or vehicle breakdowns

- Eliminates lost or stolen checks
- Eliminates "holds" on out-of-state checks
- Eliminates the need to physically transfer sums of money between financial institutions
- Encourages savings
- Contributes to saving the environment by going paperless

Please see your manager or Sodexo LINK regarding enrollment in electronic pay options through Employee Self Service.

## Lost or Stolen Paycheck

Report lost or stolen paychecks to your manager immediately. You will need to complete the appropriate paperwork as directed by your manager. Your manager will then contact the appropriate Payroll Department to request they "stop payment" and reissue the check.

# Sodexo Resources



## Career Opportunities:

<http://www.sodexousa.com/home/careers-usa/index.html>

## Corporate Communications:

443-569-6530

## Credit Unions (MEFCU)

800-821-7280 [www.mefcudirect.com](http://www.mefcudirect.com)

## First Commonwealth Federal Credit Union (FCFCU):

888-821-2400 [www.firstcomcu.org](http://www.firstcomcu.org)

## Employee Self Service:

Register and receive pay statements online, manage direct deposits, contact information, tax withholdings and more.

Frontline employees must register for Employee Self Service; follow registration instructions on Sodexo LINK, keyword search: Employee Self Service.

Managers may access via Sodexo\_Net: Click on Employee Self Service from the Quick Links or search keyword: Employee Self Service.

## Emergencies and Natural Disasters:

888-763-3946

First point of contact for emergencies such as tornado, hurricane, pandemic, earthquake, or terrorist attack.

### Employee Disaster Relief Contributions:

- Log into Sodexo LINK
- Search EDRF
- Click on the One-Click donation link, or:
- Log on to Employee Self Service (ESS)
- Click the *Pay and Taxes* tab
- Drop down, click Deductions
- Follow the instructions to add a new deduction for the Sodexo Employee Disaster Relief Fund

### Employee Service Center:

877-PAY-SDXO (877-729-7396)

Monday to Friday, 8 a.m. to 8 p.m. ET, and

Saturday, 8 a.m. to 5 p.m. ET.

Employees can call this number to get answers to questions about their pay, and manage their personal pay information including contact information, direct deposit set up and tax withholdings.

### Employment Verification Services:

Employment and salary verification for loans, mortgages, etc.

800-367-5690

[www.theworknumber.com](http://www.theworknumber.com)

Sodexo Employer Code 10286

### LifeWorks:

Offers FREE confidential counseling to full-time (non-temporary and non-union) employees and family members. Counselors can research many topics for you. The website offers resources, moderated chats, podcasts, and workshops on a large number of topics. Services are available 24 hours a day, 7 days a week.

866-675-6566 (English)

888-732-9020 (Spanish)

TTY/TDD: 800-346-9188

[login.lifeworks.com](http://login.lifeworks.com)

(Company code: sod-your employee ID)

### Sodexo 401(K) Retirement Savings Plan (Voya):

866-7 MY PLAN (866-769-7526)

[www.MySodexoSavingsPlan.com](http://www.MySodexoSavingsPlan.com)

### Sodexo Benefits Center:

855-668-5040

[www.SodexoBenefitsCenter.com](http://www.SodexoBenefitsCenter.com)

Learn about the specific benefits for which you are eligible and obtain general plan information. You can also change plans or coverage amounts, add or enroll dependents if you have a qualifying event, order materials, and ask questions. New hires/rehires and those newly eligible for

benefits can enroll for benefits online or by phone during their enrollment window and benefits-eligible employees can enroll in or make changes to benefits coverage during the Annual Enrollment period each year.

Additionally, the Sodexo Benefits Center offers Advocacy Services to help employees navigate tough benefits issues including billing and claims disputes. Call the Sodexo Benefits Center to be connected to an advocate.

### Sodexo Claims Reporting

(Employees cannot report their own injuries):

888-872-5676

Call for all Workers' Compensation, general liability, auto liability and food related claims

### Sodexo Health, Safety, & Environment (HSE):

800-763-3946, x44547

### Sodexo Corporate Headquarters:

9801 Washingtonian Blvd.

Gaithersburg, MD 20878

[www.sodexoUSA.com](http://www.sodexoUSA.com)

800-763-3946

### Sodexo HR/PeopleCenter:

Call 855-SodexoHR (855-763-3964) or email

[HumanResources-PeopleCenter.USA@sodexo.com](mailto:HumanResources-PeopleCenter.USA@sodexo.com)

Speak to a Sodexo HR representative in English or Spanish Monday thru Friday from 8 a.m. to 6 p.m. ET

### Sodexo LINK ([www.sodexolink.com](http://www.sodexolink.com)):

One-stop employee website for HR information and help. Available 24/7 in English and Spanish using any smartphone, tablet or computer.

### Stop Hunger and Sodexo Stop Hunger Foundation:

800-763-3946, x44848

[www.HelpStopHunger.org](http://www.HelpStopHunger.org)

Facebook: [@SodexoStopHunger](https://www.facebook.com/SodexoStopHunger)

Instagram: [@sodexostophunger](https://www.instagram.com/sodexostophunger)

Twitter: [@StopHungerUSA](https://twitter.com/StopHungerUSA)

YouTube: [SodexoSTOPHunger](https://www.youtube.com/SodexoSTOPHunger)

### Employee Contributions

- Log on to Employee Self Service (ESS)
- Click the *Pay and Taxes* tab
- Drop down, click Deductions
- Follow the instructions to add a new deduction for the Sodexo Stop Hunger Foundation



# In Closing

Once again, we would like to wish you a long and satisfying career with Sodexo. It is our hope that our policies and the information contained in this Employee Handbook will provide you with a healthy, safe and productive work environment that will improve the quality of your life and will support you in your personal, professional, and financial goals. If you have any questions about any of the material contained here, please do not hesitate to ask your manager.



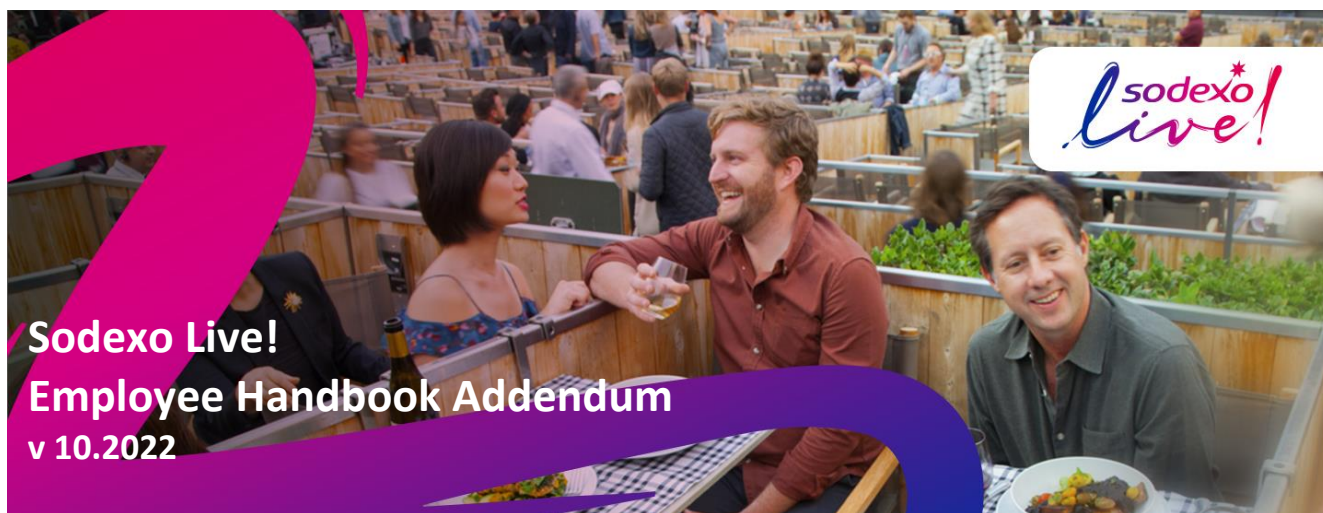


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## ***Getting Human Resources Information and Help***

Sodexo Live! (a Sodexo Company) employees who remain on the legacy Centerplate Payroll and HR systems (a.k.a, “non-ADP payroll” employees) do not currently have access to the PeopleCenter or Sodexo Link. Where these resources are referenced in the Sodexo Handbook, an icon indicates that you should refer to this addendum for segment-specific information, or contact a member of the Sodexo Live! Human Resources Team for more information.

### **Reasonable Accommodation**

Reasonable Accommodations are managed through Sodexo Live! Human Resources.

### **Equal Employment Opportunity and Policy Against Harassment**

If you believe that you have been discriminated against, harassed, or subjected to retaliation, you should promptly inform Sodexo Live! in any of the following ways:

- Follow Steps 1 through 3 described below in the Promise of Respect and Fair Treatment,
- Notify your manager,
- Notify your manager’s manager or,
- Notify a Sodexo Live! Human Resources Representative.

### **Promise of Respect and Fair Treatment**

**Step 1:** Contact your immediate manager, either verbally or in writing. If you are not satisfied with the response, you may proceed to Step 2 with the same concern or complaint.

**Step 2:** Contact the next higher level of management in writing. If you are not satisfied with the response, you may proceed to Step 3 with the same concern or complaint.



**Step 3:** Contact the next higher level of management in writing. If you are not satisfied with the response, you may proceed to Step 4 with the same concern or complaint.

**Step 4:** Contact Sodexo Live! Human Resources and they will investigate the situation and convey the Company's final position to you.

## Benefits

For employees that are benefits-eligible (non-union, full-time), Sodexo Live! offers comprehensive benefit options to promote health and financial security for you and your family. Please contact a member of the Sodexo Live! Human Resources Team, or refer to the Sodexo Live! Intranet site for information on current offerings and Summary Plan Descriptions (SPDs).

## Paid Time Off

### Vacation

After completion of six (6) months of employment, employee will be eligible for vacation:

#### Exempt Full-Time Employees

Completed Years of Service	Potential Days per year	Maximum Accumulation	Potential Accrual Rate Per Month
Less than 5 years	10	15	0.833
5 years but less than 10 years	15	20	1.250
10 years or more	20	25	1.667

#### Non-Exempt Full -Time Employees

Completed Years of Service	Potential Days per year	Maximum Accumulation	Potential Accrual Rate Per Month
Less than 2 years	5	7.5	0.417
2 years but less than 6 years	10	15	0.833
6 years or more	15	20	1.250

**Payment for Accrued and Unused Vacation.** Sodexo Live! believes that vacation is important to the health and well-being of our employees and encourages all employees to utilize their vacation days. Therefore, Sodexo Live! will not carry over unused vacation days at the end of the year or pay for unused vacation days at the end of the year or upon an employee's separation of employment, regardless of the reason for separation, unless otherwise required by applicable law.

### Sick Leave

Full time employees earn up to a maximum of Six (6) days.

**Holidays – *these may vary***

New Year's Day  
Martin Luther King Jr.'s Day  
Presidents Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve  
Christmas Day

**Benefits and Protections - Family Medical Leave Act**

The Family Medical Leave Act (FMLA) for Sodexo Live! employees is currently managed by Sodexo Live! Human Resources.

**Employee Referral Program**

Sodexo Live! does not currently have an Employee Referral Program

**Reviewing your Personnel File and Reporting Changes to Your Personnel File**

Request an appointment to review your personnel file with your manager or local Human Resources Team Member.

Sodexo Live! employees should promptly report changes to their basic information, including home address, phone numbers, name changes (marital status), by notifying their manager.

Employees should contact Payroll or Human Resources with all other changes.

**Injury or Accident Reporting**

You are required to report any on-the-job injury or accident immediately, no matter how minor, to your Sodexo Live! supervisor/manager.

**Food Safety, Personal Hygiene, and Sanitation for Food Service Units**

Currently, Sodexo Live! employees do not complete a two-step training program in food safety. Discuss with your manager any safety-related requirements for your position or venue.

**Required Driver Training**

If your position requires driving, forklift, Company vehicle, you must complete the Sodexo Live! safety training.

## The Ethics Line

Sodexo Live! now participates in the Speak Up! Ethics Line, with cases being managed by an appropriate member of the Sodexo Live! Human Resources Team.

Speak Up Ethics Line allows anyone to report unethical behaviors that are contrary to our Code of Conduct. All reports will be carefully reviewed. By speaking up, you help keep your workplace fair for everyone. Visit: [www.speakup.sodexo.com](http://www.speakup.sodexo.com) or call: 800-422-7358.

## Drug and Alcohol-Free Environment, Seeking Help

Sodexo Live! does not utilize Sodexo LifeWorks, but offers an Employee Assistance Program (EAP) through our health benefit partners. Please reach out to Corporate Human Resources for current information.

## Drug and Alcohol Program

Drug and/or alcohol testing may only be conducted with the approval of the Vice President or above and Corporate Human Resources. Sodexo Live! reserves the right to use drug and/or alcohol tests (including urinalysis or blood tests) under certain circumstances. ***In every case, Sodexo Live's Corporate Human Resources Department must determine the appropriateness and oversee any testing and approve of any testing programs.***

**PRE-EMPLOYMENT TESTING:** Testing for drug or alcohol abuse may be conducted only after a conditional offer of employment has been extended. Pre-employment testing for controlled substances (other than alcohol) may be required for prospective employees whose jobs include driving a Company vehicle, who are subject to the Federal Highway Administration's Drug Testing Regulations, or whose jobs include driving a Company vehicle within states that have adopted statewide Department of Transportation regulations on drug screening, or whose jobs include working at a facility where Sodexo Live's client is required to test such individuals for controlled substances.

**REASONABLE SUSPICION/PROBABLE CAUSE:** All current employees of Sodexo Live! may be asked to submit to a drug or alcohol test if there is probable cause to indicate that their ability to perform work might be impaired. Factors that could establish "probable cause" are referenced in the Sodexo Live! HR Policy.

**POST ACCIDENT TESTING:** All current employees of Sodexo Live! may be asked to submit to a post-accident test.

**RANDOM AND REGULARLY-SCHEDULED TESTING:** Sodexo Live! reserves the right to engage in random testing or regularly scheduled testing as permitted by law.

**FOLLOW-UP TESTING:** Follow-up tests may be utilized by Sodexo Live! as it deems necessary and in compliance with applicable law.

## Separation from the Company

Following your separation from the Company, you will not receive any vacation pay, unless required by applicable law.

## Appropriate Attire and Appearance

Please review your assigned location dress code with your manager or Human Resources

## Work Hours, Breaks, and Recording of Time

Notify your manager as soon as possible if you believe your paycheck does not fully compensate you for all hours worked during the applicable pay period. Sodexo Live! does not currently utilize KRONOS.

## Payroll Direct Deposit

Please contact your location Manager or Corporate Payroll regarding enrollment in electronic payroll.

## Important Sodexo Live! Resources

### Career Opportunities:

<http://www.sodexousa.com/home/careers-usa/index.html>

<https://chss.applicantpro.com/jobmap/>

### Emergencies and Natural Disasters: 888.763.3946

First point of contact for emergencies such as tornado, hurricane, pandemic, earthquake, or terrorist attack

### Sodexo Corporate Headquarters:

9801 Washingtonian Blvd. Gaithersburg, MD 20878

[www.sodexoUSA.com](http://www.sodexoUSA.com) 800 763 3946

## Sodexo Live! Corporate Human Resources Department

One Independence Pointe, Suite 305

Greenville, SC 29615

[hr.sodexolive.noram@sodexo.com](mailto:hr.sodexolive.noram@sodexo.com)

### Belong

**Teamwork/  
Feels like family**

We care. Our business is your business. Your career is our business. Everyone at Sodexo Live! Every individual is key to who we are. We're one unified big, beautiful team that relies on each other, and brings out your best. Because we all have an essential job to do.

### Act

**Diverse teams/  
Inclusive culture**

We value diversity, equality and inclusion. Come on in – the door's open! As a global company, our market is the world – therefore it's only right that our teams reflect all the incredible diversity it has to offer.

### Thrive

**Internal promotions/  
Professional growth**

We value personal and career growth. We'll help you fit in, train and yet stand out. No matter what you're looking for in a role, we will want to make it happen. Whether you're out for a rewarding job or a stellar career, you can be sure you'll have everything you need to be a success. Our future depends on yours.

### Be Live

**Create once in a  
lifetime memories**

We deliver exceptional events. Live every exceptional moment. At Sodexo Live! you won't just create the moment – you'll be part of some of the world's most memorable venues and events. From the championship match to the high-end gala. The rush of the big game to the delight of an evening soiree, you have the power to make every occasion simply exceptional.



## Employee Handbook and Addendum Acknowledgement

I, \_\_\_\_\_  
(Print Full Name) (Last four digits of Social Security No.)

acknowledge that I have been provided and reviewed information regarding the Sodexo Live! (a Sodexo Company) Handbook, Sodexo Live! Segment-Specific Addendum, and additional applicable policies. I understand that these documents are readily available for review, as well as, I can obtain a physical copy by contacting the Sodexo Live! Human Resources Department. I understand that the information contained in it represents guidelines with which I am expected to comply with as a condition of my employment. The Company reserves the right to modify this Employee Handbook and Addendum, amend or terminate policies, procedures, or programs at any time.

I understand that this Employee Handbook and Addendum is not a contract of employment, expressed or implied, between the Company and I, and I should not view it as such.

I further understand that I am employed at-will, meaning that either I or the Company may terminate our employment relationship at any time for any reason and that no manager or representative of the Company has any authority to enter into any agreement guaranteeing employment for any specific period of time.

### Employee

### Manager/Witness

Print Name \_\_\_\_\_

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_