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 encourage you to read this 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 to Sodexo employees on 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 Employee 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 law.

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.
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.

**Your future, so sodexo**

**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 and Checklists**

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. To see a Company policy, ask your manager to review the appropriate policy with you. If you have any questions or concerns about anything in this Handbook, ask your manager for more information. You will find a list of important phone numbers, email addresses and web addresses on page 72.

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, 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.
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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 and Benefits and Rewards Services that improve people’s well being, process efficiency and infrastructure reliability and quality. We also are introducing Personal & Home Services.

- **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 75 million consumers in 80 countries every day. In North America alone, we serve 10 million consumers at 6,000 client sites. Wherever we work, our dedication to making every day a better day for individuals and organizations comes from one goal—to positively improve Quality of Life.
Quality of Life 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 Education, Health Care, Senior Living, Business, Sports and Leisure, Government and Remote Sites. 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.

Our clients look to us because our focus is on their people, processes and infrastructure, and how to positively impact the Quality of Life for their people 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 benefits and incentives to recognition programs, childcare and 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 people 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 on 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 people 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 other jobs or duties that are not included in your job description. We ask you to be flexible and to 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!

Spirit of Progress

Our business is to serve others and to continuously improve the service 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!
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, as well as conducting our business with the strictest of ethical standards.

Statement of Commitment to Diversity

As a 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 a deeper commitment to the principle that diversity and inclusion will help us realize our greatest potential as a company and maximize the potential of all our employees.

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 you in your position. Employees are expected to come forward with any legal, ethical and/or safety concern. We maintain a policy against retaliation and Sodexo is committed to review and investigate, as appropriate, concerns raised.
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. Sodexo has made fighting hunger the central focus of our community service efforts through our STOP Hunger Initiatives.

STOP Hunger: Our Quality of Life Services play a vital role in health and wellness, safety, environmental quality and nutrition. By improving the quality of life for people, we help them and their communities grow and succeed. Our STOP Hunger program mobilizes entire Sodexo communities, including employees, consumers, clients and suppliers to join forces to make a difference by supporting many of our programs and partners.

Sodexo’s STOP Hunger program spans across 6 continents in 42 Sodexo host countries. Since 1996, Sodexo employees have been supporting our STOP Hunger program—by holding fundraisers, donating their time, resources and expertise, and encouraging clients and customers to join the fight against hunger.

Sodexo teams our people to STOP Hunger and start making a difference

Your participation in Sodexo’s STOP Hunger program is encouraged. Sodexo is proud of its employees’ community involvement. 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), tell us about it. Contact Sodexo’s Community Relations Team, 800 763 3946, x44848, or STOPHunger@SodexoFoundation.org.

Sodexo Foundation

In 1999, Sodexo Foundation was created, a not-for-profit organization committed to ending childhood hunger in America. Sodexo Foundation works to ensure that every child in the United States, especially those most at-risk, grows up with dependable access to enough nutritious food to enable them to lead a healthy, productive life. Two recognition programs of Sodexo Foundation include:
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.

To learn more visit SodexoFoundation.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 Servathon** – Sodexo sets aside the month of April for its employees globally to join forces to fight hunger in their communities. Servathon activities include fundraisers, food drives, volunteering at food banks, donating surplus food, and enrolling in ongoing payroll giving to Sodexo Foundation.

- **Food Donations** – Sodexo donates surplus perishable and non-perishable food to Feeding America members and other local food banks across the country. All of our accounts are encouraged to “recycle” surplus food.

- **Backpack Food Program** – a program of local food banks that Sodexo supports to provide weekend backpacks filled with non-perishable food for students who are at-risk of hunger.

- **The Campus Kitchens Project** – a national community service organization that works with students to share on-campus kitchen space, to recover food from cafeterias, and engage students as volunteers who prepare and deliver meals to the community.
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.
Equal Employment Opportunity and Policy Against Harassment

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 23.

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.

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, 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 may be subject to termination of employment.

Sodexo will make reasonable accommodation for the known physical or cognitive limitations of an individual with a disability who 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 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 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.

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
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 his or her 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, 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 his or her employment, performance review, wages, advancement, assigned duties, shifts, or any other term or condition of employment
- Sexual jokes
We are committed to providing you a workplace that is free of harassment

- Use of sexual epithets, 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, 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,” “boy,” “girl,” or “doll”

Inappropriate conduct may be sexual harassment even if the individual did not intend to harass. In addition, both males and females can be liable for sexual harassment; it can occur where both the harasser and the victim are of the same or opposite 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

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

The display, or transmission, of inappropriate images, messages or communications, including the use of voicemail or email systems, containing ethnic, racial or religious slurs, sexual content or anything that may be construed as harassment or disparagement of others, is prohibited.

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

**Reporting Harassment**

Any victim of 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

Harassment may occur whether the person engaging in the offensive conduct intends to harass or not.
If you do not feel comfortable notifying Sodexo in any of the ways described above, you may use the Business Abuse Hotline listed on page 72. If you choose to use the Business Abuse Hotline, you will be asked to identify yourself so someone may contact you to begin an investigation. While you are welcome to use the Hotline, 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 Company representative who receives a complaint of, or has knowledge of, harassing behavior must immediately report it to a Sodexo Human Resources representative for investigation, even if the employee does not wish to make a formal complaint. Failure to do so may result in constructive counseling, 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. Victims of harassment may not be blamed for “causing problems.” Engaging in retaliation will result in constructive counseling, up to and including termination of employment.

Complaints of harassment will be investigated thoroughly and promptly. Employees must cooperate and be truthful if they are contacted by a Sodexo 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 development 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 supervisors. 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 that agreement.

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.
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 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

Employees are encouraged to express a complaint or concern and use these steps in a timely manner so that the matter 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. 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 Human Resources. Human Resources will investigate the situation and will convey the Company’s final position to you.

You and your manager should complete the list of your contacts for the Promise of Respect and Fair Treatment on page 71 under Resources and Checklists.
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.

Information on these benefits and others is covered in more detail on www.iamsodexo.com.

If you have any questions about these benefits, first, 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 73.
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 child birth
- To care for the employee’s child after birth, or placement for adoption or foster care
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition
- For a serious health condition that makes the employee unable to perform his or her 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 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 his or her 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 law. You can find more information about your and Sodexo’s rights and responsibilities under the FMLA in the notice posted at your unit, and/or by contacting your manager or your Human Resources representative.
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 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 Sodexo Human Resources representative about other opportunities for growth. Another resource is the Career Center, see page 72 for more information.

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 or about your performance at any time. Keep in mind you do not have to wait for your manager to initiate a formal discussion.
Learning Opportunities

Through Sodexo’s Learning and Development 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. There are a variety of ways for you to develop your skills to grow and advance within our company. 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 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 and a friend’s individual success. 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 can be eligible for a financial reward ranging from $200 to $2,000 for each referral hired. Referred candidates cannot be current Sodexo employees. More information can be found at 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. In general, sensitive information about an employee’s performance or conduct will be released only to individuals with a legitimate need to know the information. Information regarding a current or former employee will be released 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 72.
Reviewing Your Personnel File

You are able to review your own 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, see your manager who will provide you a request form. Once you complete the form, return it to your manager who will work with you to set a date and time for you to review your file. 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 state 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 on the Company’s intranet 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 is denied, you will have the opportunity to place in your file a written statement explaining why you disagree with any such decision and explain your version of the disputed matter.
Your personal well-being is our driving force to provide you with a safe work environment. No job is so important that you cannot take time to do it safely, and this must be an important consideration in everything you do. All employees are asked to join us in contributing to an injury-free workplace.

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 safety judgment at all times and common sense to reduce the risk of injuries and accidents.
Safety First

It is important that you and your co-workers 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. Do not take safety shortcuts to save time—the prevention of injuries and accidents is the best use of time in the long run. Violation of any of the safety policies described in this Handbook may lead to constructive counseling up to and including termination of employment.

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 training and to have a current emergency response plan. Learn and practice emergency response procedures before an actual emergency arises.

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)

Keep safety in mind as you do your job and make safe behaviors part of daily life.
Accident and Injury Prevention

Your manager will share with you the specific job hazards you need to be aware of, enforce the safe work practices that are expected of all employees, and take immediate action to control or eliminate all hazards. Following these basic safety rules will keep you aware of hazards and help prevent personal injury or the injury of a co-worker or customer:

- Ask your manager about any additional safety policies specific to your unit
- Notify your manager immediately of any unsafe condition or procedure you may find, even if it has not yet caused a problem
- Do not use equipment until you have received proper instruction about the correct operating and cleaning procedures
- Use proper body posture to prevent injuries, whether working at a computer, carrying items or lifting heavy things
- Use safe lifting practices such as lifting with your legs and using team lifting or carts if you need to lift or move heavy items
- Seek immediate first aid for all injuries, if required
- Ensure all visitors wear required site-specific Personal Protective Equipment

Personal Protective Equipment

Personal Protective Equipment (PPE) for eyes, face, head, and extremities will be provided by Sodexo. Employees are required to maintain this equipment in a sanitary condition and wear this equipment whenever there is a reasonable probability of injury to an employee through absorption, inhalation, or physical contact. PPE includes but is not limited to such items as hard hats, goggles, face shields, respirators, hearing protectors, gloves, mitts, arm guards, aprons, protective clothing, boots, hard toe shoes, barriers and shields.

All hazards are controllable
Report Any Injury or Accident

It is mandatory that you report any on-the-job injury or accident immediately, no matter how minor, to your supervisor/manager. Completing the First Report of Injury Form (call in or online) will expedite payment of medical bills and wage compensation, including Workers’ Compensation, if applicable. It also ensures that we will be in 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 the appropriate steps to prevent a similar incident.

Sodexo will not retaliate against any employee who follows proper procedures and 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.

Food Safety, Personal Hygiene and Sanitation for Food Service Units

Your supervisor/manager is ultimately responsible for ensuring food safety throughout the facility. You have a responsibility to keep your work area clean and organized, to properly respond to any known hazards that are present, and to prevent potential hazards from occurring.

Sodexo has established extremely high standards with regard to personal hygiene, sanitation and safe food handling.

The following list addresses only 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 an illness that can be transmitted through food

- Wash your hands frequently, using the proper hand washing techniques

- Wear disposable gloves 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 and medical alert bracelets

- Follow the management guidelines 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, 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.

Sodexo has established extremely high standards with regard to personal hygiene, sanitation and safe food handling.
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 material.

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 manufacturers’ 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
Environmental Laws

The Company recognizes that excellence in health, safety and environmental performance is essential. To accomplish this, we partner 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. They cover such things as correct disposal of hazardous waste, whether liquid or solid. Check with your supervisor for the lawful way to dispose of items such as kitchen grease, paint supplies and blood or other items with bodily fluids. It is the policy of Sodexo to comply fully with all applicable federal, state and local environmental laws.

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

If you suspect a certain activity or condition is in violation of an environmental law or a violation of an environmental law has occurred, you should immediately inform your manager or contact the Business Abuse Hotline listed on page 72.

Lockout/Tagout

Lockout/tagout procedures are designed to prevent anyone from being hurt or even killed by a power source coming on unexpectedly during machine maintenance or repair. The locks or tags are put on and removed only by authorized personnel who have had approved training. If you have not put the lock or tag on, do not take it off. If you find that you need to have a lock or tag removed, contact your manager before proceeding.
Confined Space Entry Prohibited

Some plant operations and maintenance activities at our clients’ facilities have confined spaces included within the work area responsibilities of our contract. Do not enter any confined space without prior approval from the Environment, Health & Safety (EH&S) team, which is part of the Solution Center, located at Corporate Headquarters. For more information, contact your EH&S regional manager.

Other Safety Practices

For the safety of all 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 upon request

- Monitor all deliveries

- Keep receiving entrance locked, except when receiving deliveries

- Know where 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 supervisor and/or security
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 telephone or other electronic device while operating a vehicle
- Track business miles driven with their personal vehicles, if applicable, and submit for reimbursement

Policy Against Workplace Violence

We are committed to creating a safe and positive work environment for all of our employees. The Company takes a zero-tolerance approach to acts 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 a restriction is prohibited 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 or supervisor
- Client Security Department personnel, if available, at the account or in the facility
- Your Human Resources representative

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 Sodexo 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.
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. Possession of any prohibited item 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 articles placed or left in a locker or desk that are lost, damaged, or stolen. All lockers and desks remain Company/client property.

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

Sodexo provides a safe, productive and secure working environment.
client property, another employee’s property, a prohibited substance, or 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 employees’ rights to privacy and should follow the Company Policy Manual for detailed guidelines on when and how to conduct a search of employee property.
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 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 any 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.

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 a restriction is prohibited 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
- Conviction of a felony 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 gains. 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 records of financial transactions carefully, accurately and with integrity
- Report financial conditions and results of operations honestly and promptly
- Deal honestly and fairly with clients, customers, suppliers, and financial partners
- Avoid actual and potential conflicts of interest (situations where you make or influence a decision that may result in personal gain for yourself or others closely associated with you)
- Avoid the improper giving and receiving of gifts (for gifts valued at more than $100, seek approval from your manager prior to receiving or giving the gift)
- 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 for such)
- Protect confidential and proprietary information, as defined by Company policy, of Sodexo and clients, customers, employees, and others from whom we may receive confidential information
- Separate your personal political activities from the Company’s business
- Report observed violations of standards to your manager, Sodexo Human Resources representative, or through the Business Abuse Hotline

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. If you have any questions or concerns about these laws, please contact your Sodexo Human Resources representative.

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 regularly so we can meet the service expectations of our clients and customers.

Provide Notice If You Will Be Late or Absent

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 physician.

Frontline employees must follow their unit’s specific attendance policy, which contains detailed attendance, punctuality, and notification standards. Frontline employees who fail to follow their unit specific attendance policy will be subject to constructive counseling, up to and including termination of employment.

Out-of-unit hourly and/or management employees must follow the attendance policy established for their workplace. An out-of-unit hourly and/or management employee will be subject to constructive
counseling, up to and including termination of employment, if he/she fails to follow the applicable workplace attendance policy, or in the absence of a specific policy, the Company determines that his/her absenteeism/tardiness is excessive and/or affects the delivery of services.

The Business Abuse Hotline

You are strongly encouraged to report any violations of Company policies, instances of unethical conduct, or other business abuse to your immediate supervisor or Sodexo Human Resources representative. If, however, you are unable to contact your immediate supervisor or Sodexo Human Resources representative, or if you are uncomfortable doing so, you may use the Business Abuse Hotline listed on page 72. The Business Abuse Hotline is a toll-free telephone service 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 Business Abuse Hotline number are posted in your workplace.

Whenever possible, we highly recommend that you report concerns directly to your manager, your manager’s manager or a Sodexo Human Resources representative. 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.
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 Senior Vice President and Chief Human Resources Officer or the Market 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 (payroll, 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 don’t want you to refer friends and family to our employee referral program, Star Finder, listed on page 29.

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 officials or 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 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 Human Resources representative 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.

Under this policy, you may not, under any circumstance:

- 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 typically 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.

If your workplace allows you to post notices on a bulletin board designated for employees, those notices must be approved in advance by your manager and contain only information about charitable organizations.

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 tape recording of such conversations often discourages candid discussion. Moreover, the secret taping 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 tape or 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 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, “Social Media” (as discussed in the next section), mobile phone, BlackBerry®, the Company’s intranet, voicemail, telephone, fax and other portable or desktop hardware devices (including but not limited to 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 (cell phones, cameras, camera phones, and other mobile devices) 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, personal websites, blogs, social networking sites (such as Facebook®, You Tube®, LinkedIn®, or Twitter®), forums, message boards and chat rooms. 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 himself/herself as a Sodexo employee (either explicitly in his/her posting, or generally on his/her 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; and/or (3) engages in Social Media communications or interactions with co-workers, customers, clients (including employees of clients), vendors, or suppliers.
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. In addition, the Company will vigorously comply with all applicable laws, including but not limited to, the Drug-Free Workplace Act of 1988.

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

Being under the influence of an unauthorized controlled substance, illegal drug, inhalant 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 effectively, you should inform your manager or Sodexo Human Resources representative of the situation so accommodations can be made, if appropriate.
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.

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

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 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 a Sodexo Human Resources manager.
Separating from Sodexo

It is the policy of Sodexo to employ individuals “at will” which 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 intention 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.
Appropriate Attire and Appearance

Sodexo has high standards of dress, grooming, and personal hygiene for all employees. Safety and cleanliness is an essential part 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
- Cuts, rashes or minor skin eruptions must be covered
- Clean hands and trimmed, neat fingernails (nail coverings including polish, acrylics, tips and gels are not permitted for food service employees)
Minimum Standards of Dress for Frontline Unit Based Employees:

- Clean, pressed and stain free uniform as required per unit or client policy (Note: uniforms supplied by Sodexo are considered Company property)
- Hat or hair covering as 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 and medical alert bracelet
- For food service employees, no false eyelashes

Appropriate Business Casual 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, closed-toed shoes when working in the operations area of a unit
- Blazers, jackets or sport coats
The following are examples of inappropriate dress for all employees unless part of a special uniform, policy or 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)

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
- 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 his/her tattoos.

Any employee who reports to work inappropriately attired may be directed to leave the premises, return home to change and will not be compensated for the time away from work, unless prohibited 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 creates an undue hardship. The Company also will make reasonable
accommodations for disabilities, unless the accommodation creates an undue hardship for the Company. 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, including whether uniforms are required.

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.

Your supervisor/manager will do his or her best to notify all employees of any schedule changes due to weather conditions or other emergency situations. If you do not hear from your manager/supervisor in these situations please call the number provided on page 71.

Personal Phone Calls, Messages and Visitors

To make the best use of your work time and for the safety and respect of others, personal phone calls and use of electronic communication devices while you are at work should be limited to scheduled break times. Personal phone calls or texting during work time may result in constructive counseling. Unless you are given specific permission from your supervisor, your personal cellular phone and/or electronic communication device must be turned off during work time.

Personal visitors are not permitted in the 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 or 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 or anywhere else. Dispose of any litter properly in the receptacles provided for that purpose.

Leaving and Returning to Work for Frontline Employees

It is recognized 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 a manager before leaving the premises. If you have a scheduled doctor/dentist or other appointment, you must obtain advance approval for your absence in accordance with your unit’s attendance policy.

- Record your time when leaving and returning to work.

- Check in with a manager immediately upon returning.

At the end of your work schedule, you are expected to leave our Company/client premises. Furthermore, after work hours, you are prohibited from returning to Company/client premises, not including parking areas, other outside areas or areas that are made available to the general public.
Work Hours, Breaks and Recording of Time

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 or 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 supervisor before you do so. If you are asked to or do perform any work off the clock, you should immediately report it to your manager, Human Resources, or the Business Abuse Hotline so the situation can be corrected and you can be paid.

Employees must use the timekeeping system required by their workplace and accurately record their time.
Meal Periods and Rest Breaks

Meal periods and rest breaks may be granted by your manager as business needs allow and 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 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 have required 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 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 and the breaks they take to fulfill 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 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.

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 eTIME, the Company’s electronic timekeeping system. If Division timekeeping requirements for exempt employees are more specific for contract or audit compliance, those must be followed.

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 immediate termination of employment.
Pay Periods/Pay Distribution

Sodexo pays its employees either weekly or every other week, 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 under the Employee Self Service link at www.iamsodexo.com or on the Company’s intranet. 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 or other benefits require the employee’s written authorization.
Electronic pay options save you time and money.

Payroll Direct Deposit

Direct deposit is another benefit provided to you by Sodexo and one we encourage you to use. Direct deposit ensures that funds are deposited into your account regardless of whether you are sick, on vacation or traveling on business, and 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, 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 regarding enrollment in electronic pay options.

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 and request a “stop payment” and reissued check.
Contacts
Please confer with your manager to complete the following information regarding important contacts. Once complete, you may wish to photocopy this sheet to keep it handy at home and at work.

Your Division within Sodexo is: ________________________________________________________________

The highest level Manager at this unit is (name/title): ___________________________________________

Your District Manager is: ________________________________________________________________

Who to call if you will be absent or late

Name ____________________________ Telephone number ____________________________

Who to call if weather or other situation impacts travel and/or you need to determine if your unit is open:

Name ____________________________ Telephone number ____________________________

You have a voice at Sodexo. If you wish to raise a concern through the steps of the Promise of Respect and Fair Treatment your contacts are:

STEP 1: Your Immediate Manager/Supervisor is:

Name ____________________________ Telephone number ____________________________

STEP 2: Your Manager’s Manager is:

Name ____________________________ Telephone number ____________________________

STEP 3: Your next higher level of Management is:

Name ____________________________ Telephone number ____________________________

STEP 4: Your Regional Human Resources contact is:

Name ____________________________ Telephone number ____________________________
Important Sodexo Resources

Business Abuse Hotline:
800 422 7358
(available 24 hours a day/7 days a week)

Career Center:
www.iamsodexo.com > Careers at Sodexo
Sodexo Net, search keyword: Career Center

Corporate Communications:
800 763 3946 option 3, option 6

Credit Unions (MEFCU and FCFCU):
MEFCU:
800 821 7280
www.mefcudirect.com

First Commonwealth Federal Credit Union (FCFCU):
610 821 2403
www.firstcomcu.org

Employee Self Service:
Register and receive pay statements online, manage direct deposits, contact information, tax withholdings and more.
www.iamsodexo.com > Employee Self Service
Registration Pass Code: SODEXO-SODEXO (upper case)
Sodexo Net: Click on Employee Self Service from the Quick Links or search keyword: Employee Self Service

Emergencies and Natural Disasters:
First point of contact for emergencies such as tornado, hurricane, pandemic, earthquake, or terrorist attack
888 763 3946

Employee Service Center:
877 PAY SDXO (877 729 7396)
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.
Monday to Friday, 8 a.m. to 8 p.m. ET, and Saturday, 8 a.m. to 5 p.m. ET.

Employment Verification Services:
Employment and salary verification for loans, mortgages, etc.
800 367 5690
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.
888 267 8126 (English)
888 732 9020 (Spanish)
TTY/TDD: 800 346 9188
www.lifeworks.com
(user ID: Sodexo; password: Lifeworks)
www.iamsodexo.com > LifeWorks
Sodexo Net, search keyword: LifeWorks
Sodexo 401(K) Retirement Savings Plan (ING):
866 7 MY PLAN (866 769 7526)
www.MySodexoSavingsPlan.com
www.iamsodexo.com > Savings and Retirement
Sodexo Net, search keyword: Savings and Retirement

Sodexo Benefits Center:
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.
www.SodexoBenefitsCenter.com
855 668 5040

Sodexo Claims Reporting
(employees cannot report their own injuries)
Call for all Workers’ Compensation, general liability, auto liability and food related claims
888 872 5676

Sodexo Environment, Health & Safety
800 763 3946, x44547

Sodexo Corporate Headquarters
9801 Washingtonian Blvd.
Gaithersburg, MD 20878
www.sodexoUSA.com
800 763 3946

STOP Hunger:
800 763 3946, x44848
Website: SodexoFoundation.org
Facebook: Facebook.com/SodexoSTOPHunger
Twitter: https://twitter.com/STOPHungerUSA

www.iamsodexo.com:
This online gathering place for Sodexo employees will provide you with the latest Company news as well as information and resources for your personal, professional and financial well-being.
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.
Orientation Checklist
As a new employee you should meet with your manager to complete the following checklist. This document will be placed in your personnel file as part of your permanent record.

1. General
   - Watch the video: Frontline Orientation Tool - Catch the Sodexo Spirit
   - Review the Employee Value Proposition
   - Review services provided by Sodexo and clients in your unit
   - Complete and sign off on the following forms and documents:
     - Electronic I-9 via E-Verify System or paper I-9 form (Employment Eligibility Verification)
     - WOTC (Work Opportunity Tax Credit) forms
     - Advanced Earned Income Tax Credit
     - Tax Withholding Forms
     - Position Profile/Job Description
     - Unit Specific Work Rules Acknowledgement Form
     - Emergency Contact Form
     - Handbook Acknowledgement Form
     - Other required paperwork for your business segment or unit
     - Obtain Sodexo emergency contact card
   - Review and understand the following items/documents/processes:
     - Employee Rights and Responsibilities Under the Family and Medical Leave Act
     - Promise of Respect and Fair Treatment Policy
     - Contacts for your unit and the Promise of Respect and Fair Treatment under Resources and Checklists
     - Business Integrity brochure
     - Frontline Performance Evaluation
     - Organizational chart for your unit (and district and divisions if available)
     - www.iamsodexo.com website

2. Tour of Workplace
   - Review the function of each department and job, making introductions whenever possible
   - Review client security, safety, lockdown, and emergency procedures
   - Identify locations of:
     - Restrooms/locker rooms
     - Bulletin boards and understand their proper use
     - Timekeeping system and how to use
     - Posted work, meal period and rest break schedules
Parking area
Designated employee entrances
Emergency exits
Lost and found area
Hand sinks
Safety Data Sheets (SDS) storage
Smoking and tobacco use areas
Meal period and rest break areas

3. Pay Practices and Benefits
- Review Employee Self Service Brochure and Employee Self Service Portal
- Review the How to Read Your Pay Statement brochure
- Review how and where pay is distributed
- Review direct deposit form
- If applicable, review tip reporting procedures and how hourly rate is calculated
- Review payroll deductions, such as the STOP Hunger option and other common deductions
- Review benefits

4. Policies and Procedures
- Review Sodexo EEO and Harassment policies
- Review rules for smoking and tobacco use
- Review telephone use (calls/messages/cell phones/pagers)
- Review Visitors Policy
- Review unit’s meal period and rest break policy, including state specific requirements
- Discuss overtime policy and “no off-the-clock work”
- Review Attendance Policy, including:
  - Schedule change procedures
  - Requests for time off
  - Procedure for calling in late or absent
- Discuss release from work or return to work procedures, including medical documentation requirements
- Review the appropriate TOPS module on timekeeping for frontline employees
- For exempt and nonexempt, administrative/technical/professional employees review appropriate eTIME training for your timekeeping requirements
5. Uniforms and Appearance
- Obtain name tag, uniforms and review uniform policy
- Discuss uniform, safety shoes, and appearance standards including personal hygiene and laundering work clothes
- Discuss returning uniforms when leaving the Company
- Sign off on Uniforms and Company Property form

6. Safety/Sanitation
- Review PPE (Personal Protective Equipment; goggles, gloves, etc.)
- Sign off on Accident Prevention Form
- Sign off on Employee Health Reporting Requirement for Food Service Employees form (as applicable)
- Discuss in-service training
- Review accident/injury reporting procedure

7. As Applicable to Employee’s Position or Unit
- Inclement weather practices
- Complete employee drug-testing and physical examinations
- Complete TB (tuberculosis) testing
- Complete blood-borne pathogen testing
- Discuss isolation procedures
- Discuss immunizations offered
- Go over TOPS training system

8. Wrap Up
- Ask any remaining questions
- Review any due dates or appointments needed

We verify that the above checked items have been completed.

Employee’s signature: ____________________________ Date: ____________________________

Manager’s signature: ____________________________ Date: ____________________________

PLACE COMPLETED SIGNED FORM IN THE EMPLOYEE ‘S PERSONNEL FILE
Employee Health Reporting Requirements for Food Service Employees

I understand it is my responsibility as a food service employee to notify my supervisor and/or manager when I: (1) experience any of the symptoms listed in Section 1; (2) receive any medical diagnosis listed in Section 2; and/or (3) am exposed to any of the foodborne pathogens listed in Section 3, so that Sodexo management can take appropriate steps to preclude the transmission of foodborne illness.

1. Symptoms: I agree to notify my supervisor and/or manager any time I experience the onset of the following symptoms:
   - Diarrhea
   - Vomiting
   - Jaundice
   - Sore throat with fever
   - Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part

2. Medical Diagnosis: I agree to notify my supervisor and/or manager any time I am diagnosed by a health care provider with:
   - Norovirus,
   - Typhoid Fever (Salmonella Typhi),
   - Shigellosis (Shigella spp. infection),
   - E. Coli O157:H7 or other EHEC/STEC infection
   - Hepatitis A virus infection (within the last 30 days)
   - Any illness that can be transmitted through food.

3. Exposure: I agree to notify my supervisor and/or manager any time:
   - I am exposed to or suspected of causing any confirmed disease outbreak of Norovirus, Typhoid Fever (Salmonella Typhi), shigellosis (Shigella spp. infection), E. Coli O157:H7 or other EHEC/STEC infection, or Hepatitis A.
   - A household member is diagnosed with or attends/works in a setting experiencing a confirmed disease outbreak of Norovirus, Typhoid Fever (Salmonella Typhi), shigellosis (Shigella spp. infection), E. Coli O157:H7 or other EHEC/STEC infection, or Hepatitis A.
I have read (or had explained to me) and understand the requirements concerning my responsibilities under the Sodexo Employee Health Food Service Notifications, Restrictions and Exclusions policy. By my signature below, I agree to follow the reporting requirements contained in this document; abide by any work restrictions or exclusions that are imposed upon me related to an actual or potential foodborne illness; and engage in good hygienic practices.

I understand that failure to comply with the terms of this document could lead to constructive counseling, up to and including termination of employment.

Employee’s printed name: __________________________________________

Employee’s signature: _____________________________ Date: ______________
SODEXO EMPLOYEE HANDBOOK

Accident Prevention Form
FOR NEW EMPLOYEES AND ANNUALLY FOR ALL EMPLOYEES

This form must be reviewed and completed with your manager BEFORE YOU START WORKING.
(Note: this is best used in conjunction with the Accident Prevention DVD or streaming video)

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Name:</td>
<td>Position:</td>
</tr>
</tbody>
</table>

To ensure a safe, productive and accident-free workplace, you are expected to do and/or understand the following:

- Report to work
  - Alert (review Drug and Alcohol Free Environment policy)
  - On Time
  - Properly Dressed (review Appropriate Attire and Appearance policy)
    - Wear your Personal Protective Equipment (PPE), if required
    - No loose clothing or jewelry (except for one smooth, flat surface hand ring and medical alert bracelet)
    - Long hair tied back and secured

- Obey and follow warning signs on equipment

- Do not engage in horseplay, running or other unsafe acts

- Follow these back injury prevention measures:
  - Size up the load
  - Test the load
  - Get help, if needed for safe lifting
  - Use your legs to lift, not your back
  - Do not twist your back, instead pivot your feet
  - Ensure you have a clear path of travel
  - Ensure you have a place to put the load down safely
  - Use a cart when necessary
  - Push, don’t pull
Follow these slip, trip, and fall prevention measures:
- Watch where you walk
- Do not block your vision
- Do not leave tripping hazards
- Clean up spills immediately
- Barricade spills until cleaned, or when mopping
- Practice good housekeeping
- Use ladders, never climb on furniture or equipment

Personal Protective Equipment (PPE):
- Learn how to wear PPE correctly and maintain it
- If “Safety Shoes” are required, you must wear closed top, closed heel, and rubber sole, slip-resistant footwear in steel-toe or non-steel-toe styles

Chemical Safety Awareness:
- Your manager will:
  - Provide you information about the hazardous or toxic chemicals at your unit
  - Train you about the precautions needed to safely use and handle these chemicals, about the signs and symptoms of over-exposure, and about emergency first aid procedures
  - Inform you about the importance of reading all labels and following all safety instructions as specified
  - Identify the location of the Safety Data Sheets (SDS)

- You must:
  - Always read label
  - Never mix chemicals
  - Report unlabeled chemicals to supervisor
  - Know location of Emergency Eye Wash Station and how to use it

Your rights under the Global Harmonization System:
- You may review the Chemical Information Lists and Safety Data Sheets (SDS) upon request
- You may obtain one copy of a requested SDS or the means to make a copy without charge within 5 days
- You may refuse to work with a hazardous chemical if doing so will cause serious physical harm
Emergency Procedures:
- Know location of emergency exits
- Never block exits
- Know location of fire extinguishers
- Always notify emergency services when there is an emergency
- Don’t try to be a hero
- Evacuate when necessary and go to designated assembly area

Injury Reporting:
- Report injuries to your supervisor immediately
- If needed, you will receive necessary treatment
- Your manager will investigate the cause of the injury or illness and necessary prevention measures

The above information was discussed with me by my manager. I have reviewed it and understand my responsibilities. This checklist will become a permanent part of my personnel file.

Employee’s signature: ________________________________ Date: ______________

Manager’s signature: ________________________________ Date: ______________
Uniforms and Company Property

I acknowledge that I have received the following items (list below) for the duties of my job. I understand that each item belongs to Sodexo, and I accept responsibility for the condition of each while they are in my possession. I agree to return each of the items at the end of my employment or when no longer needed to do my job, otherwise I will either reimburse the company or have deducted from my last pay, if permissible by law, the full market value of each item that I do not return.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
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</tbody>
</table>

Locker Number (if applicable): ________________________________

Signature: ________________________________ Date: ________________

ORIGINAL TO EMPLOYEE’S PERSONNEL FILE

PLEASE REMOVE THIS PAGE AND RETURN IT TO YOUR SUPERVISOR/MANAGER.
Employee Handbook Acknowledgement

I acknowledge that I have received a copy of the Sodexo Employee Handbook effective August 2013. I also agree that I have reviewed, understand and will follow the policies in this Handbook.

I understand that this Handbook supersedes any previous handbooks and any previous policies or procedures on the subjects in this Handbook, if different, are replaced by the terms of this Handbook. Further, I acknowledge that this Employee Handbook is not a contract of employment, does not create any contractual commitment by the Company, and that the Company reserves the right in its discretion to modify or discontinue any of the provisions in this Employee Handbook or to decide that they do not apply, or how they may apply to a given case.

Print Full Name: ______________________________________________

Employee Identification Number: _________________________________

Signature: __________________________________ Date: ________________
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100% Environmentally Friendly Sodexo Handbook

Through careful selection we have chosen an environmentally friendly, 100% recycled paper for the Sodexo Employee Handbook. In terms of conservation, this production run,

- Saves 638 fully grown trees
- Saved 284 Million BTUs
- Avoided the use of 54,596 pounds of greenhouse gases
- Saved 296,111 gallons of wastewater
- Avoided the use of 19,821 pounds of solid waste

100% of the energy used to produce the paper in this handbook is green, e-certified renewable energy.
In the event of a disaster, Call 888 763 3946

It is important to call this number so we can:
- Locate you
- Obtain information
- Provide assistance