



WELCOME TO SODEXO

Your employee handbook



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Welcome

Dear Colleague

Welcome to Sodexo.

I'm delighted you have chosen to join us and it's great to have you on board and part of our team.

At Sodexo, we really pride ourselves on how we serve our customers and how we work together as a team. During your first weeks you will discover what makes Sodexo a challenging and stimulating company.

It's important you have everything you need to do a great job and you enjoy your time spent at work. This handbook has been produced to help you understand the company.

Our approach to the way we work is guided by our values of Service Spirit, Team Spirit and Spirit of Progress. Your manager will be discussing these with you during your induction.

Learning is a great opportunity and one which we value. Learning is also about asking questions and checking your understanding. This is one area you can directly influence from day one, so please make the most of this experience within your team and the wider business.

Once again, welcome to the team and I wish you every success in your role.



Sean Haley
Regional Chairman
Sodexo UK & Ireland



Introduction

As a new member of the Sodexo team we want to make sure you are warmly welcomed, properly equipped to do your job, given opportunities to grow with us and are recognised and rewarded for your contribution to the business.

This handbook forms an important part of your induction, so please take some time to read through it and find out more about our company and what to expect. Keep it in a safe place along with your contract of employment so you can refer to it in the future.

YOUR INDUCTION

We will give you a structured induction which clearly explains your role and what we expect from you. Your manager will introduce you to your site and colleagues and help you to settle in as quickly as possible.

Your manager will also be on hand to support you during your induction and answer your questions. They will discuss your development and training needs to become fully effective in your role.

* Please note that if you have joined us under the Transfer of Undertakings Protection of Employment (TUPE) rules or work in our Energy and Resources segment, your employment terms may differ from those described in this handbook. If so, the relevant details can be found in the letter that accompanies your contract of employment. We recommend that you read this letter carefully and keep it in a safe place as it forms part of your terms and conditions of employment.



ABOUT US

Sodexo has come a long way since Pierre Bellon founded the business in 1966 in Marseilles, France.

From a single company restaurant, we are now the 19th largest employer in the world, with 427,000 employees in 80 countries. We serve 100 million consumers every day.

In the UK and Ireland we have around 34,000 employees operating from over 1,850 sites.



427,000 employees

80 countries

100 million consumers every day

We now go far beyond our food service heritage, delivering over a hundred different services for companies, universities, hospitals, schools, prisons and military bases.

We turn up in the most unexpected places, from global sporting events like the Olympics and Rugby World Cup to North Sea oil rigs and the mines of the West Australian outback.

WHAT WE DO

Our mission, improving quality of life, has remained unchanged for 50 years. We are the world's largest Quality of Life services company.

Our Quality of Life services reinforce the well-being of individuals, improve their effectiveness and help companies and organisations improve performance every day.

While our core business is food, we now employ maintenance technicians, concierges, laundry workers, fitness trainers, heating engineers, gardeners, psychologists and cleaning specialists. In all, we have more than a hundred professions dedicated to improving the quality of life of our clients and consumers.

So what is quality of life?

Quality of life is all about providing high quality services that make a meaningful difference, every single day. This includes:

- In hospitals, managing the reception, comfort and safety of patients to significantly improve their stay.
- At schools and universities, offering nutritional programmes that help reduce child obesity rates and aid learning.
- At defence bases, helping to provide a home from home for thousands of troops.
- In prisons, treating people with dignity and respect, helping to prepare them for a successful return to society.
- With the elderly, helping to break their isolation and maintain their independence through our home services.
- And in the business workplace, ensuring a professional reception, smooth-running facilities and a spotlessly clean site.

OUR SOCIAL COMMITMENTS

Sodexo's mission is to improve the quality of life of everyone we serve and contribute to the economic, social and environmental development of the communities, regions and countries where we operate.

Sodexo has a strong commitment to developing our employees, promoting diversity and inclusion, and supporting local communities.

These areas are part of the Better Tomorrow Plan, our sustainability strategy to 2020, which is made up of three pillars:

- **We Are** – our Group fundamentals, values and ethical principles.
- **We Do** – our commitments as an employer, to promoting nutrition, health and wellbeing, to local community development, to sustainable supply chains and protecting the environment.
- **We Engage** – our commitment to engage with our employees, clients, consumers, suppliers, and other stakeholders.

Sodexo is committed to conducting our business with honesty and integrity, whilst eliminating all forms of compulsory labour and ensuring that slavery and human trafficking does not take place in any part of the business or supply chain. We expect all employees and workers to maintain high standards in accordance with these principles, our Code of Ethics and Fundamental Rights at Work charter and associated training.



Employee development

Our employees are at the heart of everything we do. To ensure we provide the best possible service to clients, we invest in the development of our employees.

We provide training which helps our employees acquire new skills and gives them the opportunity to continuously develop and grow.

We also place great emphasis on internal promotion; 80% of our managers have been promoted internally. We are committed to supporting each employee in their development, according to their capabilities and interests.

Equality, diversity and inclusion

With highly diverse operations, we recognise that diversity and inclusion is a business imperative that drives our ability to attract, recruit and develop the best talent and creates an engaged workforce that can improve the quality of life for all those we work with.

The key ethos of our strategy and approach is to promote equality of opportunity and inclusion amongst all groups. Our strategy is formed of six workstreams; Gender, Generations, Sexual Orientation & Gender Identity, Disability, Culture & Origins and Inclusion.

We have four employee networks all colleagues can join and participate in a variety of initiatives:

- Women Work
- Generations
- Origins
- Pride

ORIGINS
Culture, heritage and beliefs

womenwork
STRIVING FOR GENDER BALANCE

PRIDE
LEADING LESBIAN, GAY, BISEXUAL
AND TRANS (LGBT) INCLUSION

generations
CHAMPIONING GENERATIONAL DIVERSITY

For more information about our commitment, our employee networks, and how you can get involved, visit [Sodexo_Net](#) or [Your_Sodexo](#).



Local communities



At Sodexo we want to become synonymous with improving quality of life, this extends beyond our clients and customers through our philanthropic work with Stop Hunger. Stop Hunger is Sodexo's global commitment to help

some of the most disadvantaged communities in the world.

Through Stop Hunger we feed and educate people to help them secure a better future. In the UK and Ireland, Stop Hunger is managed through a corporate foundation with a board of trustees drawn from the senior management team of the company. Here we give grants to charities in the UK and Ireland that are tackling hunger and malnutrition – beneficiaries include FareShare, Coram, Outward Bound, SSAFA and many others. In fact we've given away £1.6m to charities over the past five years.

As a new employee we invite you to support Stop Hunger. There are a variety of ways you can do this – payroll giving, becoming a charity champion for Stop Hunger or volunteering with one of our partner charities. For more information about Stop Hunger and how to get involved, please visit the Community section of [Your_Sodexo](#) or the Stop Hunger section of [Sodexo_Net](#).

OUR MISSION

Improve the quality of life of our employees and everyone we serve and contribute to the economic, social and environmental development of the communities, regions and countries where we operate.

OUR VALUES

Our values are the DNA of our business around the world. By always living our values, we can provide Quality of Life services that make a meaningful difference, every single day.

Service Spirit

We are a services company and we place our clients and consumers at the heart of everything we do. Our commitment to service extends to our colleagues and our communities.

- We take time to understand our consumers and their needs
- We always look for ways to improve the consumer experience when we deliver our services
- We carefully follow our systems and processes with rigour
- We are responsive, agile and efficient
- We take ownership of our actions and results, we do what we say we will do
- We use Sodexo best practices to best serve our consumers and clients, especially practices that make our workplace safer

Our Service Spirit inspires us to **commit to improve**, and to **own performance**.

Team Spirit

We are a global community working together to deliver services that improve quality of life.

- We think and talk like we are part of a global community – global citizens of Sodexo
- We work together to create, to innovate and to grow
- We value and listen to different views and experiences
- We are open and clear in our communication
- We support, develop and recognise our colleagues, acknowledging others' contribution
- We respect and treat all colleagues equally
- We make the safety of others a priority

Our Team Spirit inspires us to **act collaboratively**, and to **develop and grow**.

Spirit of Progress

We all have a part to play in the growth of our business and in unlocking the value.

- We take the initiative to improve our services, our business and ourselves – we take action
- We have the courage to speak up, in day-to-day business conversations and suggest new ideas and opportunities
- We anticipate and adapt to new circumstances, constantly looking to create value and growth
- We are open to new ideas and use best practices to bring innovation and value to our clients and consumers
- We are willing to say 'I don't know' or 'I don't understand' and work to find answers
- We admit and learn from our mistakes

Our Spirit of Progress inspires us to **dare to think innovatively** and to **challenge with humility**.

OUR UK AND IRELAND BUSINESS



Our UK and Ireland business is divided into a number of segments, each serving the needs of a particular market.

GOVERNMENT

Defence

Sodexo has been providing services that improve the quality of life for Army, Royal Navy and Royal Air Force personnel and their families for over 30 years. As a key partner to the Ministry of Defence, we deliver infrastructure, facilities management, catering, retail and leisure services at military bases across the UK, in Cyprus and the Falkland Islands.



Government Services

We operate in both central and local government and the emergency services to create clean, safe and comfortable environments in which our consumers can effectively work. Our services support increased employee wellbeing and productivity to help the Government deliver on its promises.



Justice Services

Sodexo delivers custodial and community rehabilitation services that challenge offending behaviour, protect the public and offer individuals the opportunity to change their lives for the better.

We deliver the total operation of five prisons within England and Scotland and own six Community Rehabilitation Companies in partnership with crime reduction charity Nacro.





UNIVERSITIES

We have been working with clients for over 45 years to support academic achievements and maintain the welfare of pupils, students and teachers. We pride ourselves on our catering and accommodation services, which are some of the most innovative in the market because we use experts to monitor trends to ensure that what we offer is what our consumers want right now.



HEALTHCARE

We are one of the UK's major healthcare support services organisations, delivering services across 130 healthcare and senior living sites. We provide everything to support the patient environment from patient dining, cleaning and portering to waste management and technical services. In each area, we work closely with the NHS to raise standards while reducing costs and ultimately to improve the experience of patients, visitors and staff. Our Healthcare segment also includes Tillery Valley Foods, a food factory in Wales, offering a wide range of traditional dishes as well as meals for particular dietary requirements.



ENERGY & RESOURCES

Sodexo provides services that improve the quality of life for all those that work in the energy and resources industries. Whether offshore or onshore, that means transforming often harsh living and working conditions into safe and comfortable environments for our clients' employees. We provide well-designed and maintained facilities that are secure and respect the environment. By creating efficient, friendly onsite ambiances, we mitigate the physiological and psychological effects of isolation. Sodexo helps its clients' improve their business performance by positively impacting their safety, productivity and sustainability.

SCHOOLS

We have been working with independent schools for over 50 years and with academies since their emergence. We are proud to be recognised as one of the top providers of facilities management services. Well-maintained surroundings, properly managed sports facilities and clean efficient buildings all contribute to a better environment and ultimately lead to better outcomes.



SPORTS & LEISURE

From visitor attractions to stately homes, football stadiums to the Olympics and Rugby World Cup, Sodexo is proud to offer corporate hospitality and catering, as well as sales, marketing and administration services. We specialise in providing food and front of house services to a wide range of major event and venue clients, and delivering a high standard of service which meets the specific needs of clients and consumers. In addition we provide food, hospitality, front of house and cleaning services to aviation lounges across the UK and beyond.



CORPORATE SERVICES

Our Corporate Services segment provides management and on-site services to private sector organisations. We operate in a range of different corporate environments, including research and design centres, manufacturing sites, laboratories and head office buildings.

We design solutions that focus on outcomes, with each contract being carefully tailored to help our clients achieve their objectives. From single service contracts through to fully integrated facilities management solutions, we aim to ensure that the services we provide improve the quality of life of our clients, consumers and employees.



REWARDS AND BENEFITS



BASE PAY

You will normally be paid by bank transfer directly into your bank account. This account can be with any bank or building society. Please speak to your manager if you have any queries relating to your pay.

ONLINE PAYSLEIPS

Your payslips will be available to download from our dedicated Reward Hub, www.sodexorewardhub.com. When you join Sodexo, you will receive a welcome letter with a temporary password and your employee number, which you will need to register on the Reward Hub. Once you have registered, your payslips will be accessible 24/7 on any smartphone, tablet or PC that has internet connectivity. You can download, save and print your payslips and access all previous payslips in one secure location.

BONUS

You will be notified if you are eligible to take part in the company's bonus plan. Payment of bonuses depends on the achievement of both company and personal performance targets: you can find details of the current year's plan and rules on Sodexo_Net.

PENSION

You are eligible to join the Sodexo pension scheme whenever you want to. However, we will assess and automatically enrol you if you are eligible in line with pensions legislation.

For more information, please look at the pension pages on Sodexo_Net or Your_Sodexo or contact the pension team at the Salford office.

OVERPAYMENTS

If a mistake is made in the payment of wages, then the company reserves the right to correct this from a subsequent wage payment.

If the payment is particularly large, or the deduction would cause an employee hardship, the company may allow the overpayment to be paid back by alternative arrangements.

ROLE EVALUATION

Each job role at Sodexo is evaluated to determine its position within the organisation and also the pay range associated with the role according to current market trends. Sodexo globally uses the Hay methodology to evaluate roles to ensure consistency throughout the business.

EQUAL PAY

Sodexo is committed to awarding pay based on the evaluation of roles and not on any other factors such as race, origin, age, gender, beliefs, religion and lifestyle choice. From 2016, Sodexo UK & Ireland has published statistics both internally and externally, detailing equal pay.

SODEXO DISCOUNTS

As a Sodexo employee, you can access a wide variety of savings through our employee discounts scheme.

We offer a wide variety of discounts and offers from major high street companies such as Sainsbury's and Boots and service providers, saving you money on everything from your weekly supermarket shop to house insurance and gym membership. You can even save up to 20% on a phone tariff with Vodafone for you and five friends or family.

New employees will receive more information about our employee discounts scheme within the first three months of joining the company. You can also find information on Your_Sodexo, Sodexo_Net or the Reward Hub.

SPREE CARD

Spree card gives you the opportunity to enjoy up to 5% cash back savings at over 50 leading high street stores. For more information visit the Reward Hub.

CYCLE TO WORK

Employees can save money, get fit and reduce their carbon footprint. Spread the cost of getting a new bike through the Cycle to Work scheme, which is a Government initiative that encourages alternative travel and reduces our environmental impact. It's administered by Cyclescheme; the leading provider of Cycle to Work schemes in the UK. More details are available on Sodexo_Net and Your_Sodexo.

WELLBEING ZONE

The Wellbeing Zone website has a wide range of resources on general health, healthy eating, fitness and workplace health for employees and their families. Go to sodexo.wellbeingzone.co.uk for more information.

FLEXIBLE BENEFITS

The Reward Hub has everything you need to choose your flexible benefits for the year ahead. If you are eligible for the flexible benefits plan, the benefits available to you include private medical insurance, critical illness, dental insurance, travel insurance, health club membership and the ability to buy and sell holiday.

Eligible employees will receive a letter containing log on details for the Reward Hub when they join the company. The flexible benefits plan year runs from April to March, and each year you will be invited to review your flexible benefits selections on the Reward Hub and make any changes.



AT WORK

A woman with long dark hair, wearing a white Sodexo uniform shirt with a red collar, is seated at a desk. She is focused on writing on a document with a blue pen. Another person's arm and shoulder, wearing a colorful patterned shirt, are visible next to her. The background is blurred, showing what appears to be an indoor setting with blue lighting.

ATTENDANCE AND PUNCTUALITY

It's important that all Sodexo employees are dependable, reliable and flexible so that we can deliver the high level of service expected by our clients. For that reason, we expect high standards of attendance and punctuality.

Of course, some absences are unavoidable, but recurring instances of lateness or non-attendance are not acceptable. All employees must ensure they are available to commence work at their designated starting time or if necessary follow the absence reporting procedure.

DRESSING FOR WORK

Whenever you are at work you are an ambassador for Sodexo, and in many cases the client too. As such we expect you to always dress and present yourself appropriately for your role.

If the company provides you with a uniform you are expected to wear this in full and ensure that it is clean and in a good state of repair. Local rules regarding maintenance, cleaning and provision of uniforms may be in place and you should confirm these with your manager.

Health, safety and hygiene rules prevent the wearing of excessive jewellery and scents in some work areas, so again check on any local rules with your manager.

LOCAL RULES

Although your main employment rules are set out in your contract of employment, there may be certain rules and regulations that apply to your individual place of work. Sodexo's rules of conduct require employees to keep to client rules and standards. Your line manager will inform you of any additional local rules.

WHISTLEBLOWING

A whistleblower is a person who raises a genuine concern in the public interest relating to a suspected wrongdoing in the workplace. If an employee or worker has genuine concerns related to suspected wrongdoing or danger affecting any of our activities, they must report it in line with the whistleblower policy, a copy of this policy can be found on Sodexo_Net or requested from your manager.

TELEPHONE USE

Sodexo has a mobile phone policy which covers the use of personal mobile phones including calls, texting, accessing the internet or other social media platforms and applications. A copy of this policy can be found on Sodexo_Net or you can request a copy from your manager.

Mobile phones provided by the company should be used for business purposes.

Telephone records may be kept and reviewed from time to time. Personal calls made from a company telephone, unless it's an emergency, are strictly forbidden.

At Sodexo Justice Service's sites, mobile phones are not permitted under any circumstances.

MISCONDUCT

Although we aim to resolve issues of potential misconduct informally, our disciplinary guidelines allow managers to adopt a fair and structured approach when dealing with such cases.

PERFORMANCE CAPABILITY

In some cases, employees may have difficulty in carrying out particular aspects of their role resulting in potential under-performance. Our performance capability guidelines help managers to identify these development areas and support the employee in their improvement.

Full details of the disciplinary and performance capability policy and guidelines can be found on Sodexo_Net or you can request a copy from your manager.

EXPENSES

During the course of your duties, you might incur costs on behalf of the company. Any company expenses will be reimbursed in line with the rules of our travel and expenses policy which can be found on Sodexo_Net.

All claims submitted must be supported by receipts and must be authorised by a manager who is designated to authorise expenses.

GIFTS AND HOSPITALITY

We have very strict rules regarding gifts and hospitality. You should not accept gifts or hospitality from suppliers or other third parties, since it could be regarded as a way of securing our business and compromises our integrity. If you are offered a gift or invitation of hospitality please speak to your manager in the first instance. You should never accept any financial inducement of any sort from customers or suppliers. If you believe that this may be happening in your part of the business you can report your concerns in confidence in line with the whistleblower policy. A copy of this policy can be found on Sodexo_Net or requested from your manager. Details can also be found on Your_Sodexo.

TRADE UNION RECOGNITION

Sodexo has a constructive relationship with trade unions, with a UK and Ireland framework agreement in place with the Unite, Unison, RMT and GMB unions. This sets out how we aim to work in partnership with these unions. Some local agreements will also be in place with other unions.

ADDITIONAL EMPLOYMENT

Please note that you are not permitted to undertake additional employment outside the company without prior approval from your manager.

FAMILY



At Sodexo we understand the importance of family and have a range of policies to reflect this. We aim to help parents balance work with their caring responsibilities. Full details of our family related policies can be found in our 'Becoming a Parent' handbook which is sent to all expectant parents. You can also find it on Sodexo_Net or request a copy from your manager.

MATERNITY AND ADOPTION LEAVE

Sodexo's occupational maternity or adoption pay scheme offers an enhanced level of pay compared to the statutory minimum. Employees not eligible to receive payment under the scheme will still receive normal statutory pay. The occupational pay scheme also features a return to work bonus which can be paid to parents who return to work before the end of their leave.

On becoming pregnant, it is important that you think about notifying your manager. Although you are not required to do so until 15 weeks prior to the expected birth date, your manager should be informed as soon as possible, this is important as there are health and safety considerations for both the company and you.

As soon as you receive your MATB1 certificate from the midwife/doctor or matching certificate from the adoption agency you should notify your manager who will ensure that appropriate arrangements are made for your leave and should you qualify for it, occupational or statutory pay.

PATERNITY LEAVE

If your wife, civil partner or partner has a child through birth or adoption, or if you are a co-adopter, you may be eligible for statutory paternity leave. This is a period of up to two weeks of leave after the birth or placement of the child. As with maternity leave, Sodexo's occupational paternity pay scheme offers eligible employees enhanced rates of pay during the first week of paternity leave.

PARENTAL LEAVE

Employees become eligible for parental leave after completion of one year's continuous service. Parental leave entitlement is a period of unpaid leave in respect of each child born or adopted. The entitlement can be taken at any time up to the child's eighteenth birthday.

The amount of leave taken will depend on legislation.

SHARED PARENTAL LEAVE

Shared parental leave enables eligible parents to choose how to share the care of their child before the child's first birthday, or in cases of adoption, before the first anniversary of the child being placed for adoption.

All eligible employees have a statutory right to take shared parental leave. There may also be an entitlement to shared parental pay.

SURROGACY

If you and your partner qualify for a parental order in relation to a child born under a surrogacy agreement you will be entitled to adoption leave and may be eligible for adoption pay.

An application for a parental order must be made by two people, who are either married, in a civil partnership or an 'enduring family relationship' and at least one of the applicants must be biologically related to the child.

TIME OFF FOR FAMILY EMERGENCIES

You are able to take reasonable time off for family emergencies. If a family emergency occurs please inform your manager as soon as possible. Whether the time off will be paid is at the discretion of your manager who will take into account individual circumstances.

BEREAVEMENT AND COMPASSIONATE LEAVE

Requests for leave of absence for a family illness or funeral will be treated sympathetically. If you wish to take leave in the first instance you should speak to your manager. The granting of bereavement or compassionate leave, its duration and whether it is paid is at the discretion of your manager who will take into account individual circumstances and the policy guidelines. A copy of the other leave/time off policy covering bereavement leave can be found on Sodexo_Net or you can request a copy from your manager.



WELLBEING



At Sodexo we recognise that everyone has their own responsibilities and interests outside of work. We aim to help employees achieve a good work-life balance and have a range of policies to support your health and wellbeing.

FLEXIBLE WORKING

We understand that some employees may wish to amend their working pattern. Under Government legislation, eligible employees can apply for flexible working arrangements such as part-time, flexi-time, compressed hours or job sharing.

Following the flexible working application procedure, we will consider each case on its individual merits within a reasonable time period.

HOLIDAY ENTITLEMENT

Your personal holiday entitlement is outlined in your contract of employment and should be taken within the holiday year that it is accrued. All holidays must be agreed by your manager before they can be taken, so please try to give as much notice as possible to grant your request. Ask your manager about the local holiday request process.

Generally a maximum of two weeks' holiday may be taken at any one time. If your place of work has a shutdown period, you may be required to take your holidays during this period.

SICKNESS

If you are unable to attend work due to personal sickness you must follow the absence reporting procedure. This ensures that your manager is able to make arrangements to cover your job and that you receive support and, if appropriate, the correct payments during your absence. As part of your induction your manager will explain the attendance management and ill health capability policy and procedures to you fully.

REST PERIODS

You are entitled to a rest period of not less than 11 consecutive hours in every 24 hours, and 24 hours uninterrupted rest in each 7-day period or 48 hours consecutive rest in each 14-day period.

If you work more than 6 hours in one day you are entitled to a rest break of 20 minutes which should not take place at either the beginning or end of your shift. If you are between 16 and 18 years old there are additional rules regarding breaks. Your manager will ensure these are applied.

There are some circumstances where these regulations do not apply such as changes between shifts and split shifts, and for specific kinds of work within Sodexo, and generally within Sodexo Justice Services and Energy and Resources.

APPOINTMENTS

Wherever possible, personal appointments should be made outside of your normal working hours. Where this is not possible, you should seek authorisation from your manager before making or attending the appointment. Whether the time off will be paid is at the discretion of your manager who will take into account individual circumstances.

TALK

At Sodexo, we are committed to providing a safe and healthy work environment for colleagues. Through Talk, we invest in a range of support tools to help you to maintain positive wellbeing, as well as additional assistance when you need it most. These include an employee assistance programme with telephone, face-to-face and online support; an online library of micro learning modules; financial wellbeing advice from our pensions provider, external mental health support schemes, and much more. Find contact details at the back of this booklet

HEALTH ASSESSMENTS

Through our partnership with BUPA we offer employees discounted rates for health assessments along with access to an online health management tool. Further information and scheme guidelines can be obtained from your line manager or found on Sodexo_Net.

HARASSMENT AND BULLYING

Sodexo is committed to the diversity and inclusion of all its employees and will not tolerate any form of discrimination, harassment or bullying against them.

We strongly believe that all employees have the right to a safe working environment free of harassment and intimidation. All complaints will be taken seriously and will be investigated promptly and objectively using our grievance procedure.

GRIEVANCES

From time to time disagreements may occur in the workplace, and most matters can be settled through informal discussions.

If you feel that you need to discuss a particular issue then you should go to your line manager in the first instance.

Occasionally, some incidents of a more serious nature will need to be handled through Sodexo's grievance procedure. Full details of the grievance procedure can be found on Sodexo_Net or obtained from your manager.

JURY SERVICE AND WITNESS ORDERS

If you are called for jury service, you must notify your manager immediately and provide all correspondence from the court as soon as possible. A copy of the correspondence will be returned to you to take to the court when your jury service commences.

The company will not pay you whilst undertaking jury service or the duties of a witness unless you are a Justice Services employee where this request results from the normal course of your duties. However, you will be reimbursed by the court for your normal hourly rate/salary plus travelling expenses. If the maximum rate of pay paid by the court does not equal your normal rate of pay, the company will pay the difference through payroll.

VOLUNTARY RESERVISTS

Sodexo fully supports membership of the Reserve Forces by its employees. In order to support our employees, Sodexo will, wherever possible, be flexible in granting time off to enable employees to undertake Reserve Service training, and support employees who are compulsorily mobilised for service in the armed forces.

For more information, consult the other leave/time off policy on Sodexo_Net or contact your manager for advice.

MORTGAGE APPLICATIONS

If you require a reference for a mortgage application please talk to your manager in the first instance.



YOUR CAREER

The success of Sodexo – and its clients – depends on the expertise and commitment of our employees. As a result, we place great emphasis on employee development.

With a broad range of roles at all levels, both in the UK and Ireland and globally, Sodexo is a great place to develop your career. We are currently the world's 19th largest employer.

We work to develop the employability of all our employees through our commitment to training. Whatever your qualifications, we aim to help every employee acquire the skills they need so that every individual has the opportunity to continuously evolve and grow.

We also place great emphasis on internal promotion. Globally around four in five of our managers have reached their current position through internal promotion.

To help you achieve your goals, your manager will regularly spend time with you to discuss, agree and review your on-going development needs through the company's performance review process.

A wide range of learning opportunities are on offer, from comprehensive on-site training to internal training courses, to an extensive selection of e-learning programmes. We also have a well-developed apprenticeship programme and provide training for many other nationally accredited qualifications where appropriate.

Talk to your manager about the learning opportunities that are available to you or look at Sodexo_Net and Your_Sodexo. Your learning and development business partner can also guide you.

COMMUNICATION



Sodexo firmly believes in the importance of effective communication and actively promotes the open exchange of views, concerns, ideas and information throughout the organisation.

We believe that every employee's contribution is important. We regularly seek our employees' opinions and aim to increase their understanding of the company's plans, decisions and actions so everyone knows where their role fits into the bigger picture. We have a number of different channels to ensure effective two-way communication across our organisation.

TEAM MEETINGS AND HUDDLES

Team meetings or huddles are one of our primary means of communication, and we expect all our managers to get their teams together on a regular basis to discuss how the team is doing and how it can improve. These are great opportunities to get involved, share your experience and knowledge with your team, and find out what's happening in the wider business.

SODEXO ON FACEBOOK

Everyone in Sodexo has their own unique story. Visit our Facebook page to share your own stories, enter competitions or get recent news. You can find us at: www.facebook.com/SodexoUKIreland.

YOUR_SODEXO

Your_Sodexo has been created for site-based employees. It's been designed for quick and easy access 24/7 via both desktop and mobile devices with jobs and news feeds that can be filtered by segment and service. There's also discussion forums, plenty of fun content, as well as essential information on training, policies and events. You can even save it like an app on your phone. Go to www.your-sodexo.com.



SOCIAL MEDIA

How you behave online can have an impact on the business and you might be held accountable. Please make sure you read through the social media policy available on Sodexo_Net and Your_Sodexo.

STARS MAGAZINE

Stars is Sodexo's magazine for employees and is published four times a year. It's delivered to each site every quarter and features a wide range of news, features, people profiles, competitions and quizzes. It's designed to recognise and celebrate the diverse achievements of employees from across the business.

SODEXO_NET

Our company intranet is called Sodexo_Net which is available to all employees connected to the Sodexo network.

THE WEEKLY BRIEF

If you have a Sodexo email address watch out for *The Weekly Brief*, a bulletin rounding up the key news and operational updates you need to know for that week.

INSIGHT

A bi-monthly online magazine, *Insight* examines strategic issues to ensure managers are well briefed on business initiatives, ongoing projects and how Sodexo is performing against its targets.

NOTICE BOARDS

On most sites you'll find at least one employee notice board, so keep an eye on it for the latest company and site-specific announcements.

ENGAGEMENT AND PULSE SURVEYS

We care about your views on working for Sodexo, so from time to time we'll ask you to complete an engagement survey so we can understand what you like about working for us and where we can improve.

This survey allows our employees to have their say, and the results help us to make Sodexo an even better place to work.

MEDIA ENQUIRIES

You must not, under any circumstances, provide comments to the press, television, radio or other outside parties. All press calls should be directed to the press office at One Southampton Row, London on 020 7404 0110.





RECOGNITION

At Sodexo we feel it's important to acknowledge the many employees who go the extra mile for the business and our clients and consumers. We have several schemes that recognise the valuable role individuals play in Sodexo's success and their loyalty to the business.

STAR AWARDS

At our glittering annual Star Awards ceremony Sodexo recognises its most talented, dedicated and loyal people whose individual and team successes continue to build the prosperity of our company. With categories ranging from service excellence in catering, to new manager of the year and developing your people, the awards reflect our diverse range of skilled employees.

STAR OF THE MONTH

Employees who have gone the extra mile in the course of their work and truly role modelled our values are recognised in our Star of the Month scheme.

The scheme is run at unit, division and segment level, with segment winners invited to attend the annual Star Awards ceremony.

ON THE SPOT

On the Spot is Sodexo's recognition tool for showing immediate appreciation of employees who have done something particularly well, and acted in line with one of the Sodexo values of Team Spirit, Service Spirit and Spirit of Progress.

Managers are given books of On the Spot cards to give out to team members, and everyone who receives one is entered into a regular prize draw.

SERVICE LOYALTY

Loyalty is a quality we value, so we celebrate our employees reaching Sodexo service milestones with presentations of a framed certificate and badge when they have been with Sodexo for 1 year, 3 years, 5 years, 10 years and 15 years.

LONG SERVICE AWARDS

Long serving employees are highly valued by Sodexo. If an employee achieves 20 years' service they are invited to a special day out in London, with a night's stay in a luxury hotel, a ceremony to celebrate their fantastic achievement and a valuable gift of their choice.

HEALTH, SAFETY AND HYGIENE

Ensuring the health and safety of all colleagues, clients and consumers is critical for our on-going success. Adopting a zero harm culture underpins our ambition to become the world leader in Quality of Life services; and we all have a responsibility to do everything we can to achieve this.

TAKING RESPONSIBILITY FOR HEALTH AND SAFETY

At Sodexo your manager will clearly set out your responsibilities where health and safety is concerned. It is very important you understand what they mean, because the consequences for everyone are too high for us not to take our safety responsibilities seriously. For example, you will be expected to raise any health and safety issue, by reporting hazards, near misses, incidents or accidents for example. The process for doing this will be fully explained in your specific work place.

Remember, your actions may not only impact your own health and safety, but also the health and safety of colleagues, clients, and consumers.

Creating a safer workplace for everyone begins by changing the way we think about our daily routines. Before you start any task or work activity, it's important to ask yourself these three simple questions:

- ☒ **Check 1**
Do I know how to do the job?
- ☒ **Check 2**
Do I have the right equipment?
- ☒ **Check 3**
Is my environment safe?



If the answer is NO to any of these checks, tell your supervisor or manager so that a solution can be found.

Sodexo will not tolerate unsafe practices. You will be expected to contribute positively to support on-going improvement in health and safety and if you ever feel that your concerns are not being listened to, you must escalate them to management.

No matter what you do in Sodexo, understanding your personal responsibilities and making safety part of everything we do is critical to the success of our business.



SMOKING

To comply with legislative obligations, smoking is restricted to designated outside smoking areas where they are provided. These areas will be confirmed by your manager.

Electronic cigarettes are not permitted within the workplace.

DRINKING AND DRUGS

The consumption of alcohol whilst on duty is strictly prohibited other than during specific functions arranged or organised by senior management, and where permission is given.

The possession or use of any substance or illegal drugs whilst on company premises is strictly prohibited, other than those prescribed directly to you for medical purposes.

Any unauthorised use or possession of drugs and alcohol will be treated as misconduct and therefore addressed in line with the company's disciplinary policy.

You may be asked to undertake drug or alcohol tests and unreasonable refusal to do so may result in the disciplinary process being invoked.

SECURITY



PERSONAL PROPERTY

The company cannot accept liability for the loss or damage to your clothing or personal property of any kind on the company or client premises or within company vehicles. It is therefore important to keep your personal property in a secure place and arrange your own insurance against loss or damage.

INFORMATION SECURITY AND CONFIDENTIALITY

During the course of your duties, you may receive confidential information. You must ensure that you do not disclose any confidential information about the company, its consumers or suppliers or any third party during or after the termination of your employment, without prior written permission of the company or the party concerned. You may be asked to sign a statement confirming your agreement to this as part of your induction.

If your role requires you to use information technology systems or handle sensitive information, manual or electronic, you will be expected to adhere to the relevant information security legislation. Further guidance on the information security policy and the data protection policy can be found on Sodexo_Net or obtained from your manager.

USE OF SURVEILLANCE EQUIPMENT

In line with Sodexo's aim of providing a safe working environment for all its employees, the company uses CCTV cameras on some of its premises. We also reserve the right to use covert cameras where necessary in order to protect the company's interests. These will not be used in areas where personal privacy would be expected, such as washrooms.

RIGHT OF SEARCH

When appropriate, the company may request that you submit to a search of your desk, locker, personal property, clothing and effects (including vehicles) as and when requested to do so.

If you are searched, you may ask for a colleague to be present. On each occasion, the company will seek your consent to search. You are, however, asked to note that unreasonable refusal to consent to a search will be considered a disciplinary matter and the company may instigate its disciplinary procedure.



LEAVING SODEXO

We want you to stay with Sodexo and aim to create the right environment for you to thrive with us. But if at some stage you do decide to leave, here's what you need to know.

NOTICE

If you wish to leave you should put this in writing to your manager. A minimum period of notice will be required, as outlined in your contract of employment.

RETURN OF COMPANY PROPERTY

When you leave the company you are obliged to return all work wear, manuals and any other company property to a relevant manager.

DEDUCTIONS FROM PAY

On leaving Sodexo, if any monies are owed to the company for any reason, the company reserves the right to deduct the payment from your final wage or salary.

EXIT INTERVIEWS

You may be asked to participate in an exit interview during your notice period. Exit interviews help us understand the reasons why people leave Sodexo and they are also an opportunity for you to ask any questions you may have about leaving.

REFERENCE REQUESTS

Any reference requests from future employers must be directed to PeopleCentre and not to your manager. Managers are not allowed to respond to references in the name of the company. You can find the contact details for PeopleCentre at the back of this booklet.



CONTACTS

USEFUL CONTACTS

| | | |
|--|---|---|
| Reward Hub (for online payslips) www.sodexorewardhub.com | | |
| Your_Sodexo www.your-sodexo.com | | |
| Twitter www.twitter.com/SodexoUK_IRE | | |
| Facebook www.facebook.com/SodexoUKIreland | | |
| PeopleCentre | Sodexo 310 Broadway Salford M50 2UE | Tel: 0845 603 3644 Fax: 0845 603 3640 PeopleCentre.UK@Sodexo.com |
| Tax Office Tax Office Reference 083/BTG940 Justice Services employees only: 951/U10000 NHS Retention of Employment contracts only: 992/A214243 Global Services employees only: 475 / YA84389 | HM Revenue and Customs Pay As You Earn PO Box 1970 Liverpool L75 IWX | Tel: 0300 200 3300 |
| Talk A free and confidential support service that can help you deal with everyday situations, and more serious problems | www.myeap.com Password: sodexowell | UK: 0800 111 6387 (UK) ROI: 1 800 55 15 56 Abroad: + 44 845 330 5132 Manager support: 0800 1116 385 |
| Solutionline (Sodexo's in house IS&T support line) | | Tel: 0870 755 0055 |
| Safeguard | Sodexo 310 Broadway Salford M50 2UE | Tel: +44 (0)161 872 478 Fax: +44 (0)161 855 6551, Email: safeguard@sodexo.com |

REGIONAL OFFICES

| | | |
|-------------|---|--------------------|
| Abertillery | Tillery Valley Foods Cwmtilillery Industrial Estate Abertillery Gwent NP13 1LZ | Tel: 01495 211555 |
| Aberdeen | Sodexo 5 th Floor, The Exchange 2 62 Market Street Aberdeen AB11 5PJ | |
| Belfast | Sodexo Forestview Purdy's Lane Belfast BT8 7RX | Tel: 028 9049 1000 |
| Camberley | Sodexo Benefits and Rewards Services 5 Albany Court Albany Business Park Frimley Road Camberley Surrey GU16 7QR | Tel: 01276 687000 |

| | | |
|-----------|--|--------------------|
| Edinburgh | Sodexo Viewforth House 31 The Loan South Queensferry Edinburgh EH30 9SD | Tel: 0131 331 2120 |
| Leeds | Sodexo 3200 Century Way Thorpe Park Leeds LS15 8ZB | Tel: 0113 821 6000 |
| London | Sodexo One Southampton Row London WC1B 5HA | Tel: 020 7404 0110 |
| Salford | Sodexo Data Centre 310 Broadway Salford M50 2UE | Tel: 0161 872 4781 |
| Stepps | Sodexo Buchanan Tower Cumbernauld Road Stepps Glasgow G33 6HZ | Tel: 0141 779 1898 |

| | | |
|-----------|---|--------------------|
| Stevenage | Sodexo Solar House Kings Way Stevenage Hertfordshire SG1 2UA | Tel: 01438 341400 |
| Tidworth | Sodexo Aspire Business Centre Ordnance Road Tidworth SP9 7QD | Tel: 0845 168 8625 |

Sodexo

One Southampton Row
London
WC1B 5HA

Phone 020 7404 0110

Fax 020 3116 4563

www.sodexo.com

