



Sodexo – Western KY University

Contact Information

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: Education / Universities

The highest level Manager at this unit is (name/title): Ken Branch, Director of Facilities Management

Who to call if you will be absent, late or Emergency Office Closing:

(You should contact your immediate Manager/Supervisor FIRST. If you are unable to reach them then call the main office number and leave a message if necessary)

Carla Nally, ESA Program Director
TBD, Night Manager
Environmental Svcs. Dept. Manager

270-745-4916
270-745-5812
Office Number

443-636-1345
270-799-8926
Mobile Number

Ronnie Allerkamp/Ray Murillo
HRL Dept. Director/ESA Manager

270-745-2090/8827

270-438-2940/270-792-0276

Kyle Davenport / Joe Taylor
Campus Services Dept. Manager/Supervisor

270-745-5820

270-799-8925

270-745-3253
Sodexo WKU Facilities Mgmt Main Office 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:

Your Manager's Manager is:

Ken Branch
General Manager's Name

270-745-2108
Office Number

Your Unit Human Resources Contact is:

Jennifer McLeod
HR Manager's Name

270-745-2290
Office Number

270-331-4166
Mobile Number

Haydee Cruz Flores (Espanol)
HR Assistant's Name

270-745-2174
Office Number

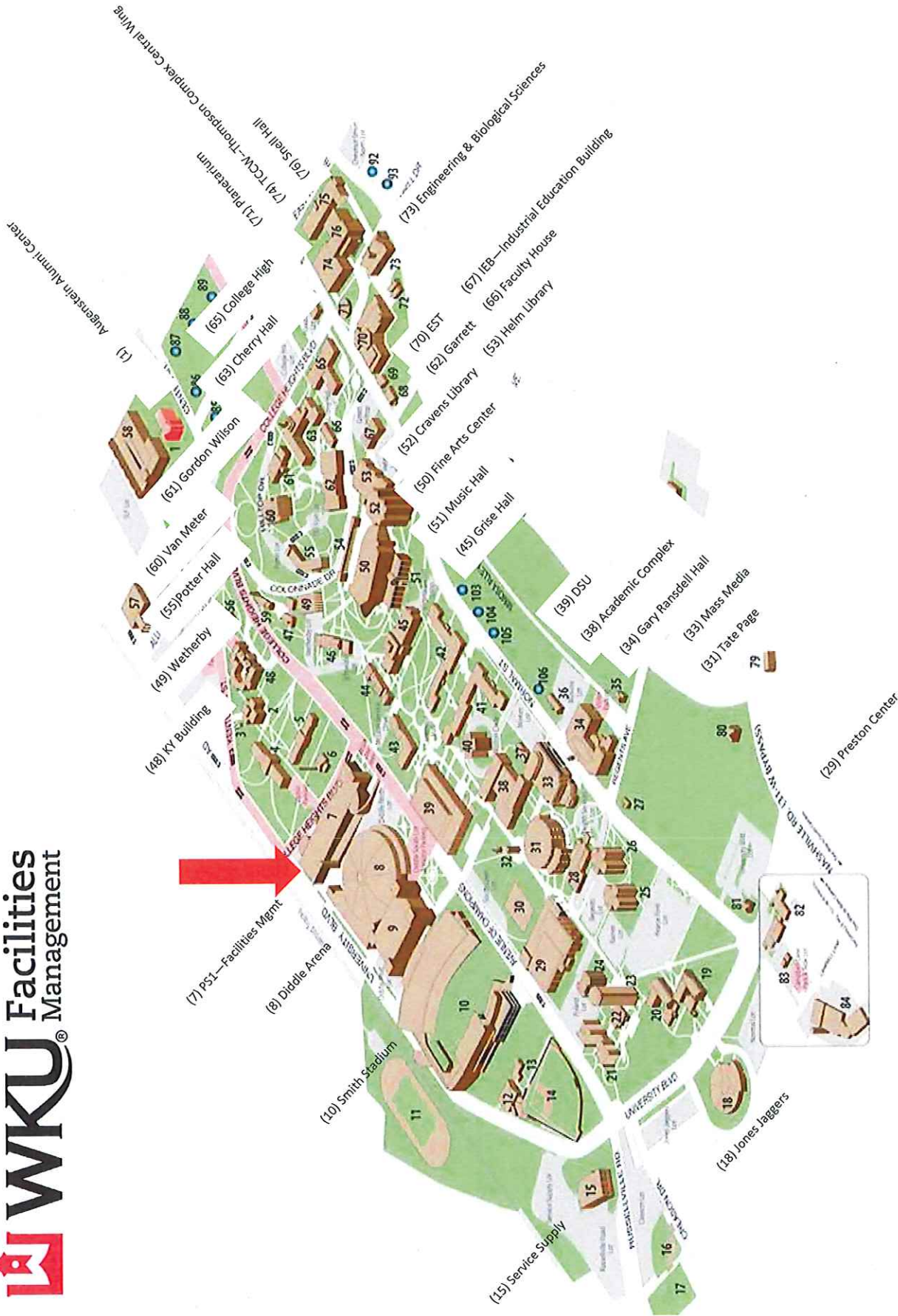
270-421-3867
Mobile Number

Your Company Human Resources contact is:

Corp. Human Resources -Education 1-855-763-3964

Your Company Human Resources Business Partner is:

Joe Burgess joe.burgess@sodexo.com





Remember you have the power to create an exceptional Customer Experience!

You have external customers (students, faculty, staff, and campus guests), and you also have internal customers (managers, supervisors, and co-workers).

The 10 Expectations to the Customer Experience

- 1. Greet with a Smile**—Remember the 10/5 Rule.
- 2. Focus**—Its not just what is being said but how (words and body language).
- 3. Appreciation**— Thank them and be genuine.
- 4. Uniforms**— Clean, pressed, in good condition with name tag and safety shoes.
- 5. Appearance Matters**— Clean and organized grounds, offices and buildings.
Customers see all!
- 6. Telling**— Keep your customers informed. When will it be accomplished and where can I go for more information.
- 7. Get It Right**— Provide accurate technical delivery of services as trained.
- 8. Speed of Service**— The customer is your priority (external and internal).
- 9. Assistance is Available**— Asking for help is a strength not a weakness.
- 10. 21st Century Customer Service**— You have the power to make a difference!

Smile— Use the 10/5 rule. At 10' smile then, at 5' verbally welcome your customer

Engage — Welcoming body language and listen. They are your priority

Inform — Keep them informed of changes, timelines and where to go for more information

Thank— Be sincere, thank them by name and wish them a good day

CUSTOMER EXPERIENCE—QUICK REFERENCE GUIDE



Choose Your Words:

YES: Welcome Jimmy.

Hi, how can I help you today?

Hi Susan, watch out for that wet floor?

NO: Closed!

Anyone in there?

Hey dude pick that up?

Polite and friendly alternatives:

Don't Use: I don't know

No

Calm Down

That's not my fault

That's not my job

You're right, this is bad

Instead Say: I'll find out

What I can do is..

I apologize

Lets see what we can do about this..

Let me find the right person to help

Let me see how I can fix this

Greetings:

"Welcome to XYZ University, can I help you with directions?"

"Hello, how are you doing today?"

"Hello, how are your classes going?"

"Hi, is there something I can help you with?"

Inform:

"Hello, we are cleaning this restroom now, by there is another one right above on floor 2"

"We will be mowing this field tomorrow at noon so you may want to play on the quad."

"Next week we will be refinishing these floors so you will have to use the north doors."

"We are waiting for parts to fix this door, but we should have them tomorrow afternoon."

Thank:

"Thank you for allowing me vacuum now, I hope it did not disturb you too much."

"We look forward to serving you again."

"Thank you, please let us know if there is anything else you need"

Answering the Phone: We need to answer the phone in a professional and courteous way:

" Good morning, thanks for calling XYZ University Housekeeping. How may I help you?"

We also need to end the call professionally: "Goodbye have a great day".

Equal Employment Opportunity Policy (GP 202)

Sodexo is committed to offering equal employment opportunities. We strive to employ and promote the best-qualified person for each job while valuing and promoting diversity within our workforce.

The Company will provide equal employment opportunity without regard to race, color, religion, gender, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, gender identity, sexual orientation, genetic information or any other basis protected by law. This commitment extends to all aspects of employment, including but not limited to hiring, promotion, transfer, job assignments, demotion, recruiting, advertising or solicitation, compensation, training, layoff or termination, participation in social and recreational functions and use of employee facilities.

Sodexo will provide reasonable accommodation to the known physical or cognitive limitations of any qualified disabled employee or applicant upon request, unless doing so will result in an undue hardship.

All employees have a right to work in an environment free of harassment of any kind. To provide that, Sodexo prohibits harassment due to race, color, religion, gender, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, gender identity, sexual orientation, genetic information or any other basis protected by law. It is against company policy for any employee to be ridiculed, belittled or embarrassed by jokes, slurs and comments, subjected to intimidating, abusive or offensive comments, physical touches or gestures; or excluded from work-related activities for any of these reasons.

Any employee who in any way discriminates against or harasses a fellow employee, a customer, or any other person may be subject to immediate termination of employment.

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, 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 or harassed, you are encouraged to use the Promise of Respect and Fair Treatment and:

- ◆ Notify your manager, or;
- ◆ Notify your manager's manager, or;
- ◆ Notify a Sodexo Human Resources representative;
- ◆ If you do not feel comfortable notifying Sodexo in any of the previous ways, you may contact the Business Abuse Hotline at 800-422-7358.

Promise of Respect & Fair Treatment (CP 205)

The *Promise of Respect and Fair Treatment* allows you to express your concerns and obtain guidance from your manager or Human Resources Representative if you feel that 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. If you feel that you have been treated unfairly, you have the right to complain through the steps listed below without fear of retaliation.

It is the policy of our Company that there will be no discrimination or retaliation against anyone because he or she has presented, in a proper way, a complaint or problem. As a Sodexo employee, you have rights that are assured by our Company's *Promise of Respect and Fair Treatment* policy.

To resolve complaints and protect your rights, Sodexo has established the following procedures. You have the right to:

- ◆ Express your complaint or concern;
- ◆ Be heard in an atmosphere of respect, concern, and cooperation
- ◆ Be heard without fear of retaliation;
- ◆ Have your complaint acknowledged by a member of Sodexo's management team in a timely manner;
- ◆ Move to the next level if you do not receive a timely or satisfactory response.

Steps for Raising Any Complaint or Concern

Employees are encouraged to express a complaint or concern and use these steps within a timely manner so that the matter can be investigated and resolved promptly. Refer to the poster in your unit to learn the names of the people to contact in the following steps:

- STEP 1** Within three working days of the incident, contact your immediate manager, either verbally, or in writing. If you are not satisfied with the response, or do not receive it within three working days, you may proceed to Step Two with the same concern or complaint.
- STEP 2** Contact the next higher level of management. If you are not satisfied with the response, or do not receive it within five working days, you may proceed to Step Three with the same concern or complaint.
- STEP 3** Contact the next higher level of management. If you are not satisfied with the response, or do not receive it within ten working days, you may proceed to Step Four with the same concern or complaint.
- STEP 4** Contact your Human Resources representative. The Human Resources representative will investigate the situation and, within ten working days of receiving the complaint, will convey the Company's final position to you.



HR: EMPLOYEE RELATIONS	CP-201 SEXUAL AND OTHER PROHIBITED HARASSMENT
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DATE: The date when this policy is posted to the online Company Policy Manual and communicated to all business lines: **January 25, 2013**

SUPERSEDES POLICY DATED: January 1999; January 2002; December 2005; October 2009

SECTION: CP-200 HR: Employee Relations

TOPIC TITLE: Sexual and Other Prohibited Harassment

POLICY OWNER: Chief Human Resources Officer

PURPOSE: The Company is committed to providing and maintaining a workplace that is free of sexual harassment or any other harassment based on a protected characteristic(s). This Company policy strictly enforces a prohibition against sexual harassment or harassment based on a protected characteristic of any kind.

SCOPE: All employees in all departments and divisions. This policy is subject to all terms and conditions of the Company Policy Manual.

POLICY: Any employee of the Company who engages in harassment (which is offensive, unwelcome, physical or verbal behavior or sexual conduct based on a protected characteristic) will be subject to constructive counseling, up to and including termination of employment.

This policy covers harassment by and/or of co-workers, supervisors, subordinates, customers, clients, client employees and vendors. In addition, it covers off-duty interactions between the employee and such individuals 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.

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

Definition of Sexual Harassment

Sexual harassment is any unwelcome sexual conduct, including, but not limited to:

- Sexual advances;
- Requests for sexual favors; or
- Other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an employee's work performance by creating an intimidating, hostile, humiliating, or sexually offensive working environment.

Sexual harassment also may occur when a manager or supervisor makes submission to sexual advances or granting of sexual favors, either explicitly or implicitly, a term or condition of employment or a basis for an employment decision.

Sexual harassment may be committed by either males or females and can be directed against persons of the opposite or same gender.

Examples of Sexual Harassment

While it is not possible to list all those circumstances that constitute sexual harassment, the following are some examples of the conduct, which, if unwelcome, may constitute sexual harassment (depending on all circumstances including the severity and frequency of the conduct):

- Sexual advances, whether they involve touching or not;
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment;
- Any threat to an employee that refusing to submit to sexual advances would adversely affect his or her employment, evaluation, wages, advancement, assigned duties, shifts, career development or any other term or condition of employment;
- Sexual jokes;
- Use of sexual epithets, written or oral 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 or gender identity;
- Displaying, or transmitting electronically, sexually suggestive objects, pictures, or cartoons (please refer to CP 114-1, Electronic Communications, for more information);
- Leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences;
- Discussion of one's sexual activities, and
- Assault or coerced sexual acts.

Examples of Other Prohibited Harassment

The following are some examples of conduct that may constitute harassment (depending on all circumstances, including the severity and frequency of the conduct), and therefore, are also prohibited:

- Telling racial, ethnic, religious or off-color jokes, using 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; or
- 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.

INTERNAL COMPLAINTS AND INVESTIGATIONS

Complaint Procedure for Company Employees

Any victim of harassment is urged to come forward to complain about the offensive conduct. If an employee believes that he or she has been subjected to harassment, whether by a manager, a supervisor, a co-worker, a client employee, a customer, a vendor or any other person in the work environment, that employee should promptly file a complaint about it in any of the following ways:

- Follow the procedures described in the Promise of Respect and Fair Treatment (please refer to CP-205, Promise of Respect and Fair Treatment, for additional information);
- Notify the employee's supervisor or manager;
- Notify the employee's manager's manager;
- Notify a Company Human Resources representative; or
- Notify the Office of Employment Rights ("OER") at: 1-800-617-9525, whose address is: Sodexo, Inc., 9801 Washingtonian Boulevard, Gaithersburg, MD 20878. If the matter does not fall within the jurisdiction of the OER, it will refer the complaint to the appropriate Human Resources representative and ensure it receives appropriate attention.

Investigation of Internal Complaints

After receiving notification of a complaint involving alleged harassing conduct, the appropriate Human Resources or OER representative (or designee) will conduct a prompt and impartial investigation.

The investigation may include (but is not necessarily limited to) interviews with:

- The employee who made the complaint;
- The person or persons against whom the complaint was made;
- Other employees who may have witnessed the reported incident or incidents; and
- Any other person who may have knowledge relevant to the investigation.

The cooperation of all employees, who are contacted by Human Resources or OER concerning a Company investigation, is required. Any other employee who has knowledge of the facts of a complaint is strongly encouraged to cooperate with an investigation.

The Company may conduct an investigation in conjunction with the appropriate representative of the client or temporary agency in circumstances where either (i) a client or temporary employee has made a complaint against a Company employee or (ii) a Company employee has complained about a client or temporary employee.

If the Company determines after investigation that harassing conduct may have occurred, it will take immediate action to remedy that conduct. Any employee who is found to have committed harassment will be subject to appropriate constructive counseling, which may include termination of employment. The severity of the constructive counseling action will be based on the circumstances of the infraction.

When the investigation is complete, the Human Resources or OER representative who conducted the investigation and/or the appropriate manager will report the results of the investigation to the employee who made the complaint and the employee or employees against whom the complaint was made. They also will inform those employees that measures will be taken to correct the situation, if such action is considered appropriate.

The Company 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.

Harassment Complaints by Employees of the Client or of a Temporary Agency

The Company has an ethical, if not legal, obligation to act appropriately and take action on complaints of harassment when brought by a client employee or an employee of a temporary agency, whether the alleged harasser is an employee of the Company, a client employee, contractor, customer, or otherwise. Any such complaint by an employee of a client or a temporary agency should be reported to the representative of the client or temporary agency, respectively, as well as the appropriate Company Human Resources representative to ensure that the complaint is properly addressed.

EXTERNAL COMPLAINTS AND INVESTIGATIONS

Complaint Procedure for External Complaints

The Company may receive formal notice from the Equal Employment Opportunity Commission or state or local deferring agency that investigates harassment cases that a charge of discrimination has been filed against the Company or a Company employee. All such matters are time-sensitive and should be sent immediately to the Law Department, Labor and Employment group via facsimile and/or by overnight mail to:

Sodexo, Inc.
Law Department, Labor and Employment
9801 Washingtonian Boulevard
Gaithersburg, MD 20878
Facsimile: 301-987-4499

The Company's failure to respond to such notice may subject the Company to liability.

Investigation of External Complaints

All such external complaints, regardless of division or department, will be

investigated by the Law Department's Senior EEO Representatives (or designee). The cooperation of all employees who are contacted by the Law Department concerning a Company investigation is required. Any other employee who has knowledge of the facts of a complaint is strongly encouraged to cooperate with an investigation.

RETALIATION PROHIBITED

It is against the law and a violation of Company policy to retaliate against an employee for:

- Making or filing an internal or external complaint of harassment; or
- Cooperating in an investigation of a complaint.

Examples of prohibited acts of retaliation against an employee for filing or threatening to file a charge of alleged harassment include:

- Disciplining and/or discharging an employee;
- Altering the terms and conditions of an employee's work environment (e.g., ostracizing, denying opportunities for advancement, or subjecting the employee to an involuntary transfer); and/or
- Refusing to hire an individual solely because a reference check reveals that the person may have filed a discrimination charge against a former employer.

There will be no retaliation against victims of or witnesses to alleged harassment or against anyone who cooperates in an investigation involving allegations of harassment. The Company considers retaliation for the above reasons to be completely unacceptable. Anyone who engages in retaliation will be subject to constructive counseling, up to and including termination.

Employees who fail to comply with this policy may be subject to constructive counseling (as more fully described in CP-220) up to and including termination of employment.

RESPONSIBILITIES:

Employee: It is the responsibility of employees to be familiar with the policy and notify management or the appropriate Human Resources representative of violation of the policy.

Management: This is an especially sensitive matter, for both legal and employee relations reasons. It is a manager's responsibility to:

Train Employees

- Ensure that employees are aware of and understand this policy and their rights under it, including the procedures to follow if they have a complaint;
- Distribute and discuss the Employee Handbook, particularly the harassment provisions; and
- Collect signed and dated Employee Handbook acknowledgement forms and place them in personnel files of all current and newly hired employees.

Provide guidance and assistance

- Take time to listen to employees (especially concerning complaints of possible harassment).

Ensure a work environment free of harassment

- Treat every employee with respect and professional courtesy and model expected behavior;
- Monitor the work area for compliance with this policy (for example, ensure that the workplace is free of sexually provocative materials, including posters and sexual jokes);
- Stop immediately any known sexually-related behavior or conduct that may be considered harassment (for example, racial, ethnic or religious jokes); and
- Ensure that there is no retaliation against a person who complains of harassment.

Display all required posters

- All units must post required federal and state EEO policies in areas visible to all employees; and
- Be aware of specific state laws, such as training requirements, regarding harassment compliance in those relevant states where management has oversight of units.

Report possible harassment

If an employee complains of harassment, or if there is a reason to believe that an employee is or has been subjected to harassment, immediately report the incident to:

- The appropriate Human Resources representative, or
- The Office of Employment Rights at:

Sodexo, Inc.
9801 Washingtonian Boulevard
Gaithersburg, MD 20878
Telephone: 1-800-617-9525 or Facsimile: 301-987-4910

The failure to report alleged instances of harassment may result in constructive counseling, up to and including termination of employment.

Human Resources: Human Resources representatives are required to be familiar with this policy in order to provide appropriate guidance and policy interpretation. Other responsibilities include ensuring that all complaints under the policy are taken seriously, properly investigating complaints, and assisting with the implementation of remedial measures where appropriate.

INTERPRETATION: Chief Human Resources Officer, in consultation with the Law Department, retains the right to interpret, revise or amend this policy at any time, subject to CP-103, Policy on Policies.

**EMPLOYEE RIGHTS AND RESPONSIBILITIES
UNDER THE FAMILY AND MEDICAL LEAVE ACT**



<p>Basic Leave Entitlement FMLA requires Sodexo to provide "eligible" employees with up to 12 weeks of unpaid, job-protected leave in a 12-month rolling-backward period for the following reasons:</p> <ul style="list-style-type: none"> • 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; or • For a serious health condition that makes the employee unable to perform his or her job 	<p>Use of Leave An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced schedule when medically necessary or due to a qualifying exigency. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Sodexo's operations.</p> <p>Substitution of Paid Leave for Unpaid Leave Employees may choose to use accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with Sodexo's normal paid leave policies.</p>
<p>Military Family Leave Entitlements Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.</p> <p>FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy; or is otherwise in outpatient status; or is otherwise on the temporary disability retired list for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*</p> <p>*The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition."</p>	<p>Employee Responsibilities Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Sodexo's normal call-in procedures.</p> <p>Employees must provide sufficient information for Sodexo to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include: that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees must also inform Sodexo if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave, and will be required to provide a return-to-work medical certification if the leave is due to the employee's own serious health condition.</p>
<p>Eligibility Requirements Employees are eligible if they have 12 months of service and have worked 1,250 hours over the previous 12 months, and if at least 50 employees are employed by Sodexo within 75 miles.</p> <p>Benefits and Protections During FMLA leave, Sodexo will maintain the employee's health coverage on the same terms as if the employee had continued to work. Upon return from FMLA leave, Sodexo will restore an employee to his or her original position or equivalent position with equivalent pay, benefits, and other employment terms.</p> <p>Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.</p>	<p>Employer Responsibilities Sodexo must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, Sodexo must provide a reason for the ineligibility.</p> <p>Sodexo must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Sodexo determines that the leave is not FMLA-protected, Sodexo must notify the employee.</p>
<p>Definition of Serious Health Condition A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either:</p> <ul style="list-style-type: none"> • An overnight stay in a medical care facility, or • Continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. <p>Subject to certain conditions, the continuing treatment requirement may be met by:</p> <ul style="list-style-type: none"> • A period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider, or • One visit to a health care provider and a regimen of continuing treatment, or • Incapacity due to pregnancy, or • Incapacity due to a chronic condition. <p>Other conditions may meet the definition of continuing treatment.</p>	<p>Unlawful Acts by Employers FMLA makes it unlawful for any employer to:</p> <ul style="list-style-type: none"> • Interfere with, restrain, or deny the exercise of any right provided under FMLA; and • Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA. <p>Enforcement An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.</p> <p>FMLA does not affect any federal or state law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.</p> <p>FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.</p>

For additional information:
Contact your manager or human resources representative or the U.S. Department of Labor, Wage and Hour Division at 866 4US WAGE (866 487 9243) (TTY 877 889 5627) or www.wagehour.dol.gov.



ADP Employee Self Service (ESS) Registration

Employee Self Service (ESS) is an online portal to ADP (Sodexo's payroll administrator) that gives you access to your payroll and basic personal information any time of day.

Effective June 30, 2020: Employees who have a unique email address on file can now register online for Employee Self Service. Employees who do not have an email address on file will need to contact the Employee Self Service Center to complete the registration process by phone.

All employees must complete the registration process outlined below in order to gain access to Employee Self Service and Manager Self Service (for managers of Frontline employees).

How Do I Register Online?

Step 1: Have a unique personal email and phone number on file with Sodexo.

- To verify the information on file, visit the [My Benefits and Pay](#) page
- These cannot be in use by another Sodexo employee.
- If your information is incorrect, see your Manager about getting it updated.

Step 2: Go online to complete your registration. Type (<https://online.adp.com/portal/login>) into any web browser window and click Sign Up.

Step 3: Click on the "Find Me" button to enter your email address or mobile phone number along and your personal information (first and last name, date of birth, and your Employee ID or SSN). Upon successful identification, you will receive a verification code by email, which you must enter within 15 minutes to proceed to the next part of the registration.

Step 4: Check your email. Enter the verification code on the Employee Self Service registration web page you have opened.

Step 5: Enter a frequently used mobile phone number. You can choose to receive text messages as an additional method for confirming your identity in the future and recover your account login information, when needed.

Step 6: Set up a password for your account and your registration is complete.

Unable to Complete Your Registration Online?

Step 1: Call the Employee Service Center to register for Employee Self Service (ESS)/Manager Self Service (MSS) at 877 PAYSDXO (877 729 7396) >> After choosing a language preference, select Option 3 >> Then select Option 3 again.

- Answer a series of questions to confirm your identity
 - These questions will require you to provide some personal information (e.g., name, date of birth, SSN, Employee ID, etc.).
- Look for a Personal Registration Code (PRC) to be sent to your email promptly.
 - This PRC will remain valid for 15 days, after that you need to call the Employee Service Center for a new PRC.

Step 2: Go online to complete your registration. Enter the following URL into any web browser (<https://online.adp.com/portal/login>) and click **Sign Up**, then select "**I have a Registration Code.**"

- After registration is complete, you will receive a verification email.
 - Click the link included in the email to confirm and activate your email address for notification purposes. This allows you to reset your password and sign up for or change your direct deposit.
- Log in using your user ID and password.

MUTUAL AGREEMENT TO ARBITRATE CLAIMS

I recognize that disputes may arise between me and Sodexo, Inc. or any parent, subsidiary or affiliate of Sodexo (collectively, "Sodexo"), during or following my employment with Sodexo, and that those differences may or may not be related to my employment. I understand and agree that by entering into this Mutual Agreement to Arbitrate Claims (this "Agreement"), I anticipate gaining the benefits of a speedy, less-formal, impartial, final and binding dispute-resolution procedure.

Except as provided in this Agreement, the Federal Arbitration Act shall govern the interpretation, enforcement and all proceedings pursuant to this Agreement. To the extent that the Federal Arbitration Act is inapplicable, the arbitration law of the state in which I work or last worked for Sodexo shall apply.

Claims Covered by the Agreement

Sodexo and I mutually consent to the resolution by arbitration of all claims or controversies ("claims"), past, present or future, whether or not arising out of my employment (or its termination), that Sodexo may have against me or that I (and no other party) may have against any of the following: (1) Sodexo, (2) its officers, directors, employees or agents in their capacity as such or otherwise, (3) Sodexo's parent, subsidiary and affiliated entities, (4) Sodexo's benefits plans or the plans' sponsors, fiduciaries, administrators, affiliates and agents, and/or (5) all successors and assigns of any of them.

The only claims that are arbitrable are those that are justiciable under applicable federal, state or local law. Arbitrable claims include, but are not limited to: claims for wages or other compensation due; claims for breach of any contract or covenant (express or implied); tort claims; claims for retaliation or discrimination (including, but not limited to, race, national origin, religion, sex, sexual orientation, gender identity, marital status, age, physical or mental disability or handicap, or medical condition); claims for benefits (except as provided below); and claims for violation of any federal, state, or other governmental law, statute, regulation, or ordinance (except as provided below).

Claims Not Covered by the Agreement

Sodexo and I agree that neither of us shall initiate or prosecute any lawsuit or administrative action in any way related to any claim covered by this Agreement, except that this Agreement does not prohibit the filing of or pursuit of relief through the following: (1) a court action for temporary equitable relief in aid of arbitration, where such an action is otherwise available by law, (2) an administrative charge to any federal, state or local equal opportunity or fair employment practices agency, (3) an administrative charge to the National Labor Relations Board, or (4) any other charge filed with or communication to a federal, state or local government office, official or agency (for numbers (2) through (4) collectively, "a government complaint").

The following claims are not covered by this Agreement: claims for workers' compensation or unemployment compensation benefits; claims that as a matter of law cannot be subject to arbitration; claims covered by (and defined in) the Franken Amendment, first enacted in Section 8116 of the Defense Appropriations Act of 2010, or any similar statute, regulation or executive order (including but not limited to Executive Order 13673), to the extent that any such statute, regulation or executive order is effective and applicable; and claims under an employee benefit or pension plan that specifies a different arbitration procedure.

To the maximum extent permitted by law, I hereby waive any right to bring on behalf of persons other than myself, or to otherwise participate with other persons in, any class or collective action.

This Agreement does not cover any dispute in which both (i) I am represented by an attorney, and (ii) an attorney has asserted a claim on my behalf at the time this Agreement is made.

Time Limits for Commencing Arbitration and Required Notice of All Claims

Sodexo and I agree that the aggrieved party must give written notice of any claim to the other party no later than the expiration of the statute of limitations (deadline for filing) that the law prescribes for the claim. Otherwise, the claim shall be deemed waived. The filing of a government complaint shall not extend the statute of limitations for presenting any claim to arbitration. I understand that the aggrieved party is encouraged to give written notice of any claim as soon as possible after the event or events in dispute so that arbitration of any differences may take place promptly.

Written notice to Sodexo, or its officers, directors, employees or agents, shall be sent to Sodexo's General Counsel at Sodexo's then-current headquarters address, which today is 9801 Washingtonian Boulevard, Gaithersburg, MD, 20878. I will be given written notice at the last address recorded in Sodexo's payroll system.

The written notice shall identify and describe the nature of all claims asserted, the facts upon which such claims are based, and the relief or remedy sought. The notice shall be sent to the other party by certified or registered mail, return receipt requested.

Representation

Any party may be represented by an attorney or other representative selected by the party.

Discovery

Each party shall have the right to take depositions of three fact witnesses and any expert witness designated by another party. Each party also shall have the right to make requests for production of documents to any party and to subpoena documents from third parties to the extent allowed by law. Requests for additional depositions or discovery may be made to the Arbitrator selected pursuant to this Agreement. The Arbitrator may grant such additional discovery if the Arbitrator finds that the party has demonstrated that it needs that discovery to adequately arbitrate the claim, taking into account the parties' mutual desire to have a speedy, less-formal, cost-effective dispute-resolution mechanism.

Designation of Witnesses

At least 30 days before the arbitration, the parties must exchange lists of witnesses, including any experts, and copies of all exhibits intended to be used at the arbitration. No party shall designate more than two expert witnesses in any case unless the Arbitrator selected pursuant to this Agreement authorizes a party to do so, and then only if the Arbitrator finds that the party has demonstrated that it needs the additional expert(s) to adequately arbitrate the claim.

Subpoenas

Each party shall have the right to subpoena witnesses and documents to the extent allowed by law, subject to any limitations the Arbitrator shall impose for good cause shown.

Place of Arbitration

The arbitration shall take place in the county (or comparable governmental unit) in which I am or was last employed by Sodexo, and no dispute affecting my rights or responsibilities shall be adjudicated in any other venue or forum.

Arbitration Procedures

The arbitration will be held under the auspices of the professional arbitration firms American Arbitration Association or JAMS (or any successor of either of them) (the "Arbitration Administrator"). The party that did not initiate the claim shall designate the Arbitration Administrator. Regardless of which organization is designated to be the Arbitration Administrator, the arbitration shall be held in accordance with the JAMS Employment Arbitration Rules & Procedures (and no other rules), which are currently available at

<http://www.jamsadr.com/rules-employment-arbitration>. I understand that Sodexo will supply me with a printed copy of those rules upon my request. The Arbitrator shall be either a retired judge, or an attorney who is experienced in employment law or, if the claim is not based on employment, the law pertinent to the nature of the primary claim and licensed to practice law in the state in which the arbitration is convened, selected pursuant to JAMS rules or by mutual agreement of the parties.

The Arbitrator shall apply the substantive law (and the law of remedies, if applicable) of the state in which the claim arose, or federal law, or both, as applicable to the claim(s) asserted. The Arbitrator is without jurisdiction to apply any different substantive law or law of remedies. The Federal Rules of Evidence shall apply. The arbitration shall be final and binding upon the parties, except as provided in this Agreement.

The Arbitrator shall have jurisdiction to hear and rule on pre-hearing disputes and is authorized to hold pre-hearing conferences by telephone or in person, as the Arbitrator deems advisable. The Arbitrator shall have the authority to entertain a motion to dismiss and/or a motion for summary judgment by any party and shall apply the standards governing such motions under the Federal Rules of Civil Procedure.

Either party, at its expense in the first instance, may arrange and pay for a court reporter to provide a stenographic record of proceedings.

Should any party refuse or neglect to appear for, or participate in, the arbitration hearing, the Arbitrator shall have the authority to decide the dispute based upon whatever evidence is presented.

Either party upon its request shall be given leave to file a post-hearing brief. The time for filing such a brief shall be set by the Arbitrator.

The Arbitrator shall render an award and written opinion in the form typically rendered in labor arbitrations, normally no later than thirty (30) days from the date the arbitration hearing concludes or the post-hearing briefs (if requested) are received, whichever is later. The opinion shall include the factual and legal basis for the award.

Arbitration Fees and Costs

Sodexo will be responsible for paying any filing fee and the fees and costs of the Arbitrator; provided, however, that if I am the party initiating the claim, I will contribute an amount equal to the filing fee to initiate a claim in the court of general jurisdiction in the state in which I am (or was last) employed by Sodexo. Each party shall pay in the first instance its own litigation costs and attorneys' fees, if any. However, if any party prevails on a statutory claim which affords the prevailing party attorneys' fees and litigation costs, or if there is a written agreement providing for attorneys' fees and/or litigation costs, the Arbitrator shall rule upon a motion for attorneys' fees and/or litigation costs under the same standards a court would apply under the law applicable to the claim(s) at issue.

Reconsideration and Review

Either party shall have the right, within twenty (20) days of issuance of the Arbitrator's decision, to file with the Arbitrator (and the Arbitrator shall have jurisdiction to consider and rule upon) a motion to reconsider (accompanied by a supporting brief), and the other party shall have twenty (20) days from the date of the motion to respond. The Arbitrator thereupon shall reconsider the issues raised by the motion and, promptly, either confirm or change the decision, which (except as provided by law) shall then be final and conclusive upon the parties.

Either party may bring an action in any court of competent jurisdiction to compel arbitration under this Agreement and to enforce an arbitration award.

Interstate Commerce

I understand and agree that Sodexo is engaged in transactions involving interstate commerce and that my employment is related to that interstate commerce.

Survival of Agreement

This Agreement to arbitrate shall survive the termination of my employment and the expiration of any benefit plan.

Sole and Entire Agreement

This is the complete agreement between the parties on the subject hereof; provided, however, that if this Agreement for any reason is held to be unenforceable, then any prior arbitration agreement between Sodexo and me shall survive. No party is relying on any representations, oral or written, on the subject of the effect, enforceability or meaning of this Agreement, except as specifically set forth in this Agreement.

Construction and Severability

If any provision of this Agreement is adjudged to be void or otherwise unenforceable, in whole or in part, such adjudication shall not affect the validity of the remainder of the Agreement. All other provisions shall remain in full force and effect based on the parties' mutual intent to create a binding agreement to arbitrate their disputes.

Consideration and Manifestation of Assent

The promises by Sodexo and by me to arbitrate differences, rather than litigate them before courts or other bodies, provide consideration for each other. Sodexo has manifested its agreement to be bound by presenting this Agreement to me. I manifest my agreement to be bound by accepting employment with Sodexo.

Voluntary Agreement

I have carefully read this Agreement; I understand its terms; all understandings and agreements between the company and me relating to the subjects covered in the Agreement are contained in it; and I enter into the Agreement voluntarily and not in reliance on any promises or representations by the company other than those contained in this Agreement.

I understand that I am giving up my right to a jury trial.

I have been given the opportunity to discuss this Agreement with my attorney and have availed myself of that opportunity to the extent I wished to do so.

(Signature)

(Date)

(Printed Name)



Date: The date when this policy is posted to the online Company Policy Manual and communicated to all business lines: **July 6, 2021**

Supersedes

Policy Dated: January 1999; January 2002; October 2009; May 2016

Section: CP-200 HR: Employee Relations

Topic Title: Drug and Alcohol Use

Policy Owner: NorAm SVP HR Services

Purpose: The purpose of this policy is to implement the Company's commitment to maintaining a safe workplace free from the influence of alcohol and drugs. In addition, the Company will comply with all applicable laws, including but not limited to, the Drug-Free Workplace Act of 1988.

Scope: All employees of the Company in the United States. This policy is subject to all terms and conditions of the Company Policy Manual.

Policy: Employees who use illegal drugs or abuse other unauthorized controlled substances or alcohol, on or off duty, tend to be less productive, less reliable, and prone to greater absenteeism, resulting in the potential for increased cost, delay, and risk in the Company's business. For all these reasons, the Company will not tolerate any drug or alcohol use, which imperils the health and well-being of its employees or threatens its business.

A controlled substance is a drug or chemical substance that has some potential for abuse or dependence and is regulated under federal law. Unauthorized use / possession of a controlled substance means the person who uses it or is in possession of the controlled substance does not have a valid medical prescription for such use / possession. Under federal law, marijuana is an illegal controlled substance with no currently accepted medical use. Accordingly, the Company's prohibitions, described more fully below, include a prohibition on the use / possession of marijuana at all of its locations in the United States.

The Company prohibits the following:

- Unauthorized use, consumption, possession, manufacture, distribution, dispensation, sale or attempted sale of an unauthorized controlled substance or drugs and drug paraphernalia on Company / client premises, in Company / client-supplied vehicles, or during working hours;
- Unauthorized use, consumption, manufacture, distribution, dispensation, possession, sale, or attempted sale of alcohol on Company / client premises, in Company / client-supplied vehicles, during working hours and / or at the end of a client catering event or on Company / client premises at the end of a work day;
 - The sole exception is that alcohol consumption is permitted by employees who are guests at Company / client-sponsored events, and, in those instances, conduct must remain professional.
- Storing in lockers, desks, automobiles, or other repositories on Company / client premises any illegal drug, drug paraphernalia, any unauthorized controlled substance, or any alcohol;
- Being under the influence of an unauthorized controlled substance, illegal drug, or alcohol on Company/client premises, in Company / client-supplied vehicles, or during working hours;
 - The sole exception is that alcohol consumption is permitted by employees who are guests at Company /

client-sponsored events, and, in those instances, conduct must remain professional.

- Use of unauthorized controlled substances, illegal drugs or alcohol off Company / client premises that adversely affects the employee's work performance, or endangers the individual's own or others' safety at work;
- Refusing to submit to a search / inspection when requested by management (all searches / inspections must be conducted in accordance with policy CP-211 Right to Search located in the Company Policy Manual on Sodexo Net);
- Being convicted of a felony, under any criminal drug statute, which reflects on the employee's fitness for employment;
- Being convicted, under any criminal drug statute, for a violation occurring in the workplace; and
- Failing to notify the Company of any arrest or conviction, under any criminal drug statute, within five (5) days of the arrest or conviction.

Prescribed Drugs

If an employee's doctor prescribes a drug for the employee, the employee must ask their doctor whether use of that drug will affect the employee's ability to work safely and effectively. If the employee's doctor advises that the prescribed drug may adversely affect the employee's ability to work safely and effectively, the employee must inform their manager or Human Resources representative of the situation so an accommodation can be made, as appropriate.

Consequences for Violation of this Policy

Compliance with the Company's substance use policy is a condition of employment. Failure or refusal of an employee to cooperate fully with the Company's Drug and Alcohol Use policies will be grounds for discipline, up to and including, termination of employment.

Drug-Free Awareness

The Company promotes ongoing educational efforts to prevent and eliminate drug and alcohol abuse that may affect the workplace. This includes:

- The dangers of alcohol and drug abuse in the workplace;
- The availability of treatment and counseling for employees who voluntarily seek assistance for drug and / or alcohol use;
- The Company's Drug and Alcohol Use policy; and
- The sanctions the Company will impose for violations of its Drug and Alcohol Use policy.

Help For Drug / Alcohol Abuse

Assistance for Employees Who Voluntarily Seek Help - Early recognition and treatment of alcohol or drug abuse is important for successful rehabilitation and return to work, and for reduced personal, family, and social disruption. The Company encourages the earliest possible diagnosis of drug or alcohol problems and supports sound treatment efforts.

Whenever feasible, the Company will assist employees in overcoming drug or alcohol abuse; however, the decision to seek diagnosis and accept treatment is primarily the individual employee's responsibility.

The Company encourages employees with drug or alcohol problems to get counseling and may require employees to seek assistance through our Employee Assistance Program. Employees who undergo voluntary counseling or treatment, and who continue to work, must meet all established standards of conduct and job performance.

While the mere voluntary request for assistance with an alcohol or drug abuse problem will not result in any constructive counseling, such requests will not prevent constructive counseling for violation

of the Company's Drug and Alcohol Use policy and / or excuse any performance issues or misconduct.

Drug and Alcohol Testing

The Company reserves the right to require that any employee 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, and with approval from the District Manager / Client Executive or above and Human Resources Business Partner. Where pre-employment testing is conducted, any offer of employment is conditional upon the passing of a blood and / or urine test for drugs. Any applicant who fails to pass the pre-employment drug test will be rejected, and will not be eligible for employment with the Company for twelve (12) months after the failed pre-employment drug test.

In addition, where permitted by law, the Company reserves the right to require drug and / or alcohol testing of any current employee. Drug and / or alcohol testing may only be conducted with the approval of the District Manager / Client Executive or above and Human Resources Business Partner. Any employee who refuses to submit to a test or who tests positive for drug and / or alcohol use will be subject to constructive counseling, up to and including, termination of employment.

Before engaging in any constructive counseling, the Company will give an employee who tests positive the opportunity to explain the results.

Employees who fail to comply with this policy may be subject to constructive counseling up to and including termination of employment.

Responsibilities:

Employee: Employees are required to be familiar with and comply with this policy. The Company expects employees to report any possible violations of this policy to one's supervisor or as otherwise provided in this policy.

Management: Managers are required to be familiar with and enforce this policy, and to take appropriate action when violations of policy occur or are reported. It is also the responsibility of Managers to ensure there are no retaliatory actions as a consequence of an employee reporting any possible violation of policy.

Human Resources: Human Resources representatives are responsible for being familiar with this policy in order to provide appropriate guidance and to take appropriate action when violations of policy are reported.

Interpretation: NorAm SVP HR Services, in consultation with the Law Department, retains the right to interpret, revise or amend this policy at any time, subject to CP-103, Policy on Policies.



Your Updated Employee Handbook is Available Online

Su manual del empleado actualizado está disponible en línea

- What?** Your Sodexo Employee Handbook has been revised and is ready for your review.
- When?** Now. This August 2017 edition replaces all previous handbooks.
- Where?** Go to www.SodexoLINK.com*
- Why?** Your Quality of Life at Sodexo is important. Making the handbook accessible from any computer or mobile device delivers ease and efficiency to you.

*Need access to www.SodexoLINK.com? Sodexo employees can use the registration link on the sign on page or ask your manager for registration instructions.

¿Qué? Su manual del empleado de Sodexo ha sido modificado y está listo para que lo revise.

¿Cuándo? Ahora. Esta edición de agosto de 2017 reemplaza a todos los manuales anteriores.

¿Dónde? Visite www.SodexoLINK.com*

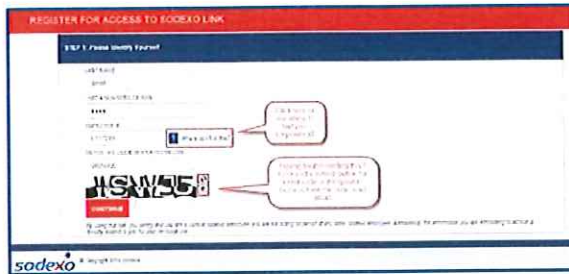
¿Por qué? Su calidad de vida en Sodexo es importante. Hacer que el manual esté disponible desde cualquier computadora o dispositivo móvil le ofrece facilidad y eficiencia.

*¿Necesita acceso para www.SodexoLINK.com? Los empleados de Sodexo pueden usar el enlace de inscripción que se encuentra en la página de inicio de sesión o pedirle instrucciones de inscripción a su supervisor.



Register for Sodexo LINK

1. Logging in to Sodexo LINK for the first time? You'll need to register first.
2. To register, make sure you have the following information:
 - a. A recent pay statement
 - b. Your Social Security Number
3. Go to www.sodexolink.com.
4. Click on the **Register first** link at the lower left of your screen.



Verify Your Identity

1. On the next page, enter your last name, the last four (4) digits of your Social Security Number and your employee ID.

NOTE: You can find your employee ID at the top left of your pay statement.
2. Enter the security code from the box below exactly as you see it.

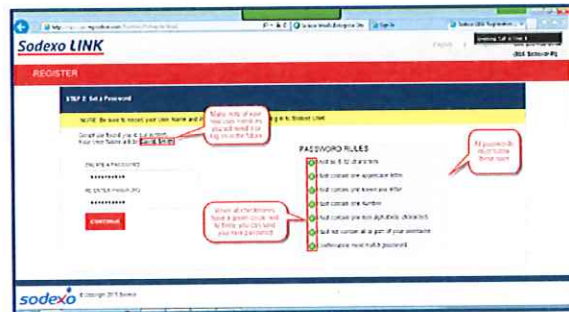
NOTE: If you have trouble reading the code, you can refresh it for another code or have the code read aloud by pressing the speaker button.
3. Click **Continue** after you've entered all the required information.

Create Your Password

1. Enter a new password and re-enter it for confirmation.
2. Your password must:
 - a. Contain 8-32 letters, numbers and/or symbols (! @ \$, etc.)
 - b. Contain one (1) uppercase letter
 - c. Contain at least one (1) number
 - d. Contain at least one (1) symbol or non-alphabetic character (! @ \$, etc.)
 - e. Be different than your username
3. Green checkmarks will appear next to the list on the right as you meet these password rules.

NOTE: If any **RED X's** show, you will need to pick a different password.
4. Click **Continue** to save your password when the entire list is showing green checkmarks.

NOTE: You'll need to remember your username provided on this screen and your new password to log in.



Congratulations!

1. You will receive a confirmation screen with your username when you have registered successfully.



Log in to Sodexo LINK

1. Click the **Login to Sodexo LINK** button to go back to the login screen.
2. Enter your username and password.
3. Click **Continue**.