



# Western Kentucky University Campus

*Bowling Green, Kentucky*

## Sodexo-Education Unit Specific Work Rules

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*Sodexo is an EEO/AA/Minority/Female/Disability/Veteran employer.*

## ***THE SODEXO EDUCATION-CAMPUS UNIT SPECIFIC WORK RULES***

Sodexo strives to provide you an environment where you can flourish and grow. We want you to be successful. To help you succeed we believe it is important to set clear expectations of performance and behavior.

This guide has been carefully prepared for you! It offers guidance to Sodexo Campus employees on our day-to-day activities and business at Western Kentucky University. Please understand that you must comply with all of the policies contained in the Sodexo Employee Handbook, even if the policy is not mentioned or included in this document.

This guide will: (1) give you the information you need to do your job and, (2) provide you many of the work rules we have established so as to offer you a safe and enjoyable work environment.

More specifically, this document:

- Applies to Sodexo employees at the Western Kentucky University Campus
- Supersedes any previous guidelines on any of the subjects presented here

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## Welcome

On behalf of the Sodexo management at the Western Kentucky University Campus, it is an honor to welcome you to Sodexo. We are very excited that you have selected Sodexo as part of your career path. We welcome the opportunity to work with you in reaching your personal and professional goals and aspirations.

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

Everyday, Sodexo's values of Service Spirit, Team Spirit and the Spirit of Progress come alive through your work. You represent Sodexo to the many customers and clients we serve, and we are committed to ensuring that you have the tools and resources you need to perform your job well. The Sodexo Employee Handbook and this Unit Specific Work Rules Supplement are just two tools as they contain important information about your responsibilities and the expectations Sodexo has for you as well as the commitments we are making to you. It is your responsibility to read and review the Sodexo Employee Handbook and this Unit Specific Work Rules document and if you have any questions about the material in them, speak to your manager.

## Sodexo's Employee Value Proposition

We would like to wish you a long and satisfying career with Sodexo at the Western Kentucky University. It is our hope that our policies and the information contained in this Unit Specific Work Rules supplement will provide you with a healthy, safe, and productive work environment that will improve the quality of your daily life and will support you in your personal, professional and financial goals. If you have any questions about any of the material contained here, please do not hesitate to ask your manager.

## Employment At-Will

Please understand that while we hope that you will remain with us long term, your employment with us is for no definite period and is terminable at any time by either you or us, with or without cause and with or without notice. The document is not a contract of employment. It does not create any contractual commitment by Sodexo and does not guarantee employment for any period, or create or contribute in any way to a legal cause of action against the Company. We reserve the right to change, modify, and/or discontinue any of the policies contained in this Unit Specific Work Rules, and the right to interpret and apply the Unit Specific Work Rules in our discretion.

## Open Door Policy

Sodexo has adopted an Open Door Policy for all employees. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. If any area of your work is causing you concern, you have the responsibility to address your concern with a manager. Whether you have a problem, a complaint, a suggestion, or an observation, your managers want to hear from you. By listening to you, we are able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

Most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. However, an open door policy means that you may also discuss your issues and concerns with the next levels of management and/or Human Resources staff members.

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, employees have the opportunity at all times, through the open door policy, to be heard.

The open door policy includes the assurances that an individual employee who pursues his or her rights to talk to any level of management will experience no retaliation or interference from the employee's immediate manager.

## About Sodexo Education - Campus

We make campus a better place for students to learn, grow and succeed. We partner with the leaders on campus to create the best possible learning environment. Our job is to improve the Quality of Life for students so they can achieve their academic goals.

We understand the issues and values that are important to our customers and are proud to be leaders in such areas as student well-being, sustainability, diversity and inclusion, and fighting hunger.

Everything we do is focused on providing innovative solutions that reinforce the overall college experience. We assist our campus partners by supporting student recruiting, building year-over-year student retention rates, attracting and retaining faculty and administration, growing campus satisfaction, building graduation rates, supporting our fiscal stewardship and driving alumni loyalty.

Sodexo employees must consistently deliver “exceptional” student experiences and service to our customers.

### Our Mission

Sodexo works in accordance with **five** fundamentals: Our Roots, Beliefs, Mission, Values and Our Ethical Principals; i.e. Loyalty, Respect for People, Transparency and Business Integrity.

Sodexo is the premier on-site solutions partner because every one of our people, programs and services are focused on creating exceptional student experiences.

We have identified five key drivers that help us create exceptional student experiences: Student Insights, Health and Wellness, Sustainability Practices, Customer Service, and Culinary Innovations.

### **About Sodexo Department of Facilities Management at WKU:**

The Department of Facilities Management is a diverse organization of over 300 employees who make it their goal to provide an environment that strives to enrich the lives of students, staff, faculty, administration, and guests of Western Kentucky University.

The Department Facilities Management (SODEXO) team is responsible for daily grounds maintenance and the beautification of the university campus. We provide regular and ongoing maintenance services for the campus and all its buildings as well as to ensure the heat plant facility operates at optimum levels. We ensure that all buildings, labs, housing and campus facilities are operating at the highest of cleanliness levels.

We are committed to a high standard of excellence in our duties and responsibilities to the university and to the people who work and study here. Only by working together toward common goals can we reach and maintain the high standards we seek. This pledge to excellence is reflected every day in the dedication and level of professionalism of our staff and management team.

## **Customer Service “The Sodexo Experience”**

Employee recognition is a vital part of development, engagement and our company success. Sodexo has a variety of recognition programs available. One such program is ***The Sodexo Experience*** where the employees must consistently deliver “exceptional” service to our customers.

The **Sodexo Experience** provides a simple but meaningful opportunity for managers, supervisors and co-workers to recognize the effort and contributions of team members who are going above and beyond in making a difference at work.

The following are the "10 Simple Things" that employees are expected to deliver on a daily basis:

- 1. Greet with a smile**  
Show a smile and warm, genuine greeting for each one of our customers. Within 10 feet, visually acknowledge the customer. Within 5 feet, verbally acknowledge the customer.
- 2. Focus**  
Give the customer full focus and undivided attention; make eye contact. Remember, it’s not just what is being said but how (words and body language).
- 3. Appreciation**  
Show the customer our appreciation. Thank the customer for their request and ask them to come again.
- 4. Uniform**  
All team members are in a neat, clean uniform, including their safety shoes.
- 5. Appearance matters**  
Keep our workspace and points of service clean, organized and safe. Customers can find what they need or want; team members can have pride in their work environment.
- 6. Telling**  
Keep your customers informed
- 7. Get it right**  
Deliver what the customer wants consistently, every time.
- 8. Speed of service**  
Greet and serve customers promptly.
- 9. Assistance is available**  
If you are unable to assist with a customer's request, find someone who can.

**21<sup>st</sup> Century Customer Service - You have the power to make a difference!**

## HEALTHY-AT-WORK

Health and Safety is an integral part of Sodexo's mission to improve Quality of Life. We count on our employees to work with us to integrate Health and Safety into everything we do to minimize risk to our employees, clients and customers. We are committed to providing working conditions and client services that are safe and healthy.

The virus that causes COVID-19 is thought to spread from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. Spread is more likely when people are in close contact with one another (within about 6 feet). People are thought to be most contagious when they are symptomatic. The Centers for Disease Control ("CDC") recommends symptomatic individuals be isolated until they are better and no longer pose a risk of infecting others.

To protect our employees, clients and customers, Sodexo has established the following safety measures. All employees must commit to these practices for their own health and the health of those around them.

### **10. Daily Health Checks**

All employees are required to monitor their own health prior to starting work each day to verify they have no COVID-19 symptoms, are not running a temperature of 100.4 degrees or higher, and have not had close, prolonged contact with someone in the past 14 days with COVID-19 symptoms or a confirmed diagnosis of COVID-19. Any employees who feel unwell or otherwise meet these criteria should stay home and contact their supervisor and human resources manager.

### **11. Social Distancing**

The definition of Social Distancing regarding COVID-19 is a minimum distance of six feet in all directions. If you cannot always maintain that distance, you are required to wear a mask covering the nose and mouth.

### **12. Face Masks**

Appropriate face masks include cloth face covering or appropriate paper mask that covers both the nose and mouth. These coverings are required:

- At all times when in public areas or shared spaces within building, including hallways and classrooms
- Outdoors when near others where social distancing of at least six feet cannot be maintained
- When in a vehicle with other persons, including cars, vans and buses

There are situations when a face mask is not required or cannot be worn due to the type of activity or factors related to the environment. Examples include:

- While eating or drinking
- While alone inside a university office
- In environments where hazards exist that create a greater risk by wearing a mask (engineering bays, biology research & instructional labs, etc.)
- Performing physical exertion, such as manual labor, running and athletics training
- Outdoors with more than six feet continuous separation between all people or there is only brief contact such as passing a person on the sidewalk
- Other physical limitations or conditions that preclude an individual from wearing a face mask

## **EMPLOYMENT POLICIES**

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

Sodexo is committed to treating all employees with respect and fairness. To demonstrate our commitment, we guarantee the right of every employee to voice concerns about their treatment and to have those concerns heard in an atmosphere of respect and cooperation. If you have a concern and would like to access this process, you should contact your local In-Unit Human Resources Manager at 270-331-4166 or the Sodexo corporate human resources office at *1/855 SodexoHR (763-3964) - USAHumanResources-Education.usa@sodexo.com*

### **Equal Employment Opportunity/Anti-Discrimination**

SODEXO is committed to offering equal employment opportunities without regard to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability or any other basis protected by law. This commitment extends to all aspects of employment, including but not limited to: advertising, recruiting, placement, promotion, compensation, and training.

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

### **Accommodations**

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

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

Sodexo has established a process to manage requests for reasonable accommodation. This process ensures full consideration and documentation of requests through an interactive process between the employee, manager and Human Resources as needed. Unless this process is followed, accommodations will not be made and employees will be expected to perform the full functions of the job position. Employees who wish to request an accommodation should contact their manager or human resources to receive the proper paperwork. The General Manager will make the final call as to whether an accommodation can be made.

## **Workplace Violence**

SODEXO is committed to creating a safe and positive work environment for employees. The Company takes a zero-tolerance approach to acts or threats of workplace violence. While it is not possible to list all circumstances that constitute threatening and violent behavior, the following are some examples of behavior in the workplace that violate this policy:

- Use of threatening, intimidating or abusive language and/or gestures
- Use or possession of firearms or any other type of weapon
- Virtual or physical stalking of employees or customers
- Workplace sabotage
- Fighting, striking or otherwise committing violence toward any employee or customer
- Throwing or kicking objects
- Verbal threats, Cyber threats, intimidating body language, yelling or screaming at other employees or customers

## **Harassment Prohibited**

SODEXO is committed to providing and maintaining a workplace that is free of harassment of any kind. Harassment is offensive, unwelcome, physical or verbal behavior due to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, gender identity or any other basis protected by law.

Do not assume that behavior that is not offensive to you is acceptable to others; harassment is often defined by the person receiving it. Examples of prohibited harassment include, but are not limited to:

- Sexual advances, whether they involve touching or not
- Any type of sexual activity in the workplace (even if it is consensual) including exposure
- Requests for sexual favors in exchange for actual or promised job benefits
- Any threat to an employee that refusal to submit to sexual advances would adversely affect his or her employment
- Gossip regarding one's sex life, comments on an individual's body, or comments about an individual's sexual activity
- Telling sexual, racial, ethnic, religious or off-color jokes or slurs, or using any other communication or conduct that is negative or degrading to any employee, client, customer or vendor
- Talking about co-workers, clients, customers or vendors using racial, ethnic, religious or other unprofessional terms
- Displaying or transmitting electronically, including on a cell phone or via text messaging, sexually suggestive objects, pictures, etc.
- Starting or perpetuating rumors, false statements or gossip
- Discussion of one's own sexual activities or inquiries into another's sexual experiences
- Using slang nicknames such as "honey", "sweetie", "babe", or "doll"
- Anything that reasonably could be thought by another employee, client, customer or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile or offensive workplace
- Any other form of sexual or other harassment (see Sodexo employee handbook p. 14)

Any victim of harassment is urged to notify Sodexo of the offending conduct immediately. Follow the procedures described in the Promise of Respect and Fair Treatment.

## **Drug and Alcohol Policy**

The purpose of these Guidelines is to specify the procedures for implementing Sodexo's CP-210 Policy on Drug and Alcohol Use prohibiting drug and/or alcohol use on duty. Sodexo is committed to maintaining a safe workplace free from the influence of alcohol and drugs. In addition, Sodexo will vigorously comply with the requirements of the Drug-Free Workplace Act of 1988. Employees who use illegal drugs or abuse other controlled substances or alcohol, on or off duty, tend to be less productive, less reliable, and prone to greater absenteeism. These result in the potential for increased cost, delay, and risk in Sodexo's business. For all these reasons, Sodexo will not tolerate any drug or alcohol use, which imperils the health and well-being of its employees or threatens its business.

Accordingly, Sodexo prohibits the following:

- Unauthorized use, possession, manufacture, distribution, dispensation, sale, or attempted sale of a controlled substance or drugs and drug paraphernalia on Sodexo/client premises, in Sodexo/client-supplied vehicles, or during working hours;
- Unauthorized use, manufacture, distribution, dispensation, possession, sale, or attempted sale of alcohol on Sodexo/client premises, in Sodexo/client-supplied vehicles, or during working hours;
- Storing in lockers, desks, automobiles, or other repositories on Sodexo/client premises any illegal drug, drug paraphernalia, any controlled substance for which use is unauthorized, or any alcohol;
- Being under the influence of an unauthorized controlled substance, illegal drug, or alcohol on Sodexo/client premises, in Sodexo/client-supplied vehicles, or during working hours;
- Use of alcohol off Sodexo/client premises that adversely affects the employee's work performance, or endangers the individual's own or others' safety at work;
- Use of illegal drugs off Sodexo/client premises that adversely affects the employee's work performance, the individual's own or others' safety at work;
- Refusing to submit to an inspection when requested by management;
- 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 Sodexo of any arrest or conviction, under any criminal drug statute, within five (5) days of the arrest or conviction.

## **Drug/Alcohol Testing**

### *1. Pre-Employment Testing (Drug Testing only)*

As part of Sodexo's employment screening process, all applicants to whom a conditional offer of employment is made ("prospective employees") must pass a drug test. This process may include an observed drug screen. Any offer of employment will be conditioned upon a negative test result.

## 2. Reasonable Suspicion Testing (Drug & Alcohol Testing)

Employees reasonably suspected by management of being under the influence of alcohol, drugs, or otherwise in violation of the Drug and Alcohol Use Policy, must submit to a drug and/or alcohol test. Reasonable suspicion may be determined in the Company's sole discretion. When determining if reasonable suspicion exists, the Company may examine several factors including, but not limited to, abnormal coordination, appearance, behavior, speech or odor, excessive absenteeism, deterioration in job performance, abnormal mood changes, discovery of drugs or drug paraphernalia in the employee's possession or control (i.e., in the employee's locker, desk, or automobile on Company/WKU premises), involvement in a safety infraction or an accident that does or could have resulted in injury or property damage where the circumstances suggest the use of alcohol or drugs may have been a contributing factor, or any other behavior, facts or circumstances that suggest being under the influence of alcohol or drugs. Reasonable suspicion drug screening will require an observed drug screening process.

## 2. Post-Accident Testing (Drug & Alcohol Testing)

As permitted by law, Sodexo will conduct drug and/or alcohol testing following any incident or injury that requires medical attention sustained while on the job. Post accident drug screening will require an observed drug screening process.

All on-the-job injuries must be reported to the Sodexo unit manager or other designated person or manager within one (1) hour of the injury – unless there are circumstances that make reporting within 1 hour impractical or impossible – but no later than 3 hours of the injury.

Post-injury drug and alcohol testing should occur as soon after the injury as is practical, but no later than 32 hours after the injury has occurred. Employees must report for testing within 32 hours. If an employee fails to do so, it will be deemed refusal to test, absent a reasonable explanation.

Any Employee found to be in violation of these guidelines by refusing to comply with them or by testing positive for any prohibited substance will be terminated. Any Employee suspected of unnecessarily delaying the test process, attempting to adulterate or substitute a sample or refusing to fully cooperate in the test process will be considered to have refused to submit to testing. In addition, a positive test may result in a loss of Workers' Compensation benefits under state law. Any Employee who refuses to comply with a proper request to submit to testing or who fails to cooperate in the test process may be denied Workers' Compensation benefits under state law.

## **Employee Assistance**

Employees with personal alcohol and drug abuse problems should request confidential assistance through local support agencies and, if applicable, Sodexo's health insurance program or Sodexo's Lifeworks program, 888 267 8126. Employees who undergo voluntary counseling or treatment, and who continue to work, must meet all established standards of conduct and job performance including

these Guidelines. 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 action for violation of Sodexo's Drug and Alcohol Use Policy and will not prevent termination for a positive result.

### **Employment of Relatives**

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

The employment of relatives in certain positions may create an opportunity for a conflict of interest or the perception of favoritism. Therefore, Sodexo will not place an employee under the direct supervision of a relative or in a position or department where he or she has influence over another relative's employment, performance review, salary administration, promotion or other employment-related decisions.

In addition, placement of relatives in the same building on the same shift is also prohibited for productivity and conflict of interest concerns. Relatives may work on the same shift so long as they are not placed in the same building, and preferably, under a different supervisor.

A relative is defined as an employee's spouse, children, parents, grandparents, brothers, sisters, nieces, nephews, aunts, uncles, grandchildren, in-laws or step-relatives of same.

### **Relationships among Employees**

Inappropriate relationships involving employees and managers/supervisors can have potential negative impacts on the Company and its employees. For these reasons, Sodexo expects all manager and supervisors to maintain professional and business-like relations with employees at all times which includes, but is not limited to, refraining from the following types of relationships with direct and indirect reports:

- Romantic or sexual relationship
- Ongoing social relationship outside of work
- Outside business relationship
- Landlord-tenant relationship or other joint living arrangement

Entering in a relationship with either a direct or indirect report in your department will lead to dismissal of the person in a leadership position.

Employees in a peer-to-peer relationship will be placed in separate buildings and/or with different supervisors.

## **TIME AWAY FROM WORK**

## **Paid Holidays**

*Frontline* employees who work an average of 30 hours or more per week over 52 weeks will receive holiday pay for the following holidays:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day & the day after Thanksgiving
- Christmas Eve
- Christmas Day

When a holiday falls on a Saturday, Sodexo observes the holiday on Friday; when the holiday falls on Sunday, Sodexo observes the holiday on Monday. Employees will receive their normal rate of pay when paid for holidays. Employees will not be paid for more hours than they would normally work nor will they be paid for holidays they are not scheduled to work. Holiday pay is not time on the clock and will not count as hours worked for overtime purposes.

An employee is **not entitled to holiday pay** when:

- The employee has an unexcused absence for the shift preceding or following the holiday.
  - If the employee arranges in advance to be off on an excused absence the day before or after the holiday, then he/she will receive holiday pay.
- The employee is on a paid or unpaid Leave of Absence (LOA).
- The employee is scheduled to work an event during a holiday break but does not work their scheduled event (one holiday day will be docked if during a multiple-holiday break).

## **Paid Sick Days**

This program provides full-time employees with paid time off for occasional illness. Acceptable uses of sick time would include:

- Bona fide illness or injury of the employee, spouse/domestic partner, a dependent child, or a domestic partner's dependent child.
- To provide eldercare for their ill parents and parents of spouse/domestic partner, grandparents and grandparents of spouse/domestic partner. Up to five (5) days per year may be excused for this purpose if a doctor's statement is provided (does not include approved medical leaves of absence).
- Care-giving responsibilities including travel time for a spouse/domestic partner, a dependent child, or a domestic partner's dependent child who is ill.

A manager may request an employee provide documentation to verify the need for leave.

In order to be eligible for sick time, you must work an average of 30 hours or more per week over 52 weeks.

Sick leave accruals are based on years of service as follows:

- 0-12 months 16 hrs
- 13-24 months 24 hrs
- 25 months or more 40 hrs

You begin earning sick time from the beginning of employment. However, it is not available for use nor will it appear on the employee's paycheck until after 6 months of employment. On the paycheck following the employee's 6-month anniversary, the earned sick leave benefits will appear and are available. Sick leave balances at the end of the calendar year will roll over to the next year up to a maximum balance of 320 hours.

### **Paid Vacation**

In order to be eligible for vacation time, you must work an average of 30 hours or more per week over 52 weeks. Vacation starts accruing immediately, but does not become available for use (vested) until January 1<sup>st</sup> of the following year.

Vacation time is accrued at the following rate:

<u>Years of Service</u>	<u>Accrual Rate</u>
0-12 months	.0304/per hour up to 40 hours per year
13-60 months	.0607/per hour up to 80 hours per year
61-180 months	.0910/per hour up to 120 hours per year
181 months or more	.1213/per hour up to 160 hours per year

Frontline employees may take vacation time in 30 minute intervals. Vacations must be scheduled in advance with your supervisor, who will attempt to approve the vacation dates requested. However, in cases of business needs, your requests may be denied or you may be asked to schedule vacation at another time. Your supervisor will approve vacation requests on a first come first serve basis. All vacations of one week or more must be requested at least one week in advance so that they can be scheduled and approved by the manager. If you separate from employment, you will receive a payout for only your vested vacation. Only in the specific instances of separation due to job elimination, retirement, permanent disability or death of the employee will an employee receive both vested and unvested vacation. Any vested vacation time from the previous year that is not used is carried over to the next year if the combined unvested and vested balance does not exceed 240 hours. Balances above 240 hours will be forfeited.

### **Excused Unpaid Time Off**

Sodexo recognizes that during the first 12-18 months of employment new hires have not accrued any vested vacation or sick time, yet certain circumstances may require absence from work for medical, family, or personal reasons. Therefore, unpaid time off (up to a maximum of 10 days vacation; 5 days sick—with doctor's statement) can be scheduled in advance with your supervisor, who will attempt to approve the unpaid time off requested. However, in cases of business needs, your requests may be denied or you may be asked to schedule time off at another time. Employees with less than 12 months of service will receive a pro-rated amount of time based on the number of months of employment. See attendance policy for further details/explanation.

## **Leaves of Absence**

Sodexo recognizes that certain circumstances may require absence from work for medical, family, or personal reasons. Eligible employees may be entitled to leave under the Family Medical Leave Act (FMLA). If an employee needs to miss 3 or more consecutive scheduled work days for any reason other than an approved vacation, the employee must request a leave of absence. Please contact your Manager or Human Resources representative to learn more about Leaves of Absence and/or your rights under the FMLA.

It is the employee's responsibility to inform management of any changes in his or her return to work date. An employee granted any type of leave of absence must return to work on the first workday following the expiration of his or her leave. If an employee fails to return to work on the first day following expiration of the leave, and a request for an extension has not been made to his or her manager in writing or in person before the expiration date and approved by the manager, the employee may be deemed to have voluntarily terminated his or her employment effective on the first day following the expiration of the leave.

For leaves of absence that are taken due to a personal medical condition, the employee must provide a completed Return to Work Medical Certification Form from their physician indicating that they may return to work and what restrictions they have, if any. This note must be received before the employee returns to work.

## **Bereavement Leave**

Bereavement leave is intended to allow employees time off, with pay, to grieve and attend the wake and/or funeral of an immediate family member. The immediate family is defined as:

- Spouse/domestic partner
- Children/step-children/domestic partner's children
- Parents/spouse's parents/domestic partner's parents/step-parents
- Siblings
- Legal guardians
- Grandparents and grandchildren

Maximum paid time off will not exceed three regularly scheduled workdays. Employees will receive pay equal to their regular pay (excluding overtime or other premium payments) for the days of their authorized absence.

When an employee receives notification of the death of an immediate family member, it is the responsibility of the employee to notify his or her manager immediately. Such notice should contain

the relationship of the deceased to the employee, the date, time and location of the funeral to be attended, and the date and time the employee expects to return to work.

### **Jury Duty**

Employees must notify their manager as soon as they are called for jury duty so that arrangements may be made to cover work assignments. Employees who are called for jury duty will be granted time off and will be paid their regular base wages (excluding overtime or other premium payments) for regularly scheduled workdays for up to a maximum of 4 weeks. A copy of the jury duty summons and jury duty check stubs must be provided to your manager immediately after returning from jury duty to verify your jury service.

## **EMPLOYEE CONDUCT**

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

### **Constructive Counseling**

We require all employees to meet the standards of performance and conduct that have been established for their jobs. When employee performance or conduct does not meet Company standards, the Constructive Counseling process is used to ensure understanding of the expectations. Constructive counseling may include coaching, written warnings, and termination of employment.

### **Corrective Action Steps:**

#### ***Employee Courtesy Reminder (ECR) - Informal Counseling***

The first step in any effort to improve employee performance is coaching. Consistent coaching addresses performance issues and assists the employee to take correct steps towards improvement. The goal of coaching is to work with the team members to solve performance problems and improve the work of the employee, team and department. Whenever possible, the first time a minor violation occurs, a manager/supervisor will first attempt to coach the team member and document the coaching on an Incident Report.

#### ***Formalized Step 1: Written Coaching***

When ECR's have not proven effective or for any violation that management feels the need to bypass informal reprimands, and employee will receive a documented verbal warning from management. This is the first step in the formal progressive disciplinary process. Verbal warnings will remain in effect for one year following the date of issue.

#### ***Formalized Step 2: Written Warning***

For offenses which management thinks are serious or where a written coaching has proven insufficient in correcting a behavior or violation, a written warning is administered. Written Warnings will remain in effect for one year following the date issued.

### **Discharge / Termination**

Termination of employment may occur when an employee's performance does not improve after constructive counseling or when an employee's conduct is sufficiently serious. While the Company hopes to correct most types of unsatisfactory performance or conduct through constructive counseling measures, some types of performance and misconduct are so severe they may warrant termination without any prior constructive counseling. Examples of these types of violations include, but are not limited to, the following:

- Any violation of the Company's Ethical Conduct Policy
- Insubordination or failure to carry out reasonable requests made by the manager or supervisor
- Theft, attempted theft, or removing Company, client, or co-worker property from the premises without proper authorization
- Willful misuse or destruction of Company, client, or a co-worker's property
- Willful violation of client policies
- Sleeping, or the appearance of sleeping, anywhere on the client's premises
- Walking off the job (job abandonment)
- Violation of the Company's Drug and Alcohol Use policy
- Sexual harassment or other harassment, discrimination and/or retaliation in violation of Company policy
- Any type of behavior determined to be threatening, intimidating, or violent in nature
- Any disorderly conduct, such as profanity, yelling, including the use of vulgar, abusive or obscene language while on Company/Client premises or arising out of Company business
- Possession of a dangerous weapon **on your person** on the client's premises
- Indecent, illegal, or immoral behavior on client premises
- Presence in student housing units for reasons other than official Sodexo business
- Falsification of payroll records, including excessive non-productive behavior while in a paid status
- Grossly negligent conduct that results in a near miss, workplace injury, accident, physical damage to client's premises, or otherwise causes a workplace hazard
- Conviction of a felony or off-duty conduct that relates to the employee's fitness for employment
- Other serious misconduct

### **Investigatory Leave**

Investigatory leave may be necessary when allegations are raised regarding an employee's work performance and conduct that require a thorough and fair investigation. Investigatory leaves are only intended to protect the integrity of the investigation and are not considered disciplinary in nature. Individuals placed on investigatory leave should not return to the premises nor should they discuss the investigation with Sodexo employees, clients, or parties associated with the investigation unless directed to do so by the GM or Human Resources. Failure to comply with this policy may lead to constructive counseling up to and including termination of employment.

If no disciplinary action is given as a result of the investigation, the absence will be paid. If a disciplinary action follows the suspension, time off will be unpaid.

### **Refusal to Sign Disciplinary Actions:**

All disciplinary actions are to be signed by the employee to acknowledge that they have read and understand the expectations for improvement. Refusal to sign a disciplinary action does not make it invalid. A second manager/supervisor will be called in and will witness the refusal to sign.

### **Attendance Policy/Standards and Records:**

All employees are expected to report to work as scheduled. Absenteeism and lateness/leaving early are expensive, disruptive, place an unfair burden on those employees who must fill-in for absent employees, and may negatively impact customer service. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout Facilities Management, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their manager/supervisor in advance of any requested schedule changes. This approval includes requests to use appropriate accruals, as well as late arrivals to or early departures from work.

#### **I. Definitions:**

- a. An **“Absence”** is defined as missing more than 50% of your scheduled work time. An absence includes all lost work time whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee and/or whether the employee receives pay for the time off
- b. A **“No call, no show”** results from an employee not showing up for work or reporting an absence within two hours of their normal start time
- c. **“Tardy/leaving early”** is defined as reporting to work 5 or more minutes after the scheduled starting time or leaving work more than 5 minutes prior to the scheduled ending time, unless approved in advance by your manager or supervisor
- d. **“Job Abandonment”** is defined as leaving work without notifying a member of the management team or an employee leaves work (unscheduled) in a disruptive manner (e.g. angry/using profanity)
- e. **“Punch Error”** is not clocking in/out for the beginning/end of the shift; not clocking in/out for the scheduled lunch break; or clocking out after the scheduled shift end time without prior permission from a manager
- f. **“FMLA” (Family Medical Leave Act)** is an unpaid, excused leave of absence for medical conditions relating to pregnancy, a serious health condition of the employee, their child, spouse or parent, or covered service member. Employee must have 12 months of service AND have worked 1,250 hours in the prior 12-months to be eligible
- g. **“Non-FMLA”** is an unpaid, excused leave of absence for all of the same reasons for FMLA; however, the employee has not met the minimum service/work hour requirements. Subject to HR approval and does not guarantee the same rights as FMLA. Absences may require additional documentation. Non-FMLA is for consecutive absences only.
- h. An absence/tardy/early departure may be **“Excused”** if:
  - i. The employee **has leave time available** and **calls in at least one hour prior** to the start of their shift;

- ii. The employee is sent home by a member of the management team due to visible illness;
  - iii. The employee voluntarily brings in a doctor’s note that specifically discloses that the time missed was due to their own personal contagious illness;
  - iv. The absence is part of an approved Leave of Absence defined in company policy
- i. An absence/tardy/early departure will be considered **“Unexcused”** if:
    - i. The employee has no leave time available and the absence does not meet the criteria specified above as an Excused absence;
    - ii. The employee calls in less than one hour prior to the start of their shift;
    - iii. The employee leaves early (unscheduled) for reasons other than those listed under “excused”;
    - iv. An employee is scheduled to work an event but calls off without finding someone to cover their shift

**II. Call-off/Notification Procedures**

Employees must follow these call-off procedures anytime you have an unscheduled absence

- a. Notification of any unscheduled absence must be made as far in advance as possible but at a minimum of at least one (1) hour prior to the scheduled start of your shift
- b. Employees are required to call your specific unit (identified below in Section c.) and leave a detailed message indicating the time, day, reason for the absence or lateness and a phone number where you can be reached
  - i. Leaving a message with another staff member is not acceptable
  - ii. Employees are required to call the number listed in this policy to report an absence. If you so choose to also send a text, email or the use of any other technology, you still must call and leave a message on the Unit phone.
  - iii. You are expected to call in your absence yourself. Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling
  - iv. If you will be absent for longer than one day, you will be required to keep your manager informed of your status on a daily basis, unless directed otherwise by your manager
- c. Unit Specific numbers to report an absence
  - i. Environmental Services: 270-745-5826
  - ii. Housing Zone 1: 270-745-5559
  - iii. Housing Zone 3: 270-745-6898
  - iv. Campus Services: 270-745-5820 OR Contact Immediate Supervisor or Manager

**III. Paid/Unpaid Time Off**

- a. Each employee with at least one year of service may be excused up to 10 days of vacation in a calendar year (all paid time off will be used prior to unpaid days).
- b. Vested vacation time counts towards the 10 days
- c. Sick days can only be used for medical-related absences—up to five (5) days regardless if paid time is available or not, will not count towards the ten days if they are excused absences (a doctor’s statement is required to excuse these absences)

- d. Vacation days will automatically be pulled for medical-related absences if no sick time is available to cover
- e. All days off must be pre-approved based on the attendance policy and may result in the accumulation of attendance points
- f. Unpaid absences over the above-mentioned excused days that are not part of an approved medical leave of absence will be considered unexcused and accrue points
- g. New employees receive pro-rated days based on when they start work
- h. Examples:
  - i. Sally has 80 hours of Vested Vacation time for the year. Her 10 days she is allowed off will be paid days; however, points can still be assigned to paid absences if they are Unexcused.
  - ii. Joan has 40 hours of Vested Vacation time for the year. Five (5) of her days will be paid days; however, she is allowed up to an additional five (5) unpaid absences during the year that will not be assessed points as long as they are Excused.
  - iii. John begins employment in June. He will be allowed up to Five unpaid days off without points as long as they are Excused.
  - iv. Jane has 15 vested hours of vacation and has accrued 15 hours of sick leave. She misses three days for the flu, brings in a doctor's statement, and followed call-in procedures to make it a scheduled absence. Jane will be paid for all three days (Sick 15 hours; Vac 7.5 hours). She will continue to accrue sick leave up to her annual accrual amount. She has 7.5 hours of Paid Vacation left and can still be excused for 10 days of vacation and 2 days of sick time for the remainder of the year.

#### IV. Requests for Time Off

All requests for time off must be made in writing using the correct form and should be made as far in advance as possible unless extenuating circumstances exist.

- a. For a single day off, appointments, or other missed time, the request should be made at least one hour prior to the proposed start of the time off (excluding events)
- b. For vacation or extended time off of more than three days, the request should be made a minimum of seven days prior to the proposed start of the time off
- c. Written requests by different employees for time off for the same dates/times will be considered in the date order in which they are received.
- d. All requests for time off will be considered in light of operational and business needs.
- e. **A request for time off does not guarantee that it will be granted.**

#### V. Attendance Standards

Absences, no-call/no-shows, tardy/leaving early are accumulated and counted in a rolling twelve (12) month period, and will expire twelve months from the date of the initial incident.

- a. One day of an unexcused absence is considered ONE (1) point
- b. Up to three (3) consecutive days of absence for the same illness or injury for the employee, their child or spouse are considered ONE (1) point if accompanied by a doctor's statement. If a doctor's statement is not provided, each day of absence will accrue ONE (1) point
- c. Absences greater than three (3) consecutive days for the same illness or injury will require a medical certification from a health care provider (see human resources)
- d. Any one day of No Call, No Show is considered THREE (3) points
- e. Each Tardy/leaving early is considered ONE HALF (1/2) a point

- f. Any one occurrence of Job Abandonment will result in Investigatory Suspension pending corporate approval of termination
- g. Punch Errors will be processed under the Performance disciplinary action process rather than the attendance policy; however, punch errors can lead to disciplinary action up to and including termination
- h. Absences due to qualifying reasons protected by FMLA and/or state leave law will not be counted and will not result in the accumulation of points, provided you comply with your responsibilities under these laws, the Call-Off Notification Procedures included herein, and the Company's policies and procedures regarding leaves of absence.

**VI. Incentive—Ability to earn back points**

Employees will be given the opportunity to earn back points for good attendance. Each month an employee works at least 150 hours or 30 consecutive days AND has zero (0) Unexcused absences, he/she will earn back ½ point. These “earnings” do not accumulate and can only be used to reduce points accrued within the past 12 months.

**VII. Constructive Counseling for absenteeism will be as follows:**

- a. After accumulating 2 points in a rolling 12 month period: **Courtesy Notification**
- b. After accumulating 3 points in a rolling 12 month period: **Written Coaching**
- c. After accumulating 5 points in a rolling 12 month period: **Courtesy Notification**
- d. After accumulating 6 points in a rolling 12 month period: **Written Warning**
- e. After accumulating 7 points in a rolling 12 month period: **Termination of Employment.**  
Upon accumulation of the 7<sup>th</sup> point, the employee will be placed on an Investigatory Leave of Absence until the termination is approved by Corporate HR.

**VIII. Inclement Weather**

To ensure the safety of our employees, there may be times when the General Manager makes the decision to excuse absences due to weather emergencies. In these rare cases, an employee will be given the option to either take the day off unpaid or use a vacation day (if leave time is available). However, if the Department of Facilities Management is open then typically an absence related to weather will count as one point.

**IX. One-Time Shift Adjustments**

- a. No employee is guaranteed the ability to adjust their shift or make up missed time
- b. Prior approval from the Supervisor and/or Manager must be obtained
- c. There must be a supervisor/manager on campus that can supervise/direct the employee's work
- d. The additional work may or may not be in the employee's normal assigned area depending on business needs
- e. Missed hours that will result in overtime is not allowed
- f. Making up missed time or adjusting your shift does not guarantee the absence/missed time to be excused under the attendance policy
- g. Flex time must be approved by the General Manager

**X. Special Events**

The Department of Facilities Management plays a critical role in supporting the WKU Campus' Special Events (i.e. ballgames, concerts, circus, etc.). Crew sizes are set by the client and each person is necessary to ensure the event runs smoothly and provides complete client satisfaction. It is for this reason DFM employees are required to work special events when drafted. If he/she cannot work on the day they are drafted, it is their responsibility to find someone to cover for them (using the appropriate form) otherwise the employee will receive attendance points, regardless of the amount of notification provided.

## **XI. Important Notes**

- a. Vacation/Sick can be used in 15 minute increments and will automatically be applied for time missed (including tardies of 15 minutes or more) unless the employee is on an approved medical leave of absence and request to not use PTO in advance
- b. Doctor's excuses are not required for single absences nor do they automatically excuse an absence. A doctor's note will be required if: 1) You want the absence to count as one of your five excused sick days; 2) you miss more than one day of work and want the absence to be counted as consecutive days; or 3) you have a personal contagious illness and are willing to have a doctor disclose the nature of the illness on your doctor's statement
- c. FMLA absences do not accumulate points and as long as the number of absences per month is in line with the doctor's certification, no doctor's notes are required. Employee must specify FMLA when requesting leave
- d. Employees are not eligible for holiday pay if there is an unscheduled absence the day prior to, the day of, and/or the day after a holiday
- e. Employees are encouraged to schedule appointments outside of working hours when possible

## **Attendance Records**

For reasons of consistency and fairness, all instances of absence, tardiness, and leaving early (including those for which an employee receives personal, sick, or vacation pay) will be recorded in an attendance log, regardless of the reason for the absence and whether or not prior approval was granted. Employees may view their attendance record upon request.

## **Tobacco-free/Smoke-free Campus**

Western Kentucky University ("WKU") is a tobacco-free/smoke-free campus. The use of all tobacco products is prohibited on all property that is owned, operated, leased, occupied or controlled by the University. The tobacco-free/smoke-free policy includes cigarettes, cigars, pipes, water pipes (hookah), bidis, smokeless tobacco, e-cigarettes, e-cigars and vaping devices. "Property" for purposes of this policy is defined to include buildings and structures, grounds, parking structures, enclosed bridges and walkways, sidewalks, parking lots and university owned vehicles.

## **Meal Periods and Rest Breaks**

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

- Meal periods and legally mandated rest breaks are generally scheduled by management and included in the weekly schedule

- Employees must take the full allotment of time for their unpaid meal periods and/or legally-mandated rest breaks
- Breaks should be taken in a designated break area. Breaks may not be taken in public spaces other than cafeterias while in uniform unless the area is approved by their manager
- Employees should not be interrupted by work demands during their meal periods and/or legally mandated rest breaks
- Sleeping is not permitted, even on meal and rest periods, anywhere on the client's premises
- Employees who smoke are not entitled to additional rest breaks
- Your manager will let you know the designated meal period and/or rest break areas
- Employees are not to leave their work areas/break area during paid breaks unless authorized by a member of the leadership team
- If an employee needs to leave their assigned work area/break area during the unpaid lunch break AND it is outside the set break time, they must notify their supervisor/team leader before leaving
- Employees should be productively occupied immediately before the beginning and immediately after their scheduled break/meal periods
- Abuse of break/meal periods will be grounds for progressive discipline

### **Recording of Time**

Employees must use the timekeeping system required by their workplace and accurately record their time. If you are an hourly paid/non-exempt employee, you must:

- Record the time(s) you begin and end your shift(s) during your work day
- Record the start and end of your unpaid meal period(s)
- Record only your own time; do not record time for another person
- Notify your manager of any corrections or modifications needed to your time record. These must be documented and initialed by the manager and the employee on the Punch Exception Log
- Approve your time record at the end of each pay period after verifying its accuracy

### **Pay Period**

Hourly paid/non-exempt employees are paid on a bi-weekly basis. Our pay period runs from Friday thru Thursday. Paychecks are distributed on Thursdays every other week (after 11:00 am), unless otherwise approved by their manager.

Employees must validate and approve their weekly hours on the Kronos clock and sign the Time Card Approval Report. If a discrepancy exists, that change must be initialed by both the manager and the employee, acknowledging agreement.

It is the employee's responsibility to verify that all information is kept current and correct. If there are any errors or changes, you must report the issue to your manager or supervisor and the HR department immediately.

Unless specific arrangements are made in writing by the employee, paychecks not claimed by the end of the seventh (7) business day following pay day, will be sent via regular mail to the address on file for the employee. If the pay check is returned due to an incorrect address, it will be returned to the payroll department and filed as unclaimed wages.

An employee cannot receive another employee's paycheck, unless the employee submits a written consent form prior to payday. The person accepting the paycheck on behalf of the employee must sign that they have received the check. This same procedure must be followed if an employee would like a friend or family member to pick up the employee's pay check.

*Note: From time-to-time, you may need to refer back to information listed on your paystubs (such as employee ID number, etc.). For this reason, we strongly recommend that you maintain your paystubs as we do not keep record of the payroll information listed on your individual paystubs.*

## **Overtime**

Kentucky Labor law requires overtime to be paid when an employee works a total of 40 hours or more during the work week, unless otherwise exempt.

Overtime hours are not scheduled except where necessary to meet operational needs. During a normal work week, the manager must authorize any overtime, in advance. If an emergency situation occurs, you must contact the manager to explain the need for the overtime. Overtime pay will be paid as state and federal law requires. If you work **unauthorized overtime**, you may be subject to constructive counseling, up to and including termination.

**In calculating overtime, only actual hours worked are considered. In other words, holiday pay, vacation pay, jury duty hours, sick time, or bereavement time do not count as actual hours worked for overtime calculation purposes.**

Mandatory overtime will be based on unit requirements. If additional labor is required and no volunteers come forward, selection will be made on employee qualifications or skills as deemed necessary by the manager or a reverse 'years of service' order. Where state law governs the practice of mandatory overtime, Sodexo will comply with such state regulations.

## **GENERAL PROCEDURES AND EXPECTATIONS**

### **Reporting for Work**

All employees are expected to arrive prior to your scheduled start time. You should be in full uniform and prepared to punch in and begin working at your scheduled start time. Should you arrive for work prior to your scheduled start time, you should wait to punch in unless given permission by your manager to begin working.

Employees who are at work may be requested to stay over or come in early on their next shift. Such work will be credited and paid for, based on actual time worked in fifteen (15) minute increments.

### **Uniform Policy/Grooming Standards**

It is important that all employees present a professional appearance to our students, clients and visitors. An attractive uniform that is neat and clean is an important part of presenting an appropriate image in

the workplace. When receiving items for the duties of your job, understand each item belongs to the University. You must accept responsibility for the condition of each item while they are in your possession. The following policy reflects fair and consistent expectations for all employees.

- Work attire, including uniforms, should be in good repair and appropriate to the duties being performed, including all necessary PPE. If uniform begins to show signs of wear or become torn or stained, bring them in to be exchanged for a new garment
- Employees are expected to be neat, clean, and well-groomed while on the job and maintain cleanliness, practice daily hygiene and good grooming habits
- Employees must be in complete uniform before clocking in
- Remember: Your smile is part of your uniform

***Official Uniforms are defined as follows:***

- Short sleeve red polo shirt, smock (must be buttoned), apron or red poplin short sleeve shirt issued by DFM
- Long sleeve red poplin shirt issued by DFM
- Dark blue, black or khaki work pants (no knit, spandex or sports-type pants)
- Jeans that are dark blue in color, no holes, rips or tears
- Pants should not be worn any lower than your hips
- Grounds crew uniform provided by Sodexo issued by DFM consisting of either a polo or button-down shirt as well as a hat with a full brim for sun protection
- Facilities Management Polo shirts provided by DFM will be considered as appropriate uniform attire
- Safety committee Polo shirts provided by DFM will be considered as appropriate uniform attire
- On Fridays (or Thurs night for PM team members), employees may wear an appropriate WKU shirt in lieu of their issued uniform shirt. (Note: uniform pant requirements do not change)
- For HRL employees, see HRL Operations Managers for what is considered an appropriate uniform shirt
- Capri's are permissible to wear provided they meet the same criteria as pant options above
- Shorts are permissible to wear provided they meet the same criteria as pant options above and are no more than three (3) inches above the knee
- Hats are optional, but if an employee chooses to wear a hat, it must be a solid color with no other logo than WKU on it and must be worn with the bill in the front, forward position
- For safety precautions, all maintenance and custodial personnel shall wear closed-in shoes to work. This is defined as shoes that fully cover employees' feet from toe to heel. ESA staff must wear the Shoes for Crews or slip-resistant covers provided to them
- Uniform accommodations for religious/cultural reasons must be requested through the Department Manager or Human Resources

In the event a DFM employee resigns or their work duties are terminated, DFM uniforms and WKU ID shall be returned to their supervisor/manager before collecting their last paycheck.

***Violation of this policy may be grounds for constructive counseling, up to and including termination.***

### **Personal Phone Calls/Messages/Personal Items/Cell Phones**

Employees are not permitted to receive personal phone calls at work, except in the case of an emergency. In the event of an emergency, please let family members know to call 270-745-3253 and we will notify you via radio or through your supervisor. Use of employee's cell phone (for any purpose including texting, games, social media, etc) during working hours, except during scheduled meal periods and rest breaks, is prohibited. Violation of this policy may be grounds for constructive counseling, up to and including termination.

### **Use of Social Media**

"Social Media" includes all types of posting on the Internet, including, but not limited to, personal websites, blogs, social networking sites (such as Facebook®, You Tube®, LinkedIn®, or Twitter®), forums, message boards and chat rooms. At Sodexo, we understand an employee's right to privacy outside of the working environment; however, when posts to social media involve a negative impact upon business, other Sodexo employees or our Client, employees may be subject to disciplinary action based upon company policy. Sodexo's policies apply to off-duty personal use of Social Media when the employee either:

- identifies himself/herself as a Sodexo employee (either explicitly in his/her posting, or generally on his/her Social Media page)
- discusses the Company or co-workers in any manner, or discusses customers, clients, vendors, and/or suppliers as related to their association with Sodexo; and/or
- engages in Social Media communications or interactions with co-workers, customers, clients (including employees of clients), vendors, or suppliers

### **Tools and Equipment**

Under no circumstances may any WKU or Sodexo-owned tools, equipment, supplies, or materials be borrowed or loaned to employees or anyone else for personal use. Employee owned personal tools should not be used for business unless pre-approved by the general manager. Sodexo will not be responsible for loss or damage to any personal tools or equipment.

### **Radio Policy**

The following are the expectations for the usage of the two way radio system:

- Listen to ensure other traffic is not in progress and/or that the traffic has been cleared

before keying your radio

- Initiate transmission by stating your radio number followed by the radio number you are attempting to contact, (i.e. "54 to 71")
- Repeated calls trying to contact a station should be avoided. If you have tried 2-3 times with no answer, then make contact some other way
- Transmissions should be as short as possible and should be restricted to University business. Think before starting to transmit so the number and length of transmissions can be limited
- Upon completion of your radio traffic, the net should be cleared by transmitting the radio number and 'clear', (i.e. "54 clear")
- Where an operation is going to require frequent transmissions such as fire systems checks, an alternate channel or net should be used
- In an emergency, the caller should key and indicate an emergency. All traffic in progress shall clear the net and remain off the net until the emergency is terminated
- The initiator of the emergency call shall indicate when the emergency is over by Broad casting "Emergency is terminated"
- Use of obscene or abusive language, keying of radios and/or making noise or other sounds over this net is strictly prohibited

## **TRAINING AND EVALUATION**

### **Training**

We support you to make the most out of your career by listening to you and considering your aspirations and needs. We take the time to train you to be effective in your job. Most of your training will take place on the job and will continue as long as you are with the company. Sodexo encourages employees to approach training in a positive manner with a spirit of enthusiasm and cooperation.

In-service training programs may be held before, after, or during a work shift. Employees will be required to attend in uniform and will be paid for training program participation. You will be given advanced notice when these events occur and you will be paid for the time.

### **Performance Evaluations**

Sodexo's performance review process is a year-round process that allows you and your manager to set goals and measure how well your day-to-day performance supports the achievement of our company goals and your personal goals.

All employees will be formally evaluated on their performance on an annual basis which is done each winter. The performance evaluation is used to record your job performance and will be reviewed with you. It allows you and your manager an opportunity to discuss your strengths and developmental needs and possible ways for improvement. Employees are encouraged to enter any comments regarding their evaluation. All performance evaluations become part of the employee's personnel file.

## **SAFETY**

## **Have a SAFE DAY**

Safety is one of the founding pillars on which we base our mission to improve Quality of Life for our employees, customers and the environment. We are committed to providing working conditions and client services that are safe and healthy. Sodexo's global safety campaign, Have a Safe Day, focuses on three primary objectives:

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

Part of developing a Zero Harm Mindset includes learning to practice safe work behavior in the day-to-day tasks you do as well as in the non-routine tasks you might perform. Before you start any task, perform these 3 Checks for Safety:

**CHECK 1: Do I know How to do the Job?**

**CHECK 2: Do I have the Right Equipment?**

**CHECK 3: Is my Environment Safe?**

Safety is a condition of employment for all Sodexo employees. You must follow all safety rules contained in the Sodexo Employee Handbook and/or conveyed to you during Safety Training at the unit.

It is mandatory that you report any on-the-job injury or accident, no matter how minor, to your supervisor/manager immediately. A "First Report of Injury" form will be completed, and your supervisor will assist you if you need first aid or medical attention. This also allows us to investigate the incident while facts are still fresh in everyone's memory, so we can take the appropriate steps to prevent a similar incident. It also ensures that we will be in compliance with the laws governing reporting deadlines. **Failure to do so may result in constructive counseling, up to and including termination.**

**Additionally, in the event a team member is injured on the job and it is discovered the injury occurred as a direct result of the employee not following proper safety procedures, constructive counseling may result.**

## **Vehicle Rules**

1. Only Sodexo or client employees with a current, valid driver's license and an approved motor vehicle registration on file may drive a client-owned vehicle
2. All vehicle keys must be checked out of the office and returned at the end of each work day
3. All vehicle occupants must wear a seatbelt
4. Use of motor vehicles/ATV's will be for authorized business purposes only
5. Phone calls, texting, or anything that can cause a distraction for the driver is strictly prohibited while driving university vehicles or equipment

6. All drivers are required to pass an annual drivers check
7. Employees must follow all operational and safety procedures outlined in DFM's Authorized Driver's policy and outlined in training
8. Both Sodexo and the University reserves the right to either disqualify or qualify individuals based on the severity of an offense or accident
9. Involvement in an accident which results in substantial damage (which shall be determined by the General Manager based on the type of equipment damaged) to WKU/Sodexo vehicles, ATV's or other motor vehicles where another driver is not at fault may result in suspension of driver privileges. If the team member's job requires driving a motor vehicle, it may affect that person's ability to remain in that position (see DFM Authorized Driver Policy for further details).

### **Emergencies**

Since time is of the essence during an emergency, you should prepare yourself in advance by familiarizing yourself with your work area's recommended evacuation routes and the area in which to meet your supervisor outside the building for a headcount. If you are away from your normal working area during an emergency, there are maps posted throughout the unit, which note the most appropriate exit routes from each area. If you have any questions regarding your safety at work, please ask your manager. If you see a fire or other emergency situation such as a chemical spill, move yourself and fellow workers to a safe location and report it. Use fire extinguishers only if properly trained and only if the fire is small. Life safety comes first.

Safety videos will be viewed within the first 90 days of your employment. In addition, safety training will be provided in accordance with the department's Safety Program.

Violation of any of these safety rules may be grounds for constructive counseling, up to and including termination.

### **Key Control Policy**

University keys are a great responsibility for security and safety of all of Campus and of a great cost to the group responsible for them if lost. The goal of this Key Policy is to reduce the risk within the operation.

- All employees will be assigned a swipe card to gain access to the key box where keys are housed when not in use during the shift.
- While keys are in the employee's possession, they should be on a caddy and securely fastened to the employee's clothing. Employees should never leave keys unsecured.
- In the event circumstances prevent you from using your key card to obtain keys, a supervisor or team leader will have to pull them for you. You will then be required to sign the keys out at the beginning of the shift and back in at the end of the shift.
- Each individual must return their assigned keys to the box at the end of the shift

If keys are secured in the manner described above, there is no reason a key ring should ever be lost. However, in the event keys are lost/misplaced, the following procedure must be followed:

- Notify your supervisor the moment you realize the keys are no longer in your possession
- The supervisor will notify the Manager/Operation Coordinator immediately

- Supervisor and team leader will immediately assist with the search for the keys
- If keys cannot be located, the Manager will report to Access Control and assist with filing the police report with WKU PD
- Employees are expected to stay until this procedure is complete unless released by a manager for individual specific circumstances.

In the event you leave campus without returning your keys to the secure key box, you must notify a supervisor immediately and return the keys to campus immediately.

***Disciplinary action up to and including termination can occur for any of the following:***

- Loss of keys
- Not having keys on you at all times during your assigned shift
- Repeated loss of or continually forgetting to bring your key swipe card
- Not returning keys to box at the end of the shift
- Not immediately reporting missing keys

**Workplace Searches**

Sodexo respects each individual and we do not want to interfere with your private life or activities. In order to maintain safety and efficiency of business operations, and to comply with applicable security policies or procedures, we reserve the right to gain access to or limit employee use of company or client property or records and to monitor work activities as needed. This includes use of company or client property such as vehicles, desks, lockers, toolboxes, cabinets, telephones, computers, or other similar items.

The company reserves the right to question employees and all other persons entering and leaving the client's premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from the client's property.

In addition, the company reserves the right to search any employee's office, desk, files, locker, or any other area or article on the client's premises. In this regard, it should be noted that all offices, desks, files, and lockers are the property of the company or the client, and are issued for the use of employees only during their employment. Inspections may be conducted at any time at the discretion of the company or client.

Employees working in, entering, or leaving the premises who refuse to cooperate in an inspection, as well as employees who, after the inspection, are believed to be in possession of stolen property, alcohol, illegal drugs, or other contraband, or who are found to be in violation of Sodexo's Substance Abuse or Security policies, will be subject to constructive counseling up to and including termination.

**BENEFITS**

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

Newly hired, full-time team members are eligible for Sodexo health and welfare benefits coverage and can begin on the 90<sup>th</sup> day after you are hired. You must enroll for coverage within the first 89 days of employment.

An overview of the main benefits offered by Sodexo are:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance (free basic plan of \$10,000 automatically begins on the 90<sup>th</sup> day of employment)
- Accidental Death Insurance
- Short term Disability
- Long term Disability
- Flexible Spending Accounts
- 401(k) Retirement Savings Plan
- LifeWorks Employee Assistance Program
- Tuition Reimbursement
- Sodexo Scholarship
- Employee Referral Bonus

A comprehensive brochure of all benefits will be provided to employees during their new hire orientation. See Human Resources for further details or questions regarding your benefits.

### **Tuition Reimbursement**

The Tuition Reimbursement Program is available to all full-time employees in good standing with at least one year of continuous service with Sodexo. Eligible employees are reimbursed 100% of tuition costs up to an annual limit of \$2500 per year. To be eligible for reimbursement, the course of study must be job related and offered at an accredited school. A passing grade of “C” or better is required for reimbursement. See human resources for further details.

### **Sodexo Scholarship**

The Sodexo Scholarship Fund exists primarily to support employees of Sodexo who work at any campus of WKU and their dependents to assist them in pursuing their higher education at WKU. Recipients must be enrolled as part-time students at WKU and maintain a minimum cumulative GPA of 2.0. First preference will be given to Sodexo employees and second preference to dependents of Sodexo employees. The Scholarship will be offered in two different types and recipients are eligible to receive both: 1) Sodexo Facilities Scholarship for \$2,500; and 2) Sodexo Book Scholarship of \$625. This award does not automatically renew—recipients must reapply for consideration each semester. See human resources for further details.

### **Employee Referral Bonus**

Sodexo is always looking for quality candidates for employment. If you know someone who would be a good fit for one of our positions, encourage them to apply online at [indeed.com](https://www.indeed.com). If the applicant is hired and works for at least 90 days, the employee who made the referral will receive a \$100 bonus. See human resources for referral forms.

## Important Numbers

<b>General Manager</b>	<b>Ken Branch</b>	<b>270-745-2108</b>
<b>Custodial Director:</b>	<b>Rafael Hughes</b>	<b>270-303-0104</b>
<b>Custodial Manager:</b>	<b>Gerald Belcher</b>	<b>270-799-8926</b>
<b>Campus Services Manager:</b>	<b>Kyle Davenport</b>	<b>270-799-8925</b>
<b>HRL Director:</b>	<b>Randall Farris</b>	<b>270-438-2940</b>
<b>HRL Manager:</b>	<b>Ray Murillo</b>	<b>270-792-0276</b>
<b>Fiscal Services Manager:</b>	<b>Angie Jackson</b>	<b>270-799-8924</b>
<b>Human Resources Manager:</b>	<b>Jennifer McLeod</b>	<b>270-331-4166</b>
<b>Bi-Lingual HR Assistant</b>	<b>Teresa Gil</b>	<b>270-745-2174</b>
<b>Training &amp; Safety Coordinator:</b>	<b>Tim Salloum</b>	<b>270-745-5403</b>

# Important Sodexo Resources

**ADP COS:** 1 877 729 7396

[www.portal.adp.com](http://www.portal.adp.com)

Employees on the ADP payroll system may use this number to manage their personal payroll information, including contact information, direct deposit set up and tax withholdings. They may also use this number for basic questions about their pay check.

Mon to Sat 8:00 a.m. to 8:00 p.m. E T, and Sun from 8:00 a.m. to 5:00 p.m. E T.

**Business Abuse Hotline:** 1 800 422 7358

**Career Center:** [www.sodexolink.com](http://www.sodexolink.com) >careers@sodexo

## **Benefits:**

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

Either online or by phone, you can learn about the specific benefits for which you qualify. Change plans or coverage amounts if you have a qualifying event add or enroll dependents if you have a qualifying Event, order materials and ask questions. Call: 1/877-729-7396, Opt 1, Opt 4

[www.sodexolink.com](http://www.sodexolink.com) > Benefits Enrollment

Metropolitan Life (Dental) – 1/800-942-0854

## **Employee Self Service:**

Employees on the ADP payroll system may register for Employee Self Service and receive their pay statements online, manage direct deposits, contact information, tax withholdings and more.

[www.portal.adp.com](http://www.portal.adp.com) > Employee Self Service Registration call 1/877-729-7396 Opt 3; opt 3

**Employment Verification Services:** Employment and salary verification for loans, mortgages, etc.

1/800-367-5690

<http://www.verify.theworknumber.com>

Sodexo Employer Code 10286

## **[www.sodexolink.com](http://www.sodexolink.com) and Sodexo Link**

This online gathering place for Sodexo employees will provide you with the latest company news as well as information and resources for your personal, professional and financial well being.

**LifeWorks:** Employee Resource Center 1 888 267 8126

TTY/TDD : 1 800 346 9188

[www.iamsodexo.com](http://www.iamsodexo.com) > Lifeworks

user ID: sodexo; password: lifeworks

## **401(K) Employee Retirement Program (ING):**

1 866 769 7526

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

## **STOP Hunger:**

1/800-763-3946, ext. 44848

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

[STOPhunger@SodexoFoundation.org](mailto:STOPhunger@SodexoFoundation.org)

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

**Sodexo Corporate Headquarters**

**9801 Washingtonian Blvd.**

**Gaithersburg, MD 20878**

1/800-763-3946

**ACKNOWLEDGEMENT**

I acknowledge that I have received a copy of the Western Kentucky University- Sodexo Education - Campus Unit Specific Work Rules. I also agree that I have reviewed, understand and will follow the policies in these rules.

I acknowledge that this Supplement is not a contract of employment, does not create any contractual commitment by the Company, and that the Company reserves the right in its discretion to modify or discontinue any of the provisions in this Supplement or to decide that they do not apply, or how they may apply to a given case.

\_\_\_\_\_  
Employee Name (*please print*)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager's Signature

\_\_\_\_\_  
Date