



Sodexo/IUF declaration of intent on health and safety, including the pandemic as prompted by COVID-19 Crisis.

Annex to the Sodexo-IUF international framework agreement of 12 December 2011.

“Sodexo refers to the company Sodexo SA and all subsidiaries under its control; “the IUF” refers to the International Union of Food, Agriculture, Hotel, Restaurant, Catering, Tobacco and Allied Workers’ associations and its affiliated unions in the Sodexo business sectors.

Introduction

Sodexo and the IUF seek to promote a constructive dialogue to ensure the health and safety of employees, including during a pandemic.

This document has been prepared for discussion between the IUF and Sodexo with a view to establishing an agreed set of health and safety protocols including for working during the COVID-19 pandemic and to agree upon the rights, principles and values which underpin the approach to health and safety.

Sodexo and the IUF will collaborate, to the extent consistent with applicable laws and regulations in each country, to explore best practices related to Health and Safety supporting Sodexo’s policies, intended to prevent work-related illness and accidents.

Sodexo and the IUF commit themselves to respect fundamental human rights, in accordance with clause 3.2 of the international framework agreement of 2011.

1. Statement of Intent on shared principles

Sodexo operates in more than 60 countries, each having its own legal and regulatory framework for occupational health and safety. In addition, the majority of Sodexo’s operations take place on clients’ premises which have their own approach and policies for health and safety. Client engagement and dialogue are therefore critical for Sodexo and the IUF to achieve improvements in health and safety. Whenever Sodexo is engaged in activities simultaneously at the client’s workplace, Sodexo shall collaborate with the client in implementing health and safety processes and standards in accordance to local legislation and where possible, and Sodexo will make every endeavor to promote the principles of this document.

Sodexo and the IUF wish to ensure that all employees are aware of what constitutes health and safety measures, including during the COVID 19 pandemic.

Sodexo and the IUF jointly endorse the principles of the constitution of the World Health Organization and the ILO OSH conventions with particular reference to Convention 155,

Occupational Safety and Health (OSH) 1981, and Sodexo's safety vision to be the safest place to work for its employees.

Sodexo's commitments are:

- A zero-harm culture of care,
- Creating a positive Health and Safety culture,
- No retaliation or discrimination in any way against employees who legitimately raise health and safety concerns,
- A systemic and preventive approach to health and safety covering all employees,
- Report all work-related injury and illness cases globally,
- Identify biggest safety and health risks and develop prevention programs,
- Track and monitor the progress and impact of improvement plans,
- Continuously improve by reducing the number of work-related injuries and illnesses,
- Hierarchy of hazard control approach to OSH in accordance with ILO C155.

2. Health and Safety response during pandemic crisis including COVID -19

• Consultation and involvement of employees

The IUF and Sodexo encourage trade unions and applicable designated Sodexo Representatives to enter into negotiations at national and/or local level, with a view to concluding agreements on issues of health and safety at work aligned with the mutually agreed global approach and principles, and regularly to review those that already exist.

Trade unions will arrange, in accordance with local legislation and where possible, for the election of workplace health and safety representatives.

The IUF and Sodexo will promote specific consultation on health and safety with trade unions and their workplace representatives and encourage collaboration and participation of employees in health and safety improvement plans, implementation, and review. It is recognized that in some situations, the clients' collaboration is necessary in order to fulfill this commitment.

• Sodexo's and the IUF commitments on Health and Safety during pandemic crisis

Most of Sodexo's employees are working at client sites. Sodexo makes it core to its proposals to clients to include Health and Safety as a component of Sodexo's offers and ways of working. Sodexo follows a risk-based hierarchy of control's approach: eliminating hazards and managing risks by establishing safe work systems and procedures to protect our employees, clients, consumers and others affected by its activities.

Sodexo is committed to:

1. Provide working conditions, client services and end-user experiences that are safe and healthy during all pandemic crises.
2. Be compliant with all applicable health and safety legal requirements, relevant industry standards, and agreed client standards.
3. Work with local representatives collaboratively to improve and monitor health and safety in the workplace.
4. Set health and safety objectives for continuous improvement at all levels of the organization which will include both leading and lagging indicators of performance.

5. Report work-related accidents and work-related illness, and where appropriate share information about accidents, hazards, and risks widely and implement any lessons learned.
6. Monitor, review and publicly report Sodexo's health and safety performance to provide assurance of continuous improvement and progress.

- **Rights and duties**

Sodexo has a duty of care as an employer, and Sodexo and the IUF commit to actively encourage compliance with the responsibilities of employers and workers established in articles 16-21 of ILO C155.

3. Concrete Health and Safety actions taken during COVID-19 crisis.

Sodexo and the IUF agree on the importance of following the guidance of local public health authorities in preparing and maintaining the workplace and directing the workforce to minimize the risk of transmission including during COVID-19 to its employees and customers. Sodexo will consult with applicable local trade unions and employee representatives in compliance with local law or customary practice.

Sodexo's commitment to Health and Safety has been central to COVID-19 response. The IUF recognize that immediate actions were taken to protect the health of employees, clients, and consumers, and to manage the operational disruption caused by emergency site closures.

Actions taken by Sodexo include:

- Establishing a Global and Regional COVID-19 Response Teams,
- Implementing global restrictions and controls on business travel,
- Defining Sodexo's position on critical topics, such as employee testing for COVID-19,
- Writing global safe working protocols for activities which may have a higher risk of COVID-19 infection such as COVID-19 reactive cleaning and technical services,
- Creating a detailed protocol to operate and re-open sites, by type of site, by type of service, and by location,
- Communicating our approach and protocols via global reference documents, published and available to all employees on our global Intranet,
- Establishing an independent Medical Advisory Council,
- Maintaining a strong focus and engagement on Diversity and Inclusion throughout the crisis,
- Periodically reviewing infection data and taking appropriate corrective action for any especially vulnerable groups identified,
- Conducting research on Sodexo globally at this time to understand the effects of COVID-19 on our employees, and taken appropriate mitigation actions,
- Ensuring no discrimination on the grounds of health.

Actions taken by the IUF include:

- Liaising with its affiliates concerning the immediate threat to the health of employees and providing advice, support and intervention to enable safe work for essential employees and a safe return to work as businesses have re-opened.
- Producing and distributing guides to safety at work during the pandemic, including a specific guide for workers in the catering sector.

4. **Communications and next steps**

Sodexo and the IUF recognize the importance of maintaining permanent communication between both organizations, in order to jointly seek the solution of the problems of implementation and to find solutions.

The IUF shall circulate this Agreement to affiliated organisations represented in the Sodexo subsidiaries and entities.

Nothing in this agreement is intended to restrict, alter or replace previous agreements between Sodexo and the IUF which took place in 2011, 2017, including the International Framework Agreement, Fundamental Rights and Sexual Harassment, or any terms contained in these agreements.

Date: March 15, 2021

SODEXO

Denis Machuel

Chief Executive officer

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Cathy Desquesses

Chief People Officer

A handwritten signature in black ink, appearing to read 'Cathy Desquesses', written over a horizontal line.

IUF

Sue Longley

General Secretary

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