

Promise of Respect & Fair Treatment (CP 205)

The *Promise of Respect and Fair Treatment* allows you to express your concerns and obtain guidance from your manager or Human Resources Representative if you feel that you have been treated unfairly in some way. It is our hope that the use of this policy will encourage respectful and fair treatment of all employees. If you feel that you have been treated unfairly, you have the right to complain through the steps listed below without fear of retaliation.

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

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

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

Steps for Raising Any Complaint or Concern

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

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