



It all starts with the everyday

# Western Kentucky University Campus

*Bowling Green, Kentucky*

## Unit Specific Work Rules

January 2025

This guide has been carefully prepared for you! It offers guidance to Sodexo employees on our day-to-day activities and business at **WKU**. Please understand that you must comply with all 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 to offer you a safe and enjoyable work environment.

## Table of contents

<b>Welcome .....</b>	<b>4</b>
<b>Sodexo Employee Value Proposition .....</b>	<b>4</b>
<b>Employment At-Will.....</b>	<b>4</b>
<b>About Sodexo-Education Campus .....</b>	<b>4-5</b>
<b>Sodexo’s Mission .....</b>	<b>5</b>
<b>About Sodexo Department of Facilities Mgmt at WKU .....</b>	<b>5</b>
Customer Service “The Sodexo Experience” .....	5-6
<b>Sodexo LINK.....</b>	<b>6</b>
<b>Employment Policies.....</b>	<b>6-11</b>
Promise of Respect and Fair Treatment .....	6
Equal Employment Opportunity/Anti-Discrimination .....	7
Request for Accommodations .....	7
Workplace Violence.....	7-8
Harassment Prohibited.....	8-9
Drug and Alcohol Policy.....	9-10
Employee Assistance .....	10
Employment of Relatives.....	11
Relationships among Employees.....	11
<b>Time Away From Work.....</b>	<b>11-15</b>
Paid Holidays .....	12
Paid Sick Days .....	12-13
Paid Vacation .....	13
Bereavement Leave .....	14
Jury Duty.....	14
Leaves of Absence .....	14-15
<b>Employee Conduct .....</b>	<b>15-25</b>
Productivity Expectations.....	15
Assigned Areas.....	15
Constructive Counseling .....	15-16
Investigatory Leave.....	16
Termination of Employment .....	16-17
Refusal to Sign Disciplinary Actions.....	17
Attendance Policy, Standards & Records .....	17-23
Definitions.....	17-18
Call-Off Notification Procedures .....	18-19
Request to Dismiss Points.....	19
Request for Time Off.....	19
Attendance Standards .....	19-20
Incentive .....	20

Constructive Counseling .....	20
Important Notes .....	20
Inclement Weather .....	21
Flexible Work Arrangements .....	21
Requesting Placement Changes.....	21
Mandatory Draft Policy for Special Events .....	22-23
Attendance Records.....	23
Tobacco-free/Smoke-free campus .....	23
Meal Periods and Rest Breaks .....	23-24
Leaving and/or Returning to work during a shift .....	24
Recording of Time.....	24-25
Pay Period.....	25
Overtime.....	25
<b>General Procedures and Expectations.....</b>	<b>26-29</b>
Reporting for Work.....	26
Uniform Policy .....	26-28
Personal Phone Calls/Messages/Personal Items/Cell Phones .....	28
Use of Social Media .....	28
Tools and Equipment.....	28
Radio Policy.....	29
<b>Training and Evaluations .....</b>	<b>29-30</b>
Performance Evaluations.....	30
<b>Safety .....</b>	<b>30</b>
<b>Vehicle Rules .....</b>	<b>31</b>
<b>Emergencies .....</b>	<b>31</b>
<b>Key Control Policy .....</b>	<b>31-32</b>
<b>Workplace Searches.....</b>	<b>32</b>
<b>Healthy-at-Work.....</b>	<b>33</b>
<b>Benefits .....</b>	<b>33-34</b>
Tuition Reimbursement.....	34
Sodexo Scholarship.....	34
Employee Referral Bonus .....	34
<b>Important Numbers .....</b>	<b>35</b>
<b>Sodexo Resource Numbers.....</b>	<b>36</b>

## **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, every day, 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.

Every day, 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.

## **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.

## **Sodexo Customer Service “Experiences Matter”**

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. This section will provide you with a general overview of Sodexo’s policies. Please note that violation of any of these policies may result in constructive counseling, up to and including termination of employment.

Sodexo employees must consistently deliver “top-notch” service to our customers. The following are the 10 Expectations that employees are expected to deliver on a daily basis:

### **1. Think SAFETY first**

A positive, safe environment affects all parts of the job.

Always perform the **3 Checks for Safety**: 1) Do I know how to do my job?

2) Do I have the right equipment? 3) Is my environment safe?

**2. Be in UNIFORM**

When you are in uniform, you represent yourself and Sodexo. All uniforms should be neat, clean and in good condition, including safety shoes.

**3. Greet with a SMILE**

A smile is part of your uniform. Show a smile and warm, genuine greeting for each one of our customers and co-workers.

**4. GIVE Customers MORE than they expect**

Great service builds loyalty. Do more than the bare minimum.

**5. INFORM & ENGAGE with your customer**

Share anything that is new or updated that will impact the customer experience. Be responsive and adaptable.

**6. DO IT RIGHT**

Deliver what the customer wants consistently, every time.

**7. APOLOGIZE when things go wrong**

Mistakes happen. Listen, apologize and do what you can to fix it.

**8. Be a PROBLEM SOLVER**

Know you have the skill, training and support to solve a customer's problem.

**9. Work as a TEAM**

It is everyone's job to help one another to ensure we are successful.

**10. Say THANK YOU**

Everyone loves to hear it.

**Sodexo LINK**

Connecting You to Information and Answers: Need HR Help? Get answers when and where you need them with improved access to Sodexo Corporate HR team and a choice in how you get support. Visit Sodexo LINK at [www.sodexolink.com](http://www.sodexolink.com) or call 855-SODEXOHR (855-763-3964) to speak to a live HR representative at the People Center Monday-Friday, 8 a.m. to 8 p.m. ET.

**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 (1-855763-3964).

## **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, explosives, stun guns, ammunition or any other type of weapon on Company or Client property unless such possession is protected by law
- 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 to harm another individual or destroy property, cyber threats, intimidating body language, yelling or screaming at other employees or customers

If you observe, know of, or learn about any acts of violence, you should immediately contact one or more of the following: your manager, the in-unit HR manager, and/or WKU Police Department. In all cases, the

complaint and investigation will be handled as confidentially as possible. The only people informed about the situation will be those directly involved or those with a need to know.

Sodexo will not retaliate against anyone who, in good faith, reports or cooperates in an investigation of possible workplace violence.

If an investigation confirms threatening or violent behavior has occurred, the manager and Sodexo Human Resources representative will determine what action is appropriate. Significant threats or acts of violence will ordinarily result in termination of employment. In certain situations, individuals who violate this policy may be required to obtain counseling or other available assistance to remain employed.

### **Harassment Prohibited**

SODEXO is committed to providing and maintaining a workplace that is free of harassment of any kind. We have a zero-tolerance policy against harassment, discrimination and retaliation in all their forms. We prohibit any conduct which contributes to an intimidating or offensive work environment and/or interferes with a person's ability to perform their job.

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"
- Displaying, wearing, or transmitting inappropriate images, messages or communications, including through voicemail, email, text messages, instant messaging systems or any form of social media containing ethnic, racial or religious slurs, sexual content, or anything that may be construed as harassment or disparagement of others
- 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)

Sodexo's policy against harassment also covers off-duty interactions between co-workers, supervisors, subordinates, customers, clients, client employees or vendor employees.

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.

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.

## **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 Tellus Health program at 8666756566. 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.



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## **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**

Sodexo cares about our employees in the same way that we care about our clients. We understand that there may be times when personal business is in direct conflict with your work schedule. For these types of situations, Sodexo has established programs that provide employees time away from work.

**Please note:** For all non-legally mandated leaves of absence, there will be periods of time that are critical to the university in which all leave requests will be denied due to business needs (e.g. Master Plan, Commencement, Homecoming, etc.). These dates will be disclosed to all employees annually by the DFM Director. Also, in the event of emergency situations (e.g. weather-related incidents), essential personnel may be required to report to work on a previously scheduled day off.

## **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
- **ONE** of the following: Martin Luther King Day, President's Day, Juneteenth or Veterans Day (*Employees will choose their preferred day prior to MLK Day. Anyone hired after MLK may choose amongst the remaining floating holidays left in the year*)
- 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. If you separate from employment, your vested sick time will be forfeited.

### **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. You begin to accrue, or earn, vacation leave immediately. Once accrued, your vacation is immediately vested and will not be forfeited. Your accrued vacation leave is held in your vested vacation leave account. The balance in this account will appear on your pay statement every pay period, reflecting what you have accrued and not yet used through that pay period.

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 15 minute intervals. Vacations must be scheduled in advance with your manager, 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 manager 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, your vested vacation will be paid to you at separation.

**Maximum Accrual Cap**—You are not required to use all of your vested vacation leave by the end of each Vacation Plan Year. Balances will carry over to the next year if the vested vacation balance is below the maximum accrual cap. If at any time in the year your vested vacation balance is equal to or greater than one and a half (1.50) times your maximum annual accrual cap, you will no longer accrue vacation leave until your balance is reduced below the Maximum Accrual Cap by using your vacation.

To determine the maximum vested balance you can have in your vacation leave account, multiply your annual vacation accrual by the accrual cap and round up to the nearest 8-hour increment. Example: Your maximum annual vacation accrual is 80 hours: [80 hours x 1.50 = 120 Maximum Accrual Cap]. If your maximum annual vacation accrual is 120 hours: [120 x 1.50 = 180; round up to nearest 8-hour increment = 184 hours Maximum Accrual Cap]

## **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.

## **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) on an intermittent, reduced schedule or a continuous block of time basis. 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.

Types of Leave of Absence:

- a. **"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
- b. **"FMLA-Like"** is an unpaid, excused absence for all the same reasons as 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. FMLA-like is for consecutive absences only.
- c. **"Personal LOA"** is an unpaid, excused leave of absence for non-medical reasons. Employees must have at least six (6) months of service to apply. Non-FMLA/Personal LOA's can be approved or denied based on business needs. Absences may require additional documentation. See policy on Non-FMLA/Personal LOA in appendix for full details or contact Human Resources.

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.

## **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, with dignity and with respect. 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.

### **Productivity Expectations**

Sodexo strives to positively impact the quality of life for their employees as well as the people they serve. In the spirit of service, we expect all employees to demonstrate professionalism, enthusiasm, integrity and a welcoming attitude. In order to provide exceptional service to our clients and customers, employees are expected to be actively performing work tasks if it is not a designated break/meal period.

### **Assigned Areas**

For safety and security reasons, employees are assigned work areas on campus and members of the leadership team must be able to locate team members on campus in a short period of time. For this reason, employees must remain in their assigned work area during the shift except for their paid meal period. If someone needs to leave their assigned area during work hours, a member of the leadership team must first be notified. Not being able to locate a team member within their assigned area during work hours is grounds for disciplinary action, 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/or termination of employment.

### **Corrective Action Steps:**

#### **Letter of Concern (LOC)/Incident Reports - 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/Letter of Concern.

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

If an employee's unsatisfactory performance or conduct persists after discussion or is sufficiently serious, the employee will be issued a Written Coaching which will include: 1) The unsatisfactory performance/conduct; 2) The level of performance or conduct that is expected and a reasonable deadline by which that must be achieved; and 3) What actions may be taken if the violation or unsatisfactory performance or conduct occurs again.

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

A written warning may be issued when an employee's conduct is serious enough or an employee does not correct unsatisfactory performance or conduct discussed in a coaching.

### **Investigatory Suspension**

Employees may be placed on investigatory suspension to allow the Company time to investigate facts surrounding a serious performance or conduct problem. 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.

### **Termination of Employment**

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
- Performance at work below an acceptable level
- 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 or leaving campus while on the clock
- 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

### **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:**

- 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
- "**Vested vacation or sick leave**": employees begin to accrue, or earn, vacation/sick leave on the first day of employment. Accrued vacation/sick leave is held in the vested vacation/sick leave account. Your balance will appear on your pay statement every pay period, reflecting what you have accrued and not yet used through that pay period.
- 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
- "**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
- "**Job Abandonment**" is defined as leaving work without notifying a member of the management team or leaving work (unscheduled) in a disruptive manner (e.g. angry/using profanity)

- f. **“Punch Error”** is not clocking in/out for the beginning/end of the shift; not clocking in/out for the scheduled break; or clocking out more than three (3) minutes after the scheduled end time without prior permission from a manager
- g. An absence/tardy/early departure may be **“Excused”** if:
  - i. The employee has vested 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 personal contagious illness
  - iv. The absence is part of an approved Leave of Absence defined in company policy
  - v. The employee makes a formal appeal to their manager or the DFM Director to dismiss a point and the appeal is approved (see guidelines in Section III.)
- h. An absence/tardy/early departure will be considered **“Unexcused”** if:
  - i. The employee has no vested 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
  - v. Absences will be recorded as vacation unless employee states they are calling off sick

- vi. Vacation days will automatically be pulled for medical-related absences if no sick time is available to cover
  - vii. Sick days can only be used for medical-related absences
  - viii. If absence applies towards an approved FMLA, employee must specifically request FMLA when calling off
- 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

### III. Request to Dismiss Points

Any occurrence of absence/tardy/early departure where the employee does not have vested vacation/sick time to cover all hours missed will be considered unexcused and accrue points.

If during the first two years of employment an employee receives an occurrence for an absence/tardy/early departure, they may make a formal appeal to their group manager to attempt to get the occurrence dismissed. Appeals must be recorded on the proper form and discussed with your manager in person. The manager will consider time in service, the reason for the occurrence, and your attendance/performance record when deciding on whether to dismiss the point and excuse the occurrence. Managers may only dismiss a limited number of occurrences per calendar year.

Points assigned from events or occurrences after the second year of employment may only be dismissed by appealing directly to the DFM Director and must involve extenuating circumstances.

### 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 (3) days, the request should be made a minimum of seven days prior to the proposed start of the time.
- a. 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
- b. All requests for time off will be considered in light of operational and business needs.
- c. **A request for time off does not guarantee that it will be granted.**

### V. Attendance Standards

Absences, no-call/no-shows, tardy/ early departures are accumulated and counted in a rolling twelve (12) month period. An attendance point will expire twelve months after the date it occurred.

- 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 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 twelve (12) months. Earned back points expire on their 12-month anniversary date.

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

- a. After accumulating 3 points in a rolling 12-month period: **Written Coaching**
- b. After accumulating 6 points in a rolling 12-month period: **Written Warning**
- c. 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. Important Notes

- a. Vacation/Sick can be used in 15-minute increments and will automatically be applied for time missed (including a tardy 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 miss more than one day of work, do not have time to cover the absence and want the absence to be counted as consecutive days (1 point vs 3 points); or 2) 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

**IX. 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 follow the standard attendance policy.

**X. Flexible Work Arrangements**

Sodexo cares about our employees in the same way that we care about our clients. We understand that there may be times when personal business is in direct conflict with your work schedule. For these situations, Sodexo has established a process to manage flexible work requests.

Flexible work arrangements may include: 1) Schedule Adjustments where an occasional adjustment needs to be made to when a shift begins and/or ends with all eight (8) hours being worked in the same day; 2) Flex-Time when a change needs to be made in standard schedule while maintaining the same number of hours in a pay week; 3) A reduction in schedule hours (e.g. full-time to part-time); or 4) Working remotely (to be eligible for remote work, employee must be able to perform the majority of their essential functions from the remote location).

All Flexible Work Arrangement must be approved by the department manager at least 48 hours in advance utilizing the proper request form.

Exclusions / Guidelines for Flexible Work Arrangements:

- a. Flex work arrangements can be approved or denied based on business needs (denials must go through the General Manager)
- b. Employees must have a minimum of six (6) months of service with Sodexo
- c. There must be a supervisor/manager on campus that can supervise/direct the employee's work
- d. Employees cannot have any disciplinary actions on file (for the past 12 months)
- e. Missed hours that will result in overtime is not allowed

*See "Flexible Work Arrangements" in appendix for full policy details*

**XI. Requesting Placement Changes**

There may be times when a team member wants to change their shift or work in a different building/area. DFM will try to accommodate these requests when possible. The following list are factors that will be considered when a team member requests a change:

- Time since last move (must be in same position for a minimum of six (6) months unless extenuating circumstances exist)
- Reason for the request
- Past performance and skills (includes attendance, performance and disciplinary action in the past 12 months)
- Client interface dependability

To request a change, please ask your supervisor or Human Resources for an Interest Form.

## XII. **Mandatory Event Draft Policy for 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 that it is exceptionally important that DFM employees work when scheduled for these events.

### i. **POLICY GUIDELINES**

- a. **Draft Session**-- A draft session refers to the period of time in which overtime coverage is required for custodial duties for special events and ballgames. A draft session begins with the first Fall event and continues until all active custodial employees have been scheduled to work an overtime event. Once all active custodial employees have worked at least one event, a new draft session will begin. Employees are scheduled by starting at the beginning of the alphabet using the first letter of the employee's last name.
- b. **Schedule Notification**-- Schedules for event coverage are posted in a glass-encased board by the key boxes in DFM as far in advance as possible; however, there may be occasions when little notice is provided. When a schedule is posted, an email will also be sent to supervisors & team leaders to inform assigned employees of the event assignment. Employees must sign an acknowledgment form which will be returned to the Operations Coordinator.
- c. **Schedule Conflicts**-- If an employee receives notification they have been scheduled to work an event, but they have a scheduling conflict with the date/time, they must notify the Operations Coordinator within 24 hours. If possible, the Ops Coordinator will schedule the next person on the list to work the event. This does not exempt the originally scheduled employee from working their event for the draft session. Their name will go back on the availability list and be scheduled for the next event in the draft session. *No more than one schedule conflict per draft session will be accommodated.*

If 24 hours have passed and the employee discovers a schedule conflict, it will be their responsibility to find another team member to cover the event shift. A form must be completed by the employee unable to work then posted by the Event Schedule board. Any employee who wishes to pick up the shift can sign their name to the form and give it to the Ops Coordinator. Approval of the replacement must be granted by either the Custodial Manager or Ops Coordinator. Once approved, the originally scheduled employee will be exempted from working any further shifts during that draft session. The replacement employee will still be required to work when it is their turn. If a replacement cannot be found, the originally scheduled employee will be required to work or will receive attendance points for the absence (see attendance policy).

### d. **Exemptions**

- i. There are certain locations on campus that host special events exclusively in their building. Examples include: VanMeter Auditorium, Knically Conference Center, WKU Agricultural Expo Center and the Augustein Alumni building. Team members who are already scheduled to work events (outside of normal business hours) in these locations during a draft session will not be scheduled to work special events in other areas.
- ii. Team Members who are unable to work shifts outside of their normally scheduled 40-hour shift (e.g. medical or religious purposes), must see Human Resources before

the draft session begins to complete an Accommodations Request. Requests are not guaranteed to be granted and may affect the team member's employment status.

- iii. Any other special considerations, such as the need to work with another team member due to transportation, must be approved in advance of the start of the draft session by the Custodial Manager or Ops Coordinator.
- e. **Overtime Pay**—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. In calculating overtime, only actual hours worked will be considered. In other words, holiday pay, vacation pay, jury duty hours, sick time, bereavement or any unpaid days not worked do not count as actual hours worked for overtime calculation purposes.
- f. **Limit on Hours Worked**—For safety purposes, Sodexo employees cannot exceed fifteen (15) work hours in a day and must have a minimum eight (8) hour period of rest between work shifts.

### **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

### **Leaving and/or Returning to Work During a Shift**

Sodexo recognizes that there may be times when you need to leave the unit during work hours. If you are an hourly paid/non-exempt employee, you must:

- Obtain permission from your supervisor/manager before leaving the premises
- Accurately record your time when leaving and/or returning to work
- Check in with your supervisor/manager immediately upon returning
- Note: attendance points may apply if time missed is “unexcused” (see attendance policy for definitions)

### **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
- Employees must punch in within three (3) minutes before/after the shift start time
- Employees must punch out within three (3) minutes before/after the shift end time
- Employees must punch out/in at 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 **BOTH** the manager and the employee on the Punch Exception Log. Failure of this requirement is a severe issue and severe performance issue.
- Approve your time record at the end of each pay period after verifying its accuracy

### **Constructive Counseling**

Since all recorded time on the clock is paid time, failures to adhere to the timekeeping procedures is considered a performance issue and subject to constructive counseling, which may also impact end-of-the year performance evaluations.

- Three (3) occurrences in a rolling 12-month period of a “late out”, missed in/out, and/or no lunch out punch will result in a Letter of Concern
- Six (6) occurrences in a rolling 12-month period of a “late out”, missed in/out, and/or no lunch out punch will result in a Written Coaching
- Nine (9) occurrences in a rolling 12-month period of a “late out”, missed in/out, and/or no lunch out punch will result in a Written Warning

- Twelve (12) occurrences in a rolling 12-month period of a “late out”, missed in/out, and/or no lunch out punch will result in an Investigatory Leave pending termination of employment

## 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 your manager or the duty 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. (see policy “Recording of Time” above for details)

**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. (see section XIII. Mandatory Draft for complete details)

## **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.

Personal vehicles must be parked in an approved parking lot based on the permit purchased prior to clocking in. A personal vehicle is defined as any means of transportation not owned/leased through WKU or Sodexo. When an employee is signed in/clocked in for a shift, only provided means of transportation are permitted. Violation of this policy is subject to disciplinary action, up to and including termination. Any exceptions to this policy must be approved by the Director of Facilities Management.

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.

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

The Department of Facilities Management (DFM) has high standards of dress, grooming and personal hygiene for all employees. Safety and cleanliness are essential parts of providing high-quality service and presenting a professional appearance to our students, clients and visitors. The minimum standards of Grooming/Hygiene for all DFM employees are:

- Employees are expected to be neat, clean, and well-groomed while on the job. This includes:
  - Cleaning, combing/brushing, and pinning back hair that falls past the shoulders (bangs that could fall over the eyes should also be pinned back)
  - Beards/Facial hair is allowed as long as it is neat, above shirt collar in length, evenly trimmed and the edges are well-maintained
  - Keep hands clean and fingernails trimmed and neat. Nails may not extend more than ¼" beyond fingertip.
  - Daily use of deodorant/anti-perspirant
  - Laundering any article of your uniform that directly touches your skin before reuse at work
  - Practicing good daily hygiene through regular bathing with an appropriate cleanser
  - When it comes to Hygiene or use of perfumes/cologne, if another person can smell any odors/scents from your body outside of your personal space, corrective action must be taken
- Work attire, including uniforms, should be in good repair and appropriate for the duties being performed, including all necessary PPE. If uniform begins to show signs of wear or becomes torn or stained, bring the damaged article of clothing in to be exchanged for a new garment
- Employees must be in complete uniform before clocking in and remain in complete uniform until clocking out
- Remember: Your smile is part of your uniform

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

- Short sleeve red polo shirt or smock issued by DFM. Smocks should either be worn buttoned up or, if unbuttoned, must have either a solid red or solid black shirt (no logos other than WKU Spirit) underneath and all body parts must be fully covered
- Long sleeve red poplin shirt issued by DFM
- Dark blue, black or khaki work pants—Knit, spandex and sport-type pants are not authorized work pants
- Jeans that are dark blue in color, no holes, rips, tears, frayed hems, patches or embellishments
- 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 a long/short-sleeve shirt, polo-style shirt or t-shirt that exhibits WKU Spirit in lieu of their issued uniform shirt. (Note: uniform pant requirements do not change)
- For HRL employees, see HRL Operations Managers will inform employees what shirt to wear during Master Plan
- Shorts and capri pants are permissible to wear provided they meet the same criteria as pant options above. Knit, spandex and sport-type shorts/capris are not authorized uniform attire. Shorts will be no more than three (3) inches above the knee. Shorts/capri's cannot be work during certain operations where they would pose a safety risk (week eating, stripping floor, etc.)
- Long skirts are a permissible alternative for women to wear provided they meet the same color criteria as the pant options above. Skirts must be between mid-calf and ankle length (cannot be a trip hazard) nor can they restrict movements required to perform full functions of the job
- Winter coats that do not say WKU Facilities Management should not be worn indoors while performing job functions
- 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 DFM employees shall wear the safety shoes provided to them. ESA staff must wear the Shoes for Crews slip-resistant shoes or slip-resistant covers provided to them

***Jewelry, tattoos and other body adornments are allowed unless they pose a conflict in the work environment. Factors used to determine whether jewelry or tattoos pose a conflict at work include, but are not limited to:***

- Safety of the employee or others
- Productivity or performance of duties is diminished
- Perceived offense on basis of protected characteristic(s)
- Client standards or requirements
- Customer or co-worker complaints

If a conflict is identified, the employee may be required to remove the jewelry and/or cover the tattoos. All complaints must go through the Human Resources office.

***DFM recognizes the importance of individually held religious beliefs to persons within its workforce.*** DFM will reasonably accommodate employees' religious beliefs in terms of workplace attire if the accommodation does not pose a safety hazard, maintains the uniform appearance of Sodexo employees and does not create more than a minimal burden on the operation. All requests for an accommodation must go to the Director of Facilities Management via Human Resources. Managers and Supervisors do not have the authority to deny nor approve requests.

Any attire other than the above specified garments is not considered official DFM uniform apparel.

Any attire with a logo/company/university name other than WKU or Sodexo is strictly prohibited.

Uniforms will be issued through the department and must be maintained by the employee. Employees are expected to be in proper uniforms at all times while in a paid duty status.

New employees will be issued uniforms on their first full day of work. In the event uniforms must be ordered, the employee's manager will direct them on what to wear until uniforms arrive.

Any employee who reports to work inappropriately may be directed to leave the premises and return home to change. The employee will not be compensated for the time away from work.

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

This policy is subject to change at the discretion of the Facilities Management Director.

***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, online forums and news sites. Sodexo's policies apply to off-duty personal use of Social Media when the employee either: (1) identifies as a Sodexo employee (either explicitly in a posting or generally in their Social Media page); (2) discusses the Company or co-workers in any manner, or discusses customers or clients related to their association with Sodexo; (3) engages in Social Media communications or interactions with co-workers, customers or clients; (4) engages in Social Media communications that reasonable could be thought by another employee client or customer as causing or contributing to an intimidating, uncomfortable, humiliating, hostile or offensive workplace. Anything posted on Social Media can go viral. Even if you do not identify yourself as a Sodexo employee, you may be identified by others, which may lead the Company to issue constructive counseling.

## **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 are 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 driver's 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.

## 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.

Sodexo will continue to follow WKU Policy along with all state guidance from the CDC and the Kentucky State Governor in regards to masking, social distancing and crowd control. Employees should continue to monitor themselves daily for signs of illness. Anyone with a fever or other signs of a contagious illness should not come to work and risk exposing others or making themselves sicker.

## 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 on the 1<sup>st</sup> day of Hire! You must enroll for coverage within the first 29 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 1 x pay (\$25,000 minimum))
- Accidental Death Insurance
- Short term Disability (free after one year of employment)
- Long term Disability
- Flexible Spending Accounts
- Supplemental Insurance Plans (Accident Insurance, Critical Illness Insurance & Hospital Indemnity Insurance)
- 401(k) Retirement Savings Plan
- 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>Carla Nally</b>	<b>270-303-0104</b>
<b>Custodial Manager:</b>	<b>Catherin Cabrera</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>Ronnie Allerkamp</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>HR, Training &amp; Safety Manager:</b>	<b>Jennifer McLeod</b>	<b>270-331-4166</b>
<b>Bi-Lingual HR Assistant</b>	<b>Haydee Cruz Flores</b>	<b>270-745-2174</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

## Handy Contact Information

For Help With:	Contact	Phone	Web
General Enrollment Questions, Resources and SPDs/SBCs	Sodexo Benefits Center	855-668-5040	SodexoBenefitsCenter.com
Advocacy Services	Sodexo Benefits Center	866-888-3203	SodexoBenefitsCenter.com
Information About the Marketplace	Sodexo Coverage Resources	855-668-5040	sodexocoverageresources.com
Payroll	Employee Service Center Sodexo Live! (non-ADP) employees contact your local HR team	877 PAYSXO (877-729-7396)	portal.adp.com
Health Plans	Aetna Health Plans (includes Rx)	833-383-2650	myaetnahealthplans.com
	Kaiser Permanente (HMO Plans)	California: 800-464-4000 Colorado: 855-249-5005 Mid-Atlantic (D.C., MD, VA): 800-777-7902 Georgia: 888-865-5813 Hawaii: 800-966-5955 HMSA PPO: 808-948-6111 HMSA HPH Plus HMO: 808-948-6372	select.kp.org/sodexo
	HMSA (Hawaii)	787-774-6060	hmsa.com
	Triple-S Salud (Puerto Rico)	787-774-6060	ssspr.com
Health Savings Account (HSA)	Inspira Financial	888-678-8242	inspirafinancial.com
No-Cost Surgery Benefit (for Aetna participants)	Carrum Health	888-855-7806	carrum.me/sodexo
Virtual Physical Therapy (for Aetna participants)	Hinge Health	855-902-2777	hingehealth.com/sodexo
Dental	MetLife	800-942-0854	metlife.com/mybenefits Plan ID number 0314886
Vision	EyeMed	866-299-1358	eyemed.com
Employee Assistance Program	Life Resources	888-491-5344	liferesources.us.sodexonet.com group code: sodexo
Supplemental Insurance Plans	MetLife	800 GETMET8 (800-438-6388)	metlife.com/sodexo
Flexible Spending Accounts (Health Care and Family Care)	Smart-Choice Accounts	855-668-5040	SodexoBenefitsCenter.com
Life and Accident Insurance	Securian	877-282-1936	securian.com/your-insurance
Disability	New York Life	888-842-4462	mynylgb.com
Identity Theft Protection	Norton LifeLock Benefit Solutions	800-607-9174	norton.com/ebsetup (Register) my.norton.com (Access Account)
401(k) Savings and Retirement Plan	Voya	866 7 MY PLAN (866-769-7526)	mysodexosavingsplan.com
Employee Discounts	Sodexo LINK Sodexo Live! (non-ADP) employees generally do not have access to Sodexo LINK		SodexoLINK.com

### Please Note

For your convenience, single sign-on to Aetna, Kaiser, MetLife, EyeMed, New York Life and Securian is available from the Sodexo Benefits Center.