



**HUMAN RIGHTS**

**RISK MAPPING**

- Risk mapping including risks related to human rights, prepared by all countries
- Consideration of the sexual harassment risk as part of the social dialogue (Sodexo employee)
- Materiality assessment (cf. section «Materiality assessment», chapter 1)
- Identification of three supply chain risk categories and specific monitoring of the supply chain:
  - Textile: uniforms
  - Seafood: tuna
  - Agricultural product: beef

**REGULAR EVALUATION PROCEDURES COMPANY-WIDE**

- Implementation of the Responsible Business Conduct program
- Supplier Code of Conduct
- Global HR survey on fundamental labor rights conducted in each country
- Matrix audit for textile suppliers (uniforms)
- Assessment\* using the Supplier Information Management (SIM) system

**APPROPRIATE ACTIONS TO MITIGATE RISKS OR TO PREVENT SERIOUS HARM**

- Specific clauses in customer and employee contracts
- Sodexo declaration on fundamental labor law rights
- Sodexo Code of conduct (integrity statements)
- Supplier and Subcontractor Contract Management (Contractual clauses; Right Supplier; Right Terms)
- Training for managers on fundamental labor rights and preventing sexual harassment

**WHISTLE-BLOWING AND REPORTING MECHANISM**

- Speak Up Ethics Line, whistleblowing system accessible to everyone impacted by Sodexo business activities

**FOLLOW-UP ON IMPLEMENTED MEASURES AND EVALUATION OF THEIR EFFECTIVENESS**

- Independent third-party audit (KPMG)
- Annual Engagement Survey
- Regular supplier review process (external certification, mitigation and prevention)

**INDICATORS AND EXAMPLES OF EFFECTIVENESS**

- 96% of Sodexo’s Senior Leaders received training on sexual harassment
- 100% of Sodexo’s textile suppliers are evaluated by an independent organization
- More than 16,000 managers received training on fundamental rights at work

**OPPORTUNITIES CREATED**

- Strengthening social dialogue through a global framework agreement on preventing sexual harassment
- Strengthening the relationship with suppliers through the Global Sustainable Seafood Initiative
- Multi-sector and multiplayer (NGOs, trade unions, businesses, etc.) cooperation through the OECD’s Business for Inclusive Growth

\* Self-assessments.

## THE MAIN MEASURES CONTAINED IN THE VIGILANCE PLAN ARE PRESENTED BELOW



### HEALTH AND SAFETY

#### RISK MAPPING

- Risk mapping including risks related to health and safety, prepared by all countries (cf. section 6.4 Risk Management)
- Materiality assessment (cf. section «Materiality assessment», chapter 1)
- «Zero harm» Culture
- Covid-19 related governance, including the Medical Advisory Committee (MAC)
- Consideration of health and safety as part of the social dialogue (Sodexo employee)

#### REGULAR EVALUATION PROCEDURES COMPANY-WIDE

- Standard operating procedure review process, including modifications due to Covid-19 in coordination with the MAC
- Implementation of the Responsible Business Conduct program
- Supplier Code of conduct
- Assessment using the Supplier Information Management (SIM) system

#### APPROPRIATE ACTIONS TO MITIGATE RISKS OR TO PREVENT SERIOUS HARM

- Deployment of Global Health Policies - Workplace Safety
- «Zero harm» Culture
- Clauses in customers and employees' contracts
- Annual plans of health and safety improvement
- Roll-out of e-learning and micro-learning courses on health and safety
- Sodexo Safety Net Program (focused on high-risk sites and activities)
- Sodexo's code of conduct (integrity statements)
- Supplier and Subcontractor Contract Management (Contract clauses; Right Supplier; Right Terms)

#### WHISTLE-BLOWING AND REPORTING MECHANISM

- Speak Up Ethics Line, whistleblowing system accessible to everyone impacted by Sodexo business activities
- Sodexo Life Safety program to report potential serious incidents
- Health and safety reporting tool (Salus) for all injuries and recordable injuries

#### FOLLOW-UP ON IMPLEMENTED MEASURES AND EVALUATION OF THEIR EFFECTIVENESS

- Independent third-party audit (KPMG)
- Annual Engagement Survey
- Regular supplier review process (external certification, mitigation and prevention)
- External certifications and compliance with standards (ex: OHSAS 18001/ ISO 45001)

#### INDICATORS AND EXAMPLES OF EFFECTIVENESS

- Lost Time Injury Rate (LTIR): 0.65 (improved by 8.5%)
- 87.4% of Group revenues from countries having one or more OHSAS 18001 or ISO 45001
- 3% Speak Up cases related to health and safety

#### OPPORTUNITIES CREATED

- Appeal to customers and their loyalty
- Reduction insurance costs
- Increase Better employee engagement
- Reduction in absenteeism rate
- Strengthening social dialogue through a global framework agreement in workplace health and safety

## THE MAIN MEASURES CONTAINED IN THE VIGILANCE PLAN ARE PRESENTED BELOW



### ENVIRONMENT

#### RISK MAPPING

- Risk mapping including environmental risks, prepared by all countries (cf. section 6.4 Risk Management)
- Materiality assessment (cf. «Materiality assessment», chapter 1)

#### REGULAR EVALUATION PROCEDURES COMPANY-WIDE

- Standard operating review process, including modifications due to Covid-19 in coordination with the MAC
- Implementation of the Responsible Business Conduct program
- Supplier Code of conduct
- Assessment using the Supplier Information Management (SIM) system

#### APPROPRIATE ACTIONS TO MITIGATE RISKS OR TO PREVENT SERIOUS HARM

- Sales Academy (special session dedicated to the Environment)
- Site Manager Academy dedicated to the Environment
- Implementation of Group Policies: Palm Oil, Seafood, Eggs, Animal Welfare
- Customer and employee contractual clauses
- Sodexo Code of conduct (integrity statements)
- Supplier and Subcontractor Contract Management (Contract Clauses; Right Supplier; Right Terms)

#### WHISTLE-BLOWING AND REPORTING MECHANISM

- Speak Up Ethics Line, whistleblowing system accessible to everyone impacted by Sodexo business activities

#### FOLLOW-UP ON IMPLEMENTED MEASURES AND EVALUATION OF THEIR EFFECTIVENESS

- Independent third-party audit (KPMG)
- Annual Engagement Survey
- Regular supplier review process (external certification, mitigation and prevention)

#### INDICATORS AND EXAMPLES OF EFFECTIVENESS

- 18.5% reduction in absolute Scope 3 Supply Chain carbon emissions (compared to 2017 baseline)
- 85.3% of seafood purchased are from sustainable sources (in kg)
- 21% of all shell eggs purchased by Sodexo are from cage-free sources (in volume)

#### OPPORTUNITIES CREATED

- Development of offers and services having a positive impact on the environment
- Participation in global initiatives to fight against climate change
- Contribution to the achievement of our customers' environmental objectives
- Positive impact on Sodexo's employer brand