

At Sodexo safety is more than a priority it's a core value – enabling a Zero Harm Mindset underpins everything we do, to ensure our colleagues, clients and consumers everywhere have a safe day!

Our Ambition – What do we want to achieve?

- To create a better every day for everyone to build a better life for all
- Fostering a Zero Harm Mindset and caring for the well-being of our colleagues, clients and partners where psychological safety is just as important as physical safety
- Creating a strong end to end safety interlock and culture throughout our value chain, whilst ensuring compliance with applicable legal, regulatory and internal requirements

Our fundamentals – Key obligations that direct our behaviours:

Compliance

- Comply with legal and regulatory requirements as a prerequisite for Sodexo to operate.
- Comply with and rigorously apply internal standards and systems as a condition of employment.

Risk Management

- Identify, assess and eliminate risks to establish appropriate operating procedures, to mitigate and provide a safe working environment.
- Engage with internal and external stakeholders e.g., clients, contractors, suppliers to achieve best-in-class people and food safety outcomes.
- Be aware of psychosocial hazards, review risk management plans, model psychological safe behaviors and address any unsafe behaviors.

Zero Harm Mindset

- Embed people safety as a core value, moving beyond compliance to true commitment.
- Everyone is empowered to take personal accountability - it's my responsibility, not someone else's
- Be curious and apply a proactive performance culture.
- Rigorously apply our just & fair culture framework
- Lead a governance structure to drive continuous improvement of health and safety performance.

Incident Reporting & Investigation

- Report, near misses, hazards, incidents and accidents with discipline and consistency
- Be insights led through use of data, digital and innovation.
- Investigate and identify root causes to take preventative and corrective actions.
- Share learnings, best practices and respond proactively to emerging risks.

Everyone's responsibilities:

Learn and respect rules

- Complete mandatory training and follow all standards and procedures.
- Model positive, safe behavior.

Speak up

- Challenge physical and psychologically unsafe behavior immediately.
- Apply our 3 Checks for Safety and be empowered to stop work when safety standards are at risk.
- Report incidents, hazards, near misses, unsafe conditions and improvement opportunities promptly.

Be mindful

- Maintain a Zero Harm Mindset and stay alert to hazards.
- Stay vigilant, identify, report and act on hazards immediately.
- Plan carefully and avoid assumptions.
- Encourage and demonstrate physical and psychologically safe behaviors.

Get involved

- Take ownership of your own and others' safety.
- Use our 3 Checks for Safety.
- Collaborate to create effective and sustainable solutions.

Leadership responsibilities:

Set high standards

- Implement our LEAD safety pledge in the way we work everyday.
- Model strong safety standards through your words, actions and decisions.
- Continually demonstrate that our commitment to health and safety will never be sacrificed in pursuit of achieving any other business targets.

Communicate and engage

- Lead with courage and care - create a psychologically safe environment, where colleagues feel safe, supportive and able to speak up.
- Consistently recognize and promote good safe behaviors and address at-risk behaviors - apply our Just and Fair Culture framework.
- Start every team interaction with a safety moment.
- Ensure competent safety resources across the value chain.

Confront and act on risks

- Be approachable to employees, take time to discuss their health and safety concerns.
- Review incidents thoroughly, share learning and ensure actions to prevent recurrence.
- Foster a motivating and fair working environment.

Involve your team

- Ensure adequate resources, training, and opportunities to build competence.
- Take personal action to improve performance and maintain safe and healthy working conditions.