

Sodexo Live! at T-Mobile Park 2026 Employee Handbook



Creating a better everyday

At Sodexo Live!, we take pride in crafting exceptional events at the most prestigious venues on the planet and creating lasting memories for fans, visitors, guests and team members. Working with Sodexo Live! is more than a job; it's a chance to be part of something greater. Here, you'll build a career where 'everyday' is anything but normal.

Our experiences are unique, and so are our people. Bring your personality, your background, and your desire to delight others. In return, we'll give you all you need to thrive. After giving it all, you'll return home knowing that you've played your part in creating a truly unforgettable moment.

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Purpose

This handbook provides a convenient summary of key policies that guide our workplace. It reflects how we operate—with honesty, transparency, professionalism, and a shared passion for our industry. You'll find formal language and structured content throughout, and we encourage you to reach out to your manager or Human Resources with any questions.

We ask all employees to read this handbook thoroughly and take responsibility for understanding its contents. It's designed to be a reliable reference whenever questions arise about your employment. While it covers many essential topics, it may not address every possible scenario. If you need clarification, we encourage you to speak with your manager or reach out to Human Resources—we're here to support you.

This handbook supersedes any previous summaries or statements of employment policies and procedures. Sodexo Live!- also referenced in this document as the Company -may revise or update its contents periodically. Please note that many of these policies are also informed by our client the Seattle Mariners' policies- also referenced in this document as the Client. Any significant changes—whether additions, deletions, or modifications—will be communicated in writing or electronically.

This handbook applies to all employees; however, for employees covered by a collective bargaining agreement (CBA), the provisions of that agreement will prevail in the event of any conflict with the policies outlined here unless local, state, or federal law dictate otherwise. Additionally, the CBA may include specific conditions not outlined in this handbook. Employees covered by the CBA should refer to their agreement in such instances.

Upon receiving access to the Employee Handbook, all employees will be asked to sign a Handbook Acknowledgement Statement. The Company will make every reasonable effort to ensure the Employee Handbook is accessible to all employees. Refusal to sign does not exempt an employee from following or being held accountable to the policies.

Please note that this handbook is not a contract of employment. It does not guarantee any specific benefit or action. Employment with the Company is "at-will," meaning either the Company or the employee may end the employment relationship at any time, with or without cause or notice, with the exception of employees whose employment terms are dictated by the CBA. Similarly, job duties, compensation, or benefits may be changed at any time under the same conditions.

Employment Status & Department Guide

At-Will Employment & Union Employees:

It is the policy of the Company to employ individuals “at will,” also referred to as non-union employees, unless otherwise stated in a written agreement signed by an authorized Sodexo executive, such as a CBA. “At will” means that:

- The employee has the right to resign at any time for any reason (voluntary termination).
- The Company may terminate the individual’s employment at any time for any lawful reason, with or without cause, and with or without notice. (involuntary termination).

It is the policy of the Company to also employ Union employees. Union employees are defined as workers covered by a collective bargaining agreement (CBA) between the employer and the labor organization, which defines the terms of their employment. Union employees do not fall under “at-will” employment. The provisions of that agreement will prevail in the event of any contradiction with the policies outlined here. Additionally, the CBA may include specific conditions not outlined in this handbook, like job titles and hourly wage. Employees covered by the CBA should refer to the CBA in such instances.

Classification of Employees:

Wage rates or salary and benefits can be affected, in part, by the employee’s classification. The following are the most common employee classification used by the Company. An employee may fall into more than one of these categories:

1. Regular, Full-Time Employee: An employee who works, least 30 hours per week on average and who has successfully completed orientation.
2. Regular, Part-Time Employee: An employee who works less than 30 hours per week on average and who has successfully completed their orientation period.
3. Temporary Employee: An employee who is hired with the expectation that they will be needed for a limited period of time.
 - a. Active employees are prohibited from working as temps for the Client or the Company. Temporary employees cannot be hired as an active employee for the Company or Client within the same season.
4. Non-Exempt Employee: An employee that is paid hourly and whose duties render their job eligible for overtime pay for all hours actually worked in excess of 40 hours in a week in accordance with applicable federal and state wage and hour laws.
5. Exempt Employee: An employee who is paid a fixed salary on a weekly, monthly, or annual basis and whose duties meet the criteria for exclusion under the applicable federal and state wage and hour laws, including but not limited to executive, administrative, or professional employees. An exempt employee is not eligible to receive overtime pay.

Workplace Fraternization Policy

The Company believes that it is in its best interest to keep business and professional relationships separate from personal and familial relationships. To prevent the appearance of or actual conflicts of interest, the employment of relatives will only occur where:

- Neither employee will supervise, appoint, remove, or discipline the other;
- Neither employee will work in the same department;
- Neither employee can potentially influence the pay, work assignments, promotion or demotion, or any other working conditions;
- Neither relative will evaluate or audit the work of the other;
- The working relationship will not create a conflict of interest or the appearance of favoritism; and
- The working relationship will not cause a potential risk to exposure of confidential Company, client, or employee information, or the potential erosion of “checks and balance” processes to minimize financial/legal/non-compliance risk to the organization.

For this policy, ‘familial relationship’ is defined to include the employee’s spouse, domestic partner, parents, children, aunts, uncles, nephews, nieces, cousins, grandchildren, grandparents, persons related by marriage (such as in-laws), and any person with whom the employee lives in a relationship substantially equivalent to marriage. Additionally, ‘personal relationship’ is defined to include spouse, domestic partner, romantic partner, cohabitants, or any substantially equivalent relationship.

If two employees become related (typically by marriage or a substantially similar relationship) or begin to date or become involved in an intimate relationship, and their continued employment might or does create a conflict of interest or the appearance of favoritism, one of the employees may be transferred to another open position suitable under this policy. If such a position is not available, one of the two may be asked to resign or may be required to seek employment outside of the company. Seniority will be taken into account when deciding role reassignment or potential termination.

It is the employee’s responsibility to disclose to their manager and the HR Department of any relationships they may have at the Company or any relationship that would create a conflict of interest, as outlined above, either verbally, or in writing via the disclosure form, which can be obtained from HR. Failure to disclose this information to HR and your manager will result in disciplinary action and potential position reassignment or termination of either or both parties.

Personal References

The company reserves the right to provide references regarding current or former employees. Generally, such references include verification of dates of employment, job title, and duties. More information may be shared at the Company's discretion in accordance with applicable law. The Company also reserves its right to provide personnel information to third parties, such as

government agencies or law enforcement as required by law, or in response to legal process, such as subpoenas or court orders.

Union workers can also refer to Article 15 of the CBA for additional applicable policies.

Department Guide

Below is a department guide for clarification on what job titles report to which department. If there is any confusion, please reach out to your manager or Human Resources.

Department → Job Title Guide

Concessions Department

- Standworker/Cashier
- Stand Lead
- Stand Cook/Kitchen Worker
- Walk-off Market (WOM) Attendant
- WOM Lead
- WOM Cook
- Beertender
- Beertender Lead
- Bartender*
- Barback*
- Vendor/Hawker
- Cart Vendor

Laundry Department

- Laundry Attendant
- Laundry Lead

Warehouse Department

- Warehouse Worker
- Warehouse Lead

Culinary Department

- Cook 1/Lead Cook
- Cook 2/Hot Cook
- Cook 3/Prep Cook
- Steward/Dishwasher

Premium Department

- Diamond/Press Club Server
- Diamond/Press Club Bartender
- Diamond/Press Club Barista
- Diamond/Press Club Busser
- Diamond/Press Club Host
- Restaurant Server
- Restaurant Host
- Restaurant Runner/Busser
- In-seat Order Taker
- In-seat Runner
- Suite Catering Attendant
- Suite Catering Runner
- Suite Cashier

*Bartenders and Barbacks that work in Premium sections will fall under the Premium Department rather than concessions.

Workweek and Scheduling

Scheduling

For payroll and overtime computation purposes, frontline employees are paid on a weekly basis, with the workweek defined as Friday through Thursday for all frontline employees, and overtime is considered any hours worked over 40 hours within a work week. The Company reserves the right to change its pay cycle and pay day with prior notice to employees.

The employee's supervisor establishes the normal workday hours and weekly schedule for frontline and non-exempt employees. Frontline and non-exempt employees should normally begin work no earlier than 7 minutes before their shift starts and end work no later than 7 minutes after their shift ends, unless the employee is working an event shift where the end of shift is dependent on unpredictable event end time. The Company reserves the right to change the regular work week, the normal business hours, or the normal workday with prior notice to employees.

Individual work schedules may be established by supervisors and communicated a minimum of 2 weeks in advance of the workweek in question. For catering, non-game day, and off-season events that may be booked after the work schedule has been posted, the schedule will be updated and posted by management within 48 hours of signing the catering contract for that event. Employees are expected to work all assigned hours and days. Requests for scheduling changes or for particular days off must be made ahead of time and approved by the employee's supervisor.

Should you need a day off, please submit a time-off request prior to the posting of the schedule to your manager, who will approve or deny the time off. Please note that while we do our best to accommodate your needs, submitting the request does not guarantee the time off. See the Time Off section for more details.

For Union employees: You are required to submit a work availability at Roll Call or upon hire. This availability form remains in effect from the start of the season until the All-Star break. If you wish to change your availability, you may do so any time until June 30, and it will take effect the first home game after the All-Star Break (see cited CBA articles below for additional availability request requirements per event type).

Union workers can also refer to Articles 7, 10, and 11 of the CBA for additional applicable policies.

Break and Meal Periods

Employees will receive a 15-minute paid rest period for every 4 hours worked consecutively and a 30-minute meal paid period for every 5 hours worked consecutively. A shift lasting 6 or more

consecutive hours will result in an additional paid break often 10 minutes after 6 hours of consecutive working time. Any non-exempt employee who is unable to take his/her rest or meal period must notify his/her manager promptly so that the Company can reschedule the break/meal period or otherwise ensure that the employee receives proper compensation.

Any Employees choosing to leave the premises for their break must clock out before leaving the premises and clock in when returning to work. Leaving the premises while on the clock is prohibited and will result in disciplinary action up to and including termination. All employees must receive approval from their manager before leaving offsite.

Your behavior while on break or while leaving your work area should continue to reflect well upon the company and any of our clients. Do not visit other areas within T-Mobile Park at these times since visiting employees during their working hours is a distraction and could result in disciplinary action. Employees can utilize the service road, locker room area, and should refer to their manager for additional acceptable areas to take breaks. Gameday seating is never permitted to be used as a break or meal space. Occasionally special events require the use of acceptable break areas. In those instances, an alternative space will be provided to employees.

Union workers can refer to Article 8 of the CBA for additional applicable policies.

Family Meal

The purpose of this policy is to outline the guidelines and procedures related to employee meals provided by the Company. The policy aims to promote a positive workplace culture and ensure that employees have access to convenient meal options during their work hours. This policy applies to all employees who are eligible for meal benefits. Union employees who work a minimum of 5 hours are entitled to family meal- refer to CBA for more detailed information.

Meals will be provided and consumed in designated areas within the workplace. Meals are not to be eaten in your working areas, in alignment with local health codes. Family meal is to be consumed at the time of service and is not to be packaged for later consumption. In consideration for all team members, employees shall only pass through the service line once and should not be sharing food with any other team members, clients, or guests. Each individual team member is responsible for disposing of their trash in the local receptacles and tidying up messes they contributed to immediately to ensure the area is clean and readily available for the scheduled gate time.

Any leftovers or spoilage from family meal or any other location in the stadium cannot be taken from the stadium by employees, team members, vendors, etc. for later consumption. Additionally, food will not be prepared or cooked in anticipation of creating and taking home leftovers or spoilage by any team members.

Food from concessions, premier dining, or anywhere within the stadium are not considered to be a part of family meal. Any food from concession stands must be purchased with a debit/credit card. You must have your receipt with you for verification of all food purchases. Without a receipt, food is not permitted to be taken to go.

Union workers can refer to Article 8 of the CBA for additional applicable policies.

Employee Responsibilities

Attendance and Tardiness

Regular and timely attendance is an essential function of every employee's job and critical to the smooth operation of the Company. Employees are expected to report for work when assigned, on a regular basis, and on time. If an employee is unable to report to work or will be late, the employee must contact his/her supervisor at least 4 hours prior to start of shift if calling out or 1 hour prior to start of shift if running late for any foreseeable circumstances. Any employee wishing to utilize sick time for their tardiness or absence must submit the request in UKG or their manager prior to the end of the pay period.

If the absence or tardiness is due to an emergency that renders the employee totally incapable of contacting the employer, the employee must have someone else contact the Company within the same time period as applied to the employee. If the absence is for purposes protected by law, the employee should refer to the applicable policy for notification requirements. If the employee's absence or tardiness is for a reason covered by the Sick Leave policy, the employee should refer to the Sick Time policy for applicable notice requirements for the absence.

Recurring absenteeism or tardiness, including the failure to comply with the reporting features of this policy, will result in discipline up to and including termination of employment however employees who are absent for covered reason pursuant to the Sick Time Policy will not be disciplined for use of paid sick leave if such use complies with the policy and applicable law. If an employee fails to report for work or call in for 3 days in a row (and is not on a pre-approved leave of absence), the employee will be deemed to have abandoned his/her job and employment will be terminated.

Leaving and Returning to Work for Frontline Employees

The Company recognizes that there may be times when you need to leave your unit during work hours or leave your shift early to conduct personal business. If you do need to leave the unit during work hours, obtaining permission in advance from your manager is required. Additionally ensure that you have clocked out and recorded your absence accurately when leaving or returning to your unit.

At the end of your scheduled shift or when you've been dismissed for the day, you are expected to leave our Company/client premises. Employees are required to exit the building via the main security office or the service road gate. When acting outside of a professional capacity such as a guest at the stadium or member of the public, you are prohibited from entering restricted Company/client areas. Employees are prohibited from wearing their company badge when at the stadium in a guest capacity as well as use their badge to access restricted areas when on the premises in a guest capacity.

Employees are prohibited from staying in Company/client premises to watch or participate in an event after their shift, unless you are here as a ticketed guest, and in such case, you must leave through the employee entrance, remove your employee badge, go to a general-public gate, and have your ticket scanned upon entry. Additionally, you are not to be in areas to which you are not assigned unless on a specific task. Sitting in guest seating, even before gates are open, is also not allowed.

Attempting to access the stadium through an unauthorized entry, or assisting another in doing so, is subject to disciplinary action up to and including termination. The employee entrance is only authorized when manned by security. At all other times, the only authorized entry point for employees is the main security office.

Appropriate Attire and Appearance

The Company has high standards of dress, grooming, and personal hygiene for all employees. Safety and cleanliness are essential parts of providing high-quality service to our customers. All grooming, appearance, and uniform policies are dictated by the Client and in alignment with local and state laws, and health and safety guidelines. Employees are prohibited from conducting personal grooming, such as but not limited to: applying makeup, dental and oral care, applying skin care, brushing hair, and nail and foot care in areas where food and beverages are being served or in view of customers. Employees are expected to exercise sound judgment with regard to personal appearance, dress, and grooming to enable them to be most effective in the performance of their duties.

Minimum Standards of Grooming/Hygiene for all Employees:

- Practice good hygiene through regular bathing and use of deodorant/antiperspirant and reasonable oral care.
- Avoid the use of strong perfumes and colognes.
- Cover all cuts, rashes, or minor skin eruptions.
- Keep hands clean and fingernails trimmed and neat (nail coverings including polish, acrylics, tips and gels are not permitted for food service employees)

Minimum Standards of Grooming/Hygiene for Frontline Employees:

- Minimum standards mentioned above.
- Pants must be plain black. Denim, cords, sweatpants, cargo pants, leggings or pants with rips/holes are not permitted.
- Shirts must be completely tucked in.
- A uniform shirt is provided and must be returned at the end of your shift.
- Uniforms must be clean.
- Provided hats or hairnets must be worn every day, facing forward.
- Black closed-toe and closed-heel, slip-resistant shoes. Crocs are not permitted for any department.
- Minimal jewelry is to be worn – one ring per hand and one small earring per ear.

- Hair must be of a natural color. Long hair must be secured back or braided.
- Nails must be natural, short (no longer than 1/8 inch).
- You must carry your valid Washington State Food Handler's Permit and Class 12 or 13 MAST permit (if applicable) with you while you are working. Digital copies are acceptable.
- Sunglasses should not be worn unless you are working in an outdoor area in direct sunlight and must be black or of a neutral color.
- Do not wear or carry any items advertising any other team (baseball or not) or major brand.
- Headphones, ear buds, and AirPods are not allowed while employees are working or walking through workspaces or the tunnel. Using these devices can pose a safety risk and may lead to accidents.

Employee's wishing to wear Seattle Mariners merchandise must wear Mariner's gear that uses logos that align to the approved uniform logo, the Compass Rose logo, unless they receive management approval. Employees must speak with their managers for details regarding any additional uniform requirements specific to their department and job duties.

The Employer shall launder and provide a shirt and apron to all employees at no charge. Employees are required to wear their own black pants, and those pants must conform to the Employer's dress code (i.e. no jeans). Should the Employer require that Employees wear a specific type of hat; the Employer shall furnish it at no charge to the employee. The Employer shall issue one thermometer (and necessary batteries) to each cook per season. The cook shall be responsible for returning the thermometer at the end of each season. Uniform charges also apply for any equipment issued to the employee, including thermometers, that are not returned.

Employees shall be expected to return the provided uniforms on a schedule adopted by the department. If the employee does not return the uniform as scheduled, the employee shall reimburse the Employer for the cost of the items not returned through payroll deduction. If an employee returns the item within four (4) payroll periods following the deduction, the Employer shall reimburse the employee for the amount deducted from his/her paycheck.

Jewelry and Tattoos

The Company recognizes that personal appearance, including jewelry and tattoos, is a form of self-expression. The Company will allow jewelry (for non-food service workers) and tattoos, 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:

- Health and safety of the employee or others
- Whether productivity or performance of duties is diminished
- Perceived offense on the 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. Any employee who reports to work inappropriately attired may be directed to leave the premises and return home to change. The employee will not be compensated for the time away from work, unless required by law.

The Company recognizes the importance of individually held religious beliefs to persons within its workforce. The Company will reasonably accommodate employees' religious beliefs in terms of workplace attire unless the accommodation poses a safety hazard or creates more than a minimal burden on the operation. All requests for accommodation should be referred to your manager and/or human resources.

Check with your supervisor/manager for any additional workplace-specific dress and grooming guidelines.

Union workers can also refer to Article 12 of the CBA for additional applicable policies.

Smoking

In order to provide and maintain a safe and healthy work environment for all employees, the Company prohibits smoking or any tobacco use on all Company or client premises, except in designated smoking areas. This prohibition covers, but is not limited to, cigarettes, pipes, cigars, snuff, electronic cigarettes, vaping, and chewing tobacco and applies at all Company-sponsored off-site events and meetings and to all vehicles owned or leased by the Company. When smoking or otherwise using tobacco or similar products in a designated smoking area, do not leave cigarette butts or other traces of litter or tobacco use on the ground. Dispose of any litter properly in the receptacles provided for that purpose.

The smoking/vaping sections for the employees are located 25 feet from the employee gate, and near the entrance to the loading dock driveway. Please observe the 25-foot law when smoking. There is a yellow line on the ground of the access road indicating where the smoking section is located. Employees are prohibited from taking extra breaks for smoking and must utilize their scheduled break times for use of designated smoking areas.

Cell Phones and Visitors

Cell phones and other personal electronics are not to be used while working, unless you are given specific permission from your supervisor. Personal phone calls and the use of electronic communication devices, including ear buds, are to be limited to scheduled break times for the safety and respect of others. Personal phone calls or using electronic communication devices during work time may result in constructive counseling.

If you require the use of assistive technology for translation services or due to a limitation, please contact your manager and Human Resources to submit the accommodation request.

If you have an emergency that requires you to keep in contact with someone while you are working, please let your manager or supervisor know before you start your shift. Incoming calls to the office for employees will only be accepted for emergency purposes.

Personal visitors are not permitted in unit work areas that are not open to the public. Further restrictions may be implemented at the unit.

Employee Badge & Identification

Employees on Company/Client premises in a work-related capacity must wear their ID badge and ensure its visibility while onsite. This includes meetings, checking your schedule, picking up your check, or related visits. Stadium Security reserves the right to deny access to anyone not wearing their credentials. If you have lost your badge, you will have to make prior arrangements to secure a new badge before the day of an event and there may be a replacement charge. Security may also issue a temporary badge to employees. Temporary badges are only valid for that specific day and cannot be reused. Some premium areas may provide employees name tags to be worn and have specific badge policies. Employees working in those areas are required to wear their nametag and follow the guidelines outlined by their department manager.

Additionally, employees should not wear their employee credentials outside of the stadium or if employees are at the stadium as a ticketed guest. Employees should not use their uniform or credentials to receive perks or benefits, especially in quid pro quo situations.

Gifts and Giveaways

Employees are not allowed to accept gifts, promotional items, or giveaways from clients or contractors unless they have purchased a game day ticket. Promotional items, gifts, giveaways, and related items are property of the client and employees from the Company are not entitled to them, even as a gift. This also includes taking home run or foul balls. These items are for ticketed guests only.

If an employee chooses to purchase a game day ticket, they must do so off the clock. Employees must also clock out when receiving giveaway items. Employees are required to retain a copy of their ticket as proof of purchase.

Employees must not accept gifts from guests. At times, management may distribute tokens of appreciation. These specific items have been authorized by HR and/or General Manager in advance.

Voluntary Tips

While tips can be accepted, they cannot be solicited. Solicitation of tips can include verbal references to tips, leaving change out on the counter, a visible tip jar/cup, or other methods. These are prohibited. Additionally, it is a violation of the tip solicitation policy to make electronic

tip selections for customers – this includes selecting no tip or advising a guest to make such selection. These actions will result in disciplinary action up to and including termination.

Alcohol and Drug Use

The Company is committed to creating a safe workplace free from drugs and alcohol. The use of alcohol or any drug that is illegal under federal and state law (including cannabis) can be a serious threat to workplace safety and job performance. Employees are expected to report to work fit for duty, sober, and free from any adverse effects of illegal, unauthorized, and intoxicating substances, including drugs and alcohol. This policy does not prohibit employees from lawful use and possession of prescribed medications. Employees are strictly prohibited from the manufacturing, distributing, dispensing, selling or attempted sale, purchase, use, consumption, or possession of alcohol, unauthorized controlled substances, illegal drugs, intoxicating or mind-altering substances, or drug paraphernalia of any kind, is prohibited while you are on work time or on Company/client premises or in a Company/client supplied vehicle.

Being under the influence of an unauthorized controlled substance, illegal drug, any intoxicating or mind-altering substances, or alcohol on Company/client premises, in Company/client-supplied vehicles, or during work hours is prohibited. This rule also prohibits consumption of alcohol at the end of a client catering event or on Company/client premises at the end of a workday. The sole exception to this policy is for alcohol use for employees who are guests at Company/client-sponsored events, and in those instances, conduct must remain professional. If a doctor prescribes you a drug, you should ask your doctor whether use of that drug will affect your ability to work safely and effectively. If you are told by your doctor that a prescribed drug may adversely affect your ability to perform your job safely, efficiently, and/ or effectively, you should inform your manager or Human Resources representative of the situation so an accommodation can be considered, if appropriate.

If you have problems because of drug or alcohol use or dependency, we encourage you to get counseling and may require that you seek assistance from our Employee Assistance Program. If we require you to complete a treatment program as a condition of your continued employment, you may be placed on a leave of absence. Your voluntary request for assistance with an alcohol or drug problem will not result in any constructive counseling. However, a voluntary request will not excuse any performance issues or misconduct you engaged in prior to your request.

Drug and Alcohol Testing Policy

The Company reserves the right to require all employees be free of alcohol, unauthorized controlled substances, and illegal drugs. At present, pre-employment testing is conducted based on a client's request and/or legal requirements. Any candidate who refuses to submit or fails to pass a pre-employment drug test will be rejected, and will not be eligible for consideration for 12 months.

In addition, where permitted by law, the Company reserves the right to require drug and/or alcohol testing of any current employee, and to implement constructive counseling, up to and including termination of employment, for any employee who refuses to submit to a test or who tests positive for drug or alcohol use. Before engaging in any constructive counseling, the Company will give an employee who tests positive the opportunity to explain the results. Drug and/or alcohol testing may only be conducted with the approval of the District Manager/ Client Executive or above, the General Manager and/or the HR Director.

Social Media and Electronic Communications

Social Media

The Company recognizes that some employees may choose to post personal information on social media. Social media includes all types of posting on the internet, including but not limited to, original posts, websites, website comments, blogs, content publishing platforms, social networking sites, podcast streaming and service providers, online forums, chat rooms, and new sites. For simplicity, this policy refers to these platforms collectively as “social media”. Please remember as new devices, platforms, and technologies become available; this policy will still apply even though the device or site is not explicitly referenced in this policy.

The Company acknowledges that employees may be engaging in these forms of personal expression on personal time, devices, and systems, and not on Company time, devices, or systems. The Company’s policies apply to off duty personal use of social media when the employee either:

- Identifies as a Sodexo employee (either explicitly in posting or generally)
- Discusses the Company, the Client or coworkers in any manner or discusses customers, clients, vendors, and/or suppliers as related to their association with the Company or the Client.TT
- Engages in social media communications that reasonably could be thought of by another employee, client, customer, or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile or offensive workplace.

Those who use social media should remember some simple guidelines:

1. The internet may be forever.
2. Personal posts or messages can influence others’ views of you professionally.
3. Maintain confidentiality.
4. You are responsible for what you post.
5. Do not use company resources for personal use of social media.
6. Please respect the Company’s intellectual property.
7. You are an employee, but not the Company spokesperson.
8. You are not obligated to connect with any employees, vendors, contractors, or clients on social media.

Anything on social media can go viral. Even if you do not identify yourself as a Sodexo employee or as someone who works for the Client, you may be identified by others as a Sodexo employee, which may lead the Company to issue constructive counseling. Questions may be directed to Human Resources or Company leadership for appropriate social media use.

External Communications

It is the policy of the Company that, in releasing information with corporate implications to print, digital, broadcast, and other media and channels, we must “speak with one voice.” Do not make statements or comments on the Company’s behalf to the media. If you are asked by the media to speak or comment on the Company’s behalf, contact your manager or Corporate Communications immediately.

Weapons, Explosives, and Prohibited items

You may not bring potentially dangerous items onto Company/client property including, but not limited to, unauthorized controlled substances, illegal drugs, firearms, ammunition, or weapons of any sort. Possession of any prohibited item on Company/client property will be grounds for constructive counseling, up to and including termination of employment. Employees are encouraged to promptly report any weapons on Company/client property to any manager or the Human Resources Department and will not be retaliated against for doing so.

Employees are required to follow client policy regarding personal bags/backpacks. Bags and backpacks larger than an 8.5" by 11" piece of paper will not be permitted in your work area. Additionally, permitted bags must be clear and see-through. Bringing any other type of bag onsite can result in the employee being turned away from shift, and/or disciplinary action.

If you have questions about this policy or obtaining a proper bag, please reach out to your manager or Human Resources.

Workplace Violence

The Company is committed to creating a safe and positive work environment for all our employees. We take a zero-tolerance approach to acts or threats of workplace violence. Any act or threat of workplace violence will be taken seriously and investigated immediately. While it is not possible to list all circumstances that constitute threatening and violent behavior, the following are some examples of behavior 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.
- Stalking of employees or customers.
- Workplace sabotage.
- Fighting, hitting, or otherwise committing violence toward any employee or customer.
- Throwing objects.

- Threats (verbal or written) to harm another individual or destroy property.

If you observe, know, or learn about any acts or potential acts of violence, you should immediately contact one or more of the following:

- A manager
- Human Resources
- Client security department personnel
- The PeopleCenter

In all cases, the complaint and the 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. The Company 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 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.

Confidential Information, Recordings, and Client Privacy

Confidential Information

As an employee, you may have access to confidential and proprietary information. “Confidential Information” includes information such as, but not limited to, financial records and reports, contracts, strategy and marketing plans, and information received in confidence from clients, and does not include information employees are permitted to discuss under the National Labor Relations Act. Employees and former employees are required to maintain the confidentiality of Confidential Information about the Company, and Confidential Information we receive from clients, customers, vendors, suppliers, and various others with whom we conduct business. Confidential Information should be shared only on a need-to-know basis and not outside the Company. If you have any questions about whether particular information is confidential and/or proprietary, treat it as confidential until you can obtain guidance.

Workplace Recordings

We believe in open lines of communication with all employees. Therefore, recording (via tape, digitally, by cell phone, or other device) of any conversations, whether face-to-face or on the telephone, whether in secret or openly, amongst employees is strictly prohibited. The recording of such conversations often discourages candid discussion. Moreover, the secret recording of workplace or work-related discussions is offensive and, in some states, may subject you to criminal and civil liability. In limited situations, the Company may record Company business presentations or training for a specific business purpose. Participants must be informed that the presentation or training is being recorded. The Company and Client reserve the right to use

security cameras onsite. Such security cameras have been placed and managed by the client in accordance with local, state, and federal laws.

Client Privacy

All employees are expected to maintain strict professionalism and protect the privacy of athletes, clients, performers, and guests at all times. Any information learned through employment — including personal details, schedules, medical information, security procedures, or non-public operations — must be treated as confidential and may not be shared, discussed, or disclosed without authorization.

Employees may not approach, follow, or seek out athletes or clients for personal reasons. Interactions must be limited to what is required to perform assigned duties. Employees are strictly prohibited from requesting photos, autographs, memorabilia, personal messages, social media interactions, or any other fan related engagement while on duty or in uniform.

Taking or sharing photos, videos, or audio recordings of athletes, clients, staff, performers, concerts, restricted areas, or any behind the scenes activity is not allowed unless explicitly authorized for work purposes. Additionally, employees are not to be in prohibited or restricted areas during event set up or interfere with event set up. Employees may not post or share any stadium related content, images, or confidential information on social media or public platforms, whether on or off duty.

Violations of this policy may result in disciplinary action, up to and including termination, and may carry legal consequences.

Observances- National Anthems

When "The Star-Spangled Banner," "O Canada," or any other national anthem is played or performed, employees are permitted to remove their hats if they choose. Employees are expected to be respectful and refrain from disruptive activities during these performances. If accommodation is required for any reason, please see HR.

Standards of Conduct

At the Company, we believe it is important to treat others with respect and dignity. Showing respect to each other through words and actions is an important foundation for creating a fair and professional work environment where each person is valued and each contribution is recognized. Open and honest two-way communication creates an environment of trust where people feel comfortable sharing their thoughts and opinions. Your suggestions and ideas, along with your efforts to provide our customers with the best service possible, are welcome and contribute to our individual and collective success.

The Company also expects each employee to comply with the guidelines as set forth in this Handbook as well as any other policies or procedures communicated to the employee. It is impossible to list every example of conduct or behavior that is unacceptable. Generally, if it is

unethical, unlawful, unsafe, inefficient, or other conduct that is otherwise inconsistent with the Company's rules and policies, or that violates local, state, or federal law is unacceptable.

The Company may issue disciplinary action, up to and including termination, for workplace misconduct, including any of the examples listed below. This list is illustrative only and does not identify every potential type of workplace misconduct for which an employee may receive discipline up to and including termination.

- Insubordination, failure, or refusal to carry out job assignments and management directives.
- Unauthorized release of confidential or proprietary information, as defined above, or trade secrets.
- Using vulgar or profane language towards co-workers, supervisors, managers, clients, guests, vendors, or customers.
- Falsification of any work, personnel, or other Company records.
- Unauthorized taking or removal of employer or co-worker funds or property, or unauthorized charges to one of our accounts.
- Fraud.
- Discrimination against or harassment of co-workers, supervisors, managers or customers.
- Possession, consumption, sale, or being under any influence of alcohol or illegal drugs while at work or on work premises (except the use of medications as prescribed by a physician).
- Using threatening, intimidating, and/or coercing behavior.
- Using harassing, abusive, vulgar or offensive language, especially as it applies to protected class.
- Deliberate or negligent damage to Company property or that of co-workers, supervisors, managers, or customers .
- Unacceptable or below-standard job performance.
- Excessive or recurring absenteeism, tardiness, or failure to report in when absent or late for work unless the absence is excused or otherwise protected by law.
- Sleeping on the job.
- Theft of any kind.
- Misuse of Company time, materials, equipment, or property.
- Violation of any policy contained in this Handbook or any other Company/Client policy or procedure communicated to employees.

Compensation

Pay Periods and Pay Days

The Company's pay periods for frontline employees are weekly from Friday through Thursday. Pay periods end on Thursdays and employees are paid the following Thursday. If a payday falls on a holiday, the employees will be paid on the day preceding the holiday.

Employees will be paid via direct deposit or pay-card. Union workers are not eligible to receive paper paychecks per the CBA. Pay-cards will not be given to anyone other than the named employee without a signed authorization, in writing, from the named employee. Employees picking up a pay card will be asked to present a photo ID.

Union workers can also refer to Article 7 and 9 of the CBA for additional applicable policies.

Payroll Deductions

Applicable laws require the following payroll deductions: FICA (social security), Medicare, federal income tax, state paid family and medical leave and state disability, as applicable. Other deductions may require an employee's written authorization. Examples of additional deductions may include deductions for an employee's portion of any insurance premiums or retirement plan contributions.

Any employee who believes that improper deductions have been made from their paychecks or believe that there is a discrepancy in their pay are urged to bring their complaint to the attention of the Company's Payroll department. Such complaints must be shared as soon as they are identified. The complaint will be investigated promptly, and any improper deductions or payment will be rectified.

Union workers can also refer to Articles 3, 4, 7, and 18 of the CBA for additional applicable policies.

Overtime

Occasionally some overtime may be required for non-exempt employees. Working assigned overtime is an important part of each non-exempt employee's job responsibilities. All overtime work must be authorized in advance, in accordance with company procedures, unless due to an emergency situation, by a manager. Non-exempt employees must record all overtime worked on their timecards. Employees can reach out to their manager and/or Human Resources for proper procedures for requesting and submitting approved overtime hours.

Although the Company will pay employees for all hours worked in accordance with the requirements of state and federal law, employees may be subject to discipline, up to and including termination of employment, for working unauthorized overtime.

Union workers can refer to Article 8 of the CBA for additional applicable policies.

Timekeeping

Employees are responsible for maintaining accurate and complete records of all hours worked and all time off. All non-exempt employees are required to clock into the HRIS/Payroll system to record all hours worked. Employees may request corrections or changes to their time records only if approved by their manager. If an employee notices a discrepancy with their paycheck or timekeeping, employees must contact the Payroll office as soon as possible to maintain accurate and timely payment.

Any non-exempt employee who performs work “off the clock” does so in violation of Company policy. Any supervisor who solicits or tolerates a non-exempt employee working “off the clock” also violates company policy. No employee may ever clock in or out for another employee. If an employee fails to record his/her time, or does so incorrectly, he/she must notify his/her manager immediately in order to correct the mistake. The manager must approve any changes to the time record system. Falsification of time records may result in discipline up to and including termination.

Union workers can also refer to Article 8 of the CBA for additional applicable policies.

Employee Accommodations

Equal Employment Opportunity

The Company is an equal employment opportunity employer. Every employee has the right to work in surroundings that are free from all forms of unlawful discrimination. The Company will not engage in or tolerate any discrimination in the workplace prohibited by local, state or federal law. Specifically, no employee will be discriminated against on the basis of his/her race, sex/gender, religion/creed, pregnancy, age, physical or mental disability, marital status, national origin, citizenship, immigration status, genetics/genetic markers, military or veteran status, sexual orientation including gender expression or identity, or because they are actual or perceived victims of domestic violence, sexual assault, or stalking, or any other characteristic protected by applicable federal, state or local law. For purposes of this policy, race includes historically associated physical characteristics including, but not limited to, natural hair, hair texture, hair type and protective hairstyles (such as a hairstyle, color or manner of wearing hair, including braids).

Reasonable Accommodation- Disabilities

The Company recognizes that employees with physical or mental disabilities may need reasonable accommodation to enable them to perform their essential job functions. Any employee who believes he/she needs reasonable accommodation should notify his/her supervisor and Human Resources. Although the need for accommodation is determined on a case-by-case basis, generally the Company and the employee engage in an interactive process with the employee and the employee's healthcare provider(s) to confirm the existence of the condition, its limitations in the workplace and possible reasonable accommodation. The employee has an obligation to cooperate with the Company in this process, which may include authorizing the Company to communicate with the employee's healthcare providers concerning the employee's condition, its limitations and possible reasonable accommodation. Please note that employees experiencing limitations related to pregnancy will be accommodated pursuant to this policy and applicable law.

Pregnancy and Childbirth Accommodation

The Company recognizes that employees with limitations related to pregnancy or childbirth may need reasonable accommodation to enable them to perform their essential job functions. Any employee who believes they need reasonable accommodation related to pregnancy or childbirth should notify Human Resources. Although the need for accommodation is determined on a case-by-case basis, including in accordance with applicable law, generally the Company and the employee engage in an interactive process that may include asking the employee's healthcare provider(s) to confirm the existence of the condition, its limitations in the workplace and possible reasonable accommodation. The employee has an obligation to cooperate with the Company in this process in accordance with applicable law. The Company

will not require an employee with a pregnancy or childbirth-related limitation to take medical leave if the Company can reasonably accommodate the known limitations.

Reasonable Accommodation- Religion

The Company respects the religious beliefs and practices of all employees and will make, upon request, accommodation for such observances when reasonable accommodation is available that does not create an undue hardship on the Company's business.

An employee who sincerely believes that their religious beliefs or practices conflict with their job, or work schedule, with the Company's policy or practice regarding dress and appearance, or with other aspects of employment, and who seeks religious accommodation must request accommodation from Human Resources. The request should explain the religious conflict that exists and the employees' suggested accommodation.

The Company will evaluate the request considering whether a work conflict exists and whether an accommodation is available which is reasonable and which would not create an undue hardship on the Company's business or for its other employees.

Employee Relations

Policy Against Discrimination, Harassment and Retaliation

Harassment Prohibited

Sodexo Live! is committed to providing and maintaining a workplace that is free of harassment of any kind. Harassment is offensive, unwelcome, physical or verbal behavior due to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, gender identity, genetic information, or any other basis protected by law. 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. Harassment may involve, but is not limited to: co-workers, supervisors, subordinates, customers, clients, client employees, or vendor employees. The Company's policy against harassment also covers off-duty interactions between employees and the above persons either in person, by telephone, through electronic communications (such as email or texting), or through social media and/or at after-hours events such as, but not limited to, business meetings, happy hours, dinners, trainings, and work relate travel.

Sexual Harassment Prohibited

While it is not possible to list all the circumstances that can be considered sexual harassment, the following are some examples that, if unwelcome, may contribute to a claim of sexual harassment depending on all circumstances, including the severity and frequency of the conduct:

- Sexual advances, whether they involve touching or not.
- Any type of sexual activity in the workplace (even if it is consensual), including exposure.
- Sexual jokes.
- Requests for sexual favors in exchange for actual or promised job benefits, such as favorable performance reviews, salary increases, promotions, increased benefits, or continued employment.
- Any threat to an employee that refusal to submit to sexual advances would adversely affect their employment, performance review, wages, advancement, assigned duties, shifts, or any other term or condition of employment.
- Use of sexual language, written or verbal references to sexual conduct, gossip regarding one's sex life, comments on an individual's body, or comments about an individual's sexual activity, deficiencies, prowess, or sexual orientation.

- Displaying, or transmitting electronically, including on a cell phone or via text messaging, email, instant/direct messaging through social media, or otherwise, sexually suggestive objects, pictures, or cartoons.
- Leering, whistling, brushing against the body, patting, standing too close, sexual gestures, suggestive or insulting comments
- Inquiries into one's sexual experiences.
- Discussion of one's own sexual activities.
- Assault or coerced sexual acts.
- Use of slang nicknames such as, but not limited to, "honey", "sweetie", "babe", or "doll".

Inappropriate conduct may be sexual harassment even if the individual did not intend to harass. In addition, sexual harassment may be committed by either males or females and can be directed against persons of the opposite or same gender.

Discrimination Prohibited

There are other forms of harassment that are also prohibited, including:

- Telling 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.
- Making insulting, degrading, threatening, or otherwise offensive or hostile comments, graffiti, posters, writings, gestures or actions.
- Starting or perpetuating rumors, false statements, or gossip.
- 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 else that reasonable could be thought by another employee, client, customer, or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile, or offensive workplace.

Any employee who engages in harassment will be subject to a full investigation which may lead to disciplinary action up to and including termination.

Retaliation Prohibited

The Company will not retaliate against an individual because he or she opposes any unlawful practice, files or participates in an investigation of an internal claim or a formal charge of discrimination, requests a reasonable accommodation, or participates in any action under any anti-discrimination law. Engaging in retaliation will result in constructive counseling, up to and including termination of employment.

Retaliation against victims of and/or witnesses to harassment, or against anyone who cooperates in an investigation of harassment, is prohibited. Reporters of harassment may not be blamed for “causing problems.” Engaging in retaliation will result in constructive counseling, up to and including termination of employment.

Complaint Policy- Discrimination, Harassment, and Retaliation

Any victim of or witness to harassment is urged to notify Sodexo of the offending conduct immediately. If you believe that you, or another employee, have been subjected to harassment, whether by a manager, supervisor, client, co-worker, customer, vendor, or any other person in the work environment, you should promptly inform Sodexo in any of the following ways:

- Follow the procedures described in the Promise of Respect and Fair Treatment Notify your manager
- Notify your manager’s manager
- Human Resources
- Notify the PeopleCenter or the Speak Up Ethics Line

While you are welcome to call the PeopleCenter, we encourage you to report your complaint directly to management to ensure your complaint gets the most prompt and thorough attention possible.

All complaints will be taken seriously. Any manager who receives a complaint of, or has knowledge of, harassing behavior must immediately report it for investigation, even if the employee does not wish to make a formal complaint. Failure to do so may result in constructive counseling for the manager, up to and including termination of employment.

Reports of harassment will be investigated thoroughly and promptly. Employees must cooperate and be truthful if they are contacted by a Human Resources or management representative relating to a harassment investigation. Sodexo will strive to maintain the confidentiality of information revealed in the investigation as much as possible and release information arising out of a complaint or investigation only on a need-to-know basis. Employees should be aware, however, that certain information may have to be disclosed for an effective investigation to be conducted. If, after investigation, the Company determines that harassing conduct has occurred, we will take immediate action to address that conduct and attempt to make sure it does not occur again.

Grievances

Grievances are specific to union workers. It is a formal and structured process outlined in the CBA that allows employees to challenge actions taken by management that violate the contract. The Grievance process is separate and should not replace the Complaint Policy outlined above. For information on the grievance process, union workers should reach out to their union representatives.

Union workers can also refer to Article 19 of the CBA for additional applicable policies.

Employee Change of Status and Terminations

Transfers and Promotions

Notices of open positions will be posted in accordance with the CBA. An employee who is qualified for an open position and is satisfactorily performing their current job may apply for a posted job opening.

Although the Company will normally seek volunteers for transfers and promotions, there may be times when business needs require the Company to unilaterally initiate a transfer or promotion.

Termination of Employment

Involuntary Termination: At Will workers: Consistent with the “at-will” employment relationship between the Company and the employee, the Company may terminate an employee at any time, with or without cause, with or without notice.

Employees covered by the CBA have specific standards for termination that is only available to union employees. The Company agrees to abide by those standards of termination in such cases. See CBA for details.

Resignation: Employees may also resign their “at-will” employment with the Company at any time, with or without cause, with or without notice. The Company requests that an employee who is resigning provide as a courtesy two weeks’ written notice of resignation.

Layoff or Reduction in Force: The Company may find it necessary to lay off employees or implement a reduction in force due to lack of work, lack of money, the elimination of a job or position, changes in technology or other business reasons. The Company will provide notice prior to layoff, if required by law, or when feasible under its assessment of the circumstances.

Union workers can refer to Article 20 of the CBA for additional applicable policies.

Final Pay upon Termination

Upon termination of employment, the employee shall receive compensation for wages earned on the next regular pay day. Should the Company rehire an employee within 12 months of separation, the Company will reinstate any previously accrued, unused paid sick time. Accrued paid sick leave hours do not have to be reinstated if the Company paid them in full when employment ended.

Union workers can also refer to Articles 10 and 20 of the CBA for additional applicable policies

Employee Services

Bulletin Boards and Email System

The company's bulletin boards and its e-mail systems are for the purpose of keeping employees informed of various Company-related issues and announcements. Bulletin boards also are used to communicate information required by law in the form of official postings. Please check bulletin boards and e-mails frequently, as employees are responsible for being aware of their contents.

Employees are expected to provide accurate and up to date contact information to be notified of schedules, documents requests, policy changes, or any other essential communications. Contact information can be updated with HR via the QR code in the HR vestibule. Paper forms can be provided upon request.

Employees are not to provide the contact information of another employee in lieu of their own contact information. Exceptions can be made for mailing addresses or for those in need of special accommodation pertaining to language barriers, guardians, conservatorship, or other circumstances. Please see HR and your manager if accommodations are needed.

Personal Possessions

We may provide lockers for convenience. Lockers are available on a daily first-come-first-serve basis. Employees may put locks on their lockers during the duration of their shift but should be removed when they leave at end of shift. The lockers are intended to be for communal use.

Remember that all lockers, desks or closets are Company/client property. The Company does not assume responsibility for any theft or damage to an employee's personal possessions on the Company's premises. The Company reserves the right to search an employee's desk, locker, or personal belongings, like purses or backpacks, brought onto Company premises at any time.

In alignment with the CBA under section 6.09 for locker searches, as it relates to union workers, the employee shall request the Shop Steward or, in the absence of a steward, an employee of the bargaining unit to be present whenever it becomes necessary for the Company to open an employee's locker or conduct a search of an employee's belongings brought into the workplace.

Inspections and Searches

The Company may open and inspect lockers and desks, as well as any contents or articles that are in lockers or desks. Unattended articles on Company/client property also are subject to inspection. Such an inspection can occur at any time, with or without advance notice or consent. An inspection may be conducted before, during, or after working hours by any manager or security personnel designated by the Company.

If the Company has a reasonable suspicion that you are in unauthorized possession of Company/client property, another employee's property, a prohibited substance, a dangerous item, or that your work performance or behavior may have been influenced in any way by alcohol or drugs, a manager may request you to submit to a search of your clothes and/or possessions. This right includes, but is not limited to, the inspection of parcels, packages, purses, lunch boxes, briefcases, and cars on Company/client premises. If you refuse to submit to a search, you may be subject to constructive counseling, up to and including termination of employment.

In alignment with the CBA under section 6.09 for locker searches, as it relates to union workers, the employee shall request the Shop Steward or, in the absence of a steward, an employee of the bargaining unit to be present whenever it becomes necessary for the Company to open a union employee's locker or conduct a search of an employee's belongings brought into the workplace.

Workplace Safety and Security

Security

The Company is committed to protecting the safety and security of employees, clients, customers, and their possessions, and Company/client property. For the safety of our employees and the security of our business, the Company requires that all employees follow the practices listed below:

- Employees are required to enter the building via the main security office or areas where security is present and exit the building via the main security office or the service road gate.
- Employees must wear the identification badge that has been issued to you, at all times, while at work. Exceptions are made for employees working in special work areas such as premium services. Such badges are the property of the Company/client and must be returned upon termination.
- Keep receiving entrance locked, except when receiving deliveries.
- Do not resist any robbery attempt; follow reasonable commands and never follow or chase a robber. Remember—money and product are not worth jeopardizing your safety or the safety of any employee, client, or customer.
- Report any suspicious activity to your manager and/or on-site security.

The Company and/or its clients may use video recording devices, such as security camera, at work locations to prevent theft, ensure the safety of employees, customers and the public, or otherwise monitor the workplace. Video recording will not be used in private areas such as locker rooms and restrooms.

Union workers can also refer to Article 5 of the CBA for additional applicable policies.

Safety

Health and Safety is an integral part of the Company's mission to improve quality of life. We count on you to work with us to integrate Health & Safety into everything we do to minimize risk to our employees, customers, and the environment. We are committed to providing working conditions and client services that are safe and healthy. Safety is a core value, and a condition of employment for all employees.

It is the policy of the Company to:

- Minimize loss due to injury and accidents through positive programs of accident prevention, safety and health standards, and fire protection
- Comply fully with all applicable government guidelines, including but not limited to, the Occupational Safety and Health Act (OSHA) and similar state and local laws.

Violation of any of the safety policies described in this Handbook may lead to constructive counseling up to and including termination of employment.

Safety Mindset and Basic Rules

Employees at every level of the organization are expected to fully comply with the Company's overall safety initiatives. Your manager will share with you the specific job hazards you need to be aware of, enforce the safe work practices that are expected, provide you with proper equipment and training, and take immediate action to control or eliminate all hazards.

Following these basic safety rules will help Sodexo maintain a safe workplace, keep you aware of hazards and help prevent personal injury or the injury of a co-worker or customer:

- Follow the correct procedures for completing your tasks and never take shortcuts
- Be alert and awake on the job
- Wear required personal protective equipment and maintain it in a sanitary condition
- Do not use equipment until you have received proper instruction about the correct operating and cleaning procedures
- Obey safety signs and directions
- Clean and organize your workspace
- Maintain a clear and easy route to emergency exits and equipment
- Wash your hands frequently, using the proper handwashing techniques
- Speak up. Notify your manager immediately of any unsafe condition or procedure you may find, even if it has not yet caused a problem. At Sodexo, we believe in creating a culture where employees can report near misses, mistakes, or safety concerns without fear of retaliation. By speaking up, we create a safer, stronger workplace for everyone. Your voice matters.

Food safety

The Company has established extremely high standards with regard to personal hygiene, sanitation, and safe food handling. The following list addresses general health safety requirements that are applicable to all team members in any front of house or back of house position:

- All front-of-house and back-of-house positions require a valid food handler's permit.
- Notify your manager so appropriate action may be taken if you have symptoms associated with gastrointestinal illness (diarrhea, fever, vomiting, jaundice, sore throat with fever); if you have infected wounds, lesions, or boils; or if you are diagnosed with or exposed to an illness that can be transmitted through food.
- Report any food safety concern to your manager.
- Wash your hands frequently, using the proper hand washing techniques.

- Wear disposable gloves and/or use clean, sanitized utensils when handling ready-to-eat food.
- Cut prevention gloves are required to be worn when using an exposed blade or sharp, such as knives and peelers.
- Keep your uniform or work clothing clean at all times.
- Acrylics are strictly prohibited for all team members whose job duties include service of food or alcohol.
- Wear approved slip-resistant safety shoes and approved hair restraints.
- Do not wear jewelry on hands when handling food except one smooth-surface ring/band.
- Follow the unit rules about eating, drinking, smoking, or using tobacco products in approved area and at appropriate times.
- Clean and bandage wounds or small cuts on your hands; cover with waterproof, disposable gloves.
- Take and record temperatures on the HACCP Temperature Logs honestly and accurately.

Hazardous Materials and Chemicals

At Sodexo, the materials we use which are classified as hazardous materials are, for the most part, cleaning chemicals. The list of materials and SDS are maintained at a specific location in each unit. Your supervisor/manager will advise you as to the location of this information. When working with any chemical, follow these precautions of the “Right to Know” laws:

- Carefully read labels and the MSDS / SDS.
- Follow instructions and safety rules provided on the label.
- Wear personal protective equipment (only if applicable).
- Ensure that there is enough fresh air in your work area.
- Immediately clean up any spills.
- Wash supplies and put chemicals away as soon as the job is finished.
- Throw any food that has been in contact with chemicals away.

NEVER do the following:

- Mix chemicals unless the labels indicate it is safe to do so.
- Use more than the label says to.
- Spray chemicals near eyes or flames.
- Leave containers uncovered.

Injuries and Accident Reports

You are required to report any on-the-job injury or accident immediately, no matter how minor, to your manager. Doing so will ensure needed first aid is administered and will expedite payment of medical bills and appropriate compensation, including Workers’ Compensation, if applicable. It also ensures Sodexo’s compliance with the local, state, and federal laws governing

reporting deadlines and procedures. Finally, it allows the manager to investigate the root cause of the incident while the facts are still fresh in everyone's memory so we can take appropriate steps to prevent a similar incident.

If a workplace injury should occur, the health and safety of injured employees is most important and ensuring that the employee receives timely treatment will be prioritized. Additional steps will be taken by management to prevent future safety incidents whenever possible. The employee must also report the incident to their manager right away, who will then contact Human resources. The employee will be required to complete specific injury reports as part of the investigation process as well as to ensure compliance with local, state, and federal laws.

Sodexo will not retaliate against any employee who reports an unsafe work condition, injury, or accident, or makes a claim in good faith for Workers' Compensation, regardless of resolution. If you suffer a work-related injury/illness, we will attempt to bring you back to work in accordance with legal requirements and/or Company policy.

Time Off & Benefits

Benefits

For employees that are benefit-eligible (non-union, full-time), the Company offers comprehensive benefit options to promote health and financial security for you and your family. Please contact a member of the Sodexo Live! Human Resources Team, or refer to the Sodexo Live! Intranet site for information on current offerings and Summary Plan Descriptions (SPDs).

Union workers should refer to the CBA as well as their union representative for information regarding union provided benefits.

Holidays

The Company shall observe and recognize the following holidays for all frontline employees: New Years Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, and Christmas Day. For non-union employees, Juneteenth and President's Day are floating holidays. A non-union employee can only take on of those holidays off. Contact your unit manager for the holidays recognized in their unit.

Employees who work on the holidays specified in this handbook and the CBA shall receive holiday pay for the work performed on those days. The holidays will be observed on the actual calendar days on which they fall. Employees shall also receive holiday pay for special events, defined as the MLB All-Star Game and World Series games.

Union workers please refer to Article 13 and Article 15 of the CBA for holiday pay policies.

Vacation

This accrual policy applies only to employees who have completed 6 months of employment, except for those covered under a CBA or other contract, to the extent that applicable state law provides for greater vacation eligibility or use.

Accrual

Vacation days are accrued based on hours worked by the eligible employee. Vacation days are earned through service on a pro-rata basis according to the schedule below, which is based on a 40-hour week. Accrued vacation time will appear on eligible employees' pay stubs. The vacation accrual and use period is based upon the calendar year, January 1st- December 31st. Vacation accrues weekly at the end of each pay period as service is performed.

Employees begin to accrue vacation according to the following schedules based upon their completed years of service as a vacation eligible employee as of their anniversary each year:

Non-exempt Full-time employees

Completed years of Services	Potential Days per Year	Maximum Accumulation	Potential Accrual Rate per Month
Less than 2 years	5	7.5	0.417
2 years but less than 6 years	10	15	0.833
6 years or more	15	20	1.250

Use and Carry Over of Accrued Vacation time

Non-exempt employees may use vacation time in hourly increments, paid at their regular hourly rate of pay.

Sodexo Live! believes that vacation is important to the health and well-being of our employees and encourages all employees to utilize their vacation days. Therefore, Sodexo Live! will not carry over unused vacation days at the end of the year or pay for unused vacation days at the end of the year or upon an employee's separation of employment, regardless of the reason for separation, unless otherwise required by applicable law.

Vacation time does not accrue during periods of layoff of 30 days or more, leaves of absence, FMLA, and non-work-related disability leave unless otherwise required by applicable law.

If a recognized holiday falls within the employee's vacation, the holiday is not counted as a vacation day.

Employee's involved with seasonal operations should schedule vacations during off season periods. The Company reserves the right to require an employee to take unused vacation during off-season periods or any other time. The Company reserves the right to designate when accrued vacation time is used.

If a terminated employee is rehired, prior service with the Company is only considered in determining vacation accrual if the employee has been rehired within 6 months of termination.

Union workers can refer to Article 18 and Article 20 of the CBA.

Paid Sick and Safe Time (PSST)

Accrual

- Employees accrue one hour of PSST for every 30 hours worked, including, regardless of full-time, part-time, temporary, or seasonal status.

- Employees are not entitled to accrue PSST for hours paid while not working (such as vacation, paid holidays, or while on leaves of absences).
- New employees begin accruing PSST on their first day of work.
- The Company defines the accrual year as January 1st- December 31st.

Availability

Employees are entitled to use their accrued, unused PSST beginning on the 90th calendar day after the start of their employment.

Authorized Uses of PSST

Care for the Employee: This includes mental or physical illnesses, injuries, or health conditions; the need for medical diagnosis, care, or treatment of mental or physical illnesses, injuries, or health conditions.

Care for the Employee's Family Member: This includes children, parents, spouse, registered domestic partner, grandparent, grandchild, sibling, or an individual who depends on the employee for care.

Closure of the company or the employee's child's school or place of care: Employees may use their accrued, unused PSST when the Company has been closed by order of a public official for any health-related reason or emergency declaration; or when an employee's child's school or place of care has been closed by order of a public official for any health-related reason or emergency declaration.

To address issues related to domestic violence, sexual assault, or stalking.

To prepare for or participate in a judicial or administrative immigration proceeding involving the employee or their family member.

Carry Over of Accrued, Unused PSST

- Accrued, unused PSST balances of 72 hours or less must carry over to the following year.
- If an employee carries over unused PSST to the following year, accrual of PSST in the subsequent year would be in addition to the hours accrued in the previous year and carried over.

Verification

The Company may require documentation regarding use after an employee uses PSST for more than three consecutive scheduled workdays. If any employee believes that obtaining the required documentation would result in an unreasonable burden or expense, the employee may submit an oral or written justification explaining why he/she cannot comply with the verification request. The Company will make a reasonable effort to identify alternative ways for the employee to meet the verification requirements. Employees are not generally required to disclose the nature of the illness or other specific reason for the absence, unless the absence is protected under another law requiring such disclosure. The Company will maintain the

confidentiality of information provided by the employee or others in support of an employee's request for PSST.

Separation

Accrued but unused PSST is not paid out at separation. Should the Company rehire an employee within a 12-month period, the Company will reinstate any previously accrued, unused PSST.

Retaliation

The Company will not retaliate against any employee for requesting or using sick leave or for exercising any rights available under applicable law. Absences in accordance with this policy will not be grounds for discipline or subject to the Company's attendance policies. Please contact Human Resources with any questions.

Bereavement Leave

In the event of a death in the employee's immediate family, an employee shall be entitled to 3-days pay. Employees will only be compensated for lost scheduled days of work. Immediate family is defined as a person currently related by blood or marriage or legal adoption as follows: mother, father, domestic partner, brother, sister, spouse, children, grandchildren, or grandparents. The employer reserves the right to request proof of bereavement or funeral in question. This policy applies to employees who have worked a minimum of 700 hours in the calendar year.

Union employees can refer to Article 14 of the CBA.

Domestic Violence Leave

Employees may take reasonable leave from work, work a reduced schedule or take intermittent leave from work to take care of legal or law enforcement needs or obtain medical treatment, mental health counseling or social services assistance or to participate in safety planning, including relocating, to ensure the employee's (and/or their family member's) health and safety when employees or their family members are victims of domestic violence, sexual assault or stalking in accordance with applicable state and local law. Employees taking this leave may use any available paid time off (sick leave, vacation, etc.) while on this leave. On request, the employee may be required to provide verification of the need for the leave. Please contact Human Resources for more information.

Unpaid Leaves of Absence for Personal Reasons

The Company, in its sole discretion, may grant unpaid personal leaves of absence, for reasons not covered by other leave policies. At-will employees returning from a personal leave of

absence are not guaranteed to return to their former job. If a position is available for which the at-will employee qualifies, the employee may compete for that opening at the conclusion of the leave. An at-will employee will be terminated if the employee does not return from the authorized unpaid leave of absence at the agreed-upon time or if there is no opening for which the employee is qualified or if the employee is not selected for the open position.

A personal leave of absence must be requested in writing and submitted to the employee's supervisor and Human Resources as soon as the need for such a leave is known. No benefits, such as vacation or sick leave, are earned while the employee is on unpaid leave. Group insurance coverage may terminate at the end of the month in which the unpaid leave of absence begins unless arrangements for continuation have been made with the Human Resources department and as permitted by the applicable plan. Such arrangements must be taken care of before beginning an unpaid leave of absence. An employee's failure to pay timely premiums may result in loss of coverage. If the employee does not return at the end of the leave, the employee may be required to repay the Company for the health insurance premiums paid during the leave.

This policy does not apply to unpaid leave taken under either the federal or state family and medical leave or parental leave laws.

Union workers can refer to Article 16 of the CBA for additional applicable policies.

Family and Medical Leave

An employee who has worked for the Company for at least 12 months, including at least 1250 hours in the past 12-months, and worked at a location where there are more than 50 employees in a 75 miles radius, may be entitled to 12 workweeks of unpaid leave in any 12 consecutive month period (a rolling 12-month period as described in the Family Medical Leave Act) for the following qualifying reasons:

- the birth of a child or placement of a child for adoption or foster care, including to bond with the child and for adoption and foster care placement activities,
- to care for a child, parent or spouse who has a serious health condition
- because of the employee's own serious health condition
- Any qualifying exigency* arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on covered active duty or call to covered active-duty status.

*A qualifying exigency is a non-medical activity directly related to the relative's deployment to the foreign country. It includes attending certain military events and related activities, attending family support and assistance programs, arranging for temporary childcare, addressing legal and financial arrangements, attending counseling related to the deployment, rest and recuperation with the service member on leave from deployment and attending post-deployment briefings.

Such employees may be required to provide certification that their family member is in the armed forces, National Guard or Reserve, and has been called to active duty/deployed to a foreign country.

A “serious health condition” is an illness, impairment or condition that involves inpatient care in a hospital, hospice or residential medical care facility or continuing treatment by a health care provider, any period of incapacity of more than three consecutive days and continuing care by a medical provider, as well as any period of incapacity due to pregnancy including prenatal care. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

In addition, eligible employees are entitled to up to 26 weeks of family medical leave to care for an employee’s spouse, child, parent (as defined under FMLA) or next of kin (defined as a person for whom the employee is the nearest blood relative) who is either a member of the armed forces (including members of the National Guard or Reserve) or a qualified veteran, and is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a qualified injury or illness which was either incurred by the service member in the line of duty on active duty in the armed forces or aggravated by military service in the line of active duty.

Leave for the birth of a child or for placement of a child for adoption or foster care (including for bonding) must be taken within 12 months of the birth, adoption or placement. If the Company employs both parents, they are together entitled to 12 workweeks of unpaid leave for the birth of a child or for placement of a child for adoption or foster care (including bonding) under this policy.

If the need for the leave is foreseeable, employees must give at least 30 days’ written notice in advance of the anticipated date the leave is to begin stating the reason for the leave and the dates during which the leave is to be taken. If the need for the leave is not foreseeable, the employee must give notice as soon as possible after the need for the leave is known. Health care provider certifications/recertifications, as well as second/third opinions and fitness for duty reports/releases may be required in accordance with the FMLA regulations. If the Company becomes aware that an employee may qualify for FMLA leave, the Company will notify the employee and provide information about the rights and responsibilities. If the employee is not eligible, the Company will provide the reason why the employee is not eligible. If the leave is designated as FMLA leave, the Company will inform the employee how much of the leave will be designated as FMLA leave.

Upon returning from the leave, an employee is entitled to return to the same position held when the leave began or to an equivalent position with equivalent benefits and pay, unless the position would have been eliminated had the employee not been on leave. Additionally, an employee on leave is not immune from discipline, up to and including termination. If

information is uncovered during the leave that would have normally resulted in discipline had the employee been actively working.

The employee must use any other accumulated leave, paid or unpaid, to which he or she is otherwise entitled while on this leave, to extent permitted by applicable law. Otherwise, the leave is unpaid. If leave pursuant to this policy would also qualify as leave under any other benefit or policy, the period of the leave will apply toward the entitlement for each type of leave that may apply.

By taking the leave, the employee will not lose any benefits that accrued before the start of the leave. The employee will not be entitled to accrue further benefits during periods of unpaid leave. The Company will maintain its contributions to your health insurance premiums during the leave, whether it is paid or unpaid, provided the employee must continue his/her share of the premiums for the employee and his/her dependents, if applicable. The employee will also be required to arrange in advance self-payment of other group insurance benefits. An employee's failure to timely pay premiums may result in loss of coverage. If the employee does not return at the end of the leave, the employee may be required to repay the Company for the health insurance premiums paid during the leave.

The Company will not interfere with an individual's FMLA rights or retaliate against individuals who request FMLA leave, oppose any practice made unlawful by the FMLA or who are involved with any proceeding related to FMLA. For additional information, employees may contact the U.S. Department of Labor, Wage and Hour Division, at 1-866-4-USWAGE (1-866-487-9243) (TTY: 1-877-889-5627) or at www.dol.gov/whd.

This policy will be administered in accordance with the Family and Medical Leave Act and the regulations interpreting it as well as any applicable state, federal or local law, or collective bargaining agreement. Employees should contact the Human Resources Department with questions about eligibility for leave or other leave benefits that may be available.

Union workers can refer to Article 16 of the CBA for additional applicable policies.

Non-FMLA/PFML Leave

Employees who are ineligible for FMLA or state PFML leave but need time off from work due to their own serious illness or injury may be granted a non-FMLA/PFML medical leave. The leave is unpaid unless the employee has available vacation and sick leave (which must be used during this leave to the extent permitted by applicable law). Where the employee's condition qualifies as a disability, this policy will be administered according to general principles of reasonable accommodation under the ADA. Employees should contact the Human Resources Department with questions about non-FMLA medical leave.

Jury Duty

Jury duty is an individual's responsibility as a citizen. The Company will not ask or encourage an employee to be excused from or postpone a call to jury duty. However, accrued vacation or sick time may be taken. All employees are expected to work their regular schedule on any day the employee is not required to be present in court. Employees are also expected to work the remaining part of any scheduled shift if they are excused from jury duty with 4 or more hours remaining on their shift.

An employee must provide his/her supervisor with a letter or other confirmation from the court clerk indicating the time served and the amount of compensation paid by the court for jury duty.

Military Leave of Absence

If a non-exempt employee is required to take a temporary military leave, for example to attend annual military reserve training or other short-term active military duty, the employee may take the time as either regular vacation, sick time or unpaid leave.

If an employee takes temporary or regular military leave, he/she is entitled to return to the employee's former job as provided under federal and state laws.

2026 Employee Handbook Acknowledgement Form

I acknowledge that I have received access to a copy of the *Sodexo Live!* Employee Handbook (referred to hereafter as “Handbook”). I understand that it is my responsibility to read, understand, and follow the policies, guidelines, and expectations contained in the Handbook.

I understand that the policies in the Handbook are provided as general guidelines and may be changed, revised, or discontinued at any time at the sole discretion of *Sodexo Live!*.

I understand that the Handbook is not a contract of employment and does not create any contractual rights, express or implied. I further understand that nothing in the Handbook guarantees employment for any specific duration.

I acknowledge and understand that acceptance of employment with Sodexo Live! constitutes my agreement to comply with all policies, procedures, and standards of conduct contained in the Handbook. Failure to sign this Acknowledgment Form does not release me from the obligation to follow all policies and expectations outlined in the Handbook.

I have read and understand this Acknowledgment Form and the disclaimer contained herein and in the accompanying notices.

This Handbook supersedes all prior versions of *Sodexo Live!* and *Centerplate* Handbooks and is effective as of March 1, 2026.

Employee Signature

Date

Employee Name (Printed)