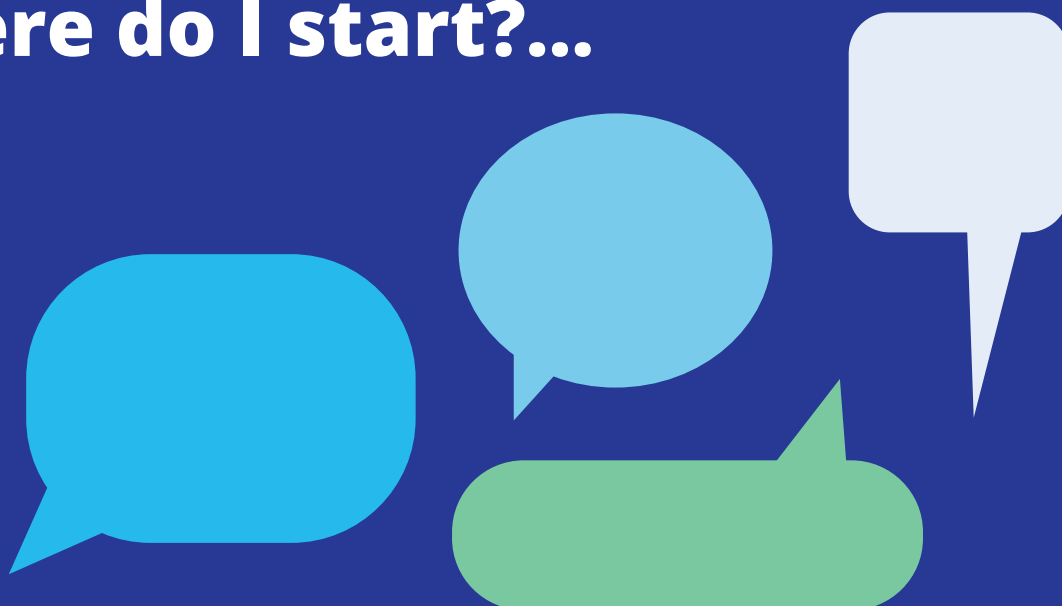


Where do I start?...



**We're listening.
Together, we can create
a psychologically safe
and healthy work
environment.**



START

Safe, Trusting, And
Respectful Teams

sodexo 

1. Start a safe conversation!

A safe and healthy workplace encourages open conversations between leaders, teams, and peers at all levels.

Regular conversations can offer a great opportunity to listen, talk about your experiences, and understand other points of view with compassion and curiosity. You can learn how other people wish to be treated and ensure that your behaviours and actions are respectful.

For people to feel secure enough to speak up, we need to make a collective effort to create a safe and inviting space to build psychological safety.

When we get to know ourselves and each other better, difficult conversations about sensitive issues can become easier.

S.T.A.R.T Safe, Trusting and Respectful Teams

What is a psychologically safe and healthy workplace?

A workplace that promotes employees' psychological well-being and proactively endeavours to prevent harm to employee psychological health.

2. Acknowledge Traditional Owners

At Sodexo Australia, we believe that acknowledging Traditional Owners is the most fundamental form of respect.

Starting a meeting or formal discussion with an Acknowledgement of Country is encouraged to recognise the specific Traditional Custodians of the land on which you are on, and the continuing connection that Aboriginal and Torres Strait Islander peoples have to the land, sea, sky and waterways.

Example of an Acknowledgement of Country -

I/we wish to acknowledge the Traditional Custodians of these lands, the (insert name) people, and pay my/our respects to their elders past, present and emerging

3. Lead with purpose and values

Our mission, purpose, and company values are guideposts for how we conduct ourselves and how we operate.

Our Purpose

To create a better everyday for everyone to build a better life for all.

Our Values

Service Spirit
Team Spirit
Spirit of Progress

Everything we do is underpinned by **Safety** and **Respect**.

What values are most important to you in a respectful workplace?

4. Set the standard

Conducting business and ourselves with the highest standards of ethics and integrity is everyone's responsibility at Sodexo.

All employees have a right to a workplace free from inappropriate, unreasonable, or unlawful workplace behaviours.

It is also important to be aware of our personal biases and individual boundaries. While you may not think something was offensive, it could have a serious negative effect or impact on others.

Sodexo has zero tolerance to verbal, emotional, psychological, sexual, physical or any other form of victimisation or abuse in the workplace.

Examples of unwelcome behaviour:

- Jokes and innuendos
- Belittling and name calling
- Ridicule
- Exclusion
- Invasion of privacy and personal space
- Indecent exposure
- Assault
- Bullying including physical, verbal, social and cyber
- Violence and aggression

Types of discrimination:

Discrimination is not limited to gender or race. It can also include:

- Ability
- Pregnancy and motherhood
- Sexual orientation
- Age
- Physical features
- Ethnic background
- Religion
- Cultural beliefs
- Political beliefs
- Criminal or medical history and records



Intent

What you thought you were saying or doing when making a joke, comment or engaging in a particular behaviour.



Impact

How the action or behaviour was received by the other person.

5. Show your commitment

At Sodexo, we want to build a workplace culture where everyone can feel like they belong, can act with purpose, and can thrive in their own way.

We can co-create a positive workplace culture and climate by:

- **Listening & communicating effectively**
- **Practicing emotional regulation & self-care**
- **Speaking with humility and courage**
- **Finding solutions and learnings rather than blame**

What ways are you showing your commitment to creating a respectful workplace?

6. Be inclusive

Diversity and inclusion are the cornerstone of a respectful workplace.

Creating an inclusive workplace is necessary to maximise diversity but how can we work together to achieve this? It starts with our behaviours.

Examples of inclusive behaviours:

- Actively listening and encouraging someone to voice their concerns
- Asking questions and being curious
- Embracing and accepting others for their differences

Examples of exclusive behaviours:

- Any behaviours that make a person feel like they are not part of the group such as avoidance, joking and belittling

Diversity - including or involving people from a range of different backgrounds, genders and sexual orientations. Diversity can look different depending on the circumstances.

Inclusion - providing a sense of welcome and belonging for people who might otherwise be excluded or underrepresented.

What does it feel like to be included? What does it feel like to be excluded? Exclusion hurts!

7. Speak up

We can all be role models by speaking up when it feels comfortable and when it can also feel more challenging.

Let's be open and ask for feedback, be prepared to listen and welcome the opportunity to learn and grow. Let's make speaking up safe!

When we start to speak up, we can encourage others to do the same.

Before someone decides to speak, they should consider the following:

- **Right time:** When is the best time to approach this subject?
- **Right person:** Am I the best person to speak about this?
- **Right place:** What is the best channel for me to speak?

8. Listen well

For someone to speak up, we need to create time and space to listen, and to show that we care.

Taking the time to listen is one of the deepest forms of respect.

Listening actively is more than just hearing. We can use verbal and non-verbal cues to show someone that you care about what someone is saying and that you are paying attention.



DO

- Ask questions
- Show support and compassion
- Be curious and understanding
- Give eye contact and be attentive
- Use positive body language
- Thank the person who has spoken



DON'T

- Interrupt
- Fold your arms
- Be distracted or disengage
- Check your phone
- Dismiss, minimise or negate concerns
- Be falsely positive
- Jump straight to a solution, listening can be enough

Listening - an active process. Requires a conscious effort and focused involvement.

Hearing - one of the five senses, it is an involuntary and effortless process. No conscious effort is required.

9. Be an upstander

Championing change is **everyone's business** and it is **everyone's responsibility**.

As an ally or upstander, it is important to understand whether the situation is safe to intervene (calling it out) or you need to follow up later (calling it in).



Calling It Out

To be a champion of change there are direct and indirect actions you can take.



Direct Actions

- Interrupt and challenge the behaviour in a productive and non-defensive way
- Support the victim and listen to them



Calling It In



Indirect Actions

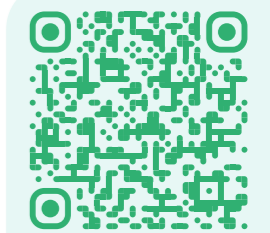
- Continually educate yourself
- Assist the person in finding information and how to make a complaint
- Get help or report the incident

How can you be a better ally or upstander? Start by having the conversation!

10. Get Support

There are different pathways to speak up safely, be heard and supported:

1. Speak to your direct manager or supervisor
2. Speak to your one-up manager
3. **HR:** 1800 SODEXO | hradvisory.APAC.AU@sodexo.com
4. **EAP:** Free and confidential counselling





Self-assessment cards are simple tactile tools that we can use to reflect on our own actions and behaviours. You will receive these in upcoming Toolbox Talks to learn more.

Remember, we might not get it right all the time but it takes all of us to create a **Safe, Trusting and Respectful Team**. Support is always available.

ZERO HARM MINDSET 