

Dear Mayisha,

Thank you for the opportunity to respond to the allegations regarding Euroserve.

Euroserve is a food and support services company delivering catering, cleaning and facilities management services at our client location in Izmir.

We take these issues very seriously and are committed to promoting, supporting and respecting the dignity, well-being and human rights of our employees, workers and communities where we operate, including upholding the four core conventions of the ILO.

In regard to the allegations of anti-union practices:

- We respect employees' and workers' rights to freedom of association
- The organisation that the message refers to, namely Gıda-İş Union, had not (at the time of the events) presented their license to represent the employees nor had the legal right to represent them
- Euroserve regularly engages in dialogue with unions that are lawfully registered and have the legal right to represent their members, and **rejects the allegation that we have** forced our employees to end union membership or pressured employees not to join unions
- Euroserve, as any other subcontractor, has contractual obligations and service level agreements with its client in Izmir. We worked closely with the client to operate within the parameters of the law and good practice to maintain a productive and safe working environment when unlawful protests occurred causing business disruption
- Throughout the process, Euroserve managers and supervisors regularly engaged with the client and employees, to ensure a peaceful dialogue and safe return to work

In regard to the allegations of unequal working conditions:

- Euroserve is a subcontractor and as such its employees are recruited, hired, contracted and managed by Euroserve and not by the client in Izmir
- All Euroserve employees are managed under Euroserve's terms and conditions, and compensation structure, including salary and benefits
- Euroserve employees perform roles related to catering, cleaning etc, which are different from the roles performed by the client's employees
- Euroserve regularly reviews its compensation structure and performs salary reviews and salary adjustments in accordance with local law and market practices

Following the events at the client plant in Izmir, Euroserve took the opportunity to reflect and enhance the way it engages with its employees and has set up an action plan that has already been put in motion and includes:

- Employee engagement and listening sessions, led by our Human Resources team. These sessions supplement our existing Speak Up, We're Listening confidential and independently managed reporting programme, which is available in 40 languages, where employees and workers can anonymously and confidentially raise concerns
- The introduction of a tailored engagement survey for this plant
- Enhanced leadership training and assessment for managers and supervisors

I hope this provides further insight to Euroserve's practices and will help inform your readers.

Euroserve
07/12/2022