

Overview

Great work is happening everywhere at Aramark. You see it in a colleague who sells and serves with passion. Or someone who consistently acts with integrity and respect. Great work happens when we work together as a team, put the front line first, and set goals, act and win.

These are the values that set Aramark apart—so let’s recognize the people who live these values every day. That’s the purpose of our global Rewards and Recognition program.

Access & Eligibility

How do I access the program?

Download the mobile app by searching “Achievers” and finding the purple Achievers logo. Or go to aramark.achievers.com on your PC or mobile phone.

Login instructions:

	FSS North America (US and Canada)	Uniform Services	International
Login ID	Country Code + 8 digit Employee ID Ex: US01234567 (Be sure to include leading zeros if applicable)	Country Code + Employee ID Ex: US123456	Country Code + Employee ID Ex: UK123456
Temporary Password	Birth Month (mm) + Birth Day (dd) + Employee ID Ex: 070801234567	Birth Month (mm) + Birth Day (dd) + Employee ID Ex: 0708123456	“ARAMARK” + Employee ID Ex: ARAMARK123456

Country	Country Code
Argentina	AR
Belgium	BE
Canada	CA
Chile	CL
China	CN
Czech Republic	CZ
Germany	DE
Ireland	IE
Korea	KR
Mexico	MX
Spain	ES
United Kingdom	UK

When creating new password:

- Password must be a minimum 8 characters
- Password must not contain part or all of username or first name or last name
- Password must contain an uppercase letter
- Password must contain a lowercase letter
- Password must contain a number

Who is the recognition program for?

The program is for every active Aramark employee, globally—because we all create experiences that enrich and nourish lives.

Is Encore! Encore! accessible from home?

Yes. Download the Achievers app on your phone or go to aramark.achievers.com.

What if I can't find an Aramark employee in the system?

If you are trying to recognize someone and can't find their name, it might be that they haven't been loaded into the system yet. To search for an employee, start typing in the recipient's name in the *Who do you want to recognize?* box and employees matching that name will appear. Simply choose your desired recipient. To help verify you chose the correct recipient, you will also see their work location below their name.

What if someone who reports to me does not show up in My Team in the system?

Encore! Encore! hierarchy is driven by our HR systems records. Contact myHR@aramark.com to have your records updated accordingly.

What if I don't have an Aramark email address?

An Aramark email address is no longer required to access Encore! Encore! You can download the Achievers mobile app or go to aramark.achievers.com to create an account. You can add a personal email address for notifications. Or you can enable push notifications on the mobile app. See previous page for login instructions.

Recognition

What types of recognition are in the program?

- **Social recognition** is free and unlimited. You can send photos, gifs, and videos! Want to immediately thank your colleagues and leaders for the everyday things that make a difference? Recognize your colleagues and share their accomplishments with the company.
- **Points-based recognition** is monetary. For now, only US and Canadian salaried managers and HRDs can award points. All employees in US and Canada can receive points to redeem for rewards in the *Catalog*.
- **Service awards** are our way of thanking you for your years of long-term service and commitment.

Tell me more about social recognition.

Through social recognition, you can send and receive photos, gifs, and videos! In addition, you will also receive a notification on your birthday, if enabled. Your team will also receive notifications asking to sign a virtual birthday card. Want to immediately thank your colleagues and leaders for the everyday things that make a difference? Recognize your colleagues and share their accomplishments with the company.

For more on birthdays and anniversaries, see the **Celebrations** tab on the platform.

Tell me more about points-based recognition.

There are three ways to recognize with points:

- **Points to Award**
 - Encourages managers to recognize great work
 - Points centrally allotted monthly to **people managers in band 8 and above**
 - \$25 (2,500 points) per month per manager
 - Use it or lose it
 - Points refreshed first of the month
 - Points can be awarded in increments of \$5 (500 points)
- **Purchased Points**
 - Provides managers with the ability to request additional points that the monthly allotment may not cover
 - Requires manager approval at time of purchase request
 - Maximum \$1,000 (100,000 points) per month per manager

- Purchased points do not expire
- If a manager with purchased points leaves the company, points roll up to next level manager
- Points can be awarded in increments of \$5 (500 points) and area capped at \$100 (10,000 points) per recognition
- **Award Nominations**
 - Higher level individual awards for above and beyond achievements in 3 tiers:
 - Spotlight: \$250 (25,000 points)
 - Round of Applause: \$500 (50,000 points)
 - Standing Ovation: \$1,000 (100,000 points)
 - Requires nomination to be completed and triggers two levels of approval:
 - Manager approval, then
 - HR approval
 - HRD: Spotlight and Round of Applause
 - HR AVP: Standing Ovation

For more information, see the **About Points** section.

Manager Tip: The 2,500 points (\$25) per month is charged to your LOB. If you don't award those points by the end of the month, they roll back up to your LOB. All points purchased and award costs will be charged to the manager/nominator profit center. Learn more about Points to Award, Purchased Points and Award Nominations on the *Manager Resources* tab on the platform.

What if I want to give my employee a cash award?

Cash awards are no longer an option in the Encore! Encore! program. Aramark encourages the recognition of excellent performance and achievement through the use of Encore! Encore! only. Any off-cycle bonuses or cash awards made outside of Encore! Encore! will be subject to approval by the following: VP Total Rewards & SVP Human Resources.

Tell me more about service awards.

At Aramark, we believe in our people. That's why we take every opportunity to say "Thank You." So when you reach a milestone career anniversary (e.g., at 5, 10, 15, 20 years, etc.), we honor your dedication with special recognition. On the day of your anniversary, you will receive a congratulatory notification with a token, redeemable for an award in the service award catalog, and a printable certificate in the system. And others will see and will be able to sign a virtual card.

Currently, service awards are only available in North America. All active employees are eligible, regardless of category (part-time, full-time, temporary, regular, seasonal, etc.)

How do I redeem a service award?

On the day of your anniversary, you will receive a congratulatory email notification. Then after logging in:

- You will see the service award in the left side panel of the program.
- Click on the service award to access a catalog that displays products you can redeem.
- You can redeem your award at any time as long as you are an active Aramark employee.

See **Award Redemptions** section for more information.

Manager Tip: All managers will receive an email notification with a celebration link that includes information about the service award. Please ensure your employees (especially those without an Aramark email address) are creating accounts and redeeming their awards. Without an Aramark email address or Encore! Encore! account, employees will not be directly notified about awards.

Who is charged for Service Awards and how?

Service awards are charged to the individual profit centers of employees celebrating their milestone anniversaries. Charges for the service awards began hitting the profit centers effective July 2018 and will hit on a monthly go-forward basis. Information regarding the dollar amount associated with service awards is provided to the finance community for purposes of forecasting.

About Points

What are Points?

Points are the currency of the Encore! Encore! platform. By performing the desired behaviors of the program, such as living the company values, you will be able to earn points. This currency can be spent in the *Catalog* for rewards of your choice. Each point is the equivalent to \$0.01 USD

Your Points Balance

As you earn points for performing the desired behaviors of the program, you will accumulate points. Your account includes a balance of these points.

How many points do I have?

Your points balance is the total amount of points you currently have to spend. You can see your points balance within your account information.

Tip: You can instantly access the *Catalog* at any time by clicking on your points balance.

If I don't have enough points, can I pay the difference?

No. Only points can be used to pay for items found in the *Catalog*. Aramark does not accept cash payment from employees in any circumstances. If you do not have enough points, you can wait to accumulate more points, and even add the desired item to your *Wishlist*.

Is there a limit to the number of points I can earn?

No. There is no limit to the number of points you can earn, and employees are encouraged to earn as many points as possible.

Can I transfer points?

Points you have earned and accumulated in your points balance are yours and yours alone. You **can not** transfer points to, or share points with, another employee.

Can I redeem my points for cash?

No. Points can only be redeemed for the rewards found in the *Catalog*.

Do I have to use all my points at once?

No. As long as you are an active Aramark employee, you can use your points balance whenever you wish. Our *Catalog* offers many different rewards, so you can save up points for larger rewards or opt for smaller rewards when you have the points. The choice is yours.

Is there a limit to the number of points I can redeem?

No. You can spend as many points as you have in your account.

Manager Tip: The 2,500 points (\$25) per month is charged to your LOB. If you don't give away those points by the end of the month, they roll back up to your LOB pool. All points purchased and award costs will be charged to the manager/nominator profit center. Learn more about Points to Award, Purchased Points and Award Nominations on the *Manager Resources* tab on the platform.

Award Redemption

How do I redeem service award or points?

You can redeem your service award by clicking on the service award link below your name on the web version or by clicking *Redeem Token* in the main menu on the app.

You can redeem your points by clicking on the *Catalog* tab on the home page, then selecting an item to order from the catalog, or by clicking your *Points Balance* to also bring you to the *Catalog*.

As you browse the awards in the catalog, you can click on any of the photos of the awards to see a larger image of the award and a detailed description. Once you've chosen the award you want, click the 'Add to Cart' button. From there, you can either select 'Continue Shopping', or select 'Start Checkout' to begin the order. You will be asked for contact and shipping information. After you click 'Save and Continue,' you will complete your order. You can view your order confirmation number, shipping information and customer service contact information.

For points-based recognition, you can also add an item of greater value to your *Wishlist* and wait to redeem.

How long do I have to redeem an award?

Service awards and points never expire! However, once terminated for any reason, employees will no longer have access to redeem.

Are awards subject to taxation?

With the exception of service awards, rewards given to employees through programs like Encore! Encore! are generally treated as taxable compensation subject to federal, state, and local tax withholding.

- The employee taxes due on the value of the taxable rewards will be deducted from the employee's payroll generally within 2-4 weeks following redemption.
- The tax withholding is based upon the fair market value of the reward and impacts net pay accordingly in that pay.
- Employer related taxes due on the rewards are an expense to the home profit center of the employee receiving the award, not the nominator. The reward itself is an expense to the nominator.

How do I track an order I have placed?

Go to *Account* at the top right of the screen, select *Order History* from the dropdown, and find the appropriate order. You can also select *View Order Details* for additional information.

Can my award be returned?

Achievers return policy allows you to return damaged products, incorrect orders or products that do not match the descriptions found in our *Catalog*.

Please contact memberexperience@achievers.com within 10 business days of receiving your order to request a Return Authorization number. Goods must be returned unopened, in their original packaging and the Return Authorization number must be clearly indicated on the return parcel. Please refer to the Product Description for the exchange/return terms for specific items; most physical & virtual gift cards, jewelry, software & video games and opened Apple products cannot be returned/exchanged.

Reports

What reports are available to me?

In the *My Team* section, all users can view their team's recognition activity, including top recognized and top recognizers. Your team consists of those who report to you, others who report to the same manager, and your direct manager. You can subscribe to receive reports on a daily, monthly or quarterly frequency.

How do I find information on recognition I have given or received?

Go to *Account History* to view all recognition that you have given and received.

Manager Tip: See a description of all reports available to you on the *Manager Resources* tab on the platform.

HR and Finance Leaders Tip: You may have access to a separate reporting dashboard, not on the platform. Email hremail@aramark.com with questions.

Languages

How do I update my preferred language?

Click *Account* at the top right of the screen on the website. Then select *Language* from the dropdown. Select your preferred language. The site will then refresh in that language. In the mobile app, language can be changed in *Settings*.

Notifications

Where are my notifications?

Notifications are indicated as a number over the bell icon on the top right of the screen on the website. Push notifications can be enabled on the mobile app. Most notifications are also defaulted as email notifications.

Can I change my notification settings?

Yes, Click on the *Account* drop down button located at the top right of the screen, then *Account Settings*. From there select the *Notifications* tab and adjust the settings. In the mobile app, notification preferences can be changed in *Settings*.

How are birthday and anniversary celebration notifications triggered?

Birthdays and service anniversaries are automatically included on your account in Encore! Encore! Upon creating an account, you decide whether or not to share your birthday. And you can always turn that option on or off in *Account Settings > Privacy Settings*. (The birthday feature varies by country.)

Users can not opt out of service anniversary celebrations. These occur with every five years of Aramark service.

Manager Tip: Please ensure your employees (especially those without an Aramark email address) are creating accounts and redeeming their awards. Without an Aramark email address or Encore! Encore! account, employees will not be directly notified about any awards.

Social Networking

Are there any social networking guidelines I need to be aware of when using the system?

Aramark employees who utilize the Encore! Encore! system (website or mobile app) are subject to compliance with Aramark's [Social Networking Policy](#), which establishes policies and guidelines for the use of social networks, whether the social networks are accessed within or outside of the workplace.

Is recognition I give and receive monitored?

The great thing about our new Encore! Encore! program is that social recognition is free and unlimited and we want you to use it often! We just ask that you do so with the utmost integrity and respect for yourself and your colleagues. Aramark reserves the right to monitor, review, and block content that violates Aramark's [Social Networking Policy](#) and other policies or guidelines.

What if I receive or see a post that seems inappropriate?

Employees should report violations of Aramark's Social Networking Policy to their supervisor, the next level of management, or to Human Resources. Employees also may contact the Aramark Employee Hotline by calling 1-877-224-0411.

Contact Information

Contact memberexperience@achievers.com or one of the numbers below for:

- Login issues
 - Redemptions/order status, returns and gift card issues
- | | |
|-----------------------------------|---|
| – United States 1-888-676-4687 | – Monday through Thursday: 12am - 12am ET |
| – Canada 1-888-676-4687 | – Friday: 12am - 10pm ET |
| – Mexico 1-800-062-2149 | – Saturday: 9am - 4pm ET |
| – Other countries +1-647-251-0984 | – Sunday: 9am - 3pm ET |

Contact myhr@aramark.com if:

- HCMS/HRIS data is wrong (e.g., manager or team members are wrong, service date is incorrect, etc.)
- An employee did not receive a service award and their milestone anniversary was **on after November 1, 2018** (as this is likely an HCMS/HRIS data issue)

Contact your HRD or hremail@aramark.com if:

- An employee did not receive a service award and their milestone anniversary was **before November 1, 2018**
- You're a manager and would like more budget or have exceeded the \$1,000 month maximum
- You're a manager and would like to use Encore! Encore! for an initiative you are running