COVID-19 has dramatically slowed our fast-paced, connected world. Things may feel uncertain and unsettling. We are genuinely concerned about the safety and well-being of our Aramark community and your families, and we understand the challenges this situation has created.

We are actively monitoring developments, and we’re engaged with federal and local government officials to respond to the situation. We will provide timely updates as more information becomes available.

While we have never experienced anything quite like this, we have overcome difficult situations before—as a company and as a global community. And we can do it again. In this special edition of Mark Online get the latest information about COVID-19 and continue to check this page on aramark.net for ongoing updates. If you need help or guidance, contact CoronavirusQuestions@aramark.com.

This is new territory for all of us. Please take all precautions to stay healthy and safe.

A MESSAGE FROM JOHN ZILLMER

This is truly an unprecedented time in our history that we will get through together. We know that it is creating significant personal hardships, especially for our dedicated hourly associates who serve our clients and customers every day. We are implementing measures, effective immediately, to help our valued associates through this difficult time.

— John Zillmer, Aramark CEO

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THANKING OUR HEROES IN HEALTHCARE

During these unprecedented times, our colleagues in Healthcare are demonstrating exemplary courage. These caregivers are literally on the frontline of the fight to halt COVID-19, alongside doctors, nurses and healthcare technicians, and they are working closely with our client partners to navigate an ever-changing dynamic.

Whether they are serving food or keeping facilities spotless, they play a key role in patient care, and our new reality requires their above and beyond performance on a constant basis. They need to process and respond to new information quickly and adjust strategies on the go—all while comforting their co-workers and juggling personal circumstances, such as school closings, caring for at-risk loved ones, and taking extra precautions to prevent their own exposure.

All of us have experienced a tremendous amount of disruption over the past week, but this is truly a defining moment for our Healthcare teams. They have a long journey ahead, and we graciously thank them for stepping up with remarkable dedication and professionalism. If you have a moment, send a member of our Healthcare team an Encore! Encore! to encourage them to keep up the good work!

OUR SUPPORT FOR THE COMMUNITY

As they always do, our devoted team members are supporting local communities where we live and work. There are numerous examples of programs, donations and efforts being led by Aramark team members. We are also working on plans with our Aramark Building Community partners, Sysco and local non-profit organizations to provide donations, food and supplies to communities in need.
Our teams are working with school districts across the country to prepare and provide meals to communities in need who have been affected by school closures.

- Our Corrections team is supporting the Sunbridge School District near Toledo, OH by providing meals for children in underserved areas. The team is making sure more than 275 children get meals delivered directly to their homes! The local NBC station reported about our involvement in this amazing community effort.
- This story is about our associates who prepare food at Upper Darby High School and work with bus drivers to deliver meals to specific schools for students of all ages.
- The Trentonian reported on our Aramark team in Trenton, NJ who has been on hand to distribute bagged lunches at several locations to help fill the gap in meals caused by school closings.
- Our teams who serve the Kent County and Lorain County School Districts in Ohio are working to provide meals to students during the state-mandated closures.

- COVID-19 closed the third largest school district in the country, Chicago Public Schools. Each year, we serve 40 million lunches and 20 million breakfasts to 315,000 students at CPS. The unprecedented shut-down amplified the importance of the meals we provide to students each day, as we nimbly shifted our large operation to serve any family in Chicago with three

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service, we provided more than 320,000 meals to residents who showed their overwhelming gratitude on social media.

We helped our Sports & Entertainment client partners at the Pittsburgh Penguins to donate more than 2,000 pounds of perishable food items from PPG Paints Arena to 412 Food Rescue. With the NHL season currently on pause, the food would have otherwise gone to waste. The food will be distributed to organizations in the Pittsburgh area and neighbors in need. Read more.

We continue to work across businesses with our client partners to provide care and community support. If you're doing good things in the community during this challenging time, please tell us about it.

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GETTING SOCIAL (AT A DISTANCE)

Need a boost? The things our clients are saying about us on social media are sure to put a smile on your face! Take a peek at a few examples below.

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WHAT YOU CAN DO

Subscribe to our email list.
In times of uncertainty, it may be comforting to know that there are things you can do to help control the spread of COVID-19. You may have seen these before, but they bear repeating:

- Wash your hands often with soap and water for at least 20 seconds
- Utilize hand sanitizers in addition to handwashing
- Practice proper respiratory hygiene when coughing or sneezing: cover your mouth and nose with a tissue, or cough/sneeze into your upper sleeve, not your hand
- If you have any stomach bug, cold, flu, or other respiratory symptoms, use PTO day(s) or work from home with your manager’s approval
- Strictly adhere to the travel advisories announced [here](#), [here](#) and [here](#)
- Ensure all contractors and visitors are aware of our safety and hygiene protocol
- Replace handshakes with a polite wave
- Avoid large crowds or gatherings

If you believe you have a confirmed or suspected COVID-19 impact to report personally or within your business, please contact Aramark’s Employee Hotline.

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**HELPFUL RESOURCES**

Did you know that telehealth services and Employee Assistance Programs (EAP) are available to Aramark employees, even those who are not enrolled in Aramark Benefits? Learn more about the health resources available to you during the COVID-19 situation.

[Read more](#)

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**EAD TO BE RESCHEDULED**

You know how much we look forward to celebrating you! However, based on the recommendations of health experts to avoid large gatherings, Employee Appreciation Day will be delayed until later this year. Stay tuned for more updates.

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**FINANCIAL NEWS**

Subscribe to our email list.
We issued an update about our financial flexibility that outlines how we are well-positioned to navigate the uncertainty of the current environment. Read more.

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