The COVID-19 pandemic is having an unprecedented impact on all of us, creating immeasurable disruption around the world. At thousands of locations, we are actively partnering with our clients, customers, unions and local, state and federal governments to navigate this time of uncertainty.

To keep you informed, and to share all the positive stories we’re hearing about our coworkers during this crisis, we’ll publish Mark Online more frequently in the days to come. Remember to check this page on aramark.net for ongoing updates. If you need help or guidance, contact CoronavirusQuestions@aramark.com.

ARAMARK CHINA RISES TO THE OCCASION AT THE EPICENTER OF THE PANDEMIC

In the midst of a global pandemic, our associates in China have truly gone above and beyond, despite the high risk of exposure to themselves. With 29,800 employees in more than 220 hospitals engaged in clinical support work across China, we continue to provide environmental services, food service to medical staff and patients, and plant operations. Managers and staff across the country have rearranged their lives in order to support their communities.

- Aramark recently assumed responsibility for operations at Zhongnan Hospital of Wuhan University, where the team had to quickly adapt and provide high performance service for essential relief at the epicenter of the pandemic.
At Huaxi Hospital of Sichuan University, the largest hospital in Western China, our associates were commended for their service and logistical support. Members of the Huaxi medical team were also sent to Wuhan to assist the staff at Zhongnan Hospital.

In Nanjing Gulou Hospital, as well as more than a dozen hospitals in Shanghai, Wuxi, Ningbo, Xinhui and other cities, our food service teams provided catering services to nourish healthcare workers in isolation.

As the legal representative of Aramark China, President George Yang was required to sign his name on every page of the bid proposal for Hainan People’s Hospital – in the midst of the COVID-19 pandemic and travel restrictions in China. It took him several hours to sign 3,000 pages. Following the trip, Wang was quarantined. But, he said, it was all worth it to win the bid. International Chief Operating Officer Carl Mittleman called his effort “truly remarkable…sacrifice and resiliency to secure the biggest win in Aramark China History.”

Throughout the height of the COVID-19 outbreak, the Aramark China team demonstrated a strong commitment to open communication and cooperation with hospital leaders and medical staff at the hospitals we serve. The relationships we forged during the crisis with our client partners in China are a great example of how times like these can bring out the best in people and foster a culture of respect and gratitude.

RESOURCES FOR OUR IMPORTANT STAKEHOLDERS

A new page on our public website, aramark.com, provides information about our response to COVID-19, including the latest updates from CEO John Zillmer as well as resources for associates, clients and other organizations who may need our services during these challenging times.

Subscribe to our email list.
Our company's service portfolio and diverse client base mean that we're uniquely prepared to address shifting needs in a rapidly changing landscape. Our expertise in every aspect of foodservice, custodial and other facilities disciplines, and our route-based services gives us the ability to anticipate and meet the needs of organizations and communities impacted by COVID-19.

The website will continue to grow and evolve as a resource for our partners and our people, so check it out and share with colleagues.

Visit the Page

'WE'RE IN THIS TOGETHER'

Stories of support from our teams continue to come in from news outlets and social media, as our colleagues step up to do whatever they can to help those in the communities where we live and work. Check out a few of the items that have been featured in the news and on Twitter and Facebook.

The San Jose Sharks partnered with Aramark to donate more than 2,000 pounds of perishable food items to Martha's Kitchen, a nonprofit that feeds the underserved in the local community.

Our Employees in the Harvard Community Unit School District 50, in Illinois, say they're “glad we're still being able to feed the children that need it.” Check out the Twitter video of two of our employees and the meals that are ready.

Subscribe to our email list.
More food going out to the @FoodTrainScot, this time courtesy of @DandGCollege catering supplier @Aramark. These ingredients will be so helpful when distributed out into our community. Love how Colleges have stepped up to help in this crisis #choosecollege #communityspirit.

In the UK, Dumfries and Galloway College is working with us to supply food through Food Train Scotland, which supports seniors.

In reaction to the COVID-19 pandemic, the University of Virginia has suspended in-person courses and shifted to online learning.

Subscribe to our email list.
David Mason, district executive chef for UVA Dining, worked with our client partner to donate food to area food banks and community service organizations so that it did not go to waste.

Thank you to #Aramark and @ORSchools for the work behind the scenes in feeding the children. #1millionmemories

Our associates at the Oak Ridge, Tennessee schools are also offering breakfast and lunch to go. The Oakridger online news reported that “In an effort to ensure that all children 18 and younger continue to have access to healthy and nutritious breakfast and lunch meals, Oak Ridge Schools, in partnership with Aramark, will be offering both breakfast, and lunch “to go” during week days starting on March 23 — free of charge.”

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**BEWARE: HACKERS ARE GOIN' PHISHING**

As we continue to show vigilance in our daily lives to mitigate the spread of the coronavirus, please remember to stay vigilant in protecting the company and yourself against cyber attacks. Unfortunately, criminals are taking advantage of the situation.

Now, more than ever, it is important to exercise caution when receiving phone calls, emails, or text messages. Here are several common indicators that a message or call is likely a scam or part of a cyber attack:

- Messages from an unknown sender (or that have indicators of Phishing) that communicate an increased sense of urgency to respond or provide information.
- Messages that pressure you into ignoring common security practices (e.g., clicking links or opening attachments from an unknown sender).
- Messages promoting cures and vaccines – if it appears too good to be true, it

[Subscribe](#) to our email list.
Be cautious of any call or message that purports to represent a government or healthcare organization requesting action.

Remember to have strong passwords on all your devices and to update those passwords regularly. Instructions for doing so can be found on www.aramark.net/PasswordReset.

Keep the number to IT Service Desk handy (e.g., contact in your phone) in case you have technical difficulties: 1-800-866-4274. If you have approval to work remotely, remember to review our tips for working remotely in a safe and secure way.

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Send us your feedback.