NEXT STEPS: SAFETY AND SERVICE ENHANCEMENTS FOR DINING IN TODAY’S NEW ENVIRONMENT

Today we announced that we have developed customized plans to create safe and hygienic dining experiences for everyone we serve.

In a press release, we shared that we have examined front- and back-of-house processes to establish tailored playbooks for all our businesses and market segments, leveraging innovative solutions, new service methods, and rigorous safety protocols. The details announced today augment Aramark EverSafe™, our multi-dimensional operational safety platform recently launched with Jefferson Health, a leading expert in public health.

“While cafes, dining halls, cafeterias, and concessions stands may look a little different, I am confident that they will feel and be safe for our employees and everyone we serve,” said our CEO John Zillmer. “Our teams have been working incredibly hard, partnering with health and food safety experts, to ensure our locations meet stringent standards for dining in today’s new
Examples of safety and service enhancements include:

- A culture of safety and wellbeing for employees and customers, such as plexiglass barriers at checkout
- Appropriate spatial distancing practices through visual cues, physical alterations, and adaptive technology, including redesigned workflows
- New and enhanced cleaning and disinfecting procedures like added sanitizing stations
- Expanded service offerings to best meet consumer needs; think grab-and-go and take-home meals
- Available and emerging technology, such as occupancy sensors to measure space and room density

As state and local restrictions are beginning to be lifted and locations open, we’ve completed a tremendous amount of work to prepare our sites and our teams to serve our clients and customers. We’ll continue to explore the many aspects of reopening and operating in a new environment in the Next Steps section of upcoming issues of Mark Online. If your function or business has a story to tell about what you’re doing, please share it with us at internalcommunications@aramark.com.

ACCOMPLISHMENTS BY THE NUMBERS

DOZENS OF GROCERY ITEMS...
To support the needs of doctors, nurses, and other hospital support staff, the team at Tufts Medical Center in Boston, MA transformed a retail space into a grocery store offering a variety of fresh baked goods, bread, milk, eggs, non-perishable items, paper towels, health & beauty aids, and more. Hospital President, Dr. Apkon, was so pleased that he requested professional photos be taken immediately!
MORE THAN 100...

We're proud of our pop-ups

Across the US, we have transformed more than 100 retail spaces into Provisions On Demand pop-up grocery stores (like the one at Lankenau (Pennsylvania) Medical Center, to provide essential employees with a safe and convenient on-site solution to purchase necessities - including meal options and household products. Main Line Health System CEO, Jack Lynch, commented, “These grocery pop-ups have been a game changer!”

These ‘mini-marts’ stock basic and hard-to-get items that we are able to source through our distributor network like milk, eggs, bread, frozen meals, canned goods, paper products, and much more. By offering a place to shop within their workplace environment, we save employees that extra stop before heading home to their loved ones.

If you want to learn more about pop-up grocery stores or are interested in launching one at your Healthcare, Higher Education, or Business Dining account, complete this form and a member of the Convenience Retailing team will schedule an initial call.

10,000 BOXES TO KEEP TEAMS SAFE...

Supporting our Business Dining client Mondelez

When our team was asked by the Mondelez (food and beverage company) Field Sales Support Team to help them keep their field teams safe, we, of course, said yes. We made 10,000 boxes of essential PPE supplies such as face masks, a gallon of hand sanitizer, small bottles, and labels. The boxes, shipped to field sales representatives and field logistics teams, will help keep them safe when making sales calls.

75,000 MEALS A WEEK...

Our Chandler, Arizona School District team is racking up the accomplishments

- To date they’ve served 259,201 meals since March 18. They started serving weekend meals on April 17 once allowed by the state, and are now serving over...
The program opened before the end of spring break to meet the needs of the community.

Seven breakfast/lunch sites and three dinner sites are in operation.

They were one of the first districts to implement “touch-less” service. Our associates place meals on a table and step back six feet and the family then retrieves them from the table. The table can then be sanitized between families.

As an additional commitment to safety, hand-washing stations are outside and associates are required to wash their hands and change their gloves every 15 minutes.

Employees who were quarantined or couldn’t report to work made phone calls to families to alert them of the program and sewed masks.

The community has been very supportive, not only participating regularly, but dropping off pizzas, donuts, bottled waters, coffee, and our favorite – drawings and letters from our students.

The client and district are thrilled with the results!

---

POSTS, TWEETS AND EVERYTHING SOCIAL

---

INTERNATIONAL NEWS

Subscribe to our email list.
THE 'NEW NORMAL' BRINGS FRESH CHALLENGES

The Irish Times reported on our efforts to place emphasis on the mental health and wellbeing of our employees as they return to their workplaces.

MEGA PRAISE FROM TV CHILE

Chile TV station Mega recognized the committed work of “the anonymous heroes who make up the food and facility teams that work daily to help fight the pandemic in health centers across the country.

"Although they are not doctors or nurses, they carry out essential work for the recovery of patients, since their contribution allows the clinical processes to be carried out smoothly and safely,” the station reported.

The segment featured Paulette Escobar, who has been a Dietetic Assistant and part of our team for 15 years, and today one of the 40 dietary assistants working at Clínica Santa María.

HELPFUL RESOURCES:

Continue to check this page for ongoing updates. If you need help or guidance, contact CoronavirusQuestions@aramark.com.

Don't forget: Expanded Employee Assistance Program (EAP) Sessions

As the COVID-19 crisis continues, it's understandable that you and your family may be feeling added stress and anxiety. That's why, for the next few months, you can get added support through Aramark’s EAP through Cigna. These sessions let you connect with licensed clinicians in our EAP network at no additional cost to you. It's real support for real life.

Here's what you can expect from our expanded support:

- Twice the number of free sessions with a licensed clinician in Cigna's EAP network – a combined maximum of ten sessions per issue
- Meet with counselors virtually on your phone, tablet, or home computer
- Access to informative webcast recordings to help you deal with COVID-19 anxiety, fears and concerns
- All sessions are completely confidential, and available to anyone in your household – at no cost to you

Subscribe to our email list.
For assistance, call 1-888-636-6717, anytime, 24/7, or go to mycigna.com and use Aramark as your company code. Go to the EAP Coverage Page and use the Live Chat feature to get started.

Please do not use the online Get an EAP Code feature, as it will not support this additional coverage. Program runs through 9/30/20.

**Got Masks?**

All associates should wear masks provided by Aramark while working in client locations. We have inventory of both disposable and reusable masks. Refer to the [PPE/COVID Supplies Matrix](#) for the latest supplier inventories and information for masks, thermometers, sanitizer, and other COVID-19 response supplies. Use the [Mask Ordering Form](#) to place your order to make sure your team is supplied in accordance with these recommendations:

- Reusable Cloth Masks – Recommending 5 per team member (one for each workday)
- Disposable Masks (Surgical) – Recommending 1 per team member per shift
- Disposable Masks (N95) – for COVID/healthcare locations only

See additional resources below and contact coronavirusquestions@aramark.com with questions.

- Aramark Facial Coverings & Employee Temperature Monitoring Guidance
- COVID-19 Facial Coverings Guide
- Facial Covering & Mask FAQs

---

**CANINE CO-WORKERS ON THE JOB!**

Buddy manages Megan Whalen, GM Mark Wallace, Oakland Coliseum, sent this

Subscribe to our email list.
She says he is usually paws off, but can occasionally be a micromanager.

If you and your colleagues want to share the good things you’re doing during this challenging time, send your stories and photos to internalcommunications@aramark.com.