

## **ARAMARK MYTHS VS FACTS**

**MYTH:** Aramark doesn't care about its workers, the communities it serves or the environment – it is just looking to make a profit.

**FACT:** At Aramark, we pride ourselves on being a responsible and ethical company, and we view corporate responsibility as a foundational element of our business model. That means carefully considering the environmental, economic, social and ethical impact of everything we do.

A core tenet of our purpose is to make a positive impact by reducing inequality, supporting and growing communities, and protecting the planet.

Here is what Aramark is doing to promote this effort:

- We are investing in solutions and community partnerships that improve access to healthy food, address food insecurity and improve employment skills.
- We are promoting health and wellbeing by offering innovative menus and plant-forward diets, further enabling consumers of all ages to make healthy choices.
- We are promoting inclusive and sustainable economic growth by providing productive employment and decent work for our employees.
- We are building a culture of diversity and inclusion within our workplaces and in our leadership, and partnering with local, small and diverse suppliers.
- We are ensuring sustainable consumption and production patterns, including using humanely-raised and sustainably-sourced food.
- Recognizing the urgent threat of climate change, we are developing practical solutions to minimize our environmental impact, reduce our carbon footprint and preserve natural habitats. For example, to keep our oceans healthy, we are reducing single-use plastics such as straws and stirrers, introducing reusable containers and minimizing other packaging.

**MYTH:** Aramark works with U.S. Immigration and Customs Enforcement (ICE).

**FACT:** Aramark does not serve U.S. Immigration and Customs Enforcement (ICE) Detention Centers or have contracts with ICE. We have been inaccurately linked to this issue based on our service to state and county correctional facilities.

**MYTH:** The food Aramark serves in prisons is insufficient and low quality.

**FACT:** All menus are designed by Registered Dietitians to meet the nutritional requirements specified by the facility, as well as the guidelines set by the American Correctional Association (ACA). The correctional facility, not Aramark, determines the nutritional specifications for the menus we create (e.g., calories, portions, religious meals). Aramark is committed to providing quality, nutritional food as people in our justice system serve their sentences and work towards rehabilitating their lives.

**MYTH:** Aramark serves inmates spoiled or pest-infested food.

**FACT:** Food safety is Aramark's top priority. We are committed to maintaining rigid standard operating procedures for the entire flow of food production at all of our facilities. This includes providing an environment that protects the safety and integrity of food from its delivery, throughout its storage, preparation, transport, and ultimately, to the point of service to the customer. In addition to working with local Health Departments, we conduct frequent internal inspections and take the added step to engage independent third-party auditors to evaluate our practices and ensure the utmost safety in our operations.

**MYTH:** Aramark is focused only on profiting off the criminal justice system.

**FACT:** We are actually part of the solution, with a strong commitment to rehabilitating incarcerated individuals so they can transition back to their communities. For example, Aramark helps incarcerated men and women navigate the challenges of re-entry into society through our vocational training program, which we call IN2WORK. Through the program, we help participants develop food service and culinary skills – providing on-the-job training and practical work experience to make the job hunt easier once they are released. Once they graduate from the program, students can apply for scholarships through Aramark to assist them in furthering their education. In many facilities, incarcerated individuals who work in the kitchen earn money for their trust accounts and/or a reduction in their time served. To date, we've seen a tremendous positive impact from the IN2WORK program – with recidivism rates for participants reduced by as much as 30 percent. **We've also seen very promising results from a pilot re-entry program that we are partnering on with the Urban League which we believe is critical to reforming the criminal justice system and addressing its disproportionate impact on black and brown communities. This program, which we are working to expand, has the power to change lives for generations to come by establishing a direct pathway to rehabilitate and reform.**

Our mission has always been to help these individuals take positive control of their lives, giving them the tools, experience and confidence they need to support themselves and their families as they transition back to life in their communities.

**MYTH:** Aramark is a racist organization – it served students racially insensitive meals during Black History Month.

**FACT:** Aramark is committed to treating everyone fairly, honestly and with respect and we have zero tolerance for bias or discrimination of any kind. We also pride ourselves on being a leader in diversity and inclusion and have a history of achievements in these areas.

36% of Aramark's Board of Directors is diverse and nearly 80% of our total workforce. We also have active programs to hire thousands of veterans each year, as well as those who face challenges with physical and intellectual abilities.

Aramark has long been recognized as an employer of choice by institutions focused on promoting diversity and inclusion, including one of DiversityInc's Top 50 Companies for Diversity; a Best Place to Work for LGBTQ Equality with a perfect score on the Human Rights Campaign Foundation's Corporate Equality Index; a Best Place to Work for Disability Inclusion by the Disability Equality Index with a 100% top-score; and a Top 50 Employer for Equal Opportunity by Equal Employment Publications.

The Company's diversity and inclusion efforts are guided by thousands of associates in 10 employee resource groups: Leaders and Employees of African Descent (LEAD), Aramark Dietitians, Aramark Impacto (Hispanic/Latino), Aramark Pride (LGBTQ+), Aramark Rising Sun (Indigenous), Aramark Salute (Veterans), Aramark Synergy (Interfaith), Aramark Thrive (Individuals with Disabilities), Aramark WBRN (Women's Business Resource Network), and Aramark Young Professionals.

Aramark also recently formed an Executive Diversity Council to provide strategic focus and direction to advance diversity, equity and inclusion at the company. The Council includes the senior leadership of Aramark, including Chief Executive Officer John Zillmer, Board Member Calvin Darden and a new Chief Diversity & Sustainability Officer, Ash Hanson.

Several years ago, we regrettably had racially insensitive incidents occur in two of our University Dining locations as part of the celebration of Black History Month. In both cases, these incidents involved the addition of inappropriate and off menu beverages that offended several customers and were directly against our values for respect of all cultures and heritages. We accepted responsibility, apologized and took clear and decisive actions to ensure no future incidents occur, including making changes with the management teams involved and updating our field menu policy, training and events evaluation process.