2020 was a year unlike any other in our Company’s long history.

The world—and our business—changed dramatically with the spread of COVID-19 and I’m incredibly proud of our teams around the globe for their tireless work serving clients and communities during this extraordinary time of need.

Despite the many challenges we faced, we came through the year with a more clearly defined purpose and remain committed to making a positive impact on people and planet. We know that this focus is, quite simply, the right thing to do. It’s at the heart of our mission, our values, and our identity as an organization. In 2020, we accelerated our efforts across the Company to support those most in need during the pandemic:

• In K-12 schools, including those with virtual learning programs, we actively participated in meal programs, providing more than 110 million meals since the start of the pandemic.

• As stadiums, convention centers, and office locations closed, we donated tens of thousands of pounds of perishable and non-perishable food to local communities.

• We created pop up grocery stores in Healthcare locations and joined the Healthcare Heroes initiative in New York City to provide nutritious food and supplies to those on the front lines of the pandemic.

• We launched our EverSafe™ platform, which supports safe reopening of client locations, as our Uniform Services shifted production lines to manufacture personal protective equipment.

Diversity, equity, and inclusion (DEI) are core Company values, and in 2020 we expanded our efforts, naming a Chief Diversity and Sustainability Officer and creating an Executive Diversity Council to help elevate our DEI strategy.

We’ve accomplished so much during this unprecedented year while being ever mindful of the safety and wellbeing of our most important constituents—our people—during extremely trying times.

Our 2020 Be Well. Do Well. Impact Report provides details on some of our efforts to enable equity and wellbeing for millions and reduce greenhouse gas emissions by 2025.

This year and every year, we remain steadfast in our commitment to operate with integrity, and continuously improve our progress toward our sustainability goals.

John Zillmer, Chief Executive Officer
At Aramark, our purpose is to have a positive impact on people and planet for generations to come.

That purpose comes to life through our sustainability plan: Be Well. Do Well. As the Company’s Chief Diversity and Sustainability Officer, I am proud to lead the team doing this important work.

Our Be Well. Do Well. plan aligns with many of the Sustainable Development Goals (SDGs) set by the United Nations: zero hunger; good health and wellbeing; decent work and economic growth; reduced inequality; responsible consumption and production; climate change; protecting ocean life; and protecting life on land.

People are at the center of everything we do, and people are certainly at the center of Be Well. Do Well. Throughout 2020, we have supported not only our teams on the front lines who have continued to work at client locations during the COVID-19 pandemic, but also those working remotely who may feel isolated and disconnected. Through our workshops on allyship, we enabled a network of individuals across the Company who are committed to learning and growing to become stronger allies for underrepresented and underserved communities.

We also sharpened our focus on equity, both inside and outside of Aramark. Whether through our healthy eating initiatives, the efforts of our employee resource groups, our work with diverse-owned businesses, or covering tuition costs for our front-line team members, we understand the critical importance of addressing systemic issues that have an impact on specific communities and groups.

Despite the challenges brought by the pandemic, we’ve continued to make progress against our environmental goals. That includes progress toward our No-Deforestation Policy, increasing plant-forward menu options which reduce greenhouse gas emissions, and completing our transition to 100% cage-free liquid and processed eggs in the U.S.

We plan to do even more in the year to come. In keeping with our planet goal, we’re proud to announce that we’ve committed to reduce greenhouse gas emissions by 15% from our 2019 baseline by the end of 2025. To help us reach our goal, we’ve conducted a greenhouse gas inventory that will guide us in implementing practices to further reduce emissions.

And, to advance our people goals, we’re assessing our talent practices to elevate our diversity, equity, and inclusion strategy, and we’re committed to sharing our progress through enhanced reporting and disclosures.

While it’s impossible to predict what 2021 will bring our way, I am confident that we will emerge from the pandemic with a stronger sense of purpose and a deeper commitment to having a positive impact on people and planet.

Ash Hanson,
Chief Diversity and Sustainability Officer
Creating A Better World For Generations To Come
Creating A Better World For Generations To Come

Be Well. Do Well. is Aramark’s sustainability plan. It sums up our goal to make a positive impact on people and planet over the next five years. Simply stated, we are working to reduce inequity, support and grow our communities, and protect our planet.

Since we launched Be Well. Do Well. in 2019, we’ve continued to evolve our strategy to address the most material issues, minimize risks, and act on opportunities. Now we’re taking an even more holistic approach by simultaneously addressing the three core components of sustainability: environmental, social, and governance, or ESG.

Our Strategy And Goals

Be Well. Do Well. accelerates our sustainability efforts and aligns with our vision for our future. With a heightened focus on diversity, equity, and inclusion (DEI), we’ve also honed our people goal to reflect our important progress and the work ahead by making sure equity is reflected in our goals:

• Enable Equity And Wellbeing For Millions.
• Reduce Our Greenhouse Gas Emissions By 2025.

We’re focused on the wellbeing of our employees and consumers, as well as the people in our communities and across our supply chain. We also focus on the health of our planet by minimizing environmental impact across all our operations, from the foods we serve and facilities we operate to the vehicles we drive.

Our people and planet goals are supported by priorities that align with the United Nations Sustainable Development Goals. We’ve identified key performance indicators and internal targets tied to our business objectives to drive outcomes against those priorities.

Sustainability Begins With Integrity

Our commitment to sustainability begins with integrity and doing the right thing. We conduct business according to the highest ethical standards and in compliance with the law. Our Business Conduct Policy (BCP) details our commitment to operating ethically and transparently. Annual employee training addresses anti-corruption, human rights and the workplace environment, accurate books and records, privacy and confidentiality, and safety, as well as how to report potential BCP violations.

Read about Sustainability Governance at Aramark.

“Our purpose revolves around our mission to enrich and nourish lives.”
Our vision for the future focuses on positively impacting people and the planet, as we serve our client partners, employees, shareholders and other stakeholders. For each of our priority areas, we track a variety of metrics, and strive for continuous improvement. To learn more, visit www.aramark.com/sustainability.

**Priorities and Progress | 2020**

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Progress</th>
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</thead>
<tbody>
<tr>
<td>Sourcing Ethically and Inclusively</td>
<td>We work with more than 5,600 small and diverse suppliers in the U.S.</td>
</tr>
<tr>
<td>Building Local Communities</td>
<td>We donated nearly 226,000 meals</td>
</tr>
<tr>
<td>Empowering Healthy Consumers</td>
<td>34% main dishes are vegan or vegetarian in our Business Dining, Healthcare and Higher Education divisions</td>
</tr>
<tr>
<td>Operating Efficiently</td>
<td>Targeting an 8% reduction in fuel consumption</td>
</tr>
<tr>
<td>Minimizing Food Waste</td>
<td>Deployed waste tracking technology at 183 additional locations</td>
</tr>
<tr>
<td>Reducing Packaging</td>
<td>Reduced plastic straws and stirrers by 59% since 2018</td>
</tr>
<tr>
<td>DIVERSITY, EQUITY AND INCLUSION</td>
<td>60% of our workforce is female and over 50% of our workforce are people of color</td>
</tr>
<tr>
<td>Engaging safe and productive employees</td>
<td></td>
</tr>
<tr>
<td>Building healthier communities and increasing access to opportunities</td>
<td></td>
</tr>
<tr>
<td>Empowering people to make healthier choices every day</td>
<td></td>
</tr>
<tr>
<td>Partnering with small, diverse suppliers to drive customer satisfaction and local economic impact</td>
<td></td>
</tr>
<tr>
<td>Minimizing the impact to people, animals and the environment</td>
<td></td>
</tr>
<tr>
<td>Conserving water, energy and fuel</td>
<td></td>
</tr>
<tr>
<td>SOURCING RESPONSIBLY</td>
<td>100% of our shellfish comes from sources that meet our seafood policy</td>
</tr>
<tr>
<td>MINIMIZING FOOD WASTE</td>
<td>REDUCING PACKAGING</td>
</tr>
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OUR PRIORITIES

Aramark is committed to driving progress on global environmental and social issues. The United Nations Sustainable Development Goals (UN SDGs) provide a critical framework for evaluating central issues tied to daily operations, advancing sustainable solutions and measuring progress. Our efforts to positively impact people and the planet are aligned with these goals. Our eight priorities – engaging employees, empowering consumers, building communities, sourcing ethically and inclusively, sourcing responsibly, operating efficiently, minimizing food waste and reducing packaging – support eight of the UN SDGs.

- **2 ZERD HUNGER**
  - BUILD LOCAL COMMUNITIES
  - MINIMIZE FOOD WASTE

- **3 GOOD HEALTH AND WELL-BEING**
  - EMPOWER HEALTHY CONSUMERS
  - BUILD LOCAL COMMUNITIES

- **8 DECENT WORK AND ECONOMIC GROWTH**
  - ENGAGE EMPLOYEES
  - BUILD LOCAL COMMUNITIES

- **10 REDUCED INEQUALITIES**
  - ENGAGE EMPLOYEES
  - SOURCE ETHICALLY AND INCLUSIVELY
  - BUILD LOCAL COMMUNITIES

- **12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
  - SOURCE ETHICALLY AND INCLUSIVELY
  - SOURCE RESPONSIBLY
  - OPERATE EFFICIENTLY
  - MINIMIZE FOOD WASTE
  - REDUCE PACKAGING

- **13 CLIMATE ACTION**
  - SOURCE RESPONSIBLY
  - OPERATE EFFICIENTLY
  - MINIMIZE FOOD WASTE
  - REDUCE PACKAGING

- **14 LIFE BELOW WATER**
  - REDUCE PACKAGING
  - SOURCE RESPONSIBLY

- **15 LIFE ON LAND**
  - SOURCE RESPONSIBLY
MAKING A POSITIVE IMPACT ON PEOPLE

Engaging people is the cornerstone of everything we do. We help our employees advance their skills and careers and create an inclusive culture. We also empower healthy consumers, build local communities, and source ethically and inclusively. We’re proud of our long-standing commitment to the people we connect with, and we’re committed to doing even more.

For example, we’re putting even more focus on creating equity and increasing access to opportunities for our employees, consumers, communities, and people in our supply chain. We help people develop careers and livelihoods; access, choose, and prepare healthy food; and grow communities, businesses, and local economies.

Every step of the way, we maintain the highest levels of safety for our employees, customers, and clients.
ENGAGING OUR EMPLOYEES – DIVERSITY, EQUITY, AND INCLUSION

Celebrating Diversity, Fostering A Culture Of Inclusion And Belonging

At Aramark, we’re committed to building a culture of diversity, equity, and inclusion among our employees, both in the workplace and in the markets we serve. Our goal is to ensure our success by hiring, developing, retaining, and engaging a workforce that reflects a diversity of gender, background, age, race, ethnicity, military status, sexual orientation, religion, abilities, and more.

One of the many ways we foster a culture of inclusion is by encouraging team members to be their authentic selves. We help enable a culture of inclusion through our employee resource groups (ERGs), employee-led groups focused on creating more equitable workplaces and communities for specific constituency groups and their allies.

This year, we once again received a top score of 100 on the Human Rights Campaign’s Corporate Equality Index, which designates us as Best Place to Work for LGBTQ Equality. Our efforts have also been consistently recognized by organizations such as DiversityInc, Disability:IN, and Diversity Best Practices.

Virtual Programs, Broader Reach

Our ERGs have been integral in ensuring our employees stay connected during the pandemic. Each ERG transitioned its activities to a virtual environment – and consequently broadened its reach. Not only did the ERGs provide opportunities for networking and professional development, but they also helped our employees address specific challenges related to the pandemic, such as mental health issues and caring for children or parents while working from home. This year, we launched myERG, a virtual platform that allows ERGs to send news, content, program updates, and more.

We also provided training on how to be a “Triple A Ally”, encouraging employees to be Aware, Aligned, and Active, and created the Aramark Ally Network, which fosters active support for racial justice and equity and to continuously provide resources and programming. Further, the Leaders and Employees of African Descent (LEAD) ERG provided support sessions for our Black team members, giving them a safe space to discuss and share their thoughts, feelings, and experiences following the tragic death of George Floyd and resulting social unrest.

Read about the work of our Pride ERG, which focuses on fostering an open, inclusive environment in which lesbian, gay, bisexual, and transgender (LGBTQ) employees and allies are fully engaged to achieve organizational goals and enhance professional growth:

Virtual Coming Out Stories Booklet

2020 Ian Bailey Pride of Aramark Press Release
Putting Our People First

We pride ourselves in providing an inclusive culture that empowers our employees with a foundation of relationships, service, and purpose. Putting our people first also means providing development and advancement opportunities and seeking feedback to understand how employees experience Aramark.

We’ve reimagined what it means to be an employer of choice. In light of a global pandemic, widespread calls for social justice, and a heightened focus on overall wellbeing, we’ve looked inward, amplifying employee stories and authentically communicating who we are and why we do what we do. We want our people to find belonging and feel safe bringing the best versions of themselves to the workplace.

Education And Professional Development

Providing competitive wages and benefits is just one way we engage with our employees and help them grow. We’re also preparing our Company and our workforce for the future by creating experiences and programs for everyone, from hourly employees to the upper levels of management.

Our recruiting strategies have supported our Accelerate to Leadership program for college graduates and our Step Up to Leadership program for college interns. Since we introduced these programs in 2014, we’ve had more than 1,600 Accelerate to Leadership hires with 38% racial diversity, and over 1,650 Step Up to Leadership interns with over 40% racial diversity.

In 2020, we launched a Leadership Development series focused on operational, managerial, and leadership functions for critical operating roles.

We’re Helping Our Employees Earn Degrees, Advance Careers

We recognize that education is both a stepping stone and an equalizer. So, in 2019, Aramark announced a program to offer full tuition coverage for college degrees to eligible hourly employees in the U.S. through an investment with InStride. We are proud that more than 300 Aramark employees are currently participating and earning their bachelor’s degree at Arizona State University.

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<thead>
<tr>
<th>Aramark Progress</th>
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<tbody>
<tr>
<td><strong>DIVERSITY, EQUITY AND INCLUSION</strong></td>
<td><strong>8 DECENT WORK AND ECONOMIC GROWTH</strong></td>
</tr>
<tr>
<td>60% OF OUR WORKFORCE IS FEMALE AND OVER 50% OF OUR WORKFORCE ARE PEOPLE OF COLOR</td>
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SAFETY

Our Safety Vision: Target Zero
Our global vision for safety is Target Zero – no harm to people or the planet. We report and investigate all incidents—however minor—to understand the root cause and share best practices across our Company.

We also measure the Occupational Safety and Health Administration (OSHA) rate of incident frequency. Despite the challenges we faced in 2020, we have not lost focus on our core safety: Our 2020 safety incident rate across the enterprise has seen a year-over-year improvement over the past several years. More than 75% of the regions and districts in our international operations are currently at Target Zero – no work-related injuries in the past year.

Creating Sustainable Environments, Safely
Throughout the pandemic, environmental stewardship and helping clients meet their sustainability goals have remained priorities. Our deep knowledge and expertise enable us to develop effective, tailored solutions. The safety and health and wellness of building occupants and users is foremost in our approach. We use technology that monitors occupancy levels to allow for cleaning based on demand and avoiding chemical use when not needed. Floor care solutions use products that reduce the introduction of harmful chemicals in the waste stream. Additionally, our Engineering and Assets Solutions division carefully develops programs that balance changing regulatory guidance on indoor air quality with operational guidance for peak performance.

Our New Eversafe™ Platform Helps Clients Reopen And Operate Safely
In May, we launched EverSafe™, a holistic platform to enable the safe reopening and sustainable management of client locations.

Through a collaboration with Jefferson Health, we are offering clients new levels of safety excellence to mitigate the spread of COVID-19 and provide the most hygienic environments for employees, clients, customers, and guests. EverSafe improves safety by embedding hygiene, social distancing, new and enhanced cleaning practices, sanitation and disinfecting techniques, and new emerging technologies into our operations. Aramark EverSafe™ reflects Aramark’s deep operational expertise and is designed to make employees, customers, and clients feel safe.

We made a commitment to provide best-in-class slip resistant shoes to all our associates at no cost. Our Shoes For Crews program has improved both our safety performance and employee engagement. In 2020, we provided 71,493 pairs of shoes in the U.S.
We’re deeply committed to empowering healthy choices and, in turn, healthy lives.
EMPOWERING HEALTHY CONSUMERS

Inspiring And Enabling Millions To Make Healthier Choices

We’re deeply committed to empowering healthy choices and, in turn, healthy lives. Through culinary and menu innovation, consumer engagement and education initiatives, community outreach programs, and award-winning employee health and wellbeing resources, we’re achieving industry-leading health impact goals.

To support our commitments, the American Heart Association (AHA) and Aramark established a multi-year collaboration called Healthy for Life® to leverage our combined reach and resources as part of a nationwide initiative to help millions lead healthier lives. This collaborative approach has delivered exciting results: Aramark chefs, dietitians, and menu developers have reduced calories, saturated fat, and sodium by an average of 20% across menus served in workplaces, hospital cafes, and university dining halls.

Feed Your Potential 365™

As part of our initiative with the AHA, we introduced the Feed Your Potential (FYP) 365 health engagement campaign. FYP365’s ever-growing health promotion toolkit encourages consumers to try new foods and promotes nutritious food discovery. Healthy promotions, special recipe features, guest chef programs, and other approaches reach millions at more than 1,000 locations, as well as through digital and social media.

Employee Wellbeing

We foster a culture of health and wellbeing for our employees. A robust suite of award-winning benefits programs, including health screenings, coaching and tools, and ongoing employee communications, has led us to be named as a Best Employer for Excellence in Health & Wellbeing by the Business Group on Health.

Plant-Forward Menu Innovation: Part Art, Part Science

To achieve the goal of elevating the role of healthy ingredients in our menus, we launched a major plant-forward initiative. We conducted a comprehensive consumer insights study and engaged hundreds of Aramark chefs in culinary innovation workshops.

Our Goal: Develop recipes that contain fewer calories, saturated fat, and sodium, while layering in fresh, healthy, flavorful ingredients.

These plant-forward menu programs have increased fruits, vegetables, and whole grains (as well as beans, lentils, nuts, seeds, herbs, spices, and other plant-based ingredients) on our menus by 19% while reducing red meat by 12%. Thirty-four percent of main dishes on the menu are now vegetarian or vegan. More than 300 new plant-based recipes like falafel burgers and cauliflower tabbouleh snack cups have been featured in our locations.

Our innovative move to more plant-forward menus is better for people’s health, and good for the planet. Our plant-forward menu options help reduce greenhouse gas emissions, minimize demand for water and land resources, and preserve natural habitats.
We’re Building Vibrant Communities, Reducing Inequity, And Increasing Access To Opportunities.

People around the world face challenges such as health disparities, food insecurity, and a lack of critical employment skills. To us, building local communities means collaborating with nonprofit organizations while encouraging employee volunteerism to address these issues and help communities thrive.

In 2008, we launched our global volunteer program, Aramark Building Community, to engage employees and support community efforts to reduce inequity by helping families learn about and access healthy food, as well as opportunities for education and employment.

Since its inception, Aramark Building Community has invested tens of millions of dollars, engaged more than 70,000 employee volunteers, and had a positive impact on more than 5 million children and families in communities around the world.

Food Insecurity

Food insecurity—a lack of consistent access to enough food for an active, healthy life—is a growing concern in almost all communities. We collaborate with a variety of partners to develop and implement practices to reduce food and nutrition inequity. We’re increasing access to healthy food by working with clients to offer critically needed meals to students, and are collaborating with organizations such as Swipe Out Hunger and the Food Recovery Network.

We’re also finding ways to promote nutrition education in our communities. Through our innovative Healthy for Life curriculum, developed with the American Heart Association, we offer complimentary resources to more than 800 community organizations that equip families and individuals with the skills, knowledge, and confidence to discover, choose, and prepare healthy food, often in conjunction with volunteer activities like food drives, cooking demos, and meal prep workshops.

Impact Investing, Strategic Partners

Every year, we donate as much as $15 million through direct, in-kind and matching contributions to organizations that support communities and create measurable social and environmental impact. We currently collaborate with leading nonprofits including the American Heart Association, City Year, Boys and Girls Clubs of America, Alliance for Strong Families and Communities, the Urban League, and SMART Health Centers.

<table>
<thead>
<tr>
<th>Aramark Progress</th>
<th>UN SDG Goals</th>
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<tbody>
<tr>
<td><strong>BUILDING LOCAL COMMUNITIES</strong></td>
<td><strong>2 ZER0 HUNGER</strong></td>
</tr>
<tr>
<td>WE DONATED NEARLY 226,000 MEALS</td>
<td><strong>3 GODD HEALTH AND WELL-BEING</strong></td>
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**UN SDG Goals**

- **2 ZER0 HUNGER**
- **3 GODD HEALTH AND WELL-BEING**
- **8 DECENT WORK AND ECONOMIC GROWTH**
- **10 REDUCED INEQUALITIES**
Building Community During The Pandemic

- In response to the simultaneous crises of small, independent restaurants struggling to keep their doors open and an unprecedented number of people in our communities facing food insecurity, the Cooking for a Cause Ottawa program was born. Every week, local restaurants from across the city prepare 4,000 hot meals for 25 social service agencies and distribute them to vulnerable members in the community. Aramark Canada partnered with the Parkdale Food Centre in Ottawa to help this program reach its objectives of supporting the local food landscape and helping members of our community during a critical time of need.

- In April, we joined the American Red Cross, the Debra and Leon Black Family, the Mayor’s Fund to Advance New York City, and Robin Hood to launch NYC Healthcare Heroes. This program provided more than 400,000 packages of food and household and personal care products to NYC hospital staff on the front lines combatting the COVID-19 pandemic, alleviating the burden of shopping for themselves and their families.

- We donated 250,000 face masks to the American Red Cross. The masks are worn by Red Cross staff at blood drives, protecting workers and the volunteer donors who are key to saving lives. We also donated 25,000 cloth masks to our Aramark Building Community partners.

- Aramark redeployed its Uniform Services production lines to manufacture essential personal protective equipment (PPE) for the heroes working in hospitals and in other critical roles across the United States.

- Since the beginning of the pandemic, we safely provided 110 million free meals to students, in nearly 300 school districts across the country. We continue to serve 1 million meals to school children daily.

- In partnership with the Urban League of Philadelphia, we provided 500,000 meals to qualified recipients in the Philadelphia area throughout the summer. We also provided a three-year grant to the Urban League to support formerly incarcerated individuals. Out4Good helps people transition back to their communities by providing skills development, workforce readiness, job training, and placement.

- This summer, along with The Common Market, a nonprofit food distributor, we helped coordinate the delivery of 12,000 boxes of fresh, nutritious foods to Pennsylvania and New Jersey communities facing food insecurity.

- On September 17, in the spirit of Aramark Building Community Day, our annual day of service, we:
  - Donated back-to-school materials to public schools in Chicago and Pickens County, Alabama that host our SMART Health Clinic partners.
  - Provided grants to dozens of ABC partners through the Alliance for Strong Families and Communities.
  - Engaged employees with a short guide on how to get involved in their local neighborhood through material/supply or online donations.

- In December, our employee resource groups provided holiday grants to nearly a dozen nonprofit organizations and hundreds of employees came together virtually to customize cards to accompany 500 personal care and comfort kits. Additionally, we donated over 600 cases of hand sanitizer to community partners and the Children’s Hospital of Philadelphia.
SOURCE ETHICALLY AND INCLUSIVE

The Small Businesses And Big Stories Behind Our Products And Services

Customers today want to know the story behind the products and services we provide. They not only care about what they’re buying and where it comes from, but also who they are supporting with the purchase and how their purchase supports their local community.

Our supply chain in the U.S. includes more than 5,600 local, small, and diverse suppliers. About 25% of them are certified as diverse suppliers and our goal is to double that number through our certification education programs with our supplier partner Certify My Company, a certified disabled (DoBE) and women-owned business (WBE).

Why Local, Small, And Diverse Suppliers?

We believe our supplier base should reflect the diversity of our employees, clients, and customers. That, in turn, helps drive overall satisfaction and growth by supporting the local economy. Local, small, and diverse suppliers have more insight into local market trends and can authentically supply products and services that are culturally relevant for our consumers.

Working in conjunction with CVM Solutions, a certified minority business enterprise (MBE) leader in supplier diversity analytics, we track our spend with small and diverse suppliers and obtain data on how our work contributes to local economies.

We use a centralized, Company-wide program and reporting process to identify diverse suppliers and ethically sourced products. That ensures compliance with our clients’ expectations and enables our supply chain to reflect a diverse network of suppliers and ethically sourced products to meet various business needs.

Our overall sourcing approach focuses on offering products such as Fair Trade Certified coffee. It also includes a groundbreaking agreement to help raise wages and improve working conditions for the Coalition of Immokalee Workers, Florida’s tomato farmworkers.

Learn more about Supplier Diversity at Aramark.

Tracing Cotton To Ensure Human Rights

Human and labor rights are of paramount importance to us, and we continually research potential issues to help ensure that our supply chains are ethical and uphold our principles. From the food we source for our menus to the cotton in our garments, we’re taking steps to engage relevant parties and mitigate human rights violations across our supply chain. This year, we plan to begin cotton fiber tracing audits in our Uniform Services business that will include interviews with factories, fabric suppliers, and ginning facilities.

Working With MBEs To Help Them Grow

This year, we sponsored 20 Minority Business Enterprise owners for a Chicago-based business management program. The program, called PIPE (Progress, Insight & Performance Education), conducted with Chicago’s Minority Supplier Development Council, provides participants with skills and knowledge that help them optimize their businesses. The course covers strategic planning, managing operational goals, business ethics, project management, and introduction to supply chain management. By sponsoring ChicagoMSDC, we are giving diverse businesses—especially African American owned-businesses in the Chicago area—an opportunity to scale their businesses, which can result in job growth and broader local economic impact among the communities, consumers, and clients we serve.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Sourcing Ethically</strong></td>
<td><strong>Reduced Inequalities</strong></td>
</tr>
<tr>
<td><strong>And Inclusively</strong></td>
<td><strong>Responsible Consumption and Production</strong></td>
</tr>
<tr>
<td><strong>WE WORK WITH MORE THAN 5,600 SMALL AND DIVERSE SUPPLIERS IN THE U.S.</strong></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td><strong>16</strong></td>
<td><strong>10</strong></td>
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</table>
When it comes to reducing our environmental impact, we’re focusing on climate change. Reducing greenhouse gas emissions is our top priority. This is an area where we can have a positive impact in all our businesses, from the foods we serve to the vehicles we drive.

Now we’re taking an even more comprehensive approach. We’ve set a specific climate goal as a core pillar of our plan – we’ve committed that by the end of 2025, we’ll reduce our greenhouse gas emissions in the U.S. by 15% from our 2019 baseline.

Our commitment builds on work we’ve already started to reduce emissions by sourcing responsibly, operating efficiently, minimizing food waste and reducing packaging. We’re also increasing our climate-healthy plant-forward menu options through our Healthy for Life® initiative. And we’re proud to advance progress toward our No-Deforestation Policy.

Furthermore, during 2020, we completed a greenhouse gas inventory covering emissions we control and influence and identified opportunities to improve emissions tracking.

In conjunction with these efforts, we have now made Aramark’s Carbon Disclosure Project (CDP) Climate and Forestry responses publicly available. For several years we’ve provided CDP reporting to our clients upon request. Our publicly available 2020 CDP score (B) shows improvement from the previous year (C) and is on par with or outperforming industry and North American averages. We’re building upon this work by implementing reduction initiatives, expanding our inventory, and improving our public reporting.
SOURCING RESPONSIBLY

Minimizing Our Impact Through Responsible Purchasing

The products we purchase have an impact on people, animals, and the environment. That’s why it’s so important that we consider environmental and social impacts through sustainable sourcing.

Sustainable Seafood

It’s estimated that 90% of the world’s fisheries are threatened by practices that stress the environment and marine life. Guided by our Sustainable Seafood Policy, we buy seafood from sources that maintain healthy marine life and ecosystems and respect seafood workers and communities throughout the supply chain.

• 98% of our contracted frozen finfish purchases in the U.S. meet Monterey Bay Aquarium Seafood Watch recommendations.

• Since 2016, all contracted canned skipjack and albacore tuna in the U.S. is sustainably sourced from Marine Stewardship Council-certified fisheries.

• We committed to prioritize New England seafood purchases of whitefish species that are local Gulf of Maine Research Institute (GMRI) Responsible Harvest-designated species across our Higher Education, Healthcare, and Business Dining businesses.

• We have stated our opposition to genetically engineered (GE) salmon. Should this product come to market, we will not purchase it.

• Sustainable seafood programs are also underway in Canada, Germany, and the United Kingdom.

Humanely Raised Products

Our Animal Welfare Policy addresses the treatment of animals for egg, meat, and dairy products. With guidance from leading animal welfare organizations, we’re acting on commitments.

• We completed the transition to 100% cage-free liquid and processed eggs by the end of 2020 in the U.S. We are working toward cage-free eggs globally by the end of 2025.

• 54% of pork purchased by Aramark is group-housed. We expect to transition 100% of our contracted pork to group-housed by the end of 2022.

• We are partnering with our suppliers and NGOs to ensure our transition to humanely raised broiler chickens in the U.S. by the end of 2024.

Learn more about our priorities and progress.
No-Deforestation
Implementing our No-Deforestation Policy is another way we are reducing greenhouse gas emissions. Converting tropical forests for agricultural products such as palm oil, soy, beef, and paper (timber) is a leading cause of deforestation, and a major contributor to climate change.

• In 2020 we ensured that the soy used in all our contracted soy oils, as well as soy used in our contracted margarines and shortenings, is sourced from regions with no deforestation risk. We also completed our transition to responsibly sourced palm oil in all our contracted margarines and shortenings.

• By engaging with our suppliers, as of September 2020 we have determined that at least 80% of our contracted beef is sourced from areas with no deforestation risk.

Climate-Healthy Menus
Our innovative move to more plant-forward menus is better for people’s health—and for the planet. Our plant-forward menu options reduce greenhouse gas emissions, minimize demand for water and land resources, and preserve natural habitats. Read more about climate-healthy menus in the Empower Healthy Consumers section of this report.

Making Progress On Humanely Raised Pork
In 2012, we committed that by 2017, we would eliminate all pork from animals bred using gestation crates by working with our suppliers, our industry and animal welfare organizations to address confinement issues and expand supply availability of gestation crate-free pork.

We learned a lot during this process. We found that farmers need significant capital investments and more time to make these changes. Ultimately, due to supply chain constraints – such as lack of product availability and limitations in traceability of products from farm to production – we adjusted our public commitment to purchase 100% group-housed pork by the end of 2022.

We’ve made strides in sourcing group-housed pork and moving in the direction of a gestation crate-free pork supply. As of December 2020, 54% of pork we purchased was group-housed and we’re on a pathway to transitioning 100% of our contracted pork to group-housed by the end of 2022.

To be clear, group-housed operations still use crates about 30%, and up to 50% of the time. We remain opposed to relying on confinement systems and will continue to work with our suppliers to source gestation crate-free pork where possible.
CONSERVING RESOURCES, HEALTHY PLANET

Working To Conserve Water And Energy And Improve Operations For A Healthier Planet

Improving operational efficiency is not only good for our business, it also makes sense for our clients. Together, we’re conserving natural resources and reducing our environmental footprint to turn the tide on climate change.

A Uniform Approach To Conservation

Because industrial laundries use less power and water per garment than laundering at home, they are, by design, more efficient. But in our Uniform Services business, we go even further. We’re committed to cleaning garments with environmentally friendly detergents and have eliminated phosphates from the laundering process. We have also introduced water reuse and heat reclamation systems in many laundry facilities to increase their efficiency.

Enhancing our wash chemistry allows us to significantly conserve electricity, natural gas, and water. Our most recent chemical upgrade has provided substantial utility resource reductions with shorter washing machine run times (electricity), reduced hot water boiler temperatures (natural gas), and fewer rinse cycles (water). Improved wash chemistry saves approximately 116 million gallons of water a year.

Building A Future Through Energy Management

From cleaning and grounds management to building maintenance and engineering solutions, we manage client facilities covering nearly 1 billion square feet of space worldwide. Our deep knowledge and expertise enable us to develop tailored solutions that deliver on our clients’ highest priorities, including energy management solutions that minimize energy consumption and improve operational efficiencies.

Innovative Solutions Save Energy And Water

- We’ve upgraded many of our Uniform Services plants with LED lighting. Beyond an immediate reduction in electricity use, this program has provided safety, productivity, and employee health benefits.
- In Chile we implemented Watergen, an ecological solution to obtain water through heat exchange technology that converts air humidity into drinking water ready to be consumed. To accompany the launch of this technology, we distributed 1,500 reusable bottles to raise awareness about reducing single-use plastics.
- We recently introduced Aramark Intelligent Workplace Experience, or AiWX Connect. This building and asset management solution helps owners and operators deliver safer and better performing workplace experiences. AiWX Connect is a technology platform that uses digital inputs from building systems, wireless sensors, and occupant feedback to provide real-time data about building performance, occupant satisfaction, and space utilization.
- Our global headquarters office space, located at 2400 Market Street in Philadelphia, Pennsylvania, has received LEED Silver certification by the U.S. Green Building Council (USGBC), for its sustainable workspace design and construction.

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<td>13 CLIMATE ACTION</td>
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ON THE ROAD TO FLEET EFFICIENCY

Employing The Latest Technology To Minimize Emissions

In our Uniform Services business alone, we drive the equivalent of 12 times around the earth every day. Other Aramark businesses use vehicles to deliver food, refreshments, and supplies. With thousands of vehicles in our fleet, it’s essential to minimize our use of fossil fuels and the emissions that result.

We optimize routes with technology and processes that reduce travel time and fuel consumption. We’re targeting an 8% reduction in fuel consumption, or about 12,000 metric tons of CO2 over the next three years, through telematics technology, route optimization, and fleet modernization. (We adjusted our target from 10% previously stated, due to business limitations amid the pandemic.)

In 2010, our Uniform Services business was first in the industry to introduce hybrid electric vehicles and we continue to explore the use of high-efficiency, alternative fuel vehicles when possible. We introduced 30 electric trucks in the California market and are exploring the viability of a larger scale electric fleet.

We’re Reducing Fuel Use By Using Technology

Telematics technology in our Uniform Services and Refreshments businesses allow us to proactively reduce our fuel usage by limiting idling through real-time in-cab driver alerts. This system provides information on maintenance diagnostics while helping drivers improve their driving behavior.
MINIMIZING FOOD WASTE

Better Measurement For Better Management Of Food Waste

Food Waste Impacts Business And The Planet
When food waste gets hauled away with the trash, we pay for it five times over in labor, energy, water, and transportation costs, and in carbon emissions. As a result, we’re committed to conserving resources and minimizing our environmental footprint by reducing food waste across our operations.

Our food service operations in the U.S. continue to reduce food waste year over year, contributing to our goal of reducing food loss and waste 50% by 2030. While the overall reduction of food waste in 2020 dramatically outpaced prior years, the reductions were due in large part to the unprecedented number of account closures due to COVID-19. As accounts reopen in 2021 and the amount of food waste starts to normalize, we believe we are well-positioned to meet our 2030 goal.

Even amid the challenges of the past year, we expanded the use of one of our technology-based solutions to include food waste tracking. Developing this functionality demonstrates our continued commitment to reduce food waste: it streamlines the process for our front-line associates and provides additional insights about how to continue to reduce food waste to our managers.

We also strive to eliminate waste before it’s generated through menu planning, customer and portion forecasting, smart purchasing, consumer engagement tools, waste tracking, post-analysis, and other initiatives. All of our food service locations are tracking food waste using a variety of methods, including 400 of our largest accounts that have transitioned to a technology-based solution for tracking waste. Tracking waste enables better decisions about what to purchase and how much to prepare.

Feeding Our Communities
Although our goal is to eliminate food waste before it’s generated, there may still be instances when our operations have excess safe, unserved food. Our food donation program provides this food to hunger relief and community agencies. Due to the pandemic, many locations are experiencing unplanned shutdowns or dramatic reductions in business levels. In these instances, donating surplus food helps feed people in need and reduce the environmental and financial impact of food waste. This year, we donated more than 175,000 pounds of food, helping feed people in our communities and keeping surplus prepared food out of landfills.

Reducing Food Waste Is A Global Effort
• In Chile, we strengthened our partnership with the NGO “Red de Alimentos” by donating 11,000 pounds of food, and integrated OrganiK as a technology solution that dehydrates waste, reducing its volume by up to 90%.
• In the UK, Aramark Defence Services implemented the Waste and Resources Action Programme (WRAP) food waste roadmap at 240 sites as part of its commitment to cut food waste in half by 2030.

### Aramark Progress vs. UN SDG Goals

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<tr>
<td>DEPLOYED WASTE TRACKING TECHNOLOGY AT 183 ADDITIONAL LOCATIONS</td>
<td>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</td>
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REDUCE PACKAGING

Reducing Plastic Straws And Stirrers Across Our Operations Is Just The Beginning

Packaging Waste Impacts Air And Water
Consumer packaging makes up more than 30% of landfill waste, according to the U.S. Environmental Protection Agency. The bulk of that is food packaging. In particular, plastic packaging contributes to greenhouse gas emissions and negatively affects marine life.

Reducing Single-Use Plastics
Nearly three-quarters (73%) of Aramark customers said they are concerned with the overuse of plastics; 83% said they’re trying to reduce their own consumption. Even during the pandemic, consumers remain concerned with the overuse of plastic disposables.

Our goal is to eliminate waste before it’s generated. To that end, in 2018 we made a commitment to significantly reduce single-use disposable plastics, such as plastic straws, stirrers, bags, cutlery, and other packaging across global food operations by 2022. This commitment started with reducing plastic straws and stirrers and offering eco-friendly alternatives where possible. Since 2018, we’ve reduced plastic straws and stirrers by 59%, nearly 90 million straws and stirrers.

Reusing, Recycling, Composting
We’re also expanding reusable products, such as tumblers, sports bottles, cutlery sets, straws, and take-out containers. We’re partnering with suppliers and national brands to reduce packaging through design and innovation.

As take-out dining became the default during the pandemic, we remained committed to reducing the use of disposables where possible and continued to identify solutions to address waste. For example, we developed internal guidance to expand reusable take-out container programs and to ensure the safety and success of these programs. We also added an option for guests to opt out of receiving disposable cutlery with their orders through CaterTrax, our digital ordering platform.

Our work extends beyond plastics: we also work with clients to implement recycling and composting programs to further divert waste from landfills globally.

Programs Are Now In Place To Reduce Waste

• Aramark is proud to be the first food service provider to join the Ocean Plastics Leadership Network (OPLN), a pre-competitive forum bringing together NGOs, academia, and industry to address the global plastics crisis.

• At Georgia Tech, we’ve partnered with the fullservice solution CompostNow that sells compostable disposables, hauls waste, and creates compost.

• At Arizona State University, we launched the reusable to-go container program supplemented with compostable disposables when we transitioned to outdoor and takeout dining, avoiding thousands of pounds of waste each day that would be sent to landfills.

• During 2020 in Chile, we replaced 100% of our plastic stirrers with wooden ones, reducing our footprint by 82 tons of CO2 every year.

• In Germany, we introduced the Re-Cup, Re-Bowl concept, a country-wide system using reusable shells.

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<td>Reducing Packaging</td>
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<tr>
<td>Reduced plastic straws and stirrers by 59% since 2018</td>
<td>26% (\text{CO}_2) emissions avoided by 2020</td>
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BELOW WATER LIFE
Despite the disruption the pandemic caused to certain aspects of our Be Well. Do Well. plan, sustainability is more important to our Company than ever. Acting on our commitment to continuous improvement, we’re staying abreast of the latest insights, trends, and best practices that will inform our approach going forward. While the extent to which COVID-19 will continue to impact our business and operations is difficult to predict, we’re proud of our work to move forward with our sustainability plans and to adapt and modify programs that support our goals and commitments.

We’re confident that we’ll make significant progress in 2021, and we’ve launched several programs that will help us improve our practices even more. For example:

• Led by our CEO and Board of Directors, we are working through a deep qualitative and quantitative assessment to elevate our diversity, equity, and inclusion strategy and align on organization goals in 2021 and beyond.

• We’ve undertaken a greenhouse gas inventory at Company-owned facilities, in our Uniform Services and Refreshments vehicle fleets, and related to our food operations and employee travel. A cross-functional group is implementing practices to reduce our emissions by 15% by the end of 2025, and to improve our reporting and disclosure.

• As part of our broader sustainable sourcing strategy, we’re assessing our supply chain to better understand and address forest-related risks across all geographies and in relevant categories like paper and protein procurement. We will continue working with our suppliers to improve transparency in the supply chain and transition products as necessary.

Ultimately, we plan to expand public reporting on our sustainability plan, building greater awareness among our employees, clients, customers, and investors.