

CAFÉ DINING DURING COVID-19

FEEDBACK FROM EMPLOYEES, PATIENTS AND GUESTS

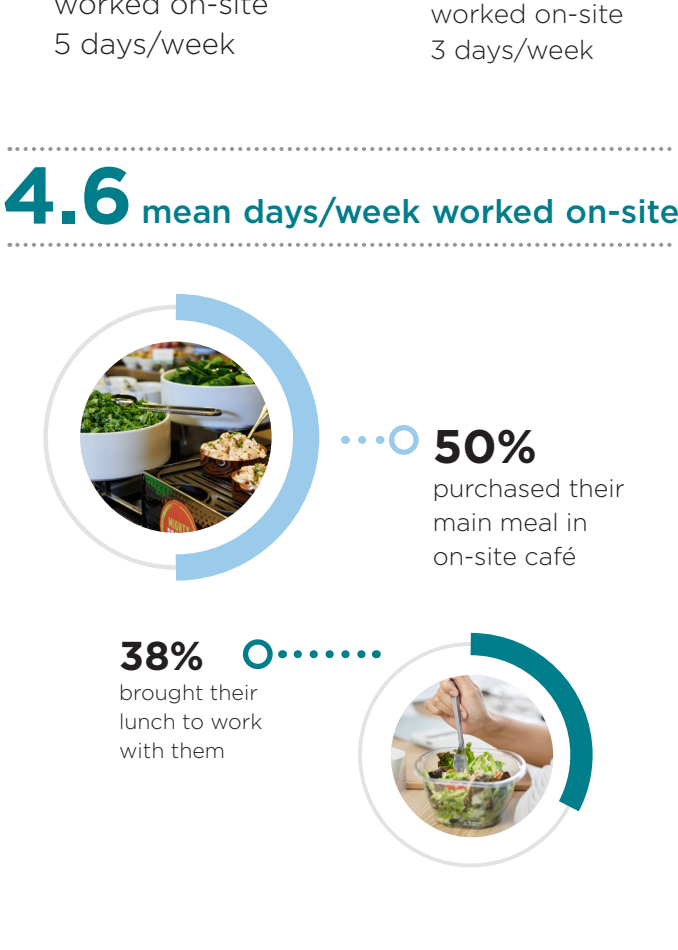
Q&A Highlights from Aramark Study

Hospital employees, patients and visitors in the U.S. still want on-site café dining services. But their opinions, attitudes and behaviors are changing. The proprietary study, COVID-19 Consumer Research: Healthcare, answers the big questions about hospital café dining services in our mid-COVID-19 world.

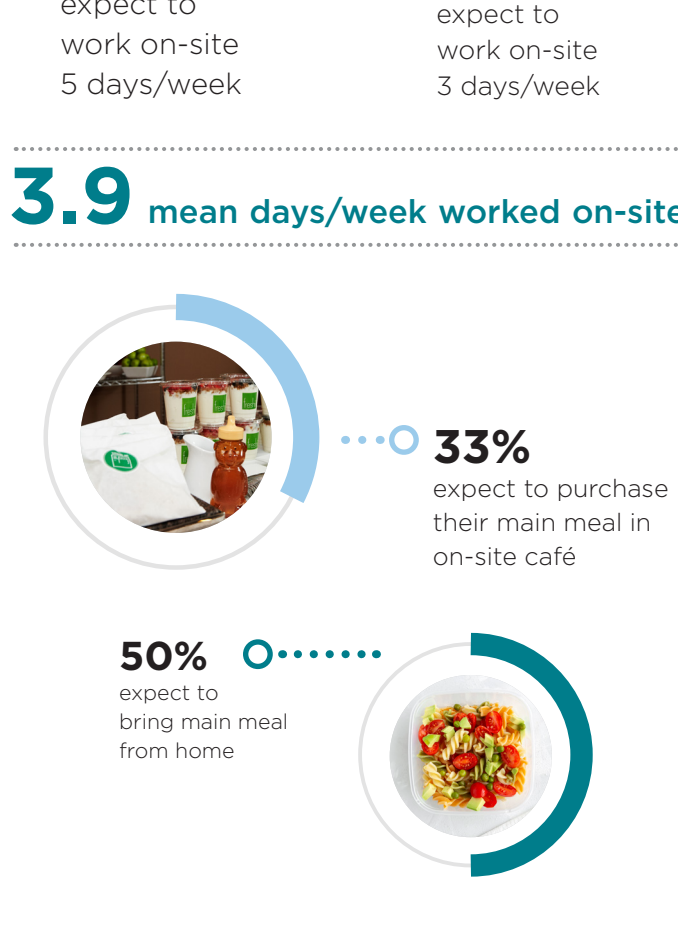
“Safety is now every company’s first priority and the gateway to commerce.” — Stephen K. Klasko, MD, MBA, president of Thomas Jefferson University and CEO of Jefferson Health

Overall Impact of COVID-19 on Hospital Employees

PRE-COVID-19

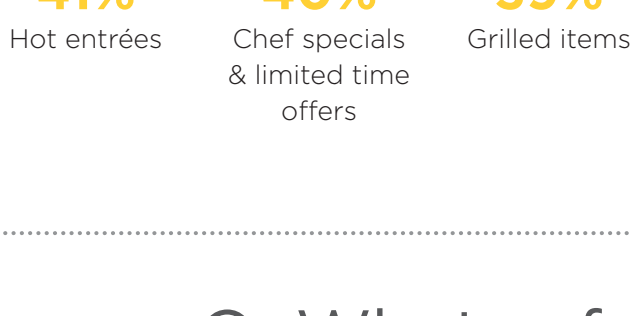


MID-COVID-19

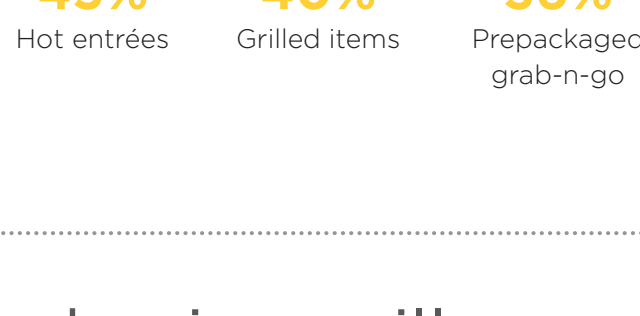


Q: What are they more likely to order from cafés now?

Healthcare Employees



Patients and Visitors



Q: What safety behaviors will they continue following COVID-19?

Healthcare Employees Patients & Visitors

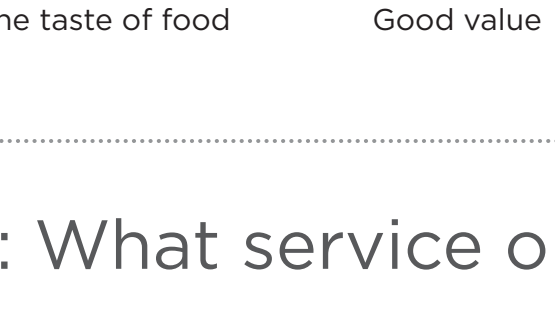


Q: What factors are most important when making dining decisions?

Healthcare Employees

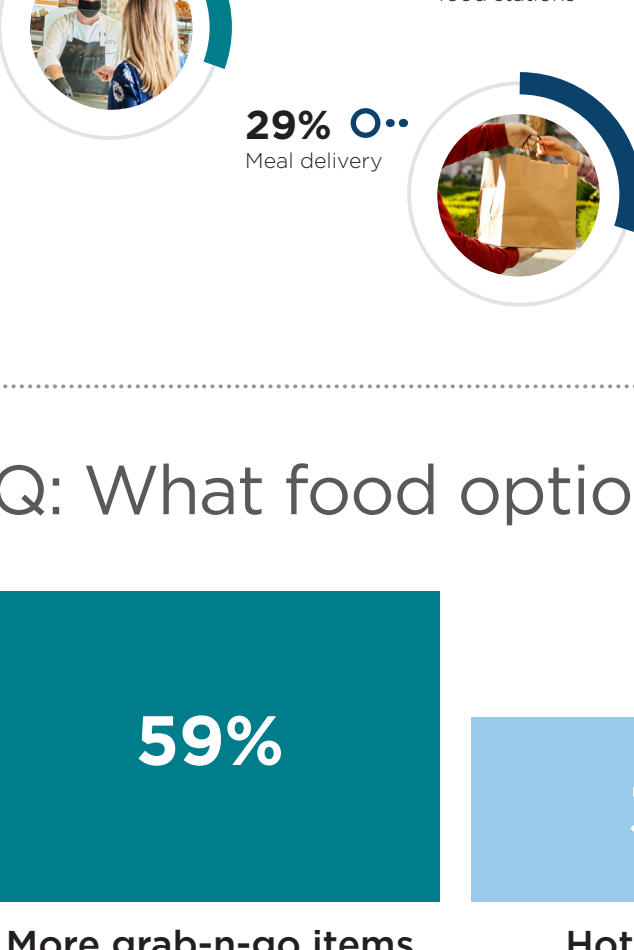


Patients and Visitors

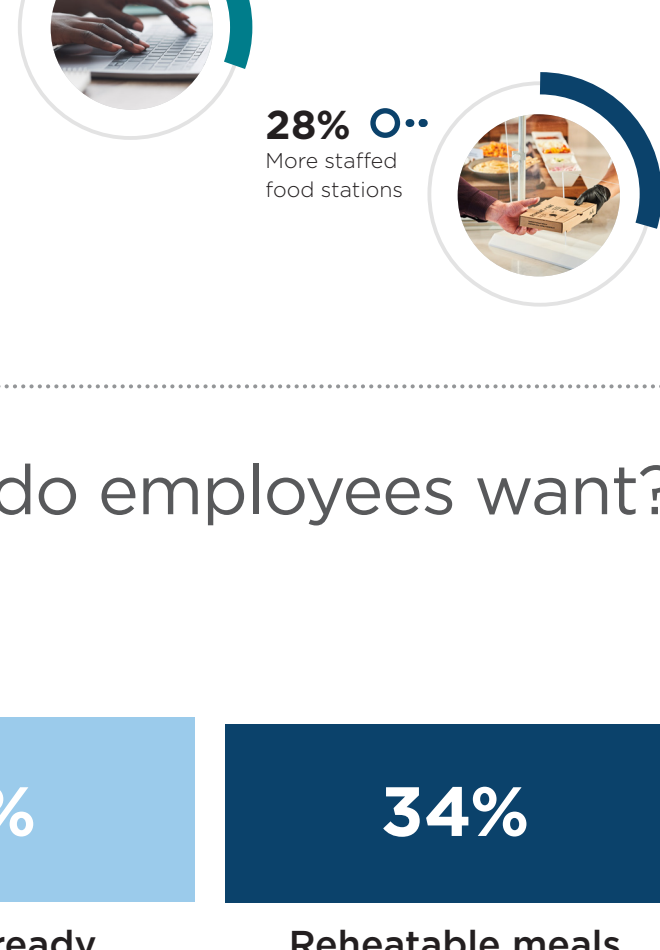


Q: What service options do they want?

Healthcare Employees



Patients and Visitors



Q: What food options do employees want?



Q: What practices will help them feel safe?

Healthcare Employees

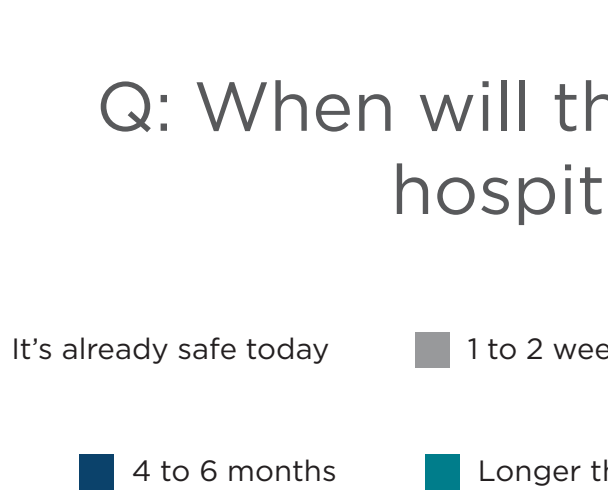


Patients and Visitors



Q: What environmental changes will help them feel safe?

Healthcare Employees



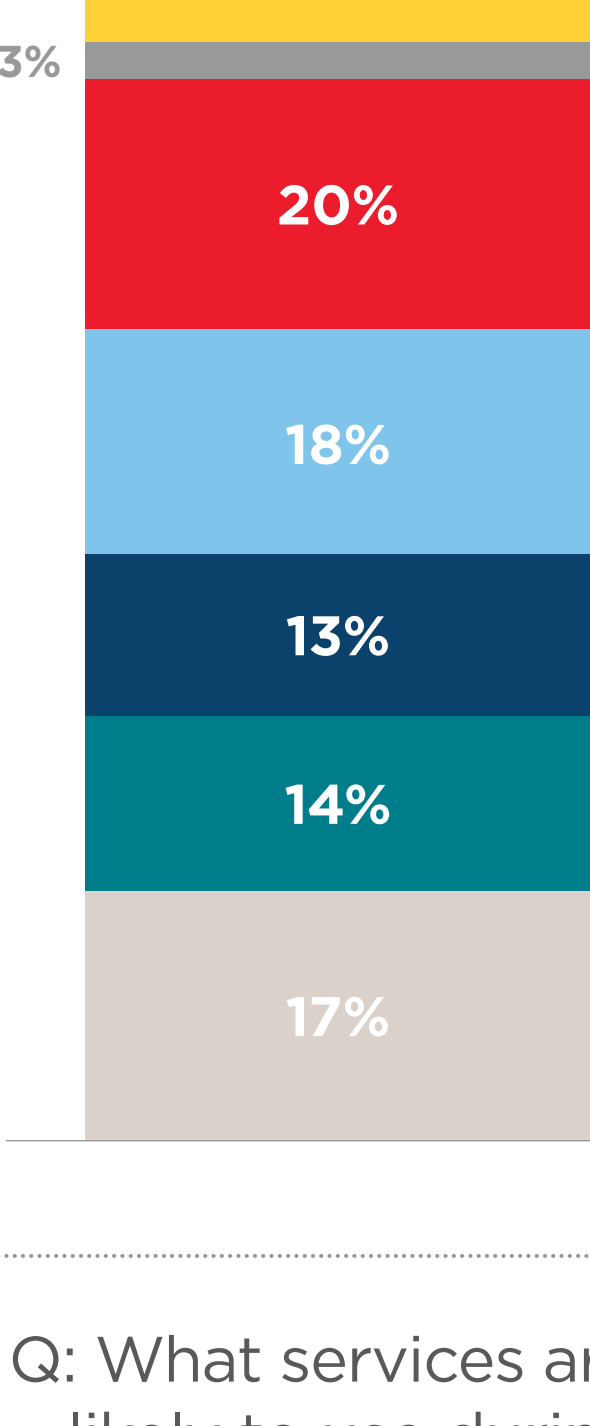
Patients and Visitors



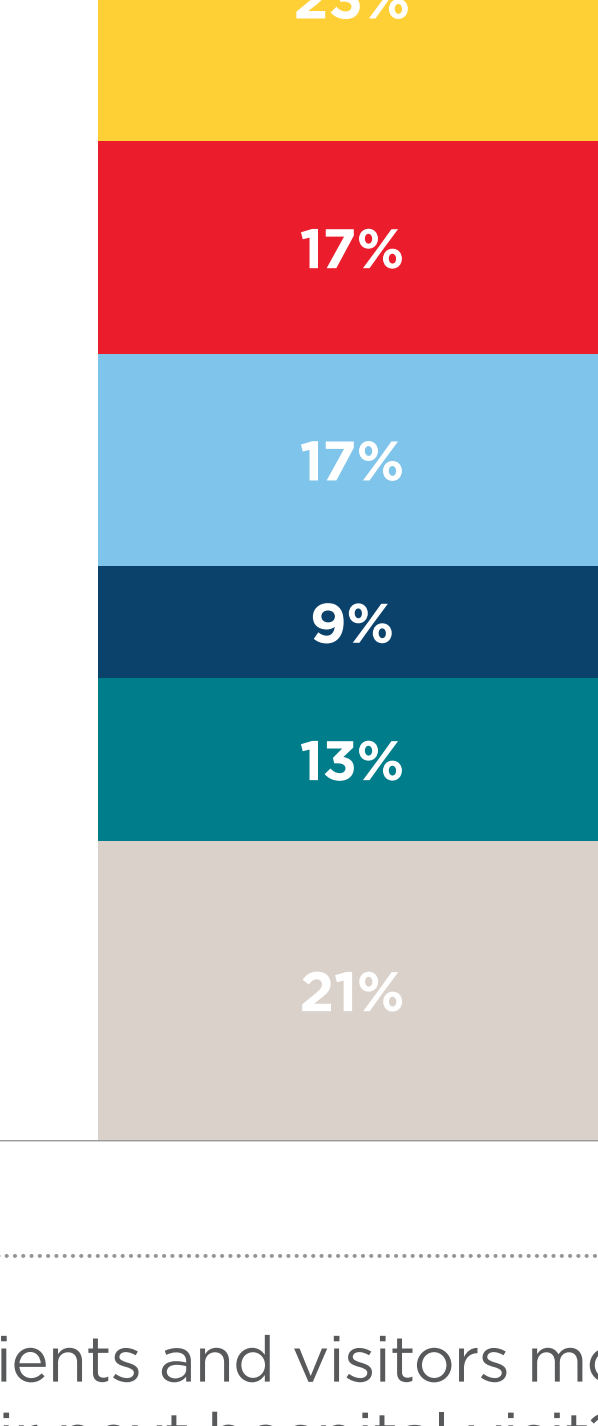
Q: When will they feel safe having hospital visitors?

It's already safe today 1 to 2 weeks 3 weeks to 1 month 2 to 3 months 4 to 6 months Longer than 6 months Never as safe as it was

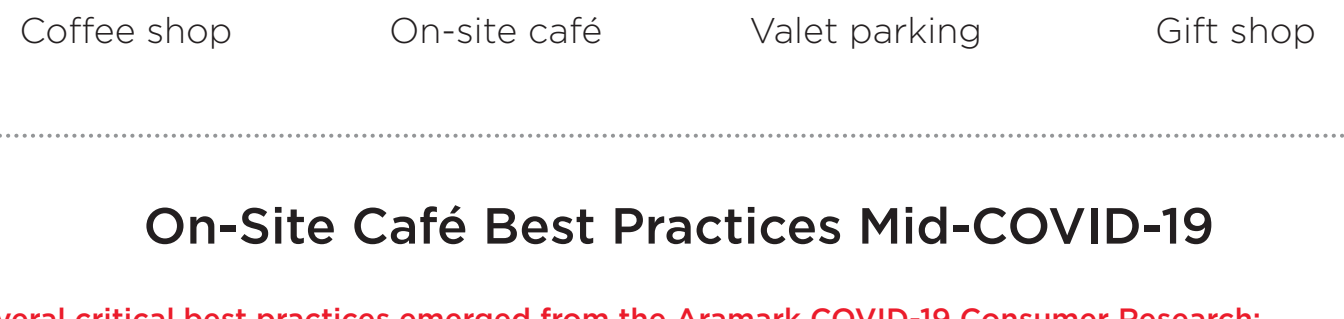
Healthcare Employees



Patients and Visitors



Q: What services are patients and visitors most likely to use during their next hospital visit?



On-Site Café Best Practices Mid-COVID-19

Several critical best practices emerged from the Aramark COVID-19 Consumer Research: Healthcare study, including:

- Food options:**
 - Provide more to go-n-grab and to-go options for employees to purchase
- Cleanliness:**
 - Create designated handwashing and sanitation stations in multiple locations
- Cleanliness:**
 - Deploy touchless technologies throughout facilities and cafés

Aramark Delivers Dining Innovation to Meet Changing Demands

To meet today's changing dining service demands, Aramark is introducing **EverSafe™**, our multidimensional safety platform with enhanced safety protocols, in addition to new solutions and service methods — all in accordance with recommendations of the CDC and WHO. Aramark will continue to evolve under these dynamic circumstances so we can continue to deliver world-class services in clean and safe environments.

With the consistent goal of delivering world-class services in the safest, most hygienic environments, new additions to our healthcare café dining services include:

- Touchless ordering and payment technologies
- Cleaning, sanitizing and ventilation guidelines based on CDC recommendations
- Spatial separation practices through visual cues and physical alterations
- Protective plexiglass dividers at key operational points for patient and employee protection
- Digital innovations such as smart appliances, safety alerts and secured apps for entry
- Operational improvements including HEPA, UV-C light filters and increased air circulation

Source: Aramark COVID-19 U.S. Consumer Research: Healthcare Report. Data collected: May 20 – June 2, 2020.

