



Be Well. Do Well.®

CANADA IMPACT REPORT
JULY 2022

ENABLING PEOPLE TO PROSPER
ON A HEALTHY PLANET



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ANDY SIKLOS

While we continue to rebound from the challenges related to the COVID-19 pandemic, our resolve to move forward has not diminished. In fact we are more committed than ever to address the areas that matter most to Canadians.

In early 2021, we introduced Be Well. Do Well. as our sustainability plan for growth as a socially and environmentally responsible organization. As part of that communication, we announced an enhanced corporate mission “to do great things for our people, our partners, our communities, and our planet” as a more accurate reflection of the incredible value we have placed upon the framework’s objectives and the dedication we have adopted to address Environmental, Social and Governance (ESG) reporting at the highest level.

Our Human Resources team has made diversity, equity, and inclusion (DEI) their top priority, delivering on an intent to create a company culture that not only allows each and every one of our team members to feel comfortable in their place of work, but actually inspires them to understand and embrace the differences that make us all unique individuals. Our Supply Chain Management team has also welcomed a focus on diversity into their approach to procurement, implementing new ways of creating meaningful partnerships in every Canadian community in which we do business through policy and standard procedure.

We are extremely proud of our recent commitment to set enterprise-wide targets to reduce our greenhouse gas emissions in accordance with the Science-Based Targets initiative’s new Net-Zero Standard. This commitment, and the public reporting on our progress toward achieving it, represents the transparency and accountability which our clients and other stakeholders demand from us. Our Culinary and Marketing teams are diligently working on new concepts that actually use our menus as a vehicle to help reduce our footprint while providing our customers with the means to reach their personal goals for health, wellness, and sustainability.

Make no mistake, 2021 was not just about planning. We understand the urgency of the threats posed by climate change and social inequity, and we have invested a significant amount of energy and resource towards the implementation of new operational and measurement strategies specifically designed to help us achieve the goals we have committed to, even as we continue to develop our path forward.

This report will demonstrate the success of our initiatives so far, and we look forward to providing consistent updates on further progress as we continue to perform with the unparalleled integrity and quality of service you have come to expect from us.

Andy Siklos
President, Aramark Canada



MICHAEL YARYMOWICH

It is my absolute pleasure to share with you the very first Aramark Canada Impact Report since the launch of our Be Well. Do Well. sustainability plan only a year ago. A tremendous amount of progress has been made in all of our business segments across the country thanks to the sheer dedication of the entire Aramark team in following through on our commitment to take proper care of the planet, and of each other.

Within our organization Environment, Social and Governance (ESG) considerations have become firmly entrenched in the decision-making processes from planning to implementation at every level, and as a heightened awareness of ESG weaves its way into the public consciousness and inspires the people we serve every day to demand more, we are providing solutions.

In this report you will find an inaugural inventory of greenhouse gas (GHG) emissions from our entire Canadian business. This is an important milestone which will allow us to set quantifiable reduction targets along the path to our ultimate goal of becoming a net zero carbon emitter. We have shared some of our current strategies to reach those targets, as well as provided a glimpse into some brand new partnerships and initiatives in the works.

We have also included some exciting features which highlight our successes from the past year, such as innovations in our culinary development and supply chain. We have hosted and sponsored events which celebrate and promote greater diversity, equity, and inclusion in Canadian culture, and made important advancements within our team structure to become as representative of that culture as we possibly can.

We appreciate you joining us through this review of the past year, and we look forward to continuing our dialogue with you, our cherished partners, as we continue to make progress on our shared journey.

Michael Yarymowich
Director, Sustainability, Aramark Canada



Be Well. Do Well.®



ABOUT BE WELL. DO WELL.

Be Well. Do Well. is our sustainability plan and directly connects to **our mission:** *Because we're rooted in service, we do great things for our people, our partners, our communities, and our planet.*

By addressing environmental, social, ethical, and economic dimensions, we strive to create a better world that enables people to prosper on a healthy planet for generations to come, while also contributing to our long-term business growth.

Throughout our history, we've worked hard to make a positive impact and also reduce any negative impact on people and the planet. We're focused on supporting equity and well-being through our programs and practices. Likewise, we believe our commitment to minimizing our environmental impact has been demonstrated over the years throughout our operations.

Be Well. Do Well. helps us focus and strengthen these existing practices so that we can create even more meaningful impact for both our business and society.

OUR GOALS AND PRIORITIES

Be Well. Do Well. starts with people.

Our first goal is to enable the safety, equity and well-being of the millions of people who are our employees, our customers, and the communities we serve.

Our second goal is to fight climate change through a reduction in our greenhouse gas (GHG) emissions by sourcing responsibly, minimizing food waste and reducing plastic and packaging.

In November 2021, Aramark committed to set enterprise-wide science-based targets to reduce GHG emissions, in line with the Science Based Targets initiative's new Net-Zero Standard.



OUR IMPACT ON PEOPLE AND PLANET

PEOPLE

PLANET



1 ENGAGING
OUR
EMPLOYEES



2 EMPOWERING
HEALTHY
CONSUMERS



3 BUILDING
LOCAL
COMMUNITIES



4 RESPONSIBLE
SOURCING



5 MINIMIZING
FOOD
WASTE



6 REDUCING
PLASTIC AND
PACKAGING

MATERIALITY ANALYSIS

In fiscal 2021,

Aramark collaborated with Business for Social Responsibility (BSR) on a materiality assessment to better understand the ESG topics most important to our business success and to our stakeholders. Nearly 30 stakeholders from key groups—employees, clients, investors, suppliers, NGOs, and industry groups—were interviewed, and we worked with BSR on a methodology to combine stakeholder input with accepted best practice and industry expectations in order to plot the issues on the matrix that follows.

The matrix is in line with the focus areas of Be Well. Do Well. and the UN SDGs we prioritize. The insights and findings from this assessment will inform our strategy as it continues to evolve going forward.

It is important to note that this materiality assessment is one element of our approach to stakeholder engagement and how it informs strategy. For each Be Well. Do Well. focus area, we are also engaging key stakeholders to understand expectations and prioritize our work.





Category Key: ● Environment ● Product and Services ● Governance ● Community ● People ● Supply Chain



SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

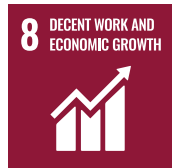
Be Well. Do Well. drives progress on complex, global social and environmental challenges. During our strategic development process and materiality assessment, we considered how Aramark can best contribute to the United Nations Sustainable Development Goals (UN SDGs). We prioritized eight goals, inclusive of specific targets that align with our business and we are best positioned to advance working alongside other companies, policy-makers, and civil society organizations around the world.



We provide access to healthy food and nutrition education, donate food, build partnerships in local communities, and source from small, diverse and sustainable food suppliers.



We support mental well-being through a variety of programs, enable community nutrition education, and offer consumers healthy food choices.



We ensure safe work environments and create equal opportunities for career growth for our employees while adding value to the broader community through investment.



We offer educational and training opportunities to employees, and create economic support local, small, and diverse suppliers through our purchasing.



Our climate strategy promotes sustainable production and helps to reduce waste. We are committed to transparency through public reporting.



Our climate strategy underscores our approach to reduce GHGs, including initiatives that require significant shifts and adaptations to our business.



We protect oceans by reducing single-use plastics in our operations and by purchasing seafood from sources that maintain healthy marine ecosystems, respect workers and preserve communities.



Our waste management programs, purchasing of sustainable paper-based products, and use of reduced ecological impact chemical products support conservation and restoration.



IMPACT ON PEOPLE

Our Be Well. Do Well. sustainability plan starts with people. Our goal is to enable equity and well-being for millions, including our employees, consumers, and the communities we serve. As a critical first step, we acknowledge and address the fact that both advantages and barriers exist and that our lives are impacted by long-standing societal divides that can affect our success and overall well-being.

From a governance perspective, our Executive Diversity Council (EDC) is chaired by our CEO with active participation by members of our executive leadership team and broader executive leadership council. Our Chief Diversity and Sustainability Officer and Vice President of DEI provide periodic reports to our board of directors concerning our progress in executing our strategy. Measurement of the work of the EDC is periodically reviewed by our board of directors.

Specific to our diversity, equity, and inclusion (DEI) strategy, we have three pillars: workforce, workplace, and marketplace:

Our **workforce** goal is to hire, retain, and develop a workforce that reflects the communities we serve.

Our **workplace** goal is to create a culture of community and inclusion through the work of our Employee Resource Groups (ERGs) and ally network, capability building, and meaningful management engagement with employees.

Our **marketplace** goal is to create value by partnering with diverse suppliers, engaging with the community, and delivering culturally relevant products and services.

ENGAGING OUR EMPLOYEES

Putting our people first means providing development and advancement opportunities, fostering a culture of health and wellness, and seeking feedback to understand how employees experience Aramark.

FEATURE STORY:

WOMEN IN LEADERSHIP

Our success in delivering the highest quality of service to our clients and customers can often be attributed to the specific expertise of our leaders, and Aramark has been fortunate to have some of the brightest, most capable women in the industry take on some of our most critical roles.

We invite you to meet some of our most valued teammates in this special feature on women in leadership.



BHAVANA GUPTA

General Manager, Aramark Central Canada

Bhavana has worked in the hospitality industry for almost 20 years, starting with her very first job at Tim Hortons. Bhavana completed her Master of Management in Hospitality from Cornell University in 2014 and, upon graduation, joined Aramark at our headquarters in Philadelphia as part of the Operational Excellence team in Sports and Entertainment.

Bhavana's favourite part of her role was helping on-site during special events such as the 2015 World Meeting of Families, 2016 Democratic National Convention and the 2017 MLB World Series, helping her realize her passion for the operations of our business.

Since November 2017, she has worked with Aramark Canada's higher education division, starting as Assistant Food Service Director at the University of Toronto to her current role as the Operational Excellence Business Partner for our Central Region.

“It's exciting to work at a university, to be immersed in an environment at the forefront of social change. A variety of considerations related to diversity, equity, and inclusion have not only entered my consciousness, but positively influenced my style of management as well.”



CORRIE BIRD

Director of Digital Technology, Aramark Canada

Corrie's marketing career began in 2005 working with Hunter Douglas, where she gained a vast amount of high-end marketing experience in merchandising, traditional print and digital communication platforms including social media. She joined Aramark in 2015 as a Marketing Manager supporting the higher education business, bringing both her food service background and marketing experience to the table to enhance the campus dining operations. She then moved into managing both District and Regional Marketing programs in Ontario before stepping up to lead the customer facing technology solutions at a national level.

Corrie really enjoys bringing new marketplace innovations to life, working alongside the operations teams and our clients to support a variety of segments across Canada. She is leading key enterprise technology projects such as the mobile app solution, interactive digital displays, food robotics, and point-of-sale systems.

“ This role gives me the opportunity to be at the cutting edge of how service is provided to consumers. While experimenting with the very latest in tech solutions can certainly keep me on my toes, it's very gratifying when we discover new efficiencies and enhance the experience of our customers.”



An Interview with our Director of Indigenous Relations, Amy Rose

Are there any defining moments in your life that help explain your passion to work towards the goals of reconciliation?

My mother was my inspiration and role model. She was a successful, global Indigenous business consultant. In my third year of university, my mom brought me on as a Junior Consultant to work alongside her as she provided Indigenous economic development workshops across BC. We spent our time in Indigenous communities, working to understand their economic development needs in order to create policies and governance structures. Those experiences taught me that when working with Indigenous communities you need to take your time. Indigenous peoples move at the speed of trust, and you can't build trust without taking the time to nurture it. Working alongside my mother was what ignited my passion.

Have you ever received any advice from strong female leaders you have known that stuck with you, and helped inspire you to overcome any barriers you've faced?

My grandma's advice is always consistent. She says: "Send love, acknowledge and give gratitude. Visualize what you want to achieve, and give thanks to what has been afforded to you". I've heard many different stories during the time I've spent with Indigenous Elders, but the underlying message is often the same: Be grateful! When you're in the shower, give thanks for the water cleansing your body. When your feet are on the land,

give gratitude to the earth. And thank the clean air that we are able to breathe. It's these reminders that help me anchor where I stand in the bigger picture of life, work, and balance. The integration of these environmental/sustainable teachings have now become an Industry wide business imperative.

With your knowledge, there would be any number of organizations that would love to have you as part of the team. Why choose Aramark?

In my 13 years of Indigenous Relations experience, I've worked within consultancy, government, nonprofit, and industry, but what I found most appealing about joining Aramark began with a dedication in fostering trusting relationships with the Indigenous communities that was apparent right at the highest levels of management. I knew Aramark was serious about continuous improvement with Indigenous relations based on their PAR Gold status with the CCAB, and I felt that the strategic, measured approach taken by leadership was the right approach to ensure our relationships with Indigenous communities remain positive. There is an understanding here that we will explore many different partnerships and business models with a wide variety of communities and organizations, each with their own unique needs and perspectives. And I have to say that the willingness with which the PATH Indigenous Canada Training has been embraced throughout the organization speaks to the character of our people and the company culture overall.





130
OF OUR MOST SENIOR LEADERS
HAVE ALREADY COMPLETED
THE PATH TRAINING



The Path
Your Journey through
Indigenous Canada

TRAINING

Fostering, Diversity, Equity, & Inclusion

Increasing awareness is a critical step toward creating a culture of diversity, equity and inclusion (DEI) in a workplace, and this past year abounds with examples of the progress we have made in pursuit of that goal. We have held town halls dedicated to DEI education, showcased videos, and increased digital communications on the subject. We have introduced a new internal resource platform where our employees can learn about DEI, why it matters, and what our commitments are as an employer.

Aramark focused on building Indigenous Cultural Awareness this past year by partnering with NVision Insight Group Inc., Canada's leading Indigenous consulting firm, to deliver an online Indigenous cultural awareness training course called **The Path: Your Journey Through Indigenous Canada**. The purpose of this five-module online course is to provide foundational concepts, historical moments, and narratives in Indigenous history that showcase both the struggles and triumphs of Indigenous peoples in Canada. Through a better understanding of the Indigenous experience, our managers are able to become more inclusive leaders.

In addition, Aramark was pleased to expand our **Indigenous Culinary Training Program** through the enhancement of current menu offerings with the addition of Indigenous-inspired cuisine involving multiple new dishes customized to regional and local sustainable ingredients.

Along with our partners, Chef Joseph Shawana and the Indigenous Culinary of Associated Nations (ICAN), we were able to achieve three milestones in this project:

- 1. Recipe & Menu Development**
- 2. Cooking Demonstrations and Training**
- 3. Pop-Up Indigenous Cuisine Experience**



EMOTIONAL WELL-BEING

Take 15

Take 15 is Aramark's official approach to encouraging all of our employees to Take 15 minutes away from phone calls, computers, and smartphones to unwind, focus on mindfulness and social interactions, and recover from work stress.



Meditation Sessions

This past year, the Aramark Human Resources team was pleased to introduce an innovative way for employees to reset, renew, and refresh! With the help of our new partner in wellness, MeditationWorks, Aramark employees are invited to take part in 30-minute, live online sessions in order to help manage stress and sharpen our focus. These periodic sessions not only provide our people with an opportunity to unplug during the day, but also teach effective techniques for achieving greater mindfulness and relieving stress.





myWorkLife

Earlier this year, Aramark launched its brand-new integrated global Human Resources Information System (HRIS), myWorkLife, across the organization. It is a simple, one-stop interface comprised of intuitive technology supporting simplified processes to perform day-to-day HR-related tasks. The myWorkLife system covers all aspects of the HR experience from recruitment, onboarding, performance management, compensation planning, succession planning, to learning designed to transform the candidate, employee, and manager experience. The myWorkLife platform includes various features that empower employees to perform many self-service functionalities including updating their personal information, building their talent profiles, outlining their career journey, and developing their skills leveraging self-learning resources to grow professionally by customizing their own career development plans.

The myWorkLife system also makes it easier than ever for managers to recognize employees for exemplary performance and career milestones, and for team members to celebrate each other's life events. Strengthening the connections between colleagues not only builds more effective teams, but gives us all a greater sense of community and pride in our work even in times such as these which have imposed greater isolation on so many.

LifeWorks Employee Assistance Program

Employee Assistance Programs (EAPs) are often associated with crisis management services such as counseling, which tend to be accessed by employees only during times of distress. Aramark's LifeWorks platform is much more than that. Our team members are enabled with resources that provide value even during the best of times, during working hours and beyond.

In addition to our library of articles, podcasts, and videos which provide guidance on work-related challenges, employees can easily find information dedicated to promoting mindfulness and physical well-being and tips related to common challenges such as parenting or giving up smoking once and for all.

Aramark staff can even enjoy the benefits of being part of our team through exclusive discount offers on everything from shopping, dining out, entertainment, and memberships.

When the going gets tough, trained counsellors are always available for support and guidance. But no matter the specific challenge, interest, or lifestyle, the LifeWorks EAP offers something for everyone.

myWorkLife is designed to transform the experience for job candidates, employees, and managers.



Employee Resource Group (ERG) Update

Last year, we introduced our enhanced online ERG platform with the hope that many of our teammates would benefit from this greater accessibility by connecting with colleagues who share their backgrounds and experiences, and together build strong, productive networks.

Participation has definitely increased, and Aramark Canada now has 267 individual sign-ups across our 11 ERGs! Here are some examples of the meaningful ways our employees are connecting with each other, while working together to educate everyone at Aramark on their powerful messages.

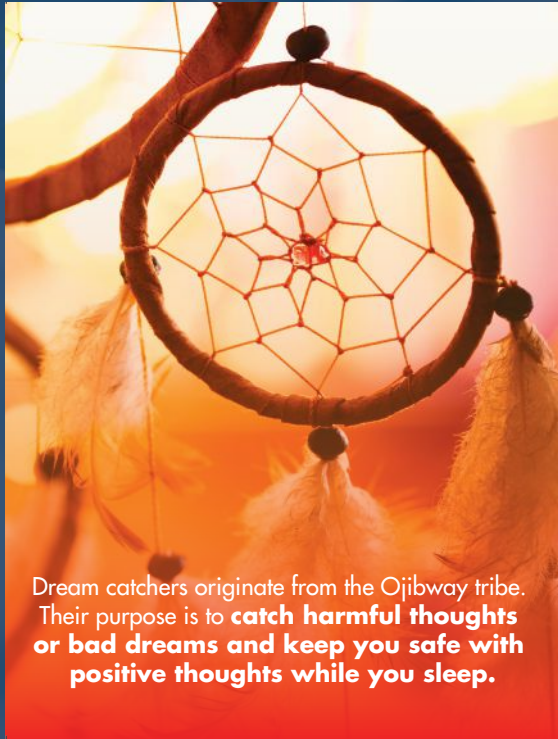
EMPOWER

One of Aramark Canada's most active hubs is EMPOWER, in which passionate members focus on creating more equitable workplaces and communities. This past year, this ERG honoured and celebrated trailblazing, transformational, empowered women who demonstrated resilience, innovation and determination through various initiatives and events. Some key highlights include:

- Building awareness and issuing the first edition of the Canada ERG newsletter, in which Black History Month was celebrated.
- Hosted events to commemorate International Women's Day (IWD) and Women's History Month to raise awareness about women's equality everywhere in the world.



Aramark
EMPOWER



Dream catchers originate from the Ojibway tribe. Their purpose is to **catch harmful thoughts or bad dreams and keep you safe with positive thoughts while you sleep.**

Rising Sun

The members of the ERG dedicated to celebrating the heritage and culture of Indigenous peoples were kept busy this year as they reached out to colleagues across the organization with information and resources meant to help all of us develop a better understanding of Canada's evolution, and to recognize some of the most important national events of the year.

Canada's National Indigenous Peoples Day was celebrated on June 21, 2021. It is a day to mark the history, culture and contributions of First Nations, Métis and Inuit peoples from coast to coast and as part of our commitment to a culture that embraces DEI, we encourage participation from Aramark team members across the country.

**NATIONAL
INDIGENOUS
PEOPLES
DAY**
JUNE 21

We are proud to partner with and work alongside Indigenous Peoples. On June 21, please help us honour Indigenous Peoples. This is a day for all Canadians to recognize and celebrate the unique heritage, diverse cultures, and outstanding contributions of First Nations, Inuit, and Métis peoples.



Indigenous Peoples burn sage to cleanse a person or space, and to promote healing and wisdom.





SAFETY

Our commitment to **Target Zero—no harm to people or the environment**, remains our no. 1 priority at Aramark, and we achieved some very exciting milestones this past year in pursuit of that goal!

Sprains and strains represent our most common form of on-the-job injury at Aramark, and we recently launched a targeted campaign to prevent these types of accidents from occurring. The campaign has been very successful so far, as indicated by a realized decrease in the number of incidences in this category by 33% compared with last year.

Allergens

Providing a safe guest experience for customers with allergies is of critical importance, and this year we took some important steps toward helping our service teams execute on every safety protocol down to the smallest detail.

We have partnered with **Allercheck** as an independent third party to have our allergen-safe locations certified. A successful pilot at two locations is now complete and we are ready to move to the next stage of implementation. As part of that process, we added customization to our allergen communication materials, making it easier for our managers to include any site-specific information that might be required to provide the clearest possible messaging for customers.

Safety Training

This past year we launched a brand-new safety training program for our front line managers to elevate their knowledge and awareness of our Aramark SAFE procedures and resources. We also created a **District Safety Leader (DSL)** network, which has not only connected our safety leaders across the organization and helped them make progress against our Target Zero goal, but provided them with a valuable leadership development opportunity in the process.

Highest Standards

Aramark is already an active member of the **WSIB Health and Safety Excellence program**, and this year we initiated a multi-year plan to implement an **Occupational Health and Safety Management System** in alignment with the International Standards Organization (ISO)—a rigorous framework known as Z45001-19 that will ensure our Aramark SAFE program is built using best practices from around the world.

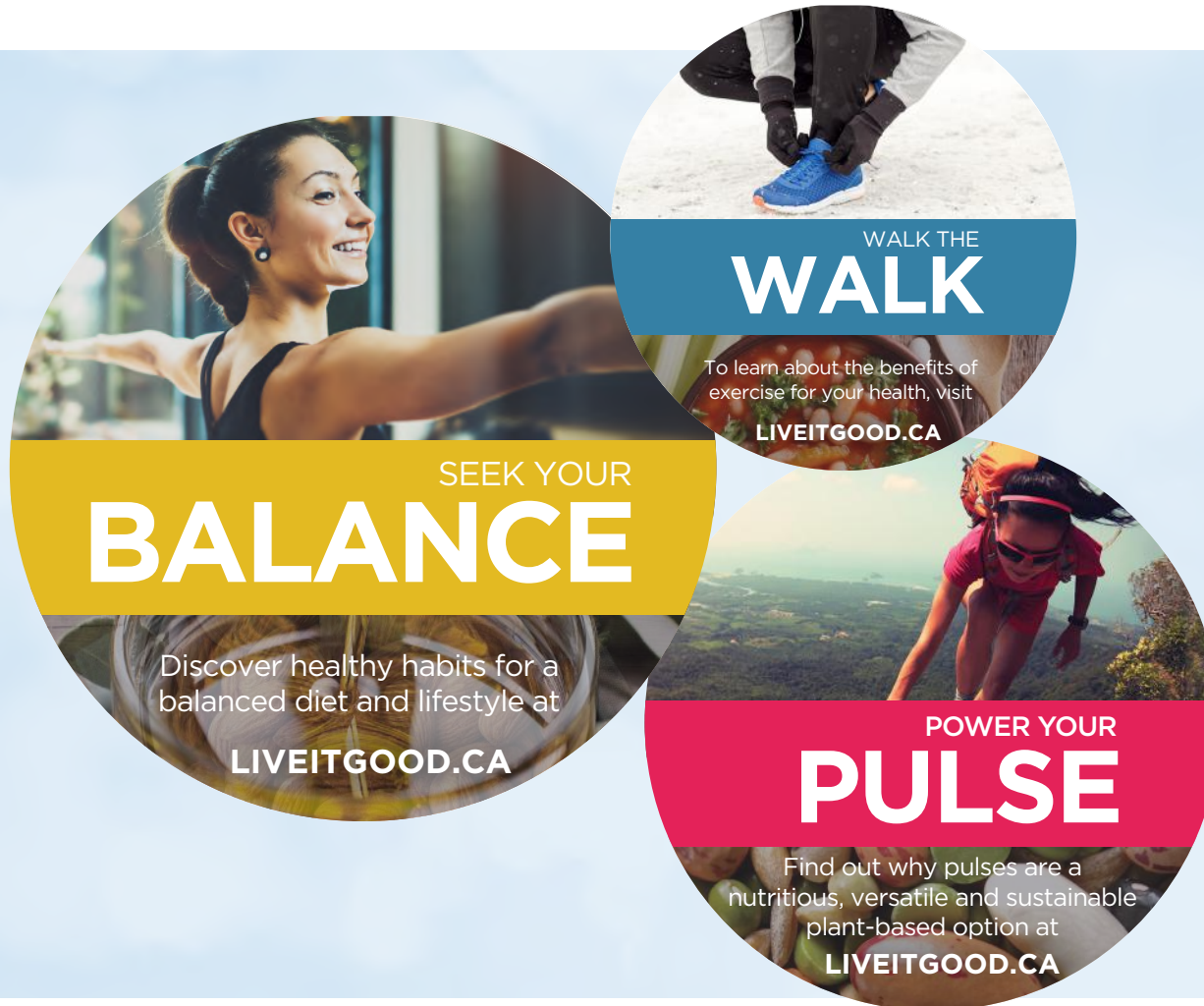


33%
DECREASE

IN SPRAINS AND STRAINS,
OUR MOST COMMON
FORM OF INJURY

EMPOWERING HEALTHY CONSUMERS

With dining programs that make it easy to eat well, and with nutrition and wellness programs that support a culture of health and wellbeing, we're achieving industry leading health impact goals.



LIVE IT GOOD

As the hub of our consumer engagement platform Live It Good, our website liveitgood.ca is our online source for health and wellness information. Over this past year, we have recorded our highest ever site engagement activity, attracting visitors from around the world. In fact, just under half of our viewership was Canadian, with 38% coming from the US and 16% from countries outside of our continent. Most visitors were interested in our Discover page to learn about preparing foods that contribute to personal well-being as well as the health of the planet. Almost as many people logged in to check out our on-trend recipes, featuring everything from locally sourced ingredients to plant-forward and climate-friendly options, to Canadian Indigenous inspirations.

GET THE GOOD STUFF™

The Get the Good Stuff program is a wayfinding resource that highlights better-for-you menu selections that are made with more vegetables and fruit, whole grains, and lean or plant-based proteins and less calories, saturated fat, and sodium.

The eye-catching icon helps consumers quickly and easily spot healthier choices alongside supporting messaging to communicate specific nutrition and sustainability information related to the menu item.

To read the full nutrition criteria used to develop our Get the Good Stuff recipes, visit liveitgood.ca.

Warm Up & Fuel Up

Go for one of our hearty and wholesome **Get the Good Stuff™** selections.

GET THE GOOD STUFF

Packed with nutritious ingredients like whole grains and hearty vegetables, our **Get the Good Stuff™** options are lower in calories, saturated fat, and sodium than other menu items.

25%
OF OUR MENUS ARE
GET THE GOOD STUFF™

*25% main dishes in our business dining and higher education divisions.

TAP INTO
PLANT FORWARD

Discover delicious ways to incorporate more meatless meals into your life at LIVEITGOOD.CA



INGREDIENTS FOR A HEALTHIER TOMORROW

UNLOCK THE POTENTIAL OF FOOD



Learn more about the ingredients of today that support a healthier tomorrow at

LIVEITGOOD.CA



INGREDIENTS FOR A HEALTHIER TOMORROW: FOOD SECURITY

Household food insecurity refers to “inadequate or insecure access to food because of financial constraints”. In 2012, 12.6% of Canadian households experienced some level of food insecurity..

Donating **non-perishable food items** is a great way to give back. Families experiencing food insecurity rely on donated food at **food pantries** to help them stretch their budgets.

Tip: Focus on healthy foods like **proteins** and **whole grains** to help increase access to healthy food for local families.



INGREDIENTS FOR A HEALTHIER TOMORROW

UNLOCK THE POTENTIAL OF FOOD

COMPLETE THE WEEKLY ACTIVITY AND ENTER YOUR NAME TO WIN A PRIZE



NUTRITION MONTH

In recognition of Nutrition Month this past March, Aramark executed a campaign called “Ingredients for a Healthier Tomorrow”. This campaign encouraged consumers to make sustainable food choices and create food systems which not only consider the health of individuals, but the greater community and planet.

Throughout the month of March, accounts across all lines of business celebrated Nutrition Month in their own way! For example, Queen’s University celebrated Nutrition Month by having a pop-up sampling event every Friday in Leonard Dining Hall, while registered dietitians at Bethany Calgary held an interactive tabling event every Monday to promote Nutrition Month to residents and staff. We also shared healthy eating tips from our registered dietitians and nutritious recipes from our executive chefs via social media.

Wellness Wednesdays

An important pillar of our Live It Good campaign is to educate campus communities to create a foundation of knowledge that empowers informed dining choices. As such, many of our registered dietitians provide actionable, evidence-based nutrition and wellness information through Wellness Wednesday engagement and education events.

For example, at University of Alberta, our registered dietitian held a trivia-based event to educate students about food waste in Canada. Attendees received reusable straws and were encouraged to check out our social media campaign for unique ways to reduce food waste.

At Fleming College, our dietitian shared a series of social media posts to highlight trending topics such as, plant-forward eating on campus, food waste reduction, scrap-cooking, and building sustainable food systems.

“Scrap-cooking, especially making a fun banana peel chocolate cake, was a novel concept for many of our community members!”

– Clare Barker,
Registered Dietitian

“ It was a great way to connect with students and chat about steps we can take to reduce food waste in the dining halls while considering the larger-scale impacts!”

– Krishna Shah, Registered Dietitian



Health and Wellness Manager Kristen Simonds evaluates recipes for inclusion in the PLUS Program.

FEATURE STORY: LONG-TERM CARE HEALTHY MENU INNOVATIONS

Senior Living Dining Program

Our mission is to provide exceptional experiences to the senior living community through seamless integration with the community itself. Through the implementation of innovative technology and carefully-planned engagement activities, our highly-trained teams are able to maintain the safety, health, and happiness of the residents in every way.

PLUS PROGRAM

To better serve our more vulnerable populations, our development chefs and registered dietitians at Aramark's Culinary Innovation Centre have developed PLUS menu choices for our enhanced food program. These menu items deliver greater nutrient density in portions better suited for diminished appetites, and exemplify the "food first" approach.

PLUS menu choices are enhanced using plant protein and dairy ingredients across all food categories including beverages, vegetables, soups, texture modified products, and even desserts. Each new innovative PLUS menu choice was not only created to be nutritious, but also delicious and comforting. Our culinary team begins the PLUS creative process with flavour and quality in mind, submitting each innovative recipe concept for review and evaluation by a team of registered dietitians against evidenced-based criteria. For a recipe to be considered PLUS, it must meet our criteria as it relates to four key nutrients of concern—calories, protein, fibre, and calcium. Once confirmed as an approved PLUS recipe, the item is incorporated into the PLUS enhanced nutrition program, allowing our healthcare teams to add it as a personalized nutrition intervention or as a menu item for all.





Debbie Martinussen, Director of Healthcare Menu Development, shows Aramark Canada President Andy Siklos her teams' progress with IDDSI recipe testing.


INTERNATIONAL DYSPHAGIA DIET STANDARDIZATION INITIATIVE (IDDSI)

The International Dysphagia Diet Standardization Initiative or IDDSI is a new global framework that provides consistency in terminology and definition to classify texture-modified foods and thickened liquids for individuals with dysphagia. Dysphagia is a term used to describe difficulty with swallowing and it afflicts people of all ages, in all care settings, and all cultures. (<https://iddsi.org/framework>)

In order to transition our current texture-modified recipes to new IDDSI-approved recipes, our registered dietitians and development chefs spent countless hours testing and evaluating our menus for compliance to the IDDSI criteria.

While working to ensure that the products we serve are appropriate in terms of quality, performance in application, and taste, our IDDSI project team made some valuable discoveries that have since been employed to serve those with dysphasia better than ever. For example, it was recognized early in the testing process that adding a small amount of plant-based protein to the pureed items consistently improved reliable and consistent compliance to the IDDSI level criteria while contributing an enhanced component of nutrition that had not been provided in the original recipes. At the same time, the plant-based recipes reduced the overall carbon footprint of our menu.





36%
OF OUR MENUS ARE
VEGETARIAN
OR VEGAN

21%
OF MENUS ARE
PLANT-FORWARD

*In our business dining, healthcare
and higher education divisions.



PLANT FORWARD + SEASONAL MENU DESIGN

Our team of registered dietitians, sustainability specialists, and development chefs work collaboratively on creating lower climate impact menus that also promote good health and nutrition. Much of our focus includes the creation of seasonal menu packages that highlight the best of what is grown and harvested at different times throughout the year without sacrificing the balance between good nutrition, taste, and comfort. The results of this approach to plant-forward menu engineering are recipes that seamlessly replace some of the classic indulgences with options that taste just as great, but also promote greater health and environmental stewardship. And while some may assume that a plant-forward menu is too limiting in terms of variety, we pride ourselves on creating fresh and exciting menus that incorporate flavours from around the world as well as the local favourites.

BUILDING LOCAL COMMUNITIES

The success of our business relies on our ability to be a supportive and constructive member of every community we serve through purchasing, hiring, volunteerism and investment.

INDIGENOUS RELATIONS

Aramark took some very significant steps forward over the past year toward our goal of making a positive impact on the Indigenous peoples of Canada. In 2021, we introduced our first Indigenous Relations Policy, which articulates our commitment to build strong, productive relationships with First Nations, Inuit and Métis communities.

Amy Rose joined our team as our first Indigenous Relations Director to plan

and oversee our progress with initiatives such as procurement from Indigenous-owned enterprise, community investment, hiring and retention, and even culinary development.

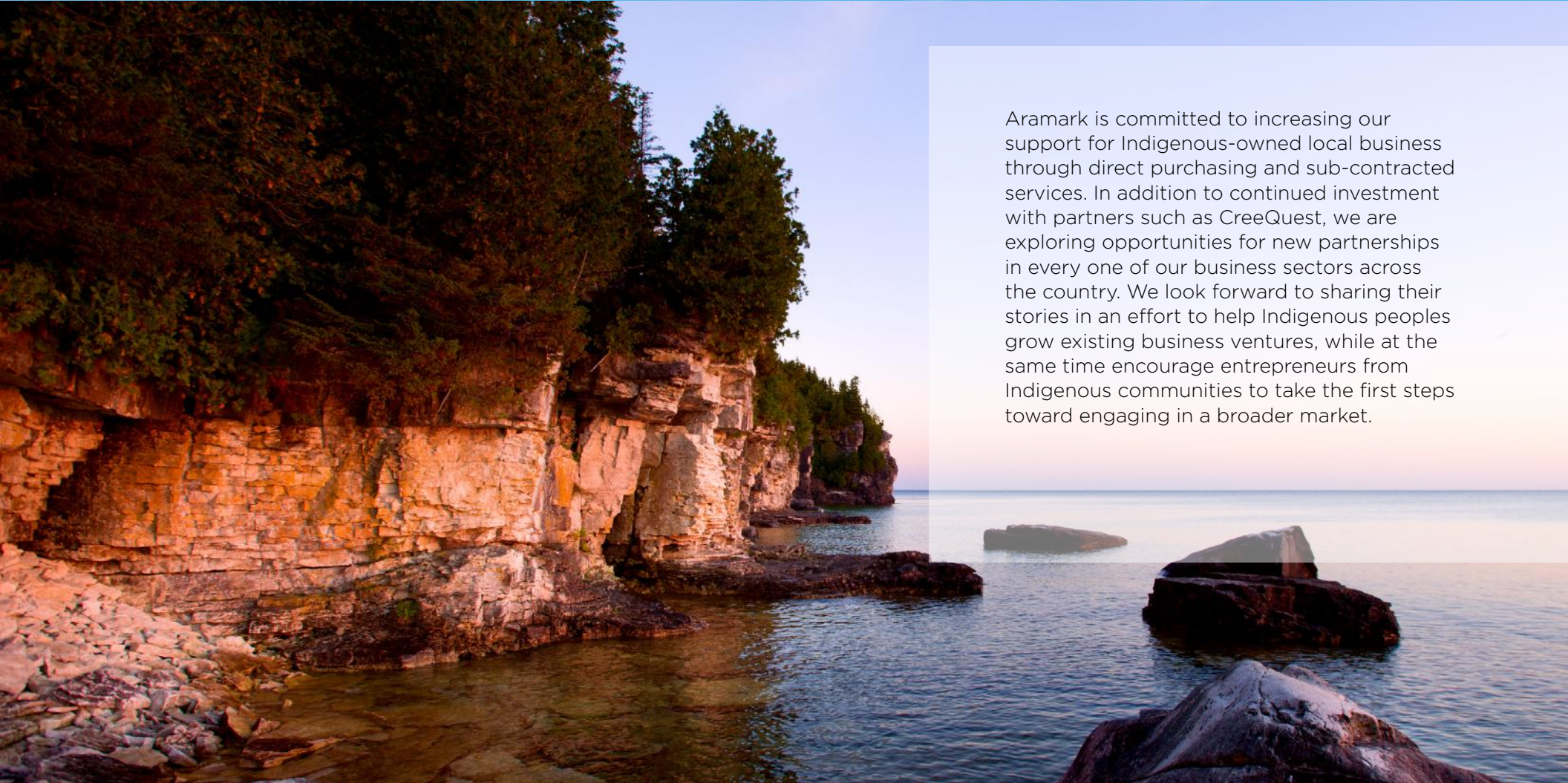
As our partnerships with natural resources companies continue to grow into some of the more remote geographies of Canada, where many Indigenous peoples have flourished for millennia, Aramark is dedicated to ensuring that our impact with these communities is entirely positive.

One of the ways we can achieve this goal is through increasing employment opportunities.

Our current Remote Service teams have representation from many Indigenous communities including Attawapiskat, Fort Albany, Kashchewan, Constance Lake, Métis Nation of Ontario, Taykwa Tagamou, Moose Cree, and Wahgoshig.

Through our partnership with CreeQuest, we have invested over \$700,000 into these Indigenous communities on a wide variety of projects:





Aramark is committed to increasing our support for Indigenous-owned local business through direct purchasing and sub-contracted services. In addition to continued investment with partners such as CreeQuest, we are exploring opportunities for new partnerships in every one of our business sectors across the country. We look forward to sharing their stories in an effort to help Indigenous peoples grow existing business ventures, while at the same time encourage entrepreneurs from Indigenous communities to take the first steps toward engaging in a broader market.



Long Lake #58 First Nation and Greenstone Gold

Aramark has a long history of mutually beneficial partnerships with Indigenous groups across the country. Our unique joint venture with Long Lake #58 First Nation on the Greenstone Gold Mines Greenstone Project is an example of the emphasis we put into meeting the needs of the specific communities we serve. After working with the Long Lake #58 Council to understand their priorities, we created a plan that would provide members of the community with opportunities identified by the community itself as being of the greatest value. Our Participation Plan is extensive, and focuses on these four priorities:

- Training & development
- Employment
- Business opportunities
- Investment into legacy initiatives

Pre I PARE Program

Offered twice per year, this nine-week, paid certificate program was designed to ease community members into mining camp life with a graduated, rotational work schedule. With a focus on people new to the workforce, candidates who complete the program enjoy benefits such as access to mentorship and a commitment to work with at least one other member of the same community at their work site. They also gain the knowledge and skills to work with us in a number of different permanent or seasonal roles.

SINCE 2017
WE HAVE AVERAGED

39%
FIRST NATIONS
REPRESENTATION IN
REMOTE SERVICES
WORKFORCE



Chef Joseph Shawana

INDIGENOUS STORYTELLING THROUGH FOOD

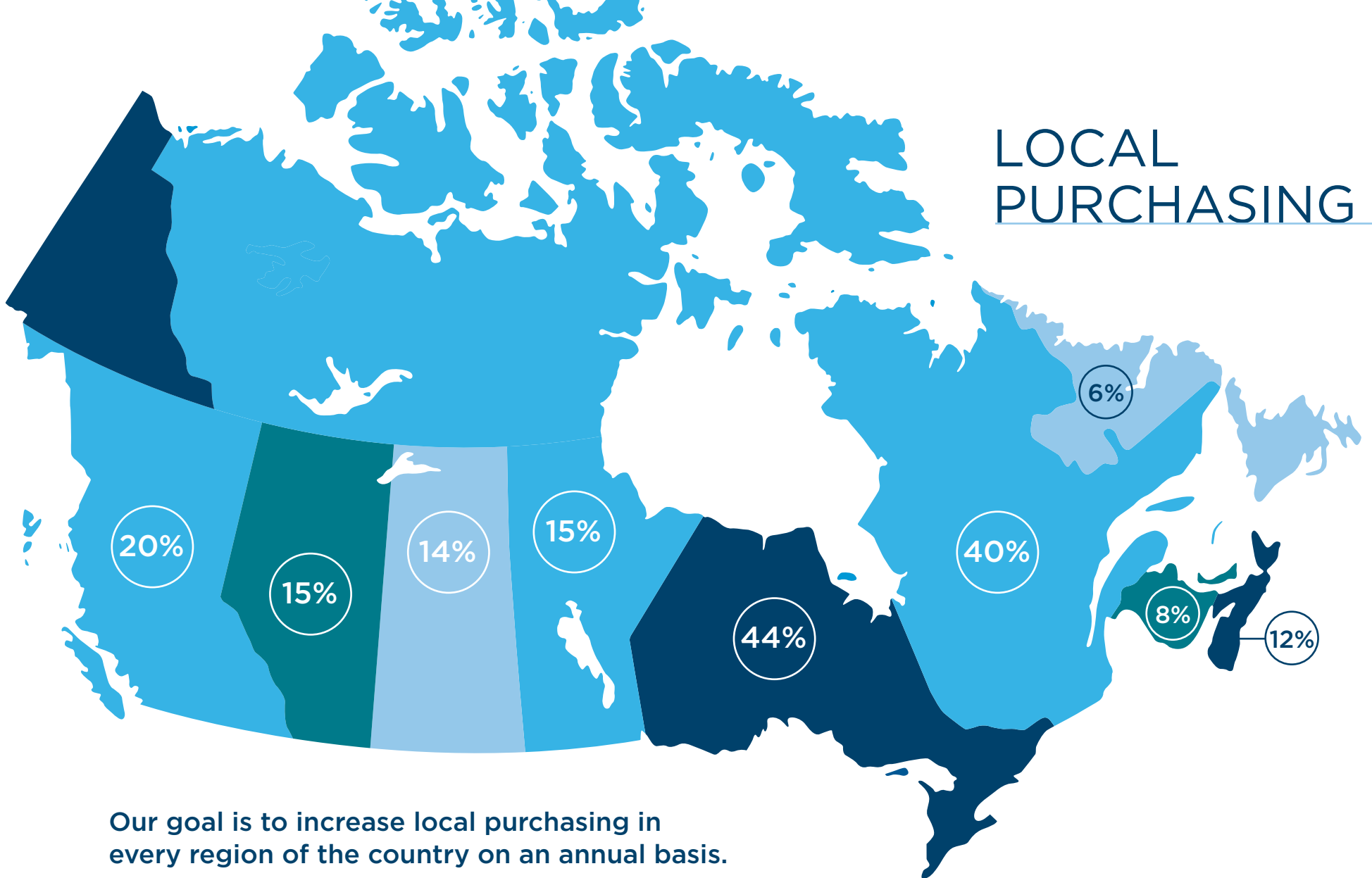
On March 23-24, Queen's University hosted Chef Joseph Shawana, Chair of the Indigenous Culinary of Associated Nations Board, for a special event celebrating a cherished tradition among many of the Indigenous cultures across Canada—the art of storytelling through food.

Chef Shawana, who is also a Professor at Centennial College's School of Hospitality, Tourism and Culinary Arts in Toronto, kicked off the event with a culinary training session during which he shared teachings about the foundation of Indigenous food systems, the importance of ingredient history, and proper cooking techniques for producing Indigenous recipes. As food was prepared, participants were given the chance to share in the experience by sampling the dishes Chef Shawana prepared.

Events such as these are meaningful to Chef Shawana, both as a culinarian and as a leader in the Indigenous community, because it gives young people an opportunity to acquire valuable life skills while learning about Indigenous culture at the same time.



LOCAL PURCHASING



Our goal is to increase local purchasing in every region of the country on an annual basis.

Across the provinces overall our results were positive. In the west, BC and Alberta remained on par with the previous year while the rest of the prairies realized a significant gain for both Manitoba and Saskatchewan. In Central Canada, we achieved an increase in procurement of items produced in Ontario and Quebec. And in the Eastern provinces, local purchasing has retracted slightly due to some of the business closures brought on by the pandemic.

We remain dedicated to supporting local enterprise through purchasing, and will continue to report on our progress across the country.



BIOENTERPRISE

Innovation in food and agricultural technology is an area of rapid evolution. New products and companies are emerging constantly with fresh ideas on how to improve our food system, such as soil regeneration, methods to increase crop yields, and great-tasting ingredients with healthier profiles, to name a few.

It is in that spirit that Aramark Canada has become the very first in the managed services sector to become a corporate sponsor of Bioenterprise.

Known as Canada's largest food and agri-tech engine, Bioenterprise is a network of entrepreneurs, accelerators, and service partners committed to driving innovation across the country in food-related technologies.

Our sponsorship enables us to build productive relationships with Bioenterprise's broad network of hundreds of entrepreneurial businesses in every region of the country, ranging from start-up to well-established, enabling us to evaluate ways in which some of these businesses can support the communities in which we and our clients are so engrained. This gives us the opportunity to become positive changemakers in the Canadian food system through the introduction of some of the most promising improvements.

For us, this is more than a discovery mission.

Rather than waiting around for the next exciting innovation in locally-based food production to come to market, we are actively providing a helping hand to the innovators themselves by sponsoring their growth and market access through the supply chain.

FEATURE STORY: KOR FOODS

One of the exciting innovators that Bioenterprise has introduced us to is Paul Gill from KOR Foods. Paul and his team have created a baking flour which can increase the amount of protein and fibre in a recipe, while at the same time decreases carbohydrates from the version of the same recipe prepared with regular white flour. They have also developed a healthier wheat option which is non-GMO, and ethically sourced from Canadian farms. A product like Paul's is allowing us to explore ways of increasing the nutritional value in our recipes without sacrificing the high quality of the foods our customers expect from us, while at the same time reducing our impact on the environment by maximizing the use of plant-based proteins.



“More than ever consumers are looking for ways to improve the health of their bodies as well as the planet, and our product lets them do both. We’re excited to be working with Aramark Canada to find menu applications across their business, particularly in public institutions such as hospitals and schools.”

- Paul Gill, KOR Foods





ABC DAY

Through our global volunteer and philanthropic program Aramark Building Community (ABC), we develop partnerships with organizations dedicated to making a positive impact on people and planet. Sometimes our initiatives are meant to provide support at the local level through shelters and community centres, supporting those of our neighbours who could use a helping hand. In other cases we seek strategic associations with NGOs that have national, or even global aspirations, focused on causes such as social justice, food insecurity and environmental stewardship in order to maximize the number of people we are able to reach. We contribute approximately \$9 million annually to nonprofit organizations through the Aramark Charitable Fund, through corporate contributions, and through our businesses. Throughout the year, and during our annual ABC Day, thousands of our employee volunteers work to build vibrant, sustainable communities for all.



ABC DAY— BC'S BEACH CLEANUP

In British Columbia, a team of Aramark employees participated in The Great Canadian Shoreline Cleanup for ABC Day 2022. Armed with gloves, garbage bags, and trash pickers, the team headed to White Rock Beach where they combed through nearly 6 kilometers of shoreline, picking up trash along the way. In total, the team removed more than 50 pounds of garbage and recycling waste from the shoreline. This included over 60 beverage containers taken to the recycle depot, food containers, coffee cups, unmatched flip flops, straws, cigarette butts, a towel, and more. The project served as a great opportunity for the Aramark team to connect with each other, but also the community members they encountered along the shoreline throughout the cleanup, who were very appreciative of our team's efforts.



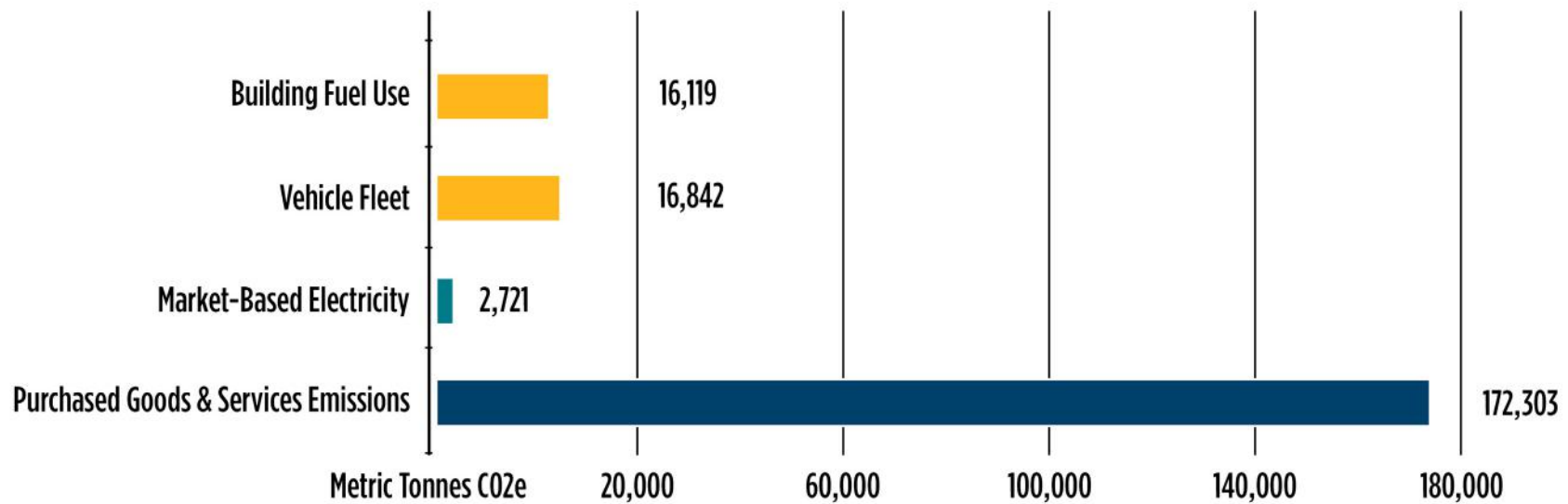


IMPACT ON PLANET

Our strategy to help protect the health of the planet for future generations is squarely centered on reducing our greenhouse gas emissions to fight climate change. We are very proud of the progress we have made over the past year, not only with the monumental task of measuring the carbon footprint of our operations across the country, but against the initiatives already in place that are helping to reduce our environmental impact.

GREENHOUSE GAS (GHG) EMISSIONS

Aramark Canada GHG Emissions



- SCOPE 1 ■
- SCOPE 2 ■
- SCOPE 3 ■

This chart shows Aramark Canada's fiscal 2021 GHG inventory, inclusive of Scope 1, 2, and 3 emissions. Scope 1 emissions are direct emissions from owned or controlled sources, Scope 2 emissions are indirect emissions from the generation of purchased energy, and Scope 3 emissions are indirect emissions that occur in the value chain.

We continue to work toward expanding our GHG inventory to include all relevant Scope 3 categories.

Note: Aramark's CDP report includes additional details about the enterprise GHG inventory, including Canada emissions.

GHG INVENTORY

Our GHG inventory helps us focus on areas where we can have an impact and provide transparent data to our stakeholders. We have made significant progress in benchmarking the carbon footprint of our Canadian operations.

For the first time in this report, we are disclosing GHG emissions from Aramark

Canada for the three most recent fiscal years. Our analysis includes actual data wherever possible and follows the guidance of the GHG Protocol. We strive to continually improve the quality and rigor of our data collection and analysis processes and will continue to report emissions through the Impact Report and the Carbon Disclosure Project (CDP).

SCIENCE BASED-TARGET INITIATIVE

This past year, Aramark announced its commitment to set enterprise-wide science-based targets to reduce greenhouse gas (GHG) emissions in alignment with the Science Based Targets initiative (SBTi). Over the next 18 months, Aramark will develop its targets in line with the SBTi Net-Zero Standard, which was released in October 2021. This announcement affirms a commitment to set a near-term science-based target to significantly reduce GHG emissions within 5-10 years, as well as a long-term science-based target to reach net-zero value chain GHG emissions by no later than 2050.

We have begun developing our strategies to reduce our emissions. Some initiatives will be continuations or enhancements of programs we know to be tried and true, and some will be brand-new for us and innovative within our industry overall. Of course with such a significant ratio of our footprint associated with our Scope 3 emissions, we know that many of our most impactful strategies will target our supply chain management and procurement practices as well as the emissions generated from our operations in client locations.

Aramark Canada GHG Emissions

EMISSIONS SOURCE	2021	2020	2019
SCOPE 1			
BUILDING FUEL USE	16,119	18,925	22,114
VEHICLE FLEET	16,842	17,598	18,766
SCOPE 2			
ELECTRICITY MARKET-BASED	2,721	2,457	3,106
SCOPE 3			
PURCHASED GOODS & SERVICES EMISSIONS	172,303	218,014	272,752

RESPONSIBLE SOURCING

Our supply chain is where the greatest opportunities exist to maintain a positive influence on the many environmental and social elements of the global food system.

UNDERSTANDING THE SUPPLY CHAIN

In order to encourage greater social and environmental responsibility throughout our supply chain, it is imperative to first gain a better understanding of our current landscape of suppliers. We work with thousands of vendors representing a wide variety of ownership structures and procurement practices that are quite literally global in scope. Gathering the data needed to set targets for improvement is no small task, but similar to the way we

approached the colossal undertaking of measuring our greenhouse gas inventory we are absolutely committed to overcoming the challenge.

One of the ways we are making progress is with the help of the EcoVadis supplier sustainability assessment program. Providers of products or services we wish to procure go through an EcoVadis questionnaire built specifically for the

specific industry the supplier is in, responding to questions related their policies and procedures concerning environment, labour and human rights, and supply chain management.

The resulting “report card” gives us a score we can use to compare with industry averages and highlights specific areas where a particular supplier is either doing well, or has room for improvement. This information helps us to align with partners who share our values and goals, and to use our purchasing power to influence vendors with lower scores to make improvements in order to be considered as one of our supplier partners.

The assessment of our broader global supply chain will take time, but we have begun the process in earnest, having already reached out to hundreds of our highest volume partners. We look forward to continuing with the rollout of this program as we look to enable positive change in the sourcing and production practices of a wide variety of sectors.



ANIMAL WELFARE

Through our seat with the National Farm Animal Care Council (NFACC) as an Associate Member, Aramark Canada continues to take part in the process of creating the highest possible standards for the welfare of animals used in agriculture across the country. The Codes of Practice dictate the specific needs for every type of animal raised on Canadian farms, and we are fortunate to have access to the perspective and direction of the experts who constitute this forum.

**WE ARE ON TRACK TO
MEET OUR COMMITMENT TO
USE 100% CAGE-FREE SHELL
EGGS BY THE END OF 2022,
AND 100% CAGE-FREE LIQUID
EGG PRODUCTS BY THE
END OF 2025.**



“One of the goals of the university is to create a new generation of conscientious consumers. Aramark’s chain of custody certification with the Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) not only supports our mission to serve only third-party verified sustainably sourced seafood, but helps to educate the entire campus community on the critical importance of maintaining the health of our oceans.”

- Jennifer Pete
Director, Business Development
and Communications
Queen’s University

EXPANDING OUR SUSTAINABLE SEAFOOD PROGRAM

Our sustainable seafood program for our higher education business continues to be an industry hallmark of responsible sourcing, and this past year we were able to significantly expand our program with the help of some prestigious new partners.

Several Ontario universities, including Queen’s University, Brock University and the University of Toronto Mississauga joined our chain-of-custody certification program with the Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) to help us increase purchasing of third-party verified, sustainably-sourced seafood, and to help promote the importance of a seafood industry that considers social and environmental viability.

We also made progress in expanding the scope of our commitment to sustainable seafood purchasing to include the critically important category of tuna. We are working with our distribution partners to introduce this product to universities in every region of the country.



70%
OF FROZEN FIN FISH
ARE THIRD-PARTY VERIFIED
SUSTAINABLE



“We’re proud to work with Aramark on a unique solution to bring fairly traded produce into the institutional food service market. As a trusted partner, we share their goals of creating a more socially responsible supply chain.”

-Tom Bak,
National Director Produce,
CMU Sales, Sysco Corporate Canada

“It’s great to see Aramark looking at different ways of incorporating Fairtrade certified products into their service. Equifruit started small in the hopes that we can build a repeatable model that can be scaled across their business over time.”

- Kim Chackal,
Director Sales & Marketing, Equifruit

EXPANDING FAIR TRADE

We have worked with many of our Canadian client partners over the last decade to help promote more equitable trade practices within the global supply chain. For us, the opportunity to make a difference is primarily driven through our purchasing of key commodities such as coffee and cacao, as well as through consumer messaging designed to increase demand for products that were brought to market without exploitation of farmers and workers. Organizations such as Fairtrade Canada have provided us with the tools to do both, using high levels of public recognition and trust in their mark to help simplify

what can sometimes be a complicated, international economic issue.

In partnership with Equifruit and Sysco Canada, we are piloting an approach to bring Fairtrade-certified bananas to new locations by guaranteeing minimum purchase volumes every week, maintaining consistent availability to our customers while the infrastructure of this specific supply chain is implemented. Our hope is that by taking some of the risk out of the hands of producers, we will encourage a system where fair trade becomes the rule and not the exception.

MINIMIZING FOOD WASTE

Conserving the resources and reducing the environmental footprint associated with food production is a critical component of our strategy to fight climate change.



10,122 KG
OF FOOD WAS RESCUED
IN THE PAST YEAR

THIS IS EQUIVALENT TO AVOIDING 35,885 KG
OF GREENHOUSE GAS EMISSIONS

FOOD RESCUE PROGRAM

Last year, we were excited to announce a new partnership in the works with **Second Harvest**, the Canadian experts in rescuing quality leftovers from food service operations and facilitating donations to community recipients.

The launch of the **Food Rescue** program across Canada earlier this year was a great success, and we are extremely pleased to announce that our volume of donated foods has more than tripled compared with our rates before the introduction of the national program! Still in the early stages of this initiative, we are confident that these numbers will continue increase and committed to maximize engagement with this program in the field.

766,619 KG
OF FOOD WASTE
DIVERTED SINCE 2017



“ We are thrilled to have Aramark adopt the national use of the Second Harvest food rescue app. Aramark’s reach across the Canadian institutional food service market will help us rescue a significant volume of food that might otherwise have gone to waste while providing healthy meals for individuals in our communities who are experiencing food insecurity.”

- Winston Rosser,
VP Food Rescue

REDUCING PLASTIC AND PACKAGING

We are implementing initiatives to reduce single-use items that cannot be diverted from the waste stream in our service, including reusables programs, alternative materials and outright elimination.

THE COMPOSTABLE SINGLE-USE PRODUCTS GUIDE

Last year our procurement team launched an exciting new tool for our on-site teams that will significantly reduce the amount of waste destined for landfill as a byproduct of our operations. The Compostable Single-Use Packaging Guide provides fully compostable alternatives for every single unit of packaging associated with one of our proprietary brands. Where composting streams are not available, we offer #1, 2, or 5 recyclable plastics in order to ensure compatibility with the municipal waste management program.



FEATURE STORY: PILOT PROGRAM WITH CANO

Aramark is working to help our consumers reach their personal goals to avoid single-use packaging through an increased availability of reusable container programs. At the beginning of 2022, our Concordia team partnered with Cano, a Montreal-based company that offers a turnkey solution to replace single-use packaging in cafeterias and food courts. With Cano, customers purchase their meal or beverage in a container featuring a QR code on the bottom. At checkout, they scan the QR code on their mobile phone. After finishing their meal, they simply need to return the container in collection bins. The containers are made of durable and recyclable plastic and are washed in a commercial dishwasher that minimizes the amount of water and cleaning products used. Each container replaces thousands of disposable packaging according to the life cycle analysis made by the QC Government Life Cycle Assessment (LCA) of reusable and single-use coffee cups (gouv.qc.ca).

SIP SMARTER

Since the onset of the pandemic, the service industry has relied on single-use items as a means of enhancing the health and safety of our customers. In spite of this, we have made tremendous progress in eliminating unnecessary usage of single-use plastics (SUPs) such as straws and stirrers in our business as part of our reduction and educational strategy—**Sip Smarter.**

We have begun working with suppliers across the packaging industry to test new product innovations for SUPs including straws, cutlery, and a variety of food and beverage containers, as well as technologies for on-site processing. Finding efficiencies in the waste management programs operated by so many of our clients is one of our top priorities for the years ahead, and we are looking at opportunities well beyond the confines of the traditional infrastructure that has existed in our municipalities for so long.

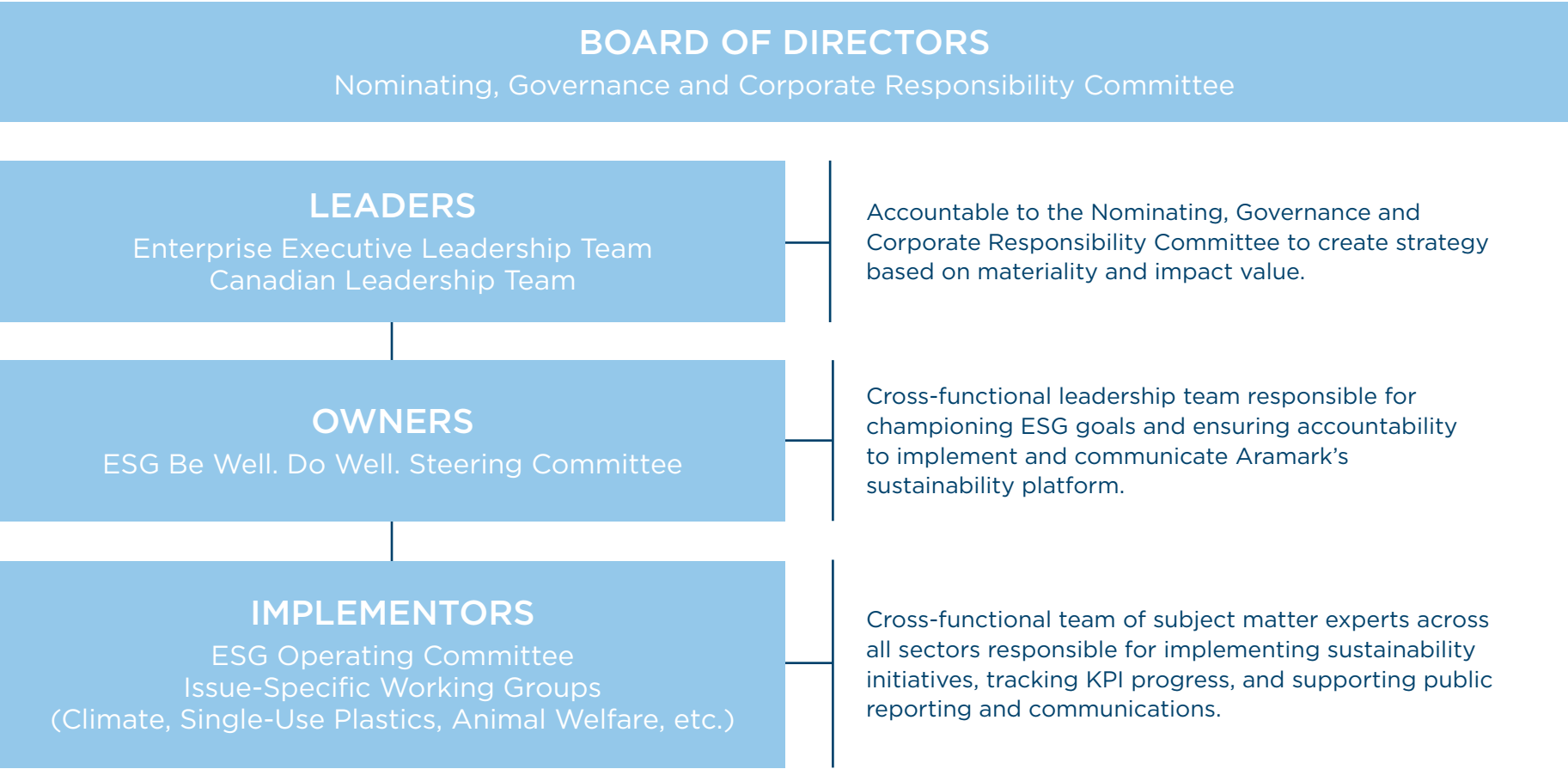




OVERSIGHT OF ESG

Our structure is designed to deliver and embed our Environmental, Social, and Governance (ESG) strategy within executive leadership, drive implementation and accountability, and to foster cross-functional coordination. For initiatives and reporting with global scope, it begins with our Executive Leadership Team with oversight from our Board of Directors Nominating, Governance and Corporate Responsibility Committee. ESG metrics are tied to executive performance scorecards.

In Canada, our strategy is guided by our ESG Steering Committee and executed through a coordinated effort with our ESG Operating Committee and issue-specific working groups.





Looking for More Information?

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