

# Be Well. Do Well.®

CANADA PROGRESS REPORT | AUGUST 2023





# TABLE OF CONTENTS

## 05 INTRODUCTION

- › Letter from President
- › Letter from our ESG Leads
- › Aramark in Canada
- › About Be Well. Do Well.
- › Be Well. Do Well. Progress

## 17 PEOPLE

- › Engaging Employees
- › Empowering Healthy Consumers
- › Building Local Communities

## 39 PLANET

- › Sourcing Responsibly
- › Minimizing Food Waste
- › Reducing Plastic and Packaging

## 55 GOVERNANCE

- › Oversight of ESG

## 59 INSIGHTS

- › Materiality
- › United Nations Sustainable Development Goals





# INTRODUCTION

Be Well. Do Well. is Aramark's ESG platform. Introduced to our Canadian partners in 2020, it articulates our purpose 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.

It sums up our dedication to reduce inequity, support and grow our communities, promote diversity, and protect our planet, while continuously strengthening the core foundation and long-term value proposition of our business.

Our integrated, strategic people and planet goals convey our priorities and ambitions, focusing our efforts and inspiring our organization.

Our people goal is to enable equity and well-being for millions of people, including our employees, consumers, communities, and people in our supply chain. We aim to achieve this through engaging our employees, empowering healthy consumers, building local communities, and sourcing ethically and inclusively.

Our planet goal, interconnected with our people-focused commitments, is to promote planetary health across our value chain while pursuing a path to net zero greenhouse gas (GHG) emissions.



**Andy Siklos**

As I reflect on the past year, I'm reminded of our clients' faith in our ability to navigate the challenges of the pandemic, and I am grateful for that support. Together we overcame those challenges, and now in the face of global staffing shortages and inflationary pressures on food costs the value we place on partnership is higher than ever before. With your encouragement, we have changed our focus from recovery to growth and prosperity.

Our commitment to Environment, Social, and Governance (ESG) goals remains unwavering. As we continue to deliver our Be Well. Do Well. platform for ESG planning and development, this annual report serves as your resource to review our progress to date, as well as learn about our plans for the future.

At Aramark, the safety, health, and wellness of people will always come first, and our newly expanded ESG team is providing trainings and resources that help foster a supportive culture. The key areas of focus driving our strategy to deliver on our commitment to stakeholders include:

- Enhancing our relationships with Indigenous communities
- Promoting diversity, equity, and inclusion throughout our staffing and procurement processes
- Developing infrastructure to support the wellness of our teams and the communities we serve

At the same time our work to reduce greenhouse gas emissions in order to fight climate change is the hallmark of our plan to help protect the planet for future generations. We have introduced many initiatives to help us achieve that goal:

- Expanding our climate-friendly menu strategy
- Reducing plastics and single-use items in our service
- Diminishing food waste

In addition to updates on our performance against existing targets that were set to address your most pressing ESG priorities, this report includes highlights on some regional initiatives that represent the future of sustainable service. Because we understand that leadership in ESG is a critical component of the value we bring to our partnership, we are confident you will appreciate this opportunity to make the innovations of today the standards of tomorrow.

Thanks again for your continued support. We look forward to hearing from you!

**Andy Siklos**

*President*

*Aramark Canada*



**Michael Yarymowich**



**Millicent Dampare**

To ensure a successful Environmental, Social, and Governance (ESG) platform, integration throughout the organization is crucial. It should be flexible enough to fit existing structures, yet rigid enough to be thought of as a foundational component of every new system or initiative.

At Aramark, we have refined our people and planet priorities in line with our clients and customers. We swiftly allocate resources and develop new strategies to address these priorities. The introduction of Be Well. Do Well. in 2020 enhanced transparency and strengthened trust by placing people at the core of our socially and environmentally responsible approach. Diversity, equity, and inclusion are now intrinsic to our recruitment, purchasing relationships, and company culture.

To reach our goals related to better environmental stewardship, we are finding new ways to collect and analyze data. Using advanced technologies, we benchmark accurately and set ambitious targets to showcase our commitment to responsible growth.

As our team expands, diverse perspectives contribute to our progress. Our collaborative development process draws on varied backgrounds, experiences, skills, and expertise, enabling us to offer innovative global solutions in ESG.

To maximize our partnership's value, we emphasize accessibility and urge you to leverage the effectiveness of Be Well. Do Well. Share your ESG challenges, and together we will find suitable solutions. Our primary goal as a service provider is to support your success.

Thank you for your partnership. We eagerly anticipate another year of productive collaboration in driving positive social and environmental change.

**Michael Yarymowich**  
*Director, Sustainability*  
*Aramark Canada*

**Millicent Dampare**  
*Strategic DEI Lead & Development*  
*Aramark Canada*

An aerial photograph of a lush green forest. A winding river or lake flows through the lower right portion of the image, reflecting the sky. The forest is dense with various types of trees, including tall evergreens and shorter deciduous trees. In the background, rolling hills or mountains are visible under a clear sky.


# ARAMARK IN CANADA

Aramark has been a trusted leader in providing managed services to Canadian clients since 1961, when it was incorporated as Vendomatic Services Limited. Since then our operations have spanned every province and territory, providing value to a broad variety of industries that includes universities and colleges, hospitals and senior living care facilities, offices and factories, sports stadiums, remote work camps, airports, passenger trains, and more.

We employ over 10,000 Canadians in full and part-time roles, supporting the communities we serve with opportunities for career growth and development.

We are a growing business here in Canada, and we are also proud to be part of Aramark's global enterprise in 19 countries around the world.





We purchase over  
**38,000 individual products**  
from over 1,000 producers  
in order to provide our services  
across the Canadian business.

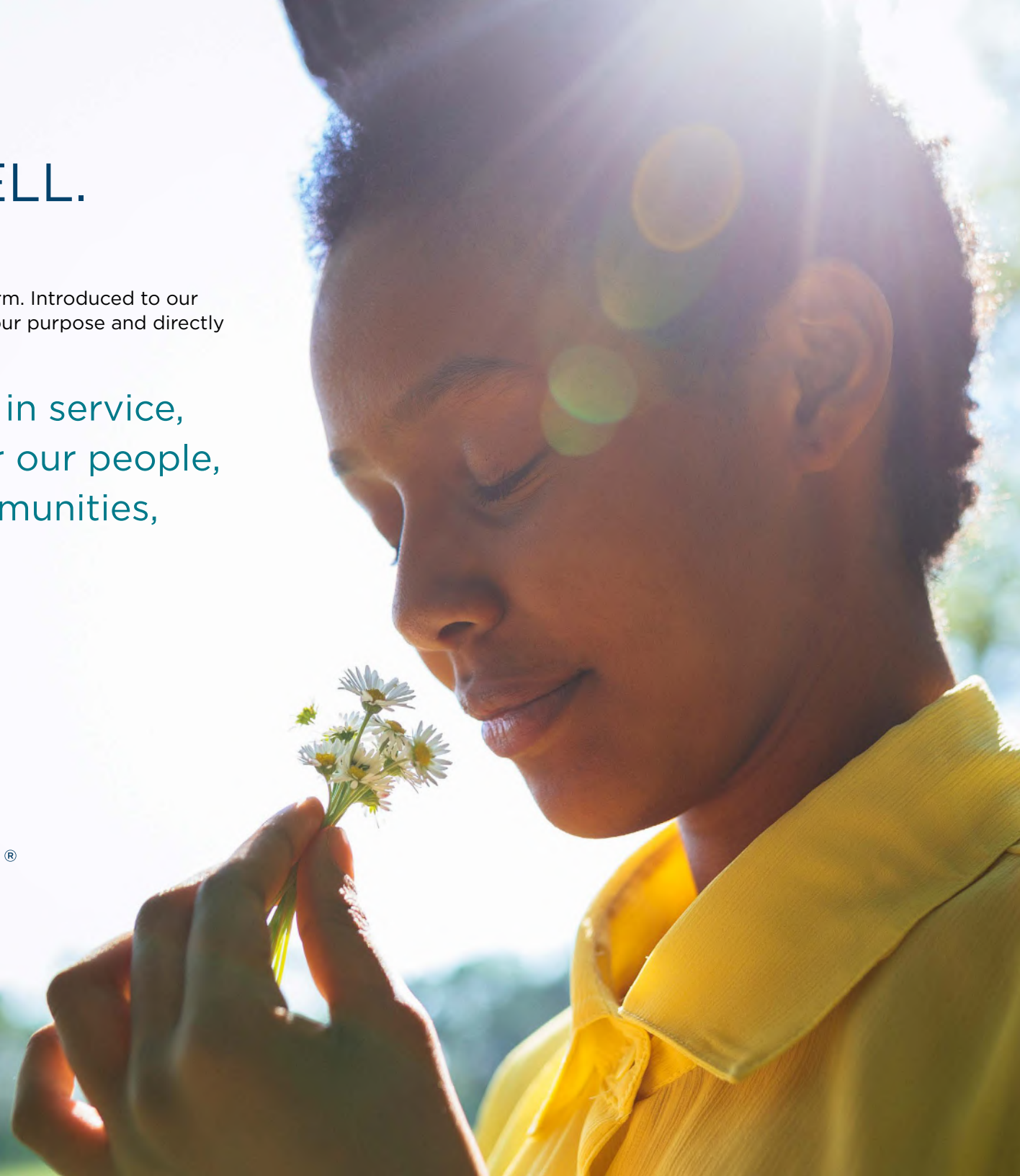
We serve over  
**300 individual clients**  
across all of our different  
Canadian business  
segments.

# ABOUT BE WELL. DO WELL.

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Because we're rooted in service,  
we do great things for our people,  
our partners, our communities,  
and our planet.

# Be Well. Do Well.®





**It sums up our dedication** to reduce inequity, support and grow our communities, promote diversity, and protect our planet, while continuously strengthening the core foundation and long-term value proposition of our business.

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Our planet goal, interconnected with our people-focused commitments, is to promote planetary health across our value chain while pursuing a path to net zero greenhouse gas (GHG) emissions.



## ABOUT OUR REPORTING

This report is designed to enable our stakeholders to understand our goals and commitments and track how we're progressing each year. Unless otherwise noted, information in this report covers activities during the 12-month period from July 2022 to June 2023.

References to "Aramark" in this report are to Aramark Canada Ltd., a wholly-owned subsidiary of publicly traded corporation Aramark Inc. (NYSE: ARMK), unless otherwise noted. We are committed to communicating our performance accurately and transparently. Information in this report and related web content is compiled from a number of sources and data management systems across our organization and while we have taken reasonable steps—and used what we consider to be reliable processes and controls—it is possible that information in this report could be inaccurate or incomplete. We continue to take steps to enhance our information-gathering processes and systems and will make every effort to update information in a timely manner, as appropriate. In certain instances, third parties assisted in the process of collecting, analyzing, and calculating greenhouse gas emissions data.

### Forward-Looking Statements

This press release contains "forward-looking statements" within the meaning of the United States Private Securities Litigation Reform Act of 1995. These statements reflect our current expectations as to future events based on certain assumptions and include any statement that does not directly relate to any historical or current fact. In this press release these statements include, but are not limited

to, statements related to emissions reduction targets and initiatives, and reporting of progress on these targets and initiatives. In some cases forward-looking statements can be identified by words such as "outlook," "aim," "anticipate," "are or remain or continue to be confident," "have confidence," "estimate," "expect," "will be," "will continue," "will likely result," "project," "intend," "plan," "believe," "see," "look to" and other words and terms of similar meaning or the negative versions of such words. These forward-looking statements are subject to risks and uncertainties that may change at any time, and actual results or outcomes may differ materially from those that we expected. Certain instances of these risks and uncertainties are set forth under the headings Item 1A "Risk Factors" and other sections of our Annual Report on Form 10-K, filed with the United States Securities and Exchange Commission (SEC) on November 23, 2021 as such factors may be updated from time to time in our other periodic filings with the SEC, which are accessible on the SEC's website at [www.sec.gov](http://www.sec.gov) and which may be obtained by contacting Aramark's investor relations department via its U.S. website at [www.aramark.com](http://www.aramark.com). These factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements that are included herein and in our other filings with the SEC. As a result of these risks and uncertainties, readers are cautioned not to place undue reliance on any forward-looking statements included herein or that may be made elsewhere from time to time by, or on behalf of, us. Forward-looking statements speak only as of the date made. We undertake no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments, changes in our expectations, or otherwise, except as required by law.

# OUR IMPACT ON PEOPLE AND PLANET

## PEOPLE

ENABLE SAFETY, DIVERSITY,  
EQUITY, AND INCLUSION



**1** ENGAGING  
OUR  
EMPLOYEES



**2** EMPOWERING  
HEALTHY  
CONSUMERS



**3** BUILDING  
LOCAL  
COMMUNITIES



**4** SOURCING  
RESPONSIBLY



**5** MINIMIZING  
FOOD  
WASTE

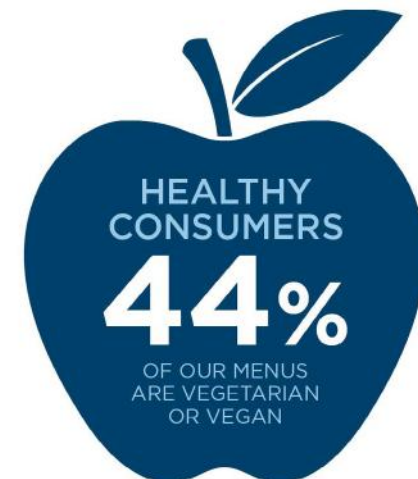


**6** REDUCING  
PLASTIC AND  
PACKAGING

# Be Well. Do Well.®

## Be Well. Do Well. is about Progress

We track a variety of metrics across all of our priority objectives in order to ensure we are on the right track with our ESG initiatives. Statistics such as these enable greater transparency and help set targets for further improvement.









# PEOPLE

People are at the core of the Be Well. Do Well. approach to sustainable growth. We successfully enable the safety and equity of everyone we connect with daily by focusing on three key pillars:

**WORKFORCE** - recruiting, retaining, and developing a diverse workforce that mirrors the communities we serve.

**WORKPLACE** - fostering a sense of community and inclusivity by leveraging the efforts of our Employee Resource Groups (ERGs) and ally network, enhancing capabilities, and fostering meaningful managerial involvement with employees.

**MARKETPLACE** - generating value by collaborating with diverse suppliers, actively engaging with the community, and offering culturally appropriate products and services.

# ENGAGING EMPLOYEES

Providing our teams with a supportive company culture and opportunities for career development are key to continued prosperous growth.

## MYWHOLESELF CAMPAIGN

In order to maintain a workplace in which each and every employee feels that they can bring their authentic selves to work, it is imperative that we gain the best possible understanding of our own demographics. Our myWholeSelf Campaign is designed to do just that, by encouraging new and existing employees to 'self-identify' as member(s) of various community groups associated with gender, race/ethnicity, disability and gender identification. Employees have the choice to voluntarily self-identify.

It is encouraged to help us better understand our workforce to prioritize the development of policies and programming solutions to better serve the needs of our unique communities.

myWholeSelf inspires employees to be vocal about their own identities, while at the same time encourages allyship among team members as a way of amplifying the voices of those who wish to help us break down social barriers on our journey to achieving equity for all.

## TRAINING AND EDUCATION

### Shaping a Better Future of Awareness: Training and Education

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 our progress in strengthening the capability of our teams by enhancing our DEI curriculum made in pursuit of that goal. Here are the highlights:

- 1. DEI Fundamentals Training Pilot:** This six-week program was delivered late in 2022 to select team managers and Employee Resource Group members, giving them an opportunity to provide feedback. Once their suggestions have been implemented, the training will be applied widely across our organization.
- 2. Leading and Serving Inclusively:** This brand new online training reinforces Aramark's values and the impact of creating an inclusive environment for our team members, customers, and clients. This new training was rolled out to our salaried managers and leaders across the country in summer 2023.





- 3. **DEI Moments:** This new conversation starter guide designed to help our team managers start talking about DEI in their pre-shift huddles will be rolled out in phases starting August 2023.
- 4. **Pronouns Matter, Best Practices to Inclusivity:** A new pilot program in development for 2024 will educate employees on the respectful pronoun usage specific to Canada's 2SLGBTQIA+ community.

**Mentorship:** Aramark's formal mentorship program was designed to help talented employees chart their career path in a way that leverages their interests and strengths, allowing them to confidently develop into our future leaders.

Our Mentorship Advisory Council (MAC) represents a diverse group of Aramark's senior leadership who select the mentors and mentees of the program based on a variety of work experience and diversity. One of the most exciting current priorities of the MAC is to develop and place more women leaders across the organization into director roles.



**125%  
GROWTH**  
IN ERG  
PARTICIPATION  
OVER THE  
PAST YEAR

## EMPLOYEE RESOURCE GROUPS (ERG) UPDATE

Our ERGs have quickly become the most important networks for Aramark employees with shared life experience, background, and interests to connect with one another across all of North America. Over the past year we've seen astonishing growth in participation, growing from 267 intersectional members at the time of last year's report to 602 as of the end of April 2023.

At least some of this growth has been driven by the creation of brand new Canadian hubs for several ERGs that have facilitated engagement from local members. Here are a couple of examples of some dynamic and active ERGs over the past year:



### Nourish

Nourish is our network of the many dietitians that work among our broader team, helping to promote health and wellness to our customers. Members came together numerous times this year to call our employees to action, including recruiting volunteers for a live fundraising and food donation opportunity in partnership with Second Harvest, recognition of Malnutrition Week in September, and the creation of a cookbook of healthy recipes representing culinary traditions from around the globe.

### Amplify

Aramark Canada's newest hub is a network dedicated to celebrating Pan-Asian heritage and culture. Amplify announced their arrival this past October with the WONTON launch party, where a variety of foods and stories were shared between attendees. Since then, Amplify has hosted several Spicy Time virtual sessions to discuss various topics to learn about Asian heritage, food, culture and community.



# WOMEN CHEFS TRANSFORMING THE MANAGEMENT LANDSCAPE

Historically, the culinary industry has embodied the lack of equity that can sometimes exist in senior levels of business. As part of our effort to drive greater parity between men and women within our management teams, we would like to shine the spotlight on a few of our female leaders who have been shaking things up in our kitchens for some time.



## Sheena Nixon

Trained as a chef, Sheena exemplifies the opportunities that Aramark offers talented employees who have shown an interest in developing new skills and advancing their careers. Joining our team in 2013 as a chef, Sheena has moved into operational management positions in multiple business segments including Higher Education and Healthcare, gaining perspective and valuable experience along the way.

In spite of that cross-functional transition, Sheena still gets to show off her culinary talents now and then—she participated in Canada’s Chef’s Cup competition, advancing all the way to the final round.



*I love being a chef, but there’s lots more to being a good manager than making sure the food tastes great. Aramark has been providing me with opportunities to develop those skills and gain a better understanding of our business overall. I’m able to have greater influence on my career path, and it’s a great environment for growth.”*



### Nancy Gilmour

Heading up the culinary team at one of Canada's busiest and most diverse colleges is no easy task, but Nancy has been providing the students at Seneca College's four unique campuses with a wide variety of quality, internationally-inspired dining options without missing a beat since 2015.



### Shirley Strachan

The Rogers Communications office headquarters in the heart of Toronto is one of our largest and most dynamic Workplace Experience service locations. Joining our team in 2011, Shirley currently helps the Rogers executives focus on their business without worrying about where to go for lunch.



### Leslie Cairns

Some would say that Aramark's Culinary Innovation Centre (CIC) is where the magic happens. Leslie joined the team as the very first Development Chef at the CIC in 2015, and since then her responsibilities have grown with the department. Today Leslie leads the team creating standardized recipes for implementation in menus used in every single type of service location and in every province in which we do business.



SAFE



## A CULTURE OF SAFETY

SAFE Engagement visits have been scheduled in collaboration between our Safety and Risk team and leadership to ensure that each and every team member takes the necessary steps to appropriately execute our standards.

There is no better subject to capture the spirit of Be Well. Do Well. than Aramark's commitment to Target Zero—No harm to People or Planet.

Our Safety & Risk Solutions team have had a very busy year in pursuit of that target, adding many new resources and services to our operational teams on site as a way of helping them protect our employees and customers from injury. Here is a sample from the list of accomplishments from the past year:

- A new Allergen training program that gives front-line employees the knowledge and tools to provide proper guidance and prevent cross-contamination for at-risk customers
- Introduced a Safety & Risk Scorecard to promote consistency across our business and identify areas where additional focus may be required. It also allows team to celebrate their successes
- Shoes for Crews—launching greater accessibility to non-slip footwear anywhere in Aramark's business (A promotional campaign is active right now in our Western region, with immediate results. Slip and Fall injuries have decreased by 50% since initiation in Fall 2022.)
- Active participants of the WSIB Health and Safety Excellence Program in Ontario
- SAFE Review calls were implemented this year—bringing regional leadership together to learn what's occurred in the last month and close the loop on outstanding opportunities
- Pioneering front-line training in the Learning Management System, increasing access to on-site teams

There is no better subject to capture the spirit of Be Well. Do Well. than Aramark's commitment to Target Zero—**No harm to People or Planet.**

# EMPOWERING HEALTHY CONSUMERS

Our health and wellness programs provide our customers with all of the information and dining options necessary to achieve their dietary goals.



## LIVE IT GOOD

### LIVE IT GOOD

Live It Good is our national consumer campaign with the goal of helping people discover, choose, and share healthy food and lifestyle behaviours that enable them to live well. The Live It Good campaign is all about motivating positive change within three pillars of wellness, which we call “Think Well”, “Eat Well”, and “Perform Well.”

### Wellness Kits

We do this by creating Live It Good Wellness Kits that can be used to provide motivation and encouragement to our consumers. Wellness kits contain a variety of engaging print and digital materials that promote healthy lifestyle choices, highlight menu innovation and nutrition trends, and encourage consumers to join the Live It Good campaign.

### Liveitgood.ca

To further our in-unit wellness promotions, liveitgood.ca is our powerful resource that houses the information we share to educate on healthy lifestyles. With the click of a button, users can join our community and get inspiring ideas delivered right to their inboxes. We send weekly e-newsletters to employees, clients, and customers who have joined as subscribers and disseminate content via our social media channels. Live It Good provides consumers with an abundance of on-trend recipes, nutrition and culinary tips, expert-led podcasts, and sustainable living inspiration.



**OVER  
1,000  
RECIPES**  
MEET CRITERIA  
FOR EAT WELL

## EAT WELL

The Eat Well program is our new wayfinding initiative that highlights better-for-you menu selections that are made with more fibre, vegetables and fruit, lean or plant-based proteins, and less sugars, saturated fat, and sodium.

The eye-catching icon helps consumers quickly and easily spot healthier choices on menu boards and food packaging while in our dining locations.

To read the full nutrition criteria used to evaluate our Eat Well recipes, visit [liveitgood.ca](http://liveitgood.ca).



**23%**  
EAT WELL

**36%\***  
PLANT-FORWARD

**21%**  
VEGAN

**23%**  
VEGETARIAN

Eat Well items are packed-full of protein, fibre, vegetables, and fruit without having too much saturated fat, sodium, and sugar.



\* Plant-Forward identifies menu items that are either plant-based or contain no more than 60 grams of animal-based ingredients.



## EMOTIONAL WELL-BEING

### Take:15

Take:15 is Aramark's bi-annual campaign that strives to educate staff, students, employees, and clients on the importance of emotional well-being. The campaign encourages Canadians to take 15 minutes out of their day to unwind, de-stress, and recover from everyday stressors in our lives.



### Tabling Events

This past year, Aramark was pleased to introduce an engaging way for our consumers to learn more about emotional well-being practices. With the help of our on-site wellness experts, we introduced tabling activities that were run as engagement events for staff, students, employees, and clients. These sessions not only provide our consumers with an opportunity to try a nutritious snack, but also to learn effective techniques for achieving greater mindfulness and relieving stress.



Rebecca Delduco, RD at Brock University held a tabling event to educate students on the many ways they can pause from their schoolwork to reset, renew, and refresh!



## MOVE FOR 30

Move For 30 is our newest annual campaign designed to encourage consumers, staff, and employees to take 30 minutes out of their day to engage in a physical activity of their choice. The focus of this campaign is on educating consumers about the health benefits of physical activity, using nutrition to fuel performance, and effectively resting and recovering from activity.

Our accounts host tabling events for students, staff, employees, and clients to educate on the many ways we can move our body for 30 minutes every day!

Take 15 minutes out of our day to unwind, de-stress, and recover from everyday stressors in our lives.

## NUTRITION MONTH

In recognition of Nutrition Month this past March, Aramark executed a campaign called “Find Your Healthy”. This campaign educated consumers on how to find reliable evidence-based nutrition information from online sources.

Throughout the month of March, accounts across all lines of business celebrated Nutrition Month in their own way! For example, Carleton University celebrated Nutrition Month hosting a “Meet the Dietitian Night” with Food Science students, to answer nutrition questions and give information on how to become a dietitian. They also had a pop-up Power Bowl cooking class in conjunction with their culinary team to teach students how to make a nutritious meal.

Nutrition Month was promoted to our consumers and residents through striking print and digital materials, as well as on-site engagement activities led by our dietitians!

# BUILDING LOCAL COMMUNITIES

We are investing in communities across the country through purchasing and hiring activities that reflect the diversity of the Canadian social landscape.





## INDIGENOUS RELATIONS STRATEGY

To foster trusting relationships with the communities in which we serve, we follow through on assurances and commitments we make to our partner communities.

We are very proud of our Gold Status within the PAR program, and while our key focus has traditionally been on our Aramark Remote Work Services (ARWS) business segment, the CCAB recently acknowledged our growth in reach to additional areas of our business and broader geographies.

Every ARWS operation is unique. Factors such as physical environment, camp occupancy, camp design, staffing requirements, and the duration of the contract can differ greatly from one project to the next. The activity of a camp is dynamic, with services expanding and contracting in response to the client's immediate needs. Some camps are very temporary or seasonal, while others are more permanent.

Remote camps are often located on Indigenous land, and impact Indigenous communities. Many service

contracts with ARWS clients include commitments to engage, support, and invest in impacted Indigenous communities. These commitments can include Indigenous training and employment targets, skills transfer programs, and Indigenous entrepreneurial support. Some contracts include Indigenous ownership in joint venture companies formed to deliver the services.

To sustain a focus on positive and progressive Indigenous relations, Aramark understands that we must implement an integrated management approach, with support from Company leadership and management. Within the Progressive Aboriginal Relations (PAR) program through the Canadian Council for Aboriginal Business (CCAB), our Indigenous Relations Strategy focuses on four key drivers:

- Leadership Actions
- Employment and Training
- Business Development
- Community Relationships and Investment



## PROGRESS IN ACTION

Our Indigenous Management in Training Program was designed to give members of local Indigenous communities the opportunity to develop their leadership skills and launch successful careers in the service industry.





Amy Rose

## THE DRIVERS

### Leadership Actions

In order to reinforce a comprehensive organizational focus on Indigenous relations, our leaders have convened a number of cross-functional committees mandated to achieve results within each key driver. The Indigenous Relations Leadership Committee is an assembly of the most senior positions from Human Resources, ARWS, Supply Chain Management, ESG, Growth Enablement and Managed Services Operations. Working Group Sub-Committees focus on the critical key drivers below. It is chaired by our Director of Indigenous Relations, Amy Rose whose deep understanding of Indigenous culture help to ensure we channel our efforts where they are needed most.

### Employment & Training

A key element is the development of a plan and targets to recruit, employ, and retain employees from the impacted communities. This goal brings value to the employees and communities involved, and also supports efficient operations. Together with our community partners, we set minimum targets that make sense to their communities—the goals range from 25% to 80% commitment to drawing talent from the impacted communities.

### Business Development

We understand the importance of maintaining healthy ties to Indigenous communities with respect to the growth of our organization.

### Communications Plan

The Aramark Indigenous Communications Plan addresses Indigenous commitment, strategy, policies and progress.

### Culinary Development

Our partnership with Chef Joseph Shawana, Chair of Indigenous Culinary of Associated Nations (ICAN) has produced an exceptional variety of recipes inspired by the culinary traditions of Indigenous communities across the country. This past year Chef Joseph joined us at locations across the country, educating our customers through the traditional art of storytelling through food.

Chef Joseph also continued to enhance our culinary experience through the integration of his craft into our offerings.



Chef Joseph Shawana



**36%**  
**INDIGENOUS  
EMPLOYMENT**  
IN ARAMARK'S  
REMOTE WORKPLACE  
SERVICES DIVISION



## PROGRESS IN ACTION

Aramark is registered with the CCAB Aboriginal Procurement Marketplace as an Aboriginal Procurement Champion. We are committed to 10% year over year increase in purchasing with Indigenous-owned business.

## Community Relationships & Investment

Strong and productive community bonds require an investment by both parties in the relationship and an understanding of mutual goals and objectives, as well as specific community financial and/or resource allocations. Our goal is to develop mutually beneficial relationships with Indigenous-owned businesses, and to that end we actively encourage Indigenous participation in our supply chain and support Indigenous entrepreneurs through skills transfer initiatives. For example, our nine-week Entrepreneur Mentorship Program provides coaching on how to take a service concept from the idea to stage through to a fully functioning business.

## Indigenous Spend

We work with a number of Indigenous vendors in the procurement of their goods and services across Canada. One of our business imperatives/legacy initiatives is to work with our Indigenous partners in business development and growth opportunities. We also work with existing Indigenous businesses to optimize their reach within our business.

We are committed to increase our spend with Indigenous suppliers by 10% year over year. Throughout our fiscal 2022 year much of our client locations remained closed due to the lasting impact of the pandemic, and we fell short of our target by 2.8%. We have carried our growth target into the current year, and look forward to seeing continued expansion in purchasing with Indigenous vendor partners for many years to come.

# Employee Retention & Engagement

The ratio of our employees with an Indigenous background has been steadily improving in our ARWS business over the past three years:

Year	Total Employees	Total Indigenous Employees	Percentage of Overall Employee Count
2020	226	62	27%
2021	284	96	34%
2022	326	118	36%

ARWS experienced significant growth over the past three years, and therefore our workforce has increased, both overall and specific to Indigenous employees. With such growth, there has been some turnover, although data shows that we've done very well in retaining Indigenous employees year over year, versus non-Indigenous:

Year	Retention Rates	
	Indigenous Employees	All Employees
2020	84%	77%
2021	81%	68%
2022	79%	42%

Aramark Canada is committed to increasing the number of Indigenous employees we have in our ARWS business by 10% each year. Despite significant challenges related to COVID-19, including First Nation community quarantines, transportation cessation (trains, etc. unable to run), and COVID-19 vaccine site requirements, Aramark met our targets as relates to Indigenous employment levels. During the most recent three-year period, we increased overall Indigenous representation by 7% from the first year and 2% from the second if looking solely at proportion; however, due to the growth of the business in 2021 and 2022, the actual number of Indigenous employees hired far exceeded our 10% target with 55% and 23% respectively.

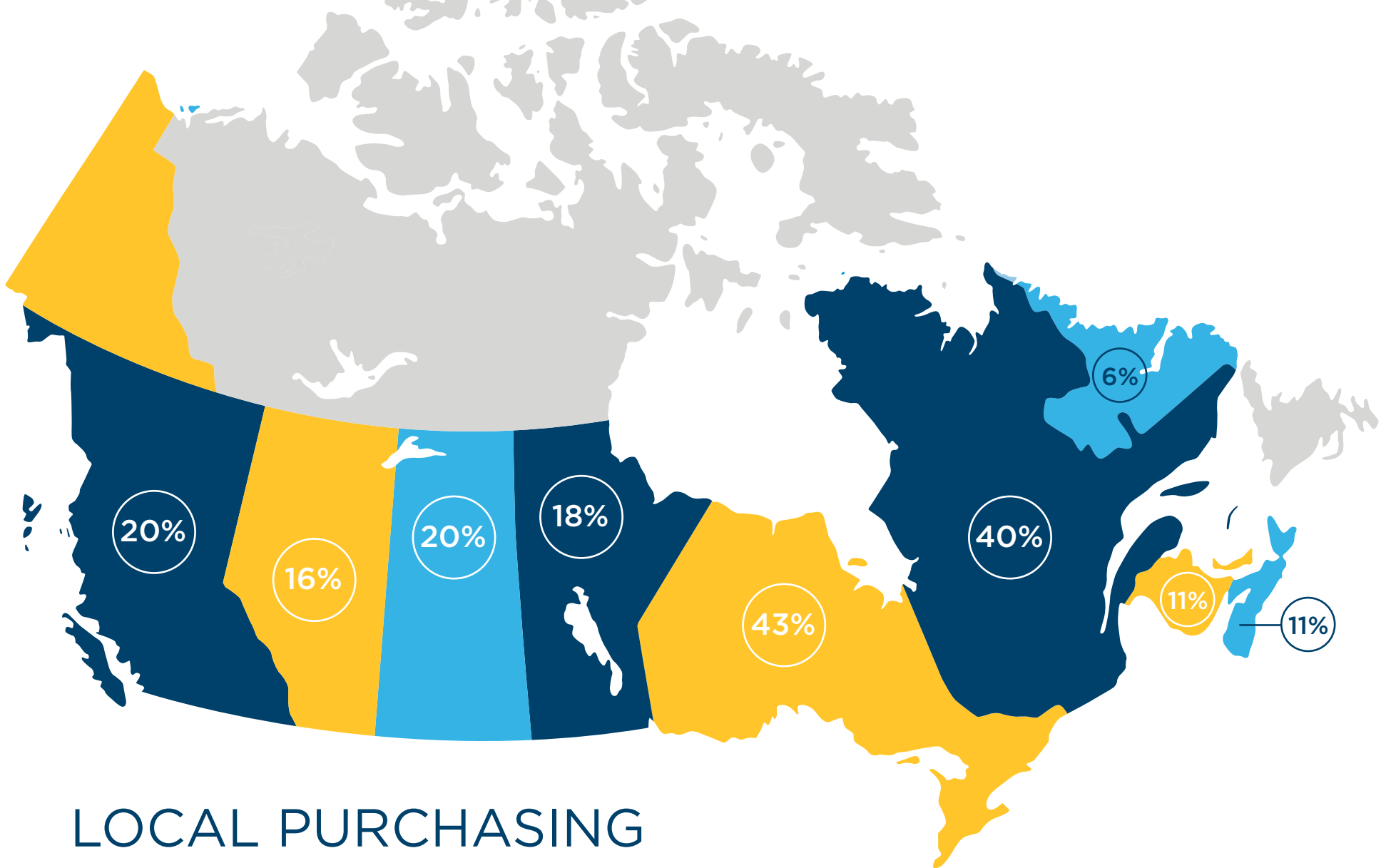
Year	Total Employees	Total Indigenous Employees	Percentage of Overall Employee Count	Annual Increase (%)
2020	226	62	27%	N/A
2021	284	96	34%	55%
2022	326	118	36%	23%



## BUY SOCIAL CANADA

This year, we are excited to collaborate with an organization devoted to empowering industry partners to make a positive impact in the community through their purchasing power. Buy Social Canada is a network of Canadian enterprises that have integrated the advancement of social capital into their business models, going beyond the mere economic value of buying locally.

The businesses certified by Buy Social Canada encompass a wide variety of products and services. However, what unites them all is their dedication to fostering diversity, equity, and inclusion as an integral part of their mission. In doing so, they contribute to creating a marketplace that not only strengthens financial portfolios but also strengthens communities. With the support of the Buy Social Canada team, our goal is to establish relationships with these businesses and develop a strategic approach to social procurement that will set new standards for corporate responsibility within our industry.



## LOCAL PURCHASING

As business began to approach pre-pandemic levels over the past year, we were able to maintain the high standard of local purchasing we had set for the industry as well. In fact, we managed to continue our trend of realizing an overall gain across the country.

We saw significant gains in Saskatchewan and Manitoba, driven primarily by increased purchasing of locally-produced dairy and poultry products respectively. In New Brunswick, a higher volume of baked goods purchased from local processors contributed to a higher ratio in that province.





# PLANET

Many of the most pressing environmental concerns we face today are directly tied to threats posed by climate change. For this reason, we have identified the reduction of greenhouse gas emissions resulting from our business operations as our primary strategy for safeguarding the natural world.

Whether by reducing waste on a path to a more circular service model, or through directing our spending toward partners who share our dedication to carbon neutrality, we are implementing initiatives that make a difference.

# SOURCING RESPONSIBLY

With guidance from the most respected certification organizations, we are raising the bar on environmental and social standards in the global supply chain.

**So many delicious ways to make a difference.**

Just look for items marked with the Coolfood Meal icon.

**LOW CARBON CERTIFIED**

**Our Coolest Taco Salad yet.**  
XXX Calories

**LOW CARBON CERTIFIED**

**OVER 70% OF STUDENTS ARE MORE LIKELY TO SELECT COOLFOOD MEALS**

Low Carbon meals have at least 30% lower carbon emissions than the average meal. Learn more about this calculation at [eatcoolfood.org](http://eatcoolfood.org)

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## COOLFOOD

With such a significant share of our carbon footprint embedded in the foods and services we purchase, it makes sense to identify procurement as our primary target for greenhouse gas (GHG) emissions reduction. And in our business, the best way to shift our purchasing toward products that contribute to a lower footprint is menu engineering.

Coolfood™ is a movement created by World Resources Institute (WRI) that is helping to reduce the climate impact of food. It provides third party certification of menu items to help consumers identify food choices that have a reduced impact on the climate.

To be identified as a Coolfood meal, the recipe must fall under a maximum threshold of per-meal greenhouse gas (GHG) emissions based on ingredients data submitted to WRI.

WRI has established a maximum recommended daily carbon footprint for a person's diet in line with 2030 climate goals. (In North America, this is 19 kg CO<sub>2</sub>e\*.)

Daily dietary carbon allowance allocation:

BREAKFAST	LUNCH	DINNER
<b>20%</b>	<b>30%</b>	<b>30%</b>
(3.8 kg CO <sub>2</sub> e)	(5.7 kg CO <sub>2</sub> e)	(5.7 kg CO <sub>2</sub> e)

The rest is set aside for snacks and drinks.

\*Carbon dioxide-equivalents' (CO<sub>2</sub>eq) aggregate the impacts of all greenhouse gases into a single metric using 'global warming potential'.



In addition to encouraging sustainable diets, Coolfood meals are subject to a nutrition safeguard to ensure they meet a minimum threshold of nutritional quality—so Coolfood aren't just better for the planet, they're better for your health as well.

Our Coolfood pilot program in All-You-Care-To-Eat university dining halls was completed in April 2023, and based on the exciting results we are preparing for a broad expansion of the program across our many business beginning this fall.

As a fundamental part of our strategy to reduce GHGs, our goal is to have 50% of our cycle menu entrées certified as a Coolfood Meal by 2030.

## BIOENTERPRISE

For the past year, our partnership with Bioenterprise has given us the unique opportunity to connect with some of Canada's most forward-thinking entrepreneurs and innovators in the agri-food industry.

We are currently in the process of reviewing a number of products in the snack, beverage, and plant-forward categories that are in development by small- and medium-sized enterprises across the country, while at the same time exploring new technologies meant to tackle food insecurity through extending shelf life or broadening the scope of foods that can be grown using controlled environment apparatus.

The goal of this program is to expedite the arrival of tomorrow's trends by offering to help those with good ideas become ready to access a much larger market. We look forward to sharing some of their stories!

**Now Serving Coolfood Meals**

Coolfood Meals have a low impact on the climate, making them a delicious way to help the planet

eat **coolfood.org**  
Certified by  
World Resources Institute

LOW CARBON CERTIFIED

LOW CARBON CERTIFIED  
eatcoolfood.org  
Low Carbon meals have at least 39% lower carbon emissions than the average meal. Learn more about this calculation at eatcoolfood.org

PILOT SITES  
REALIZED AN  
**11% DECREASE**  
IN PURCHASING  
OF RUMINANT  
MEATS

## SUSTAINABLE SEAFOOD

Aramark's approach to improving the health of our oceans continues to lead the industry. Our unique group certification with the Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) expanded again this past year to include several new partner locations across Canada.

Over the last year, we purchased over 80,000 pounds of MSC or ASC certified seafood, our highest volume ever.

### PROGRESS IN ACTION

This year, we are launching the most exciting expansion of our MSC/ASC program to date with a very special national partner: VIA Rail. Canada's national passenger rail service has been gradually introducing certified sustainable ingredients into their menus, and 100% MSC seafood can already be found on some of its busiest routes, including the Québec City-Windsor corridor. We are delighted with the opportunity to partner with VIA on this very important commitment to promoting seafood caught or farmed using more responsible methods.



# ANIMAL WELFARE

Food service providers have an obligation to influence the adoption of best practices that respect the health and well-being of animals used in agriculture. Our engagement with groups including the Global Coalition for Animal Welfare and Humane Society International, and annual reporting with Mercy for Animals exemplify our willingness to be transparent and our dedication to make progress. In the spirit of accountability, Aramark Canada has begun to make a series of public commitments that will have significant impact on our purchasing and operational practices.

## PROGRESS IN ACTION

Aramark Canada is an official associate member of the National Farm Animal Care Council (NFACC). As the only managed foodservice provider with a seat at this round table, we provide a valued perspective to a diverse group of industry stakeholders who share our goal of implementing improved animal welfare standards in the Canadian agricultural landscape. Our involvement with NFACC puts us in direct contact with representatives from every level of the supply chain including farmers, distributors, and suppliers in addition to a variety of animal welfare experts such as veterinarians, government policy-makers, and animal rights NGOs. Access to all of these voices gives us the opportunity to learn more about animal welfare issues both in terms of the science behind each practice, as well as the challenges faced throughout the food system. This collaborative organization is where the Codes of Practice for the proper care and treatment of animals used in Canadian agriculture are derived, and it is where Aramark Canada gets information towards the development of our commitments in this area.

## EQUITABLE GLOBAL TRADE

While a truly global economy can provide opportunities for many, we recognize that there are many commodity markets in which an inherent disadvantage for those on the production side persists. We continue to look for ways to help build awareness of this issue, and to promote an economic system that would allow every person on the planet to earn a fair return for their products and services.

### Social Roast

Social justice is one of the cornerstones of the foundation upon which our newest café concept was built.

With the tagline “community conscious coffee,” Social Roast aims to combine the pleasures of coffee with a focus on community engagement. Through reinvesting a portion of the proceeds from every barista-crafted and ethically-sourced beverage sold at Social Roast into community initiatives, the brand exemplifies the belief that their beans not only taste good, but also do good.

Our “anchor bean” will always come from a Fairtrade certified source, and for variety we will introduce small, local roasters on a rotational basis. We have created a unique coffee experience that promotes inclusivity, positive change, and responsible sourcing.

**SOCIAL  
ROAST**  
community  
conscious  
coffee





## PROGRESS IN ACTION

### St. Mary's University achieves Fair Trade Campus designation

As the global leader in working with businesses, consumers, and producers to create a more equitable and sustainable global trade system, Fairtrade Canada is one of our most valued partnerships. We have proudly supported the Fair Trade Campus program at colleges and universities across Canada, increasing availability of Fairtrade certified products and raising awareness related to social justice issues amongst the next generation of consumers.

St. Mary's University in Halifax, Nova Scotia is the latest partner of ours to achieve the Fair Trade Campus designation.

# MINIMIZING FOOD WASTE

Reducing organic waste contributes to many social and environmental advantages, including combatting climate change through diminished greenhouse gas emissions linked to global food production.



## MANAGING WASTE AT THE SOURCE

Aramark has demonstrated significant success in preventing food waste before it is created through the application of our Food Management Fundamentals Program. This employee training program includes best practices on eliminating spoilage, managing expiration timelines of food, and cutting down on waste due to excessive trimming, and overproduction.

As a way of setting targets against our benchmarks for optimal efficiency, we are implementing Aramark's proprietary Enable system this year. Enable uses the latest waste tracking technology to identify exact amounts of any waste that can be considered preventable, and alerts our culinary managers so that correction measures can be taken.

## DONATIONS

Since introducing our national partnership with Second Harvest's Food Rescue program early in 2022, we have seen tremendous growth in the volume of food our teams have helped to divert from landfill and put onto the plates of those in our communities who need it most.

The Food Rescue app makes donating quality, unserved leftovers simple. Recipient partners in the community are instantly alerted that food is available, even in last-minute circumstances such as a cancelled event where food would have otherwise been disposed of. Users are able to select the local organizations dedicated to fighting food insecurity they are most interested in supporting, and Second Harvest facilitates those connections on the donor's behalf.

This past year Aramark teams were able to donate:



Volumes are from 12-month period ending April 30, 2023, and data amalgamated from multiple apps using unique methods of GHG equivalent calculation.

**This represents more than a 5x increase in food rescued from the data we were able to capture and report publicly last year.**

## PROGRESS IN ACTION

### Rogers Centre

If you have ever attended a Blue Jays game at the Rogers Centre in downtown Toronto, you may have wondered what happens to all the food that does not get served—thanks to the efforts of our on-site services management team and our valued partnership with Second Harvest, whatever can be donated to help those struggling with food security is delivered.





## A LOOK AHEAD— TECH INNOVATIONS

We take our responsibility to explore the globe for best-in-class waste reduction solutions seriously. In recent years, we employed Leanpath technology in order to benchmark the minimal rates of waste generated from our culinary operations and identify negative trends where greater attention was required. We introduced Oscar Sort smart technology to reduce contamination rates of divertable waste at consumer-facing points of disposal.

This year, we are turning our attention to eliminating the organic byproducts of food preparation as well as post-consumer food waste. We are building a business case with a number of partners who share our vision for a food operation where nothing is sent to landfill.

“We appreciate the forward-looking approach Aramark is taking to reduce food waste in institutional dining, and we are excited about the opportunity to help them achieve their goals through building a model that is both economically and environmentally sound.”

-Dov Bercovici  
President & CEO, Discovery Centre Halifax

“Today’s composting technology is cleaner, and able to process large volumes of organic waste in a fraction of the time. Working with Aramark, we will make this accessible for their clients and customers.”

-Zack Abdi  
Managing Director, Provectus

### PROGRESS IN ACTION

#### La Tablee des Chefs

In addition to our growing number of locations using the Food Rescue app, we have some very valued regional partnerships that contribute to Aramark’s capacity to support a food donation program.

One of these programs is managed by our Québec team as part of the services provided to some of our most cherished partnerships in the province, including multiple corporate office locations for Reitmans and L’Oréal Canada. Working with La Tablee des Chef Food Recovery Program, quality food that might otherwise have been wasted is distributed to their national network of community organizations fighting food insecurity.

# REDUCING PLASTIC AND PACKAGING

Through innovations in reusables programs and implementation of alternative materials, we are reimagining the convenience of a take-away service model without relying on single-use plastics.



## SINGLE-USE PLASTICS

2023 is the year we begin to say goodbye to single-use plastics in Canadian food service. Beginning with our brand new partnership with Greenlid, we are replacing single-use plastic cutlery with a fully-compostable alternative made with birch wood.

Our updated proprietary brand packaging guide has replaced every product bound for the waste stream with one that is easily recycled or compostable. We will be fully compliant with Canada's new regulations prohibiting many applications of single-use plastics this summer, well ahead of government timelines.

## REUSABLES

Food service models have been largely built around the convenience that single-use items provide, and while there is still a place for recyclable and compostable single-use items in certain applications we see an opportunity to introduce reusables to an increasing number of locations, without sacrificing service. Through a combination of third-party partnerships and self-managed programs, Aramark has begun the shift towards zero waste wherever we manage dining services. We are working with companies like Friendlier and Cano, providing customers with user-friendly apps that not only make managing the program easy, but simplify participation for the customer as well. In addition, access to robust data helps us better understand the true value of our efforts to eliminate waste.

“The most responsible strategy for waste management is to eliminate waste completely. Reusables are the future of foodservice and we are confident we can help Aramark introduce greater circularity as a staple of their service model.”

-Jacquie Hutchings, COO & Co-Founder, Friendlier

### PROGRESS IN ACTION

#### Kraft-Heinz and TerraCycle

Along with our partners at Kraft-Heinz, we are experimenting with contemporary waste management models in our service to remove a great volume of packaging from landfill. At the University of Toronto Scarborough campus, our team has implemented the TerraCycle program to capture and responsibly dispose of single-use packaging for condiments and other staple items in dining halls.



## CLIMATE COMMITMENTS

### SCIENCE BASED TARGET INITIATIVE

The Science Based Targets Initiative (SBTi) has validated Aramark's near-term targets to significantly reduce emissions in our direct operations and supply chain as well as our commitment to reach net-zero greenhouse gas (GHG) emissions across the value chain by 2050.

As a global partnership between the CDP, the United Nations Global Compact, World Resources Institute (WRI), and the World Wildlife Fund for Nature (WWF), the SBTi represents the highest level of accountability and transparency an organization can make with respect to their carbon neutrality commitments. To that end, we have set specific, timebound targets that will enable us to achieve our most critical Planet goal—fighting climate change through a reduction in greenhouse gas emissions (GHGs).

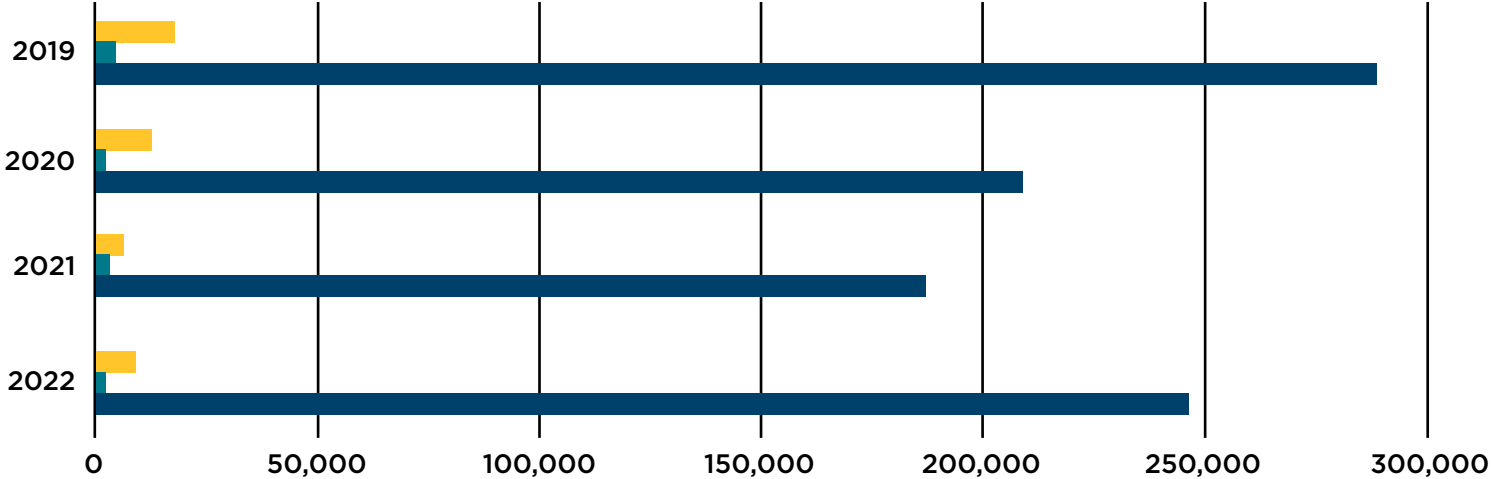
These near-term targets are the first step on our path toward becoming a net-zero enterprise by 2050.

It is essential to make significant and absolute reductions in all emissions sources in order to achieve our climate goals, and so our pathway to net-zero must include strategies that address every aspect of our business. As our ability to gather and analyze new data from an increasing number of sources improves, we are able to identify where the biggest opportunities for reduction exist. For example, our research has shown that emissions generated through the production of the food we serve make up more than half of our total carbon footprint. Along with emissions from client locations, which constitute our second largest source of GHG emissions a more distinct picture emerges that supports greater investment into initiatives that are squarely centered on tackling our Scope 3 sources.

## GHG INVENTORY

We are pleased to share our updated inventory of GHG emissions resulting from our operations across Canada. Despite higher revenues this past year than pre-pandemic 2019, our emissions were lower than the 2019 baseline year.

### ARAMARK CANADA GHG EMISSIONS



EMISSIONS SOURCE	2022	2021	2020	2019
SCOPE 1: BUILDING FUEL USE	17,983	16,119	18,925	22,114
SCOPE 2: ELECTRICITY MARKET-BASED	2,268	2,721	2,457	3,106
SCOPE 3: PURCHASED GOODS & SERVICES	245,551	172,303	218,014	272,752

This chart shows components of Aramark Canada’s GHG inventory, measured in metric tonnes of carbon dioxide equivalents (CO<sub>2</sub>e), over fiscal years October - September.

- Scope 1 emissions are direct emissions from owned or controlled sources,
- Scope 2 emissions are indirect emissions from the generation of purchased energy,
- Scope 3 emissions are indirect emissions that occur in the value chain.





# GOVERNANCE

In order to ensure that our social and environmental programs are implemented in accordance with the Be Well. Do Well. philosophy, it is imperative to have entrenched internal structures that govern their planning and execution. These structures must touch every department and extend up to the highest levels of our leadership so that transparency and accountability to every stakeholder is guaranteed.

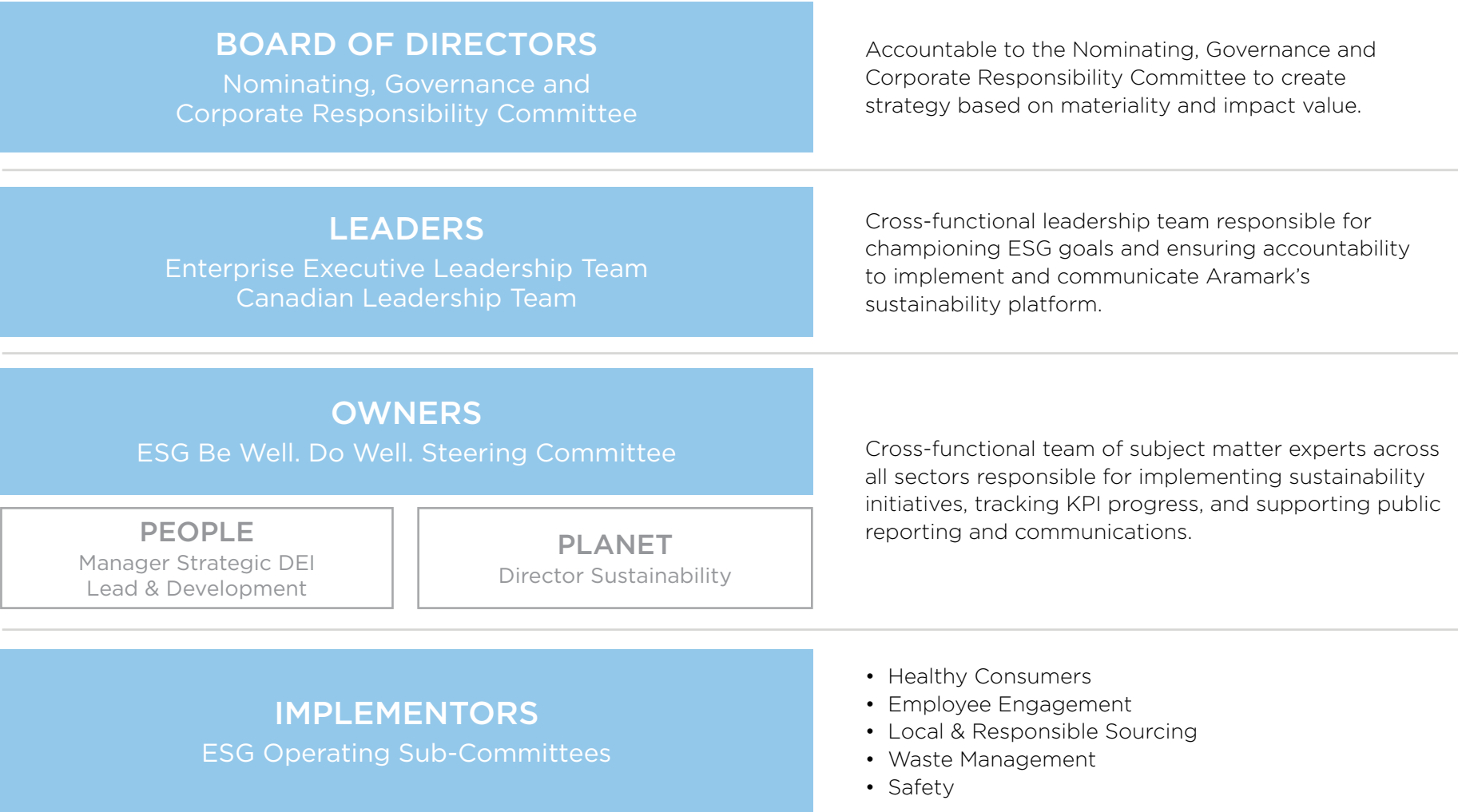




# OVERSIGHT OF ESG

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 Sub-Committees.





An aerial photograph of a river flowing through a forest. The river is dark blue and turbulent, with white rapids and foam as it flows over numerous large, reddish-brown rocks. The surrounding forest is dense, with trees showing vibrant autumn colors of yellow, orange, and green. The scene is captured from a high angle, looking down at the river and the surrounding woods.

# INSIGHTS

Be Well. Do Well. was not created, nor will it continue to evolve without significant external influence. Only through consultations with our clients, customers, and shareholders, and in alignment with globally accepted ESG priorities, will we be able to chart a course that is meaningful and focused.

# MATERIALITY

To better understand the topics most important to our stakeholders and most relevant to our business success, we conducted a materiality assessment in fiscal 2021, facilitated by Business for Social Responsibility (BSR). We combined input from nearly 30 stakeholders across key groups with industry best practices to develop the below matrix.

In fiscal 2022, we used these insights and findings to inform our ongoing strategy enhancements, such as our science-based target development and a renewed plastics reduction strategy. We plan to refresh our materiality assessment during the next fiscal year.



# 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.



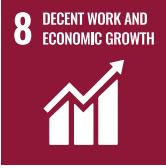
Our climate strategy promotes sustainable production and helps to reduce waste. We are committed to transparency through public reporting.



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



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



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 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.



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



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



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