

# SURVEY: EMPLOYEES FEEL SAFER WITH ARAMARK

ARE YOU READY FOR YOUR TEAMS TO RETURN?

Cleanliness awareness is at an all-time high. By collecting feedback from customers, cleaning and safety processes are continuously improved — which is making everyone feel safer.

Our ongoing Voice of the Consumer surveys give Aramark access to the latest opinions of the people who matter most. Regarding safety, customers are telling us they want to know that the spaces they occupy are clean and safe.



**98%**  
of employees felt Aramark met or exceeded safety expectations



**91%**  
of employees felt Aramark met or exceeded cleanliness expectations

## Top Consumer Concerns Overall

Overall, workers and consumers today are concerned about a wide range of cleanliness and safety issues, including:



## Exceeding Your Employees Expectations

Here are just a few of the ways Aramark has met or exceeded customers' expectations for cleanliness and safety in business venues.



**98%**  
of employees said we were providing a clean and safe environment



**98%**  
Visible cleaning and sanitizing on high-touch surfaces



**98%**  
Adding social distancing spacing and directional signage



**98%**  
Providing clear instructional signage on new policies and protocols



**95%**  
Deploying alternative contactless order pick-up options



**93%**  
Offering alternative contactless ordering processes



**92%**  
Offering more to-go options in dining services



**92%**  
Offering customizable dining options via staffed stations

## Multiple Innovations Back Up Our Safety Protocols

Our consumer survey results can be attributed to our rapid action and focus in addressing the COVID-19 pandemic. In response, we redesigned many of our cleaning, safety and dining protocols — including expanding our use of leading-edge technologies to combat the virus and ensure business consumers feel safer in the buildings and offices where we manage housekeeping, including these:

**Deep Cleaning with SpaceCare QL+**  
This system uses advanced products and processes to create clean environments and instill occupant trust.

**Cleaning Robots**  
Automation and AI provide faster cleaning with greater efficiencies and safety.

**Food Prep and Delivery Robotics**  
Automated prep and delivery bring made-to-order options directly to customers.

**Contactless Technology**  
Computer vision makes checkout easy and safe.

**Mobile Ordering Solutions**  
Improves safety and consumer confidence.



## Do Your Employees and Customers Feel Safe in Your Locations?

At Aramark, we've proven that we've gained consumers' trust. Now, we can help your business ensure your employees and consumers feel safe and secure, too.

Contact us today to discuss the best way to create a safety-conscious environment with your business environments.