

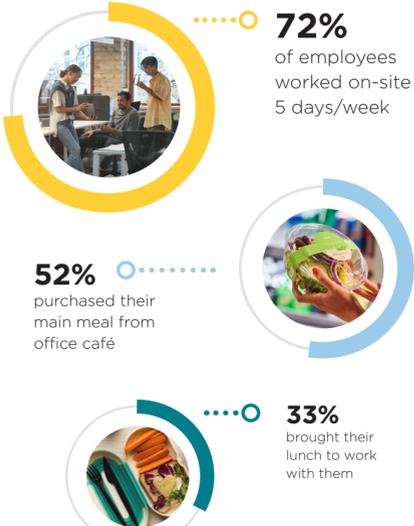
OFFICE DINING SERVICES MID-COVID-19

CONSUMERS' ATTITUDES, EXPECTATIONS, BEHAVIORS AND PREFERENCES NOW

Business dining customers' habits are changing. New research from Aramark — the COVID-19 Consumer Research: Business Dining Report — reveals their new dining attitudes, expectations, behaviors and preferences in our post-pandemic world. What can your business expect when your employees return to work?



PRE-COVID-19¹



MID-COVID-19¹



The New Dining Attitudes — Cautious Optimism

Mid-COVID-19 Dining Services Tip: Change your dining services in ways that give customers peace of mind.

Leading Factors Driving Dining Decisions¹



Diners' Leading Concerns¹



The New Dining Expectations — Safety Takes Priority

Mid-COVID-19 Dining Services Tip: Retain safety measures after restrictions are lifted to ease consumers back into dining.

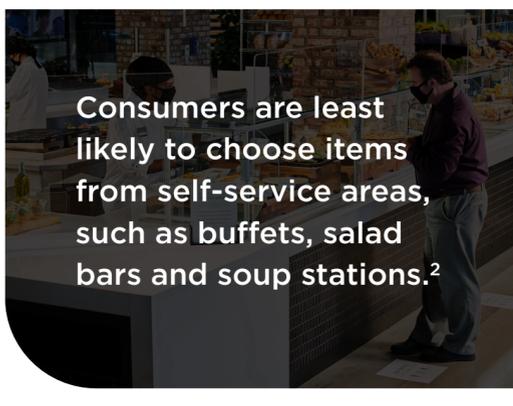
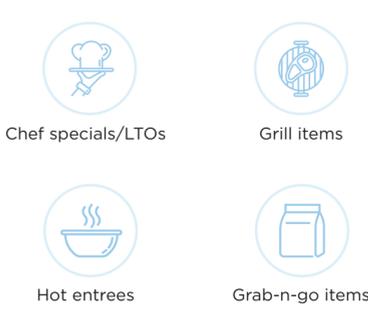
Diners Need to Feel Safe¹



The New Dining Preferences — Craveability and Comfort Foods are Key

Mid-COVID-19 Dining Services Tip: Serve customers the comfort foods they crave, safely.

Most Likely to Purchase¹



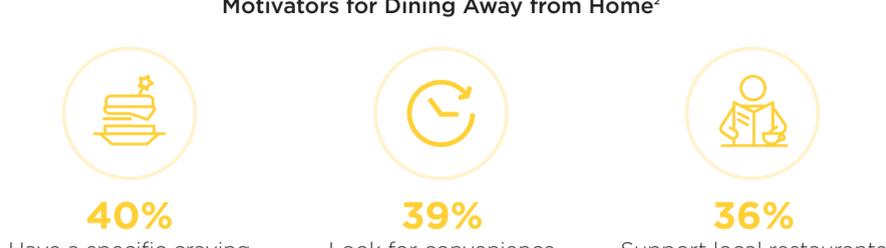
Service Preferences for In-Office Dining¹



Product Preferences for In-Office Dining¹



Motivators for Dining Away from Home²



Business Dining Services Best Practices

Key findings emerged from the research including:

- Establish additional safety precautions such as sanitation stations and physical barriers in dining locations
- Implement new touchless technologies in all dining shared spaces
- Provide more grab-n-go and healthy meal options, along with pop-ups and take-home meal solutions
- Equip dining personnel with enhanced safety attire
- Effective consumer communication to emphasize safety reminders such as spatial distancing

How Aramark is Delivering Dining Innovation to Meet Changing Demands

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

New additions to our business dining services include:

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

Keeping your employees in your facility with a dining partner taking all necessary safety measures and precautions is actually safer for them since they will less likely need to leave the facility to visit other off-site dining facilities that may not have similar safety measures.

Research shows that business consumers will return to dining services — they just need to get their needs met, including safer dining experiences and availability of the type of meals they crave. As an experienced dining services partner that continuously monitors dining consumer trends, Aramark [can ensure you're prepared](#) for the new mid-COVID-19 business diner.

