



Together
We Serve.
We Solve.
We Strengthen.



We wanted to take a moment to share some exciting updates from our Aramark team. From a branding launch, to a strategic partnership, to our latest innovative recruitment and retention efforts, we continue to reimagine and strengthen experiences for patients, caregivers, and community members as we support your strategic initiatives.



Fortune recently released its 2022 list of the World's Most Admired Companies, and Aramark ranked first in the Diversified Outsourcing Services category. Aramark was also the only diversified outsourcing provider listed in the top 100 companies. We are extremely proud of this recognition and the great strides taken to make this achievement possible.



Introducing Aramark Healthcare+

We are excited to share the launch of our Aramark Healthcare+ brand.

The + sign in Aramark Healthcare+ symbolizes our commitment to going above and beyond every day to make a difference in the lives of those we serve.

Together, we serve with compassion. We solve challenges with every resource available, and we strengthen our relationships with everyone around us.

At Aramark Healthcare+, we are all caregivers™.

Introducing Aramark Healthcare+ and PEA

To fortify our relentless focus on patient experience and engagement, we now have Patient Engagement Advisor (PEA). Aramark has long been the leader in driving positive experiences within the four walls of the hospital. Our new relationship with PEA allows us to move outside those four walls and provide continual service pre- and post-discharge. The areas of impact include prescription delivery, nutrition, post-discharge appointment setting, transportation, and community engagement. In addition to addressing health equity, services with PEA drive real margin return and decrease network leakage to help increase overall market share.

We look forward to the opportunity to discuss this exciting new service capability with your team.

SERVICES PROVIDED

PEA serves all patients, employees, and members across the continuum with specific capabilities aligned to solve social determinants and/or specific disease, payer, and care protocols.

These new services provide four distinct advantages to our clients:

- Customized care and services meet people where they are and support them with compassion and dignity. We create loyalty and prevent network leakage.
- Removing non-core function from your clinical staff, allows them to work at top of licensure and fulfill their individual mission for choosing a career in healthcare.
- Connecting with the community to connects patients to resources and services that accelerate healing.
- Improving your system's financial viability and improving network integrity is a PEA goal.

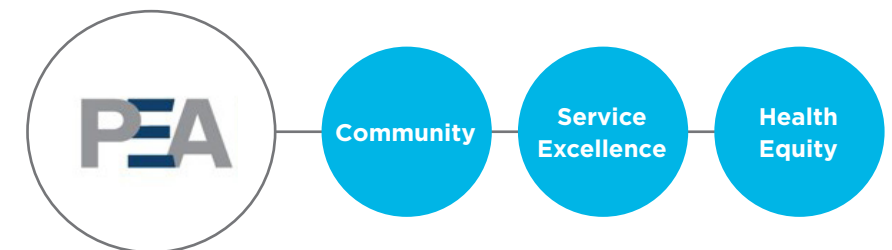
STRATEGIC FOCUS AREAS

Through our partnership with PEA, we will be able to increase value to your leadership teams and surrounding communities all over the country.



EXAMPLE OUTCOMES:

- 10-hospital division in Florida:
- \$54 million net margin return in first four years
 - More than 80% of patients were being served
 - Decrease in readmissions/decrease in utilization/achievement of MLR goals
 - Increased capture/network integrity related to:
 - Ambulatory market share: 7%
 - Medication capture: 300%



Differentiating with Recruitment and Retention Solutions

It's no new news that today's employers are faced with increased competition when it comes to hiring and retaining team members in order to build a stable workforce. This is why we are hyper-focused on reimagining the employee journey, analyzing each key touchpoint to differentiate our organization as well as ease the bottlenecks that often delay hiring processes. Our leadership teams are focused on the four key areas of **attracting, recruiting, training,** and **engaging** to create a long-lasting talent pool for our clients. We are excited to share some highlights of solutions we have implemented to help differentiate ourselves and bring valuable perks to better recruit in this challenging labor market.

A REIMAGINED EMPLOYEE EXPERIENCE



1. ATTRACTION

An employee value proposition that attracts the best talent

2. RECRUITING

Enhancing the candidate and manager experience through tech-enabled programs



4. ENGAGEMENT

Leverage insights from new employee 30/90 day check-ins



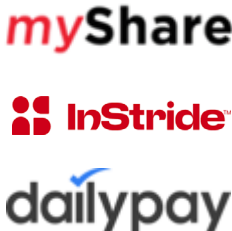
3. TRAINING

Efficient temp-to-hire process with consistent training modules



5. CAREER ADVANCEMENT

Tuition-free education with career planning and leadership development



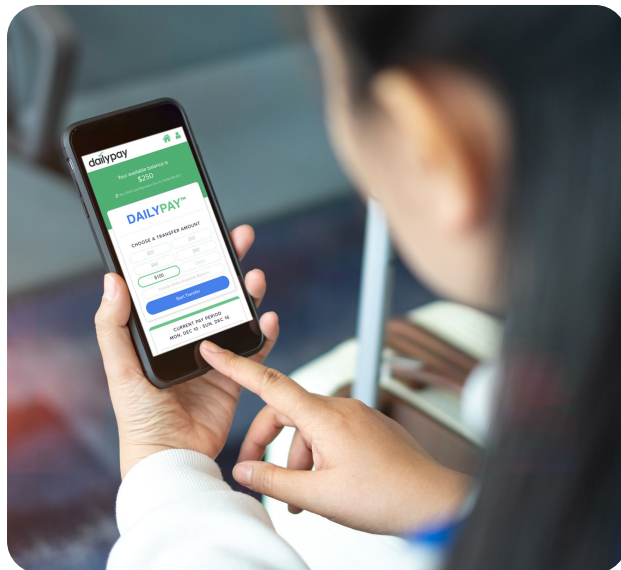
6. GROW TALENT

Create a talent pipeline and foster long-term careers

Employee Benefits That Make a Difference



In our current challenging financial climate, employees more than ever need flexibility in their earned wages as well as more control. With DailyPay, employees can access their wages sooner, helping to alleviate their financial stress, which in turn helps to retain our team members.



FEATURES:

Employees can transfer their pre-payday earnings instantly to any active bank account, debit card, or paycard. They can also:

- Track daily income.
- Automatically save a portion of paycheck at no cost.
- Access free financial wellness articles, newsletters, and one-on-one financial coaching with a certified financial planner at no cost.

ARAMARK STATS SINCE ACTIVATION:

- Highest enrollment rates in our healthcare line of business
- 90% of all transfers occur instantly
- 88% of all transfers are between \$1 and \$200
- Average user checks their available balance three times per day



myShare

This industry-leading employee stock purchase plan offers a unique way to build ownership in our company through discounted stock. To make this employee benefit even more affordable, we offer access to cashless participation. Not only will employees be able to build long-term financial growth, but myShare helps build a dedicated team.

Partnership Activation Case Study



Indiana University Health

Transitioning to a new service provider is never easy. That is why we take a thoughtful approach to each of our clients to understand their people, culture, and specific outcomes desired. Each client is unique and needs tailored programs. We recently had a highly successful transition at **Indiana University Health**, a large, 17-hospital system where we created increased operational efficiencies to drive positive outcomes and create a more unified culture across the system.



SYSTEM OVERVIEW:

IU Health is a 17-hospital system that spans the state.

SCOPE: While all the hospitals had one unifying mission, they each operated their own patient and employee dining and environmental services programs.

BEDS: 2,661

STAFF: 34,000-plus



CLIENT GOAL:

To obtain one service provider to create systemization, increase operating efficiencies, transparency, and financial savings with minimal disruption.

OUR TRANSITION APPROACH:

- Implemented five waves with a “seek to understand” philosophy to better understand how each facility operated, size and scope of service, their unique cultures, and ideal transition schedule
- Deployed a phased transition schedule for minimal impact to caregivers and patients and set up team for success
- Provided a dedicated project manager and mobilization team that included subject matter experts
- Conducted regular meetings with the on-site teams for consistent and clear communication and alignment with each hospital.

FOUR BIG WINS FOR IU HEALTH-ARAMARK+ PARTNERSHIP

101

Within eight months, IU Health achieved its best system-wide throughputs in six years—101 minutes—despite experiencing its highest patient volumes.

90%

We reinforced culture and retained 90% of team members by becoming grounded in the organization’s existing culture and being careful with language and conscious of Midwestern values.

🕒

With our “act with urgency” approach, we were able to remain agile and provide food options for quarantined healthcare workers when COVID-19 first hit.

99.8%

A 99.8% patient safety with tray accuracy score was reached.

OTHER RECENT LARGE SYSTEM TRANSITIONS:





Thank you