

# CANADA PROGRESS REPORT

SEPTEMBER 2024



Be Well.  
Do Well.



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# INTRODUCTION

As a company focused on delivering great service, people are at the center of everything we do. Every strategy conceived, every new initiative we introduce is built upon the idea that the wellbeing of our team and the communities we serve must be the primary objective.

We also focus on the wellbeing of our planet by minimizing environmental impact across all of our operations, from the foods we serve to the facilities we manage.







**Steven Prisco**

This year's report on our environmental, social, and governance (ESG) performance comes amid an extremely exciting time for Aramark Canada. Our business is growing at an unprecedented pace, giving us the opportunity to introduce the Be Well. Do Well. philosophy and vision for taking better care of people and planet to new communities across the country.

Our new client relationships have not been limited to just one of our business segments or a single region of Canada, but rather across multiple provinces and territories, and within industries representing a broad scope of services including education, extractive, workplaces, and healthcare. This tells me we are on the right track with how we are delivering on our commitments, respecting a wide range of Canadian values including environmentally responsible and socially ethical operations. In support of the growth of our company, our team is expanding as well, broadening our reach and providing you with improved solutions for meeting the sustainable development goals you have set for yourselves.

This past year, we have taken another significant step forward in our fight against climate change, building on the foundation of our science-based targets and enabling progress against our net-zero climate target. By taking the Coolfood Pledge for Canada, we have committed to a 25% reduction in our greenhouse gas (GHG) emissions from food by 2030. Independently verified by World Resources Institute (WRI), this pledge is a demonstration of our willingness to be transparent, and to hold ourselves accountable to the people we serve.

Recently, we were able to reach new heights regarding our positive outreach in the community. Culminating with our largest Aramark Building Community Day event so far, our donation of thousands of pounds of diverted leftovers and prepared meals is helping the battle against food insecurity in Canada.

For every new program we introduce through the Be Well. Do Well. platform, whether meant to promote diversity, equity, and inclusion, health and wellness, waste reduction, or sustainable procurement, our focus remains on maintaining a strong culture of safety. Our commitment to Target Zero, a promise to cause no harm to people or planet, is the foundation for everything we do, and it is a primary reason for Aramark having been recognized once again as one of Canada's Greenest Employers in 2024.

We believe this annual report is more than a source of information for our stakeholders. We see it as a way to begin conversations about how we, your most trusted partner in hospitality, can align with your top priorities for ESG. I look forward to these discussions, and on behalf of the entire Aramark team I encourage you to reach out and provide us with your feedback. It is our best strategy for ensuring we continue to make progress together each and every year.

Sincerely,

A handwritten signature in black ink, appearing to read 'S Prisco', written in a cursive style.

**Steven Prisco**  
*President, Aramark Canada*

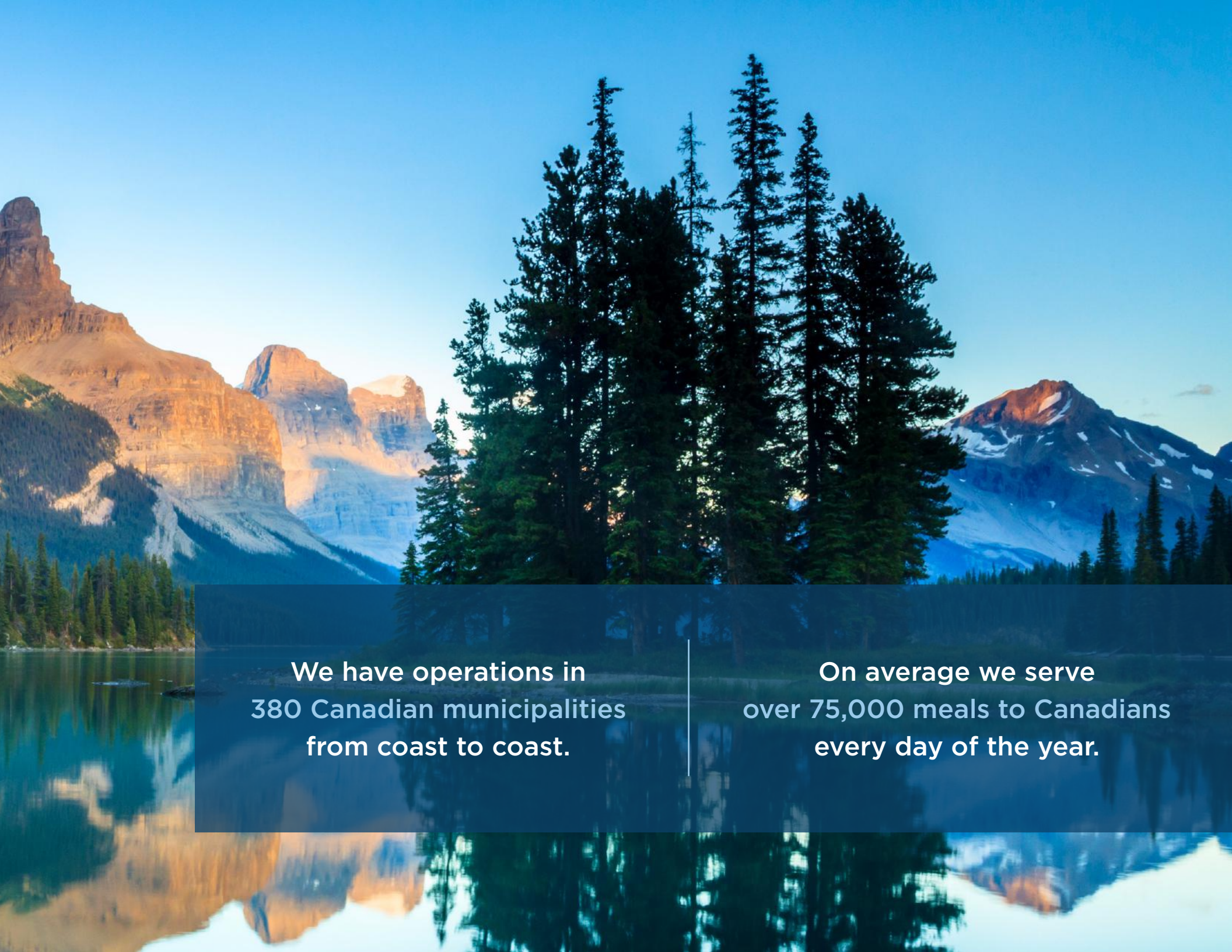


# ARAMARK IN CANADA

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 have operations in  
380 Canadian municipalities  
from coast to coast.

On average we serve  
over 75,000 meals to Canadians  
every day of the year.

# ABOUT BE WELL. DO WELL.

Be Well. Do Well. is Aramark's Environmental, Social & Governance (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.

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 2023 to June 2024.



## 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 team members, consumers, communities, and those who contribute to our global 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 GHG emissions.

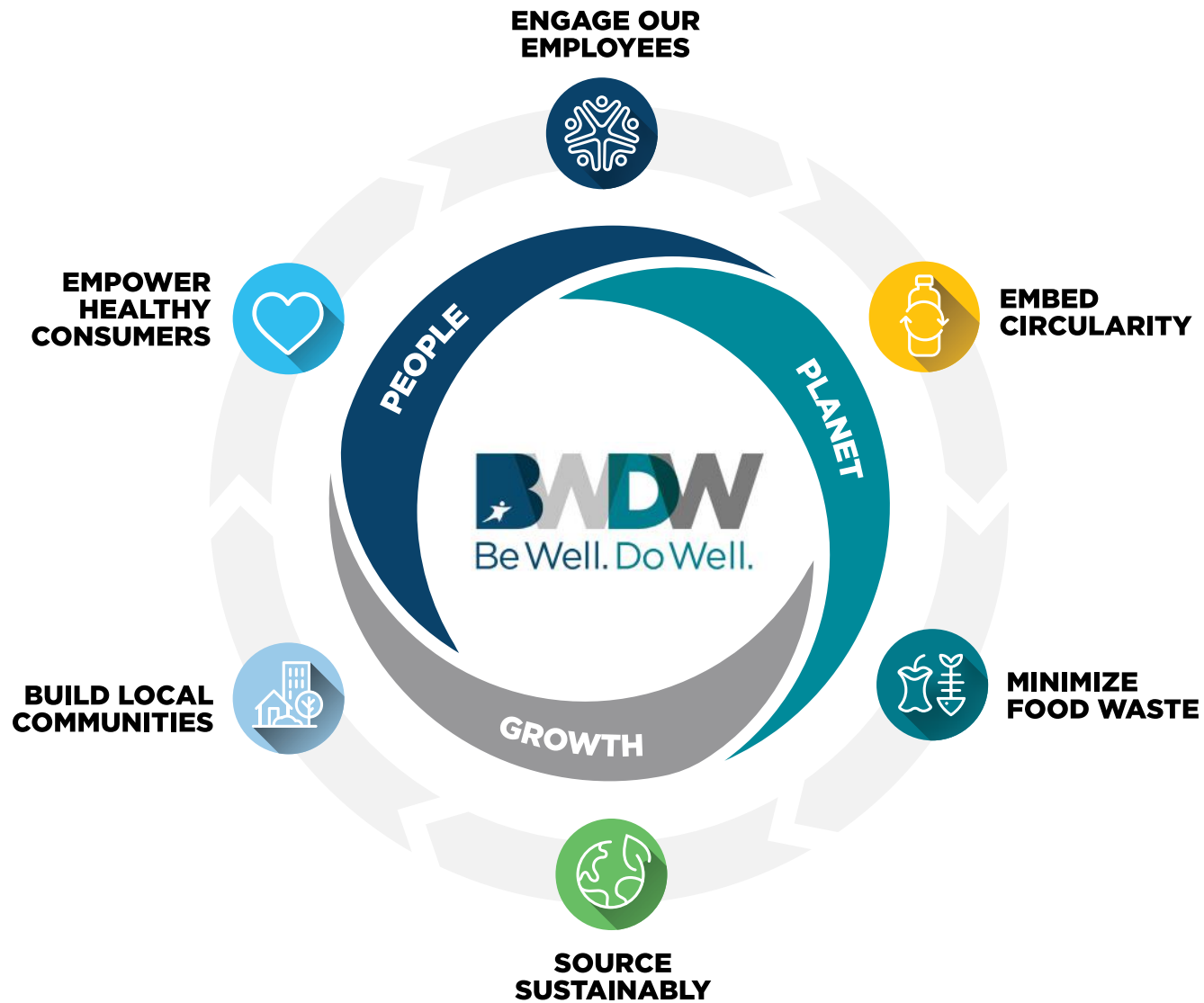
We will reach this target through a combination of initiatives that will reduce the waste generated by our operations, and establish environmental considerations as a top priority in our decisions related to procurement.

Each goal is supported by three priorities, each of which align with the United Nations Sustainable Development Goals. We have identified key performance indicators and internal targets tied to our business objectives to drive outcomes against those priorities.

Be Well. Do Well. is how we are delivering on our pledge to be transparent and accountable, simplifying the message of the progress we are continuously making along our journey towards real sustainability.



## ENABLE EQUITY & WELL-BEING FOR MILLIONS



## PROMOTE PLANETARY HEALTH ON PATH TO NET ZERO

# BE WELL. DO WELL. PROGRESS

While we are proud of our Be Well. Do Well. performance thus far, we know this is a journey that demands innovation, collaboration, transparency, and resolve. To measure our progress for each of our priority areas, we track a variety of metrics and aim for continuous improvement. Our performance and results are captured throughout this report and briefly summarized here.

## ENGAGE OUR EMPLOYEES

We hosted chefs **from 10 countries** around the world to participate in an **International Culinary Competition**



## EMPOWER HEALTHY CONSUMERS

**1,680** of our recipes meet the criteria for **“Eat Well”, our “better-for-you” menu options**



## BUILD LOCAL COMMUNITIES

**4,950 meals donated** on Aramark Building Community Day across Canada



## SOURCE SUSTAINABLY

**59%** of our entrées on the Fresh Food Company menu are **Coolfood certified**



## MINIMIZE FOOD WASTE

**262,485 Kgs** of Co2e diverted as a result of our **food donation programs**



## EMBED CIRCULARITY

We avoided **23,492 single-use containers** from entering the waste stream through reusables programs



A man with a beard, wearing a white button-down shirt and a blue denim cap with sunglasses on top, is shown in profile from the chest up. He has his mouth wide open in a shout or cheer, and his arms are outstretched to the sides. The background is a bright, hazy sky over a landscape. On the left side of the image, there are large, semi-transparent letters 'E', 'O', 'E', and 'D' stacked vertically. A blue banner with white text is overlaid on the left side of the image.

**Enable Equity and  
Well-Being for Millions**

# PEOPLE

Our commitment to enhance the well-being of every person with whom we come into contact through the course of our daily business is the foundation upon which Be Well. Do Well. is built. It starts with safety—ensuring our employees feel secure in their workplace, and that our customers and the communities we serve can count on us to have their best interests for health and wellness as our top priority.

We focus on maintaining a diverse, equitable, and inclusive culture that extends from the way we hire, retain, and develop our employees, through to the policies we have created that govern the partnerships we form with external organizations.

## DEI PRIORITIES



# ENGAGING EMPLOYEES

Maintaining a work culture where people feel secure and have an opportunity to grow is an imperative component of our success.



## IN ACTION

We are proud to work with partners demonstrating direct investment into more sustainable production methods. At Chef's Cup, we celebrated the efforts of Maple Leaf Foods to drastically reduce the carbon footprint of its operations. Working with Nutrien Ltd., Maple Leaf is finding ways to grow animal feed that regenerates the health of the soil and sequesters large volumes of carbon. As an honorary way of offsetting the GHG emissions associated with this international event, Aramark has sent a \$5,000 contribution to one of these projects.



2024 | INTERNATIONAL  
**CHEFS' CUP**  
TORONTO

## INTERNATIONAL CHEFS' CUP TORONTO 2024

This spring, Aramark Canada was the proud host of the biggest annual event within our organization—the International Chef's Cup Competition. Talented chefs from 10 countries around the world came to Toronto to showcase their talents and compete for the coveted trophy, and the event planning team wanted to make sure that some planet-friendly innovations would be on display to inspire our chefs to incorporate sustainable practices into their home country operations.

For the first time in International Chefs' Cup history, contestants were asked to consider climate in their creations. Appetizers were limited to plant-based ingredients only, and beef and lamb were eliminated from the competition completely due to the fact that ruminant animals represent the biggest contributors to GHG emissions resulting from food production by far.

To reduce waste, we partnered once again with our friends at Second Harvest to make sure that all unused ingredients from the competition would be donated to the Firm Voice Foundation, an organization dedicated to helping those in our community who have suffered from abuse and oppression, and who struggle with food insecurity.

And to raise awareness regarding our journey to reduce plastic waste in our business, chefs were given utensils made with upcycled plastic fishing nets recovered from the ocean, and were challenged to incorporate responsible sourcing into their kitchens.





## OUR DIVERSITY, EQUITY, & INCLUSION JOURNEY

We have reached many milestones in the past year along our path to greater diversity, equity, and inclusion (DEI) at Aramark Canada. We have delivered DEI training to employees across the country, and fostered a culture of inclusion through the myWholeSelf campaign, which encourages employees to self-identify and confidently be their authentic selves at work each and every day.

Some of our greatest impact in support of our DEI goals has been realized through progress with our Employee Resource Groups (ERGs). To start with, two new groups have been successfully launched: Aramark Young Professionals (AYP) and Leaders and Employees of African Descent (LEAD).



Aramark  
**YOUNG  
PROFESSIONALS**



Aramark  
**LEADERS & EMPLOYEES  
OF AFRICAN DESCENT**

# Employee Resource Groups

One of the key reasons behind Aramark's culture of vitality is the spirit of connection and inclusion created by our ERGs. This has been an active year for ERG events, featuring everything from high-profile speakers to talent showcases and recognitions for some of the brightest stars in our organization. Our ERG Showcase events brings employees together to learn about the opportunities associated with joining a group. Their efforts are not wasted, as participation numbers continue to increase every year.



# IN ACTION

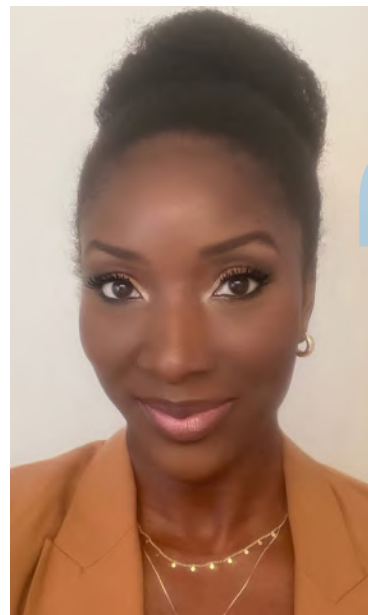
Aramark Canada hosted its very first premier ERG Showcase and livestream event at our head office in Mississauga. "The Table" event was an avenue for employees to delve deeper into the essence of ERSs and explore a variety of ways they could contribute to an inclusive and welcoming workplace.



## EMPOWER

The EMPOWER ERG, dedicated to the equality of women in the workplace, had much to celebrate this past year. To begin with, Aramark Canada's Strategic Lead for DEI & Development Millicent Dampare was elected as the Global Workforce Chair for the EMPOWER ERG, giving her the opportunity to expand her inspirational outlook to colleagues around the world.

**CANADA'S CHAPTER OF EMPOWER WAS HONoured TO RECEIVE THE COVETED ERG HUB OF THE YEAR AWARD!**



I love and live by our mission to empower and grow diverse women leaders from my own journey, starting as a member, then as a co-chair for EMPOWER Canada, and now as a Workforce chair. I am passionate about serving our members across borders in different spaces, cultivating inclusion, unity and growth!

**Millicent Dampare**  
Empower Workforce Chair



## Women’s Foodservice Forum (WFF) Leadership Conference

Many EMPOWER members traveled to Dallas, Texas to attend the 35th edition of the WFF Leadership Conference. Aramark Canada’s Corporate B2B Marketing Director Priscilla Rios was honoured with a WFF Change Maker award.

### Fear Less, Do More with Michelle Poler

**Michelle Poler**, author of *Hello, Fears: Crush Your Comfort Zone and Become Who You’re Meant To Be* and creator of the 100 Days Without Fear project, came to Aramark headquarters to deliver inspirational coaching to our EMPOWER membership.



## BE WELL. DO WELL. AWARDS

In 2023, we introduced the Be Well. Do Well. People and Planet Awards to recognize individual efforts demonstrating leadership in driving progress against our sustainability goals. **Shona Connolly**, Senior Director in our Supply Chain Management team, was the recipient of the inaugural Planet award for her team’s success in advancing ESG data management for Aramark. Shona’s initiatives have enabled access to new sources of data and increased the speed at which her team is able to provide requested information, while simultaneously improving accuracy.

**Millicent Dampare** accepted the People award for her unwavering dedication to advancing Aramark’s DEI goals, including her leadership and support of numerous ERGs and her work in coordinating roundtables and speaker series events that educated and engaged employees throughout the year. Millicent’s passion is contagious and inspires countless Aramark team members to champion the goals of Be Well. Do Well. within a wide variety of roles across the organization.



## CANADA'S SAFEST EMPLOYER AWARD

The foundation of our Be Well. Do Well. platform is to prioritize the safety of our employees, customers, and communities above all other concerns. At Aramark our vision is Target Zero, in which no harm to people or environment ever occurs.

Our partnerships and the recognitions we have received from third-party evaluators serve as evidence that the people whose well-being we endeavour to protect can rest assured we are delivering on our commitments.

In 2023, we were honoured to receive an Award of Excellence at Canada's Safest Employers Awards. Aramark was recognized for implementing and improving programs that help prevent injuries to employees, and for creating a culture of safety within our company. In addition to the significant upgrades made in the way we report and investigate injuries, we introduced our new District Safety Leader program in which key leaders and high-potential employees are assembled to help build and maintain a network of safety knowledge and allyship across the entire organization.

# INTRODUCING MARKO

Marko is a mobile application that gives our teams an easier and faster solution for uploading important information to our Global Metrics Monitor database. Managers are able to seamlessly upload data related to food safety, audit observations, incident reporting, Joint Health & Safety Committee meeting notes, workplace inspections and more. Not only is this data critical for making progress against our Target Zero aspirations, it also gives our teams the ability to spend more time serving customers instead of sitting at the computer.

# EXPANDING SHOES FOR CREWS

Shoes for Crews is a corporate safety footwear initiative that is helping Aramark employees reduce the frequency and severity of slips and falls in the workplace. The program makes slip-resistant shoes easily available for employees to purchase at significantly discounted prices. Expanding this program in the past year has contributed to marked improvements in the number of reported accidents from our operating teams.



# IN ACTION

In 2023, our Safety & Risk Control team performed 244 Steritech audits—virtually one for every work day in a typical calendar year in Canada!

# EMPOWERING HEALTHY CONSUMERS

We strive to empower Canadians to make healthy lifestyle choices with dining programs that make it easy to eat well, and nutrition and wellness programs that support a culture of health and well-being.



## 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.

## Consumer Education

We do this by creating quarterly wellness campaigns that are used to provide motivation and encouragement to our customers. These campaigns contain a variety of engaging print and digital materials that promote healthy lifestyle choices, highlight menu innovation, and introduce new innovation and introduce new trends in nutrition. To further our in-unit education, we share an abundance of popular recipes, nutrition and culinary tips, and sustainable living inspiration on [liveitgood.ca](https://liveitgood.ca).

## Consumer Engagement

It's not enough to simply share our knowledge; we strive to connect consumers more deeply with our wellness programs through engagement activities! With input from our registered dietitians and culinary experts, we plan a series of engagement and education events every month to promote our healthy offerings, educate on the latest trends, and teach our communities how to make better, healthier lifestyle choices.



**EAT  
WELL**

**FIND  
BALANCE**

**OVER  
1,600  
RECIPES**  
MEET CRITERIA  
FOR EAT WELL

## EAT WELL™

The Eat Well program is our wayfinding initiative that puts better-for-you menu selections front and centre. Using insights from our registered dietitians and industry standards, these items are packed full of fibre, vegetables and fruit, and lean or plant-based proteins, and made with less sugar, saturated fat, and sodium.

We use an eye-catching icon to help consumers quickly and easily spot healthier choices on menu boards and food packaging while in our dining locations.

**EAT  
WELL**

LOOK FOR THE LOGO

**MAKE  
BETTER  
CHOICES**

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

SCAN TO LEARN MORE

**EAT  
WELL**

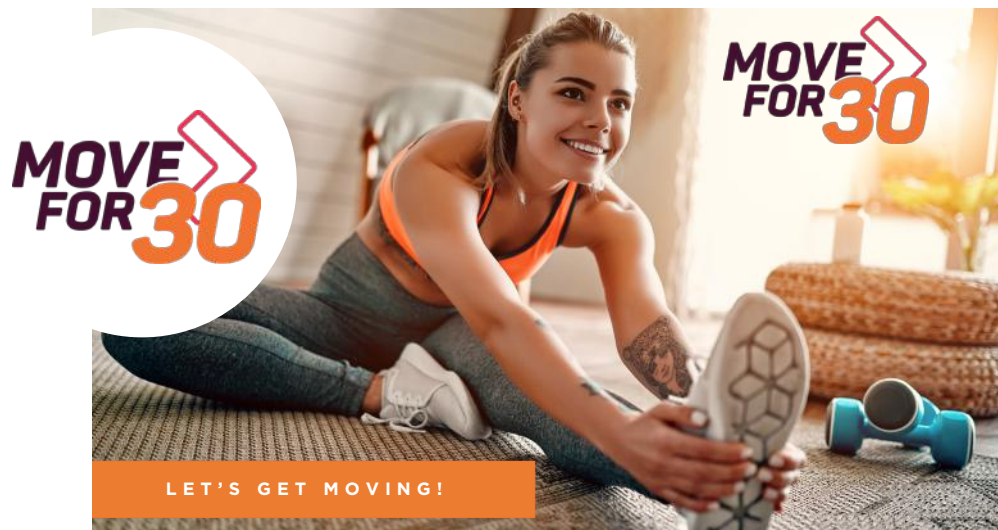
LOOK FOR THE LOGO

**Packed-full of protein, fibre,  
vegetables, and fruits without  
too much saturated fat,  
sodium, and sugar.**

## Podcasts

More than ever before, consumers are looking for healthy ways to power their day—and their lives. The chefs, dietitians and nutrition experts that are part of the Aramark team are more than happy to provide our guests with practical information that can help them on their path to healthier living.

That's why we've introduced the new Five Minutes to Feed Your Potential™ podcast series, designed for busy people who are looking for easy, delicious, and practical ways to be healthy and happy. Each “podshort” in the series focuses on an important health and well-being topic and invites our experts to share their insights, ideas, and inspiration—in around five minutes—so that even the busiest listener can tune in.



## Move for 30

Move for 30 is our physical activity awareness campaign designed to encourage consumers, staff, and employees to take 30 minutes out of their day to engage in a physical activity they love. The campaign aims to motivate Canadians to meet the daily physical activity recommendation of 30 minutes per day by performing short bursts of physical activity through the day. These “exercise bites” make healthier living achievable by focusing on social and enjoyable activities.

## Nutrition Month

This past March we celebrated Nutrition Month and the work of dietitians in helping Canadians create healthy eating habits. By urging Canadians to “think beyond the table”, we demonstrated that healthy eating habits are not just about the foods we eat, but include our behaviours before, during and after meals.

Throughout March, our accounts across all lines of business celebrated Nutrition Month in their own way.

## Take:15

Take:15 is Aramark's biannual campaign that strives to educate our communities on the importance and management of emotional well-being. The campaign encourages Canadians to take 15 minutes out of their day to unwind, destress, and recover from everyday stressors in our lives.

We reach millions where they work and study—and that poses both a responsibility and an opportunity to make a difference. We have expanded the offerings of our campaign to encourage emotional well-being practices to our consumers and employees alike.

## World Mental Health Day Campaign

In honour of World Mental Health Day on October 10, Aramark ran a month-long campaign to educate Canadians on various dimensions of well-being, including emotional, physical, occupational, mental, and social. With the help of our wellness experts, we created weekly tabling activities that were run as engagement events for staff, students, employees, and clients. These sessions provide our consumers with an opportunity to learn effective techniques for achieving greater mindfulness and relieving stress in all areas of life.



**TAKE:15**

### CATCH SOME ZZZS

If you don't SNOOZE, you lose! Are you ready to sleep-on?

Scan here to learn about improving your sleep quality and mood



# TAKE:15

FOR YOUR EMOTIONAL WELLBEING



SCAN TO LEARN MORE



OUR WEEKLY TAKE:15  
E-NEWSLETTERS REACHED

# OVER 1,200 ARAMARK EMPLOYEES!

# 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.



200  
VOLUNTEERS  
4,950  
MEALS



## ARAMARK BUILDING COMMUNITY DAY

On May 2, 2024, Aramark employees came together for Aramark Building Community Day (ABC Day) with the shared commitment to make a difference in various local communities. We are beyond proud and grateful for our 200 volunteers who participated in cities across Canada.

In partnership with our friends at Second Harvest, our teams put together a total of 4,950 meals and sorted an additional 2561 kgs of food in a single day to help feed Canadians in need. So many incredible organizations benefited from this effort:

**Gathering Place | Teen Challenge | Memorial University Food Bank**

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**SCSU Food Bank | Freedom City | Waterloo Region Food Bank**

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**Lions Manor | Mamawi Centre | University of Manitoba Food Bank**

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**North Point Douglas Seniors Association, Converge Community Kitchen**

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**Food Hub University of Calgary On-Campus Food Bank**

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**Calgary Dream Centre | University of Alberta On-Campus Food Bank**

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**Edmonton Food Bank | Foothills Hospital Food Bank**



## WORKING WOMEN COMMUNITY CENTRE

In August 2023, Aramark Canada's EMPOWER ERG began a collaboration with the Working Women's Community Centre (WWCC) to aid women affected by the African refugee crisis.

Aramark provided weekly lunches for 50 attendees of the Wellness Wednesday program, a campaign designed to create a secure space for refugee women in need of some support in building self-sufficiency.

Wellness Wednesdays has benefited refugee women from many African countries, including Nigeria, Uganda, Kenya, Rwanda, and Sudan. This collaboration between WWCC, Aramark, and supporting agencies highlights the positive impact of community partnerships and corporate social responsibility.

# ALIMENTS DU QUÉBEC AU MENU AWARD

Since becoming the very first food service company to engage in the Aliments du Québec au menu program back in 2016, Aramark has continued to lead the way when it comes to supporting local food purchasing within the province. Under the Aliments du Québec au menu approach, a recipe is considered “local” if at least 50% of its ingredients were sourced from within the province. This past year, we were recognized with an award at Le Rendez-vous des institutions gala event for having the highest number of local recipes among all participating institutions.

The story of our team’s dedication to this program is in the numbers. We currently have 460 local recipes, representing one-third of the program’s available items on menus used across the province. And with over 80 individual locations participating in the program, sites managed by Aramark teams now account for 15% of program participation overall.



## PROMOTING FEED BC

Feed BC is an initiative mandated by the British Columbia Ministry of Agriculture and Food as a way of promoting a high level of local procurement for public institutions within the province. Since the inception of the program, Aramark has served as a key component of its success, enabling our clients to achieve the lofty goal of maintaining a minimum of 30% of their overall food spend with locally-based businesses.

Since hosting BC’s first Agriculture and Food Co-op Conference and Trade Show, Thompson Rivers University has introduced a number of strategies to support the goals of Feed BC, including special icons and identifiers that help students find menu items made with local ingredients, and tasting events featuring the culinary traditions of BC’s rich Indigenous cultural heritage. The Aramark team at Camosun College has also undertaken initiatives to bolster spending with local companies in British Columbia. Their efforts include the establishment of a BC local market within their retail services that showcase beloved local brands such as Level Ground coffee, Rebel Bakery, Haus Butcher, Lockwood Farm eggs, and Live Nuts.



70.23%

## **BUYING LOCAL IN CANADA**

Well over two-thirds of our purchasing is spent on products manufactured in facilities based right here in Canada. This helps to bolster local economies through the creation of jobs, and builds stronger food sovereignty in support of local agriculture.

An aerial photograph of a coastal area. In the foreground, there are several houses with dark roofs nestled among trees. A large body of water, likely a bay or inlet, is visible, with a marina filled with numerous white sailboats. The surrounding land is covered in dense green forest. In the background, there are rolling hills and a clear blue sky with some light clouds. The overall scene is peaceful and scenic.

# IN ACTION

## PEARSON COLLEGE FARM TO TABLE FEAST

Located near Victoria on Vancouver Island, BC, Pearson College hosts an annual Farm to Table feast, bringing together the community and strengthening local relationships. In preparation for the feast, teams from Pearson College visit local farms, building new relationships with farmers and collecting fresh ingredients for the meals. The menu is crafted based on these ingredients, using minimal seasonings to highlight the natural flavours of the local foods. Close friends, community members, and representatives from Indigenous groups are invited to the campus to share in this special meal.



# INDIGENOUS RELATIONS

## Our Philosophy of Commitment

In order to foster and maintain positive relationships with Indigenous communities across Canada, we have developed an approach based on four key commitments:

### TIME AND PRESENCE IN THE COMMUNITY

We understand how important active involvement and visibility are in the communities we serve.

### RECOGNITION AND RESPECT

Our partnerships and joint ventures recognize and respect our partner communities' values and contributions.

### HONOURING OBLIGATIONS AND CULTURE

To establish trusting relationships with the communities in which we serve, we follow through on our assurances and strive to understand and honour each distinct culture.

### UNDERSTANDING THE IMPACT ON THE COMMUNITY

We show respect for Indigenous rights—from both legal and moral perspectives.

In pursuit of these commitments, Aramark's Indigenous Relations Leadership Committee invested a significant amount of time and energy into training and education.

Progressive  
Aboriginal  
RELATIONS

GOLD  
LEVEL

Canadian Council for  
Aboriginal Business 

In 2023, Aramark was very proud to reaffirm our Gold Status with the Canadian Council for Aboriginal Business (CCAB) for Progressive Aboriginal Relations.



## Training

### Indigenous Foodways Skills Training Program

Aramark has partnered with the Mushkegowuk Council Nation Rebuilding Initiative on a community workforce training program that promotes Indigenous food security through food tourism and hydroponics farming. The Indigenous Foodways Skills Training Program (IFSTP) provides paid work placements for Indigenous women, allowing them to develop marketable skills that include food safety and handling, customer service, standard protocols for operating in industrial culinary facilities, and more.

### LandSea and the Workforce Accommodation and Culinary Training

Within Aramark's Remote Workplace Services division, the LandSea team is a driving force in creating positive opportunities for Indigenous peoples within and near the sites of their operations. LandSea has sponsored the Workforce Accommodation and Culinary Training (WACT) program for members of the Shxw'ow'hamel First Nation in the Upper Fraser Valley region of British Columbia. WACT teaches the necessary skills for employment in catering and housekeeping services of the Remote Workplace sector, qualifications that are in high demand across our portfolio.



## Indigenous Manager-in-Training Program

Aramark's Indigenous Manager-in-Training (IMIT) program provides exposure to all aspects of our site operations with the goal of developing future managers and leaders within our organization.

Company president **Steve Prisco** visited the Detour Lake gold mine in northern Ontario to congratulate **Kimberly Moore**, a graduate of the IMIT program who was promoted to Lodge Manager.

## The Path Training

As a way of increasing awareness and sensitivity to Indigenous history and culture throughout the entire Aramark team, we have incorporated mandatory training at all levels of employment in our organization. The Path training, developed by Ottawa-based NVision Insight Group, was designed to help Canadians understand how the relationships between First Nations, Métis, and Inuit communities have evolved over time, with all peoples involved in the building of the nation we know today as Canada.

## Rising Sun

Aramark's Indigenous community ERG, Rising Sun, is much more than a chat room for team members with Indigenous heritage. Rising Sun's passionate leaders and membership are the driving force behind all activities in our organization helping to educate and inspire our team members, and to provide them with the tools to pursue the goals of reconciliation.



Aramark  
**RISING SUN**



North American  
**INDIGENOUS  
GAMES 2023**  
HALIFAX • NOVA SCOTIA

## Events

Over the past year, Aramark teams across the country participated in events that recognize and honour the traditions of Indigenous peoples.

### North American Indigenous Games

In July 2023, Aramark was proud to co-host thousands of Indigenous athletes from across the region traditionally known as Turtle Island in the stories of many First Nations, to compete against one another in the North American Indigenous Games (NAIG). This year's events took place at venues within the ancestral and unceded lands of the Mi'kmaq people, including Kijipuktuk (Halifax), Dartmouth, Millbrook First Nation, and Sipekne'katik. At NAIG, 756 distinct Indigenous nations were represented by competitors in 16 sports.

Menus featuring the culinary heritage of many Indigenous peoples were served at the events, and our team members were given the chance to learn about and participate in important ceremonial customs such as smudging and the creation of spirit plates before each meal.

## IN ACTION



As a reference for Aramark chefs interested in integrating Indigenous culinary traditions into their arsenal, our Indigenous-Inspired Recipe Book was released in 2023 in collaboration with the Rising Sun ERG. The book features chefs from across the country, representing a diverse collection of Indigenous backgrounds.

Aramark has committed to increasing our spend with Indigenous-owned business by 10% year over year.

## Speaker Event Series

Many honourable guests found the time in their busy schedules this year to address Aramark employees with important messages regarding reconciliation and the empowerment of Indigenous communities. Aramark's Rising Sun ERG coordinated these events as part of its mandate to educate employees on matters of concern within Indigenous communities.

- **Phyllis Webstad—the founder of Orange Shirt Day**, which remembers and honours the children who endured horrific abuse and in many cases perished within the residential school system—was generous enough to share her story with Aramark. She spoke of resilience and perseverance, and her words inspired us to ensure that Canadians would never again be complicit in any future human rights atrocities.

- **Director of Indigenous Initiatives from the OEC Group Caroline Jean Falstead** delivered a seminar titled Rise: The Spirit of Indigenous Talent to our human resources specialists, in which she discussed workforce recruitment strategies in Indigenous communities.
- We had the privilege of hearing from former **Chief of the Simpcw First Nation Keith Matthews**, who spoke about his experiences working with the federal government on trade agreements with Indigenous communities in Canada and abroad, and his work with the Assembly of First Nations on economic development.

## The Art of Storytelling Through Food

Under the leadership of our friend and partner **Joseph Shawana**, Chair of the Indigenous Culinary of Associated Nations, Aramark chefs and their patrons were educated and inspired this year at a two-day event at Carleton University titled Traditions: The Art of Storytelling Through Food. Joined by his colleague Chef **Chris Commandant**, the culinary masters talked about the foundations of Indigenous food systems and showed the audience their craft through a hands-on display and food sampling.



## IN ACTION

Our efforts to hire and retain more Indigenous employees are working. In our Remotes Workplace Services division, the average monthly number increased from 110 in 2022 to 115 in 2023.



**Promote Planetary Health  
on a Path to Net Zero**



# PLANET

Implementing strategies to help tackle the environmental threats posed by climate change remains our top planetary goal within the Be Well. Do Well. platform. We are taking bold steps to demonstrate our dedication to overcome these global climate challenges with public commitments, including the Coolfood Pledge, that hold us accountable to our stakeholders.

We have taken steps towards shifting our entire supply chain in a direction that prioritizes responsible ecological production and social justice. And we are finding ways to transition conventional service models away from practices that rely on single-use plastics and food waste.

A large elk with impressive antlers is shown in profile, facing right. The elk is brown with a thick, shaggy coat. Its antlers are dark brown and have a complex, branching structure. The background is a clear blue sky with some light clouds. The elk is standing in a field of dry, yellowish-brown grass.

# CLIMATE COMMITMENTS

## Our Science-Based Targets

The validation of our science-based targets in 2023 is a demonstration of our commitment to achieve net-zero GHG emissions by 2050 and achieve near-term emissions reductions by 2030.

Our targets are the result of alignment with the Science-Based Target initiative (SBTi), a global partnership between CDP, the United Nations Global Compact, World Resources Institute (WRI), and the World Wildlife Fund for Nature (WWF). The combined expertise among these initiative members ensures that our goals remain sufficiently aggressive for achieving meaningful change, and by sharing them publicly we hold ourselves accountable to the communities we serve today as well as future generations.

### Aramark's near-term science-based targets include:

- Reduce absolute scope 1 and 2 GHG emissions 57.1% by FY2030 from a FY2019 base year.
- Commit to having 62% of our suppliers with science-based targets by FY2027, measured by emissions covering purchased goods and services and upstream transportation and distribution.
- Reduce absolute scope 3 GHG emissions from use of sold products 28% by FY2030 from a FY2019 base year.

# Our Decarbonization Pathway

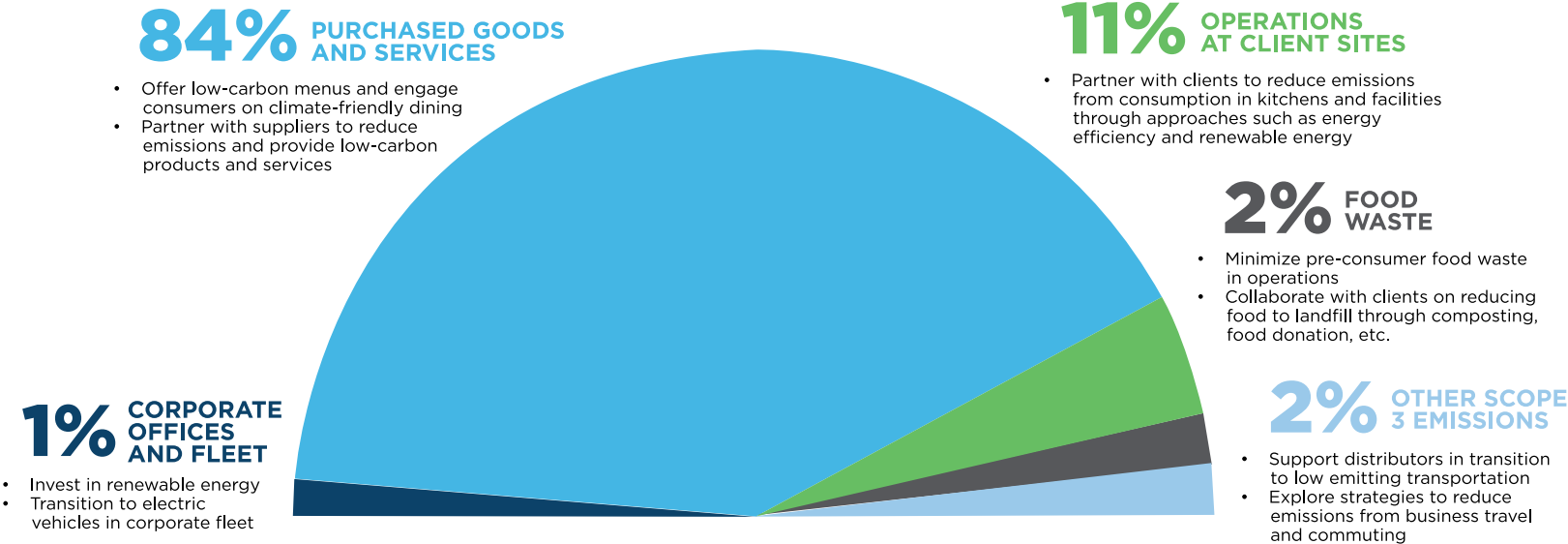
With Aramark’s science-based targets now validated by the SBTi, our priority is to develop and implement tactics that will allow us to achieve our goals.

Aramark has been measuring and reporting on our GHG emissions for several years to both guide our decarbonization efforts and provide transparent data to stakeholders. In 2023, we began implementing a carbon accounting software solution called Persefoni. This software enhances data collection, allows for a more dynamic and detailed analysis of our carbon footprint and net-zero pathway, and improves transparency in preparation for regulatory assurance requirements.

We measure emissions across our entire value chain. The graphic below illustrates our top sources of emissions and outlines our emerging pathway to achieving our science-based targets. These metrics represent rounded percentages of total emissions from Food and Support Services in Canada based on preliminary FY2023 as calculated by Persefoni’s carbon accounting platform.

Aramark will use annual [CDP](#) (formerly Carbon Disclosure Project) disclosures to meet the SBTi reporting requirements for our global science-based targets and will continue to provide updates on our progress.

## Aramark’s Canada Carbon Footprint and Emerging Net-Zero Pathway



# 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.

## ANIMAL WELFARE

We are committed to help usher in a new and improved food system in Canada wherein the welfare of the animals raised in agricultural environments is valued as a top priority. We continue to transition away from conventionally-produced foods in categories including eggs, chicken, pork and farmed seafood, and we have introduced a requirement in our supplier evaluation process to show evidence of policies related to maintaining high standards of animal welfare wherever applicable.





## Proud Associate Members of NFACC

The National Farm Animal Care Council (NFACC) is a unique assembly of organizations that have come together to create a series of Codes of Practice for the proper treatment of animals in Canadian agriculture. Everyone from farmers to veterinarians, retailers and processors to animal rights groups, and beyond have an opportunity to voice concerns and influence the creation of draft codes, which are then made available for public comment. There are codes for every type of animal raised on Canadian farms, and these are updated every five years to ensure relevance as new information emerges. With such a wide variety of perspectives shared in this forum, the resulting sets of guidelines can be considered an extraordinarily inclusive process.

Aramark has been a proud associate member of NFACC since 2017, giving us access to science-based evidence from animal welfare experts and advocates, and enabling us to set targets that truly represent Canadian values.

## IN ACTION

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In November 2023, Aramark updated our **Global Sustainable Sourcing Policy**, outlining a process built on four essential components.

**Step 1:** We monitor the issues and proactively engage with stakeholders.

**Step 2:** We build our strategy for improvement, including public commitments to hold ourselves accountable.

**Step 3:** We implement tactics to make progress against our goals.

**Step 4:** We track and report on our progress annually in the spirit of full transparency.



## Our Coolfood Pledge Commitment

The early steps of our journey towards net-zero have drastically improved our understanding of the various contributors to our carbon footprint. As a contracted service provider we know that the vast majority of our emissions are classified as scope 3, produced in connection with the goods and services we buy as part of the execution of our daily operations. In fact, over two-thirds of our entire footprint is connected to this scope 3 category, mainly from the ingredients that go into our recipes, and so it stands to reason that food would represent our primary area of focus for reduction.

As a concrete demonstration of our commitment to GHG reduction, Aramark is proud to announce that we have taken the Coolfood Pledge!

**In partnership with a program developed by World Resources Institute (WRI), we are committing to reduce our GHG emissions associated with the food we serve by 25% by 2030—a level of ambition in line with achieving the goals of the Paris Climate Agreement.**

## Coolfood Meals

Introduced to Aramark Canada clients in 2022, our adoption of the Coolfood Meals program continues to expand and has become the most important driver for making progress against our climate goals, including the Coolfood Pledge.

Each year, Aramark submits hundreds of recipes to WRI for analysis. Any recipe that falls under the maximum threshold of per-meal GHG emissions and passes its standards for nutrition can be certified as a Coolfood Meal.

So many delicious ways to make a difference.

Just look for items marked with the Coolfood Meal icon.



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



Low Carbon meals have at least 38% lower carbon emissions than the average meal. Learn more about this calculation at eatcoolfood.org

Scan here to learn more



**coolfood**  
FOR DELICIOUS CLIMATE ACTION



**WHAT IS COOLFOOD?**

Coolfood is a movement helping to reduce the climate impact of food. It provides third party certification of menu items to help consumers identify food choices with a reduced volume of carbon emissions generated as a result of their production.

LOOK OUT FOR THE LOGO TO FIND COOLFOOD *certified meals*

**HOW DO WE CERTIFY OUR FOOD?**

- 1 Submit recipe the World Resource Institute (WRI).
- 2 WRI then uses the Coolfood Calculator to look at the impact of the ingredients from farm to fork, as well as the land.
- 3 Carbon footprint is revealed! If it's a good score, it will receive the Coolfoods low carbon stamp.

We work with the World Resource Institute to measure a meal's carbon footprint by analyzing the impact of the ingredients from farm to fork, as well as the land used to produce the meal.



Scan the QR code to learn more!



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



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

**Make a positive impact on our climate with your next plate.**

Just choose menu items labeled with this icon:



Scan here to learn more



EVERY COOLFOOD MEAL HAS AT LEAST **38%** LESS CARBON EMISSIONS THAN THE AVERAGE NORTH AMERICAN MEAL, HELPING OUR CUSTOMERS ACHIEVE THEIR PERSONAL GOALS TO FIGHT CLIMATE CHANGE.

# MINIMIZING FOOD WASTE

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



## SECOND HARVEST DONATION UPDATE

In 2022, Aramark launched a national partnership with Second Harvest, Canada's largest food rescue organization. With the help of their easy-to-use Food Rescue™ app and dashboard, our teams are able to post opportunities to claim unserved, surplus food that would otherwise go to waste. This platform links our accounts to local nonprofits, providing a safe, efficient, and effective way to deliver donated food to those who need it most. Our partnership with Second Harvest has already kept thousands of pounds of ingredients and meals out of landfills by ensuring that quality leftovers reach community organizations that support those struggling with food insecurity.

Throughout the past year, Aramark provided 118,973 meals to nonprofits within our communities. By redirecting surplus food from landfill, we diverted the equivalent of 262,485 kgs of GHGs from entering the atmosphere.

We continually seek new opportunities for making positive social and environmental impacts through our partnership with Second Harvest. For example, this year we joined forces for Aramark Building Community Day (ABC Day) to prepare food for distribution across the extensive Second Harvest network of non-profits and community centres. In just one day, Aramark employees prepared 4,950 meals for donation.



ARAMARK PROVIDED  
**118,973 MEALS**  
TO NONPROFITS WITHIN  
OUR COMMUNITIES.

## IN ACTION

### SENECA COLLEGE SOUP STATION

Aramark is proud to support this college initiative that is helping to alleviate food insecurity among the college's student population. Students who self-identify as food insecure can register their campus meal card online to receive free soup, available daily. The program offers a discreet and nondiscriminatory way for students to access food resources when needed. Our new partnership with Bamford Produce will further supplement the soup program as it supplies us with off-cuts from production, such as broccoli stalks, perfect to be used in healthy, hearty soups.



# THE EVERY SECOND COUNTS PROGRAM

Aramark is proud to announce a new collaboration with our distribution partners Bamford Produce that aims to take meaningful action in addressing the food insecurity crisis currently gripping Canada, while at the same time making a significant impact on reducing food waste. According to research conducted on Canadian university campuses, 40% of post-secondary students are identified as food insecure. Through our partnership with Bamford Produce, we strive to alleviate some of the symptoms of food insecurity within the communities where we operate.

For every order placed with Bamford Produce, they donate produce that cannot be sold to retailers due to cosmetic imperfections such as small blemishes, scars, size and weight inconsistencies, or unusual shapes to Aramark-managed kitchens. Each year, these “imperfect foods” or “seconds” contribute to billions of pounds of food waste globally and can add significant GHG emissions associated with both their production and decomposition.

Currently the produce is delivered weekly to three of our partner institutions: the University of Toronto Scarborough, Seneca College, and Centennial College. In collaboration with the campus food banks at these schools, we are helping to make it available to people in our communities who are struggling with access to healthy foods. Through our partnership with Bamford Produce, we are committed to eliminating unnecessary food waste while making a tangible difference in alleviating food insecurity, ensuring that no one in our communities goes hungry.



## IN ACTION

### LAKEHEAD UNIVERSITY & BAREFOOT FARMS

At Lakehead University in Thunder Bay, Ontario, the Aramark team has found a way to drastically reduce the food waste resulting from campus dining services while at the same time supporting the needs of one of their local community neighbours. Kitchen food scraps, including produce cuttings and peelings, are collected and donated weekly to Barefoot Farms both as compost for fertilizing their crops and as feed for their pigs.

**40%** OF POST-SECONDARY STUDENTS ARE IDENTIFIED AS FOOD INSECURE.

# EMBEDDING CIRCULARITY

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.

## FRIENDLIER DIVERSION RATE UPDATE

In 2022, Aramark began a partnership with Friendlier, an innovative enterprise founded and run by two Canadian women with a grand vision for removing large volumes of plastic waste from food services. Friendlier aims to enhance accessibility to reusable container programs through a circular reuse model. Customers pay a small deposit to purchase their food in a reusable to-go container, allowing them the convenience of enjoying their meal anywhere. After use, customers scan the container via the Friendlier app on their phone, return it to any participating location, and receive an e-transfer refund for the deposit value.

Friendlier collects the containers and cleans them at an industrial dishwashing facility, enabling Aramark accounts with limited on-site dishwashing capacity to partake in the reusable container program.

The pilot of Friendlier at several Aramark locations, including Wilfrid Laurier University and Scotiabank, proved successful, spurring further participation. In 2023, Friendlier was introduced to 19 new sites. Participating Aramark locations reused 22,327 containers this year, effectively diverting 1,294 kgs of plastic waste from landfills.

## IN ACTION

### THE UP SCORECARD

There are many factors to consider when measuring the environmental impact of packaging such as plastic pollution, chemicals of concern, climate, water use, sustainable sourcing, and recoverability. We are empowering our purchasing teams to make the most informed packaging selection decisions through the Understanding Packaging (UP) Scorecard. Understanding the entire life cycle of an individual piece of packaging in order to determine the most environmentally sound options can be difficult. The UP Scorecard simplifies the decision-making process for our purchasing managers, eliminating the need for an advanced level of technical expertise.



# IN ACTION

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## STACK IT NOW

The Aramark team at Centennial College is supporting a pilot program with local business Stack It Now to recycle coffee cups and reinforce our shared commitment to sustainability. A recent waste audit revealed that the college disposes of approximately 13.5 metric tonnes of coffee cups annually. Most disposable cups can take 20-30 years to break down due to the plastic lining, but Stack It Now has developed an effective method for removing this lining and recycling the paper fibres. To participate, students simply stack their used coffee cups at designated Coffee Cup Recycling Stations located in the campus cafeteria. Once enough cups are collected, Stack It Now arranges a pickup and initiates the recycling process. Our goal is to make waste reduction programs of this kind the new standard across our entire industry.

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# 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 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 Subcommittees.





**Majka Skopek**

## **GROWING OUR ESG TEAM**

As demand for new and improved ESG initiatives and the ability to track their performance grows, it is necessary to continually expand and develop our team. This past year, **Majka Skopek** joined Aramark as our ESG Field Strategy and Reporting Manager, specializing in ensuring that our sustainability programs are running the way they were designed and providing our external partners with relevant information to demonstrate progress. One of Majka's first tasks was to develop a Be Well. Do Well. Internal Audit meant to help our business leaders identify the areas where challenges may exist and greater support needed. If she hasn't been to your facility yet, expect to see her there very soon.



**Michael Yarymowich**

As Chair of our Be Well. Do Well. Steering Committee and Canadian Leadership Team member, Michael Yarymowich helps translate Aramark's environmental sustainability philosophy into a set of strategies that can be implemented throughout our business. Working closely with the Enterprise Sustainability Team, Michael is also able to ensure consistency in our approach to achieving ESG goals that are global in scope.





# 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 FY2021, 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 FY2022, 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.



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



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.



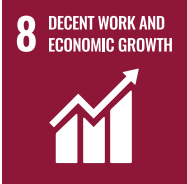
We support mental well-being through a variety of programs, enable community nutrition education, and offer consumers healthy food choices.



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



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



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



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



# ABOUT OUR REPORTING

WWW

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 GHG 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.

In prior years, Aramark has included fiscal year emissions data primarily covering the U.S. and Canada in our annual progress report, supplemented by our CDP Climate Change response. Following the validation of our science-based targets in July and the spin-off of Aramark Uniform Services (Vestis), we invested in carbon accounting software (Persefoni) that will allow us to confirm and restate our historic and fiscal year 2023 GHG inventory. Our climate strategy and carbon accounting system remain under development, and the underlying data may evolve over time, particularly as we work to continuously ensure and improve the quality, accuracy, and quantity of climate reporting. As a result, certain disclosures made in this report and our other voluntary ESG disclosures may be amended, updated, or restated in the future as the quality and completeness of our data and methodologies continue to improve. While this year’s Progress Report does not include emissions data for the reasons stated above, our recent 2023 CDP Climate Change response includes emissions data for prior years and we plan to disclose emissions in our 2024 CDP Climate Change response.



For questions about this report and other ESG-related inquiries  
for Aramark Canada, please contact:

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