

NEW DATA:

CAMPUS DINING SERVICES MID-COVID-19

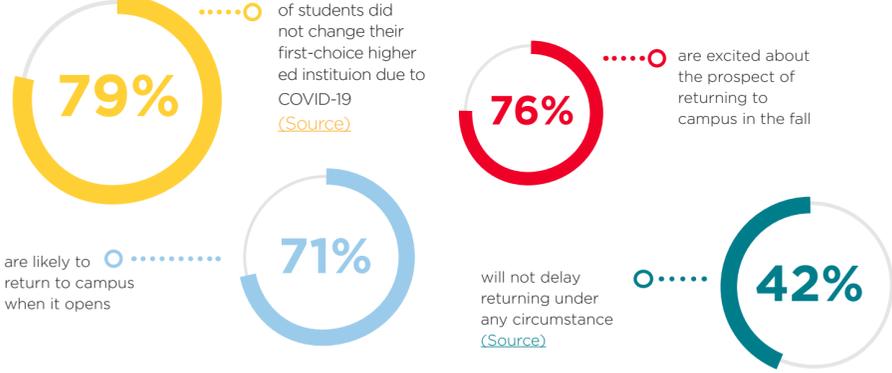
STUDENTS AND PARENTS TELL US WHAT THEY WANT NOW

A recent Aramark survey revealed students' and parents' attitudes, preferences and behaviors about returning to campus and on-campus dining.

These findings (plus additional insights from trusted sources) combined with leading technological innovations will help us successfully design the right dining services for your campus, so you can better meet the evolving wants and needs of your students and their parents.

“ Students seem optimistic, with 37% reporting that they believe things will ‘go back to normal’ within three months (by around the end of summer), and another 27% expecting ‘normal’ within five months.” **— McKinsey**

Q. Will Students Return to Campus this Year?



Q. Where Will Students Live? **76%** plan to live on campus

Q. What Will Entice Students to Participate in Meal Plans?



Q. How Do Students Want to Receive Meal Plan Options? **42%** want clear communications and responsiveness from the campus (Source)

Q. What New Behaviors Have Students Adopted?



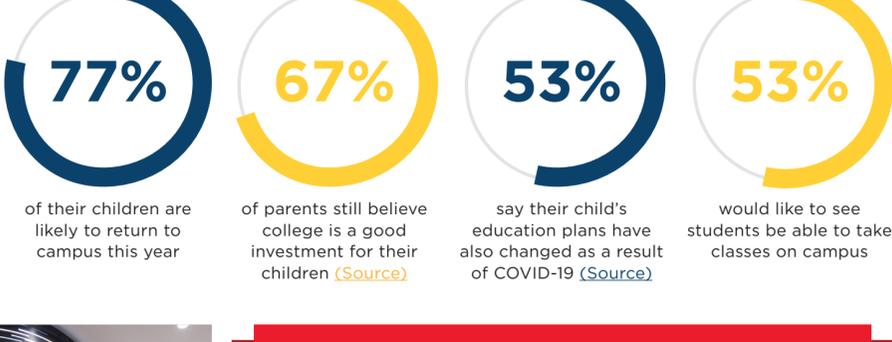
In Their Own Words — What Students Are Saying

“Dining hours should be expanded to help spread out the number of students eating in the dining hall at one time.”

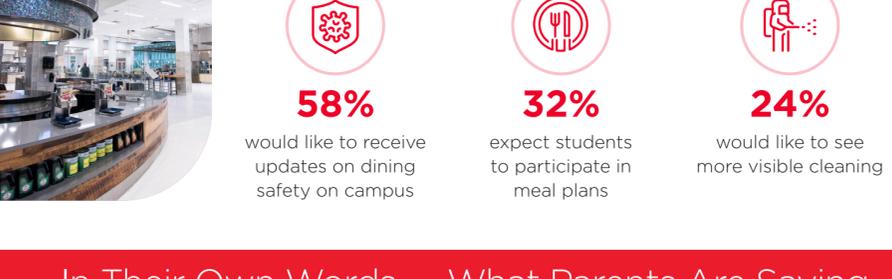
“The dining hall should feel like a comfortable place to eat, like our home.”

“Provide hand sanitizer dispensers at the end of foodservice lines.”

Q. What Do Parents Think About Campuses Reopening?



Q. What Do Parents Think About Dining Services?



In Their Own Words — What Parents Are Saying

“Offer extended meal times, maintain spatial distancing, offer online ordering and pickup from dining hall and provide contactless payment options.”

“Initiate as many safety precautions as possible as students have a cavalier approach to being invincible about getting COVID-19.”

“Execute highly visible café cleaning and sanitizing.”

Campus Dining Services Best Practices

- Several best practices emerged from the research including:
- Provide more grab-and-go options and healthy meal options
 - Allow students to use their meal plans at on-campus c-stores and coffee shops
 - Equip dining personnel with enhanced safety attire
 - Inform parents about new dining facility cleaning services by email

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 campus dining services include:
- Touchless ordering and payment technologies
 - Implementing emerging technology and setting new services and standards beyond 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
 - Enhanced high-touch cleaning procedures

Reopening campus dining services requires a keen understanding of what students and parents expect now, as well as the ability to deliver the right services and technologies to meet the new demands. Aramark has the insight and expertise to help your campus open up and welcome students to a safe and well-designed dining program.

Learn how Aramark is [developing a safe and sustainable course to navigate our new normal with EverSafe™](#).

For additional resources to help your institution improve the campus experience at your institution, please visit campusinsights.aramark.com

