



March 20, 2020

Aramark Canada is committed to the safety and wellbeing of our employees, clients, and customers. Coronavirus is creating significant challenges for all of us, including our employees, the communities where we operate, and our business. We know that it is creating significant personal hardships, especially for our dedicated hourly employees who serve our clients and customers every day. Several of our unions have contacted us to discuss this situation, and we know and respect that all unions are also grappling with the best way to respond to this crisis.

We are implementing the following measures, effective immediately, to help our valued employees through this difficult time.

Retroactive to March 19, 2020 we will provide up to 14 additional paid sick days to an eligible employee who is working in an active account location and who has a confirmed diagnosis of COVID-19, or, who is required to self-quarantine in accordance with Public Health Agency of Canada measures or at Aramark's request. This means that eligible employees will be compensated for those scheduled hours missed, for up to 14 days. All regularly scheduled and active full-time and part-time unionized employees are eligible. These additional paid days are being offered temporarily on an exceptional basis, as we endeavor to provide meaningful support to our team. This temporary program will be in place until April 17th, 2020, upon which time it will be reviewed.

In addition, our Employee Assistance Program (EAP) will be available to all unionized employees and their families during this difficult time. It provides helpful tools for managing anxiety and fears, including support to help you explain this complex situation to your children. This program is also being provided on an exceptional basis.

As well, unionized employees that were benefits eligible and have been laid-off but whose Collective Agreement does not provide for benefits during layoff and wish to continue to be in receipt of benefits during layoff, can elect to do so at the current cost share arrangement as provided for in their respective Collective Agreement for their location provided they send us cheques for the employee percentage share of the premiums cost. On an exceptional basis Aramark will temporarily fund its percentage share of the premium cost for the layoff period. Those employees that elect to receive benefits will receive correspondence from the Benefits Centre regarding their benefits continuation. Any employee who has a query regarding benefits, may contact our Benefits Centre at: 1-855-543-4068.

For those unionized employees that continue to work and have not been laid-off, Aramark Canada will continue to follow the recommendations of the Canadian Government and the World Health Organization. To that end, the measures that we have already taken include the following:

- Using appropriate cleaning products and procedures, including standard cleaning and disinfection practices
- Routine and thorough environmental cleaning and disinfection with special attention to frequently touched surfaces
- Providing instructions on how to prevent the spread of COVID-19 and additional communications and signage on proper handwashing techniques and personal hygiene

As you have heard, in many parts of the country, states of emergency have been declared. As Aramark strives to do its part in the communities we serve across the Country, in the event of a staff shortages at Aramark health care or senior living accounts, we will be drawing on laid-off Aramark employees on a volunteer basis to assist in those facilities. This may provide an opportunity for laid off employees with transferable skills to continue working.

Aramark is planning to adopt the benefits outlined above at all of our worksites, including those that are represented by your union. If you wish to opt out of these benefits, please contact me immediately. Please also contact me if you have any questions, and I will attempt to answer them to the best of my ability and as soon as I can as this situation continues to rapidly evolve.

Please stay safe. Thank you for your support, resilience and perseverance. We will come through this stronger than ever.

Sincerely,

A handwritten signature in black ink that reads "Steven Leonoff". The signature is written in a cursive, flowing style.

Steven Leonoff  
National Director – Labour Relations  
Aramark Canada Ltd.  
416-788-2346