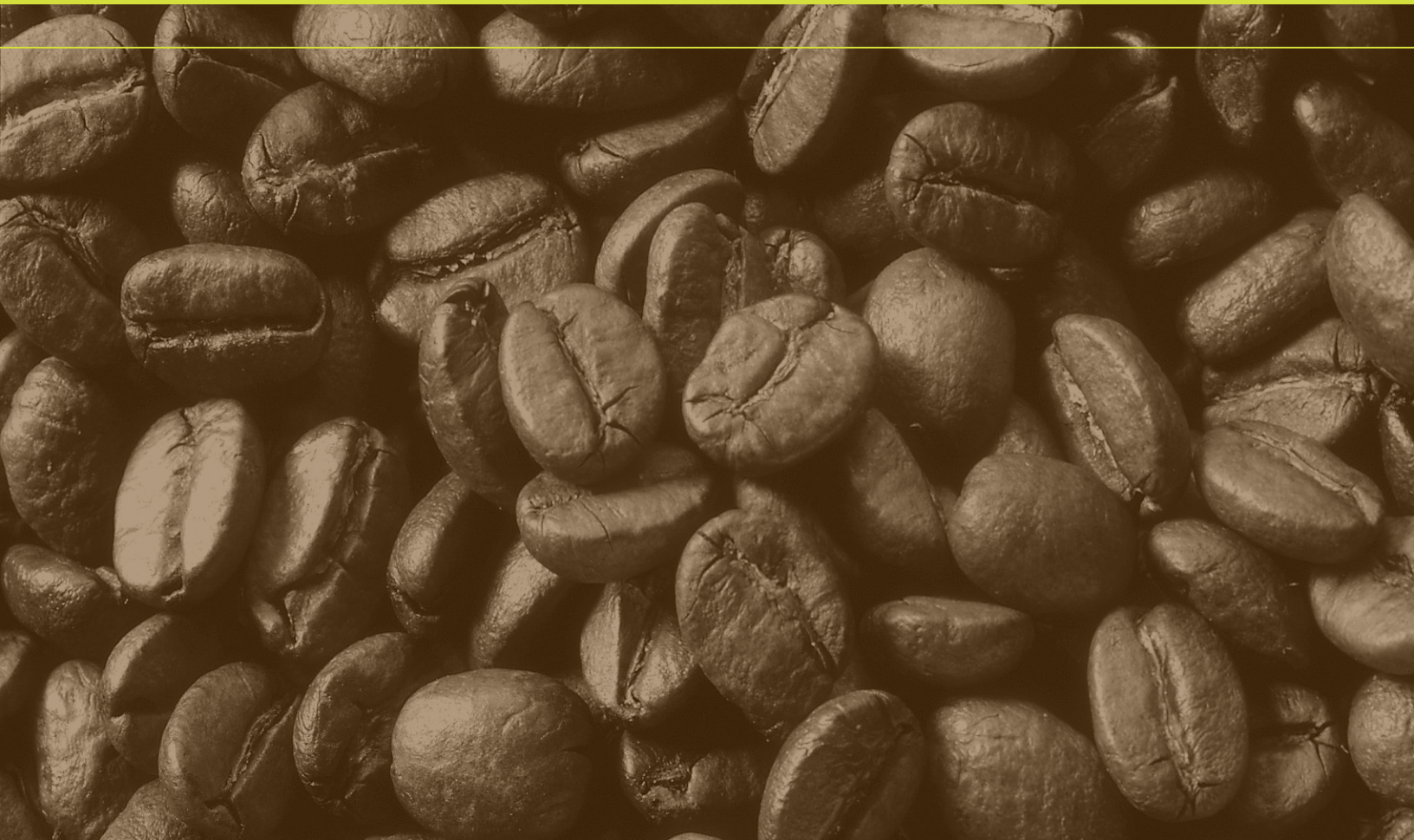




ARAMARK Refreshment Service



Executive Summary

The Importance of Refreshments

A recent study proves it. Quality refreshments at work increase employee satisfaction and drive productivity. That's why we've become experts at providing The Complete Breaktime Experience®—a comprehensive range of refreshments and services that boost employee satisfaction—all day, every day. By relying on ARAMARK, it means you can focus your time and efforts on more important things.

ARAMARK will work to create a customized solution:

- Widest variety of brand-name coffee
- State-of-the-art water filtration systems
- Full line of essential supplies and accessories
- Complete range of tea options
- Newest and broadest equipment selection
- Numerous beverage and snack choices
- World-class ServiceSTARS-certified service
- Cutting-edge inventory tracking using our proprietary RefreshTECH™ technology

Investing in a refreshment program is essential. Nearly 90% of management and more than 70% of employees feel a variety of hot refreshments at work is very important. When quality refreshments aren't available in the office, nearly a quarter of employees leave the building for about 15 minutes to satisfy their hot beverage needs. Week after week, that adds up to a lot of lost productivity!

It's About Meeting Your Needs

ARAMARK has the experience and knowledge to customize a refreshment program designed to satisfy your business needs. Specifically:

Professional Service Team

When you make a call to your provider, you should expect a timely response and the right solution. And you should expect that, long after the contract is signed, service will continue to be at the highest of standards. We live up to those expectations by having our Refreshment Specialists undergo continuous classroom and field training to be ServiceSTARS certified.

Refreshment Partner

It's about understanding what you specifically need, not what other companies like you might need. We accomplish this by conducting regular touch-points such as visits, personal phone calls, promotions and BreakTimes newsletters. Our RefreshTECH technology also helps us gain a deeper insight and understanding of your workplace's refreshment needs.

So when you want to maximize productivity and employee satisfaction in your company, it's time to turn to the experts. It's time to turn to ARAMARK Refreshment Services.

ARAMARK Overview

About ARAMARK Refreshment Services

No refreshment provider offers more for fulfilling and responding to your company's needs than ARAMARK.

ARAMARK Refreshment Services At A Glance

- Nation's most experienced refreshment services company
- 89 Refreshment Centers throughout North America—all locations ARAMARK owned, operated and ServiceSTARS trained 100,000 client locations and 6 million consumers enjoy our office refreshments every day
- Annually, we serve:
 - more than 1 billion cups of coffee
 - 400 million cold beverages
 - 200 million snacks
- 3,000 employees, trained in the high standards of ARAMARK
- More than 1 million man-hours invested in training front-line service providers
- Service personnel with an average tenure of 12+ years delivering consistent quality of service to their own communities

Our organizational structure is designed to maximize service to you. We manage nationally, support regionally and service locally.

After all, this isn't our refreshment services program. *It's yours.*

Refreshment Services leadership means:

Knowing Our Clients & Their Needs

Accurately identify customer refreshment objectives

Employing the Best People

Attract, retain and develop service-oriented people who are committed to our customer's satisfaction

Providing Financial Management Tools

Utilize the most effective cost-control systems in the managed services industry and leverage our supply chain and purchasing power to deliver value

Affecting a Continuous Improvement Process

Entrepreneurial spirit of our employees is encouraged within the framework of our shared mission and core values





Customized Solutions

Customized Solutions

Airpot & Thermal Brewers

We Proudly Brew
STARBUCKS COFFEE



Starbucks® Coffee: the Best of the Best

Starbucks opened its first location over 25 years ago in Seattle. It has since become the most popular coffee bar blend in the United States. Starbucks has created a loyal following for their premium coffee by adhering to uncompromising standards. It's a real morale booster for employees and a real treat for visiting clients and guests.

Flavor Intensity & Blends

Mild

- Breakfast Blend

Medium

- House Blend/Decaf
- Organic Shade Grown Mexico

Bold

- Caffè Verona®/Decaf

Fair Trade Café Estima™

Extra Bold

- Sumatra/Decaf
- French Roast

Serving Format

- Frac packs, pre-measured for use with glass, thermal or airpot brewers
- Bagged, whole-bean coffee for the Starbucks Interactive Cup™ Brewer

Fair Trade Certified / Organic

Organic Shade Grown Mexico

Fair Trade Café Estima™

Customized Solutions

Dunkin' Donuts



The Coffee-Shop Coffee Your Employees Crave

Dunkin' Donuts® has been named the “Best Coffee in America” by Food Trends Editor Phil Lempert. What’s more, nearly 80% of employees feel appreciated and view their office as a much better place to work when their employers serve Dunkin' Donuts coffee at work*.

ARAMARK can help you boost employee morale and productivity—plus enhance your entire breakroom environment—with our Dunkin' Donuts Office Break Packs, including:

- Dunkin' Donuts Original Blend and Dunkin' Decaf® coffee
- Dunkin' Donuts branded Airpot Wraps
- Dunkin' Donuts countertop mat
- Dunkin' Donuts branded cups and lids
- Valuable coupons for your employees to use at Dunkin' Donuts or Baskin Robbins® stores
- Mini-Moo's® dairy creamers
- Sugar, Equal® and SPLENDA® sweeteners
- Stir sticks
- Customize the Office Break Pack by adding tea, cold beverages and other breaktime essentials

Blends

- Dunkin' Donuts Coffee is made with 100% Arabica beans to be smooth and never bitter—every time:
- Original Blend – The very same consistently delicious, proprietary recipe that’s been freshly ground, brewed and served at Dunkin' Donuts stores for over 50 years
- Dunkin' Decaf® – The satisfying flavor of Original Blend without the caffeine

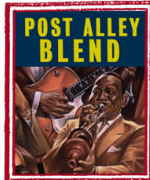
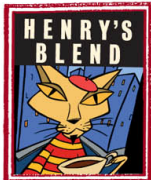
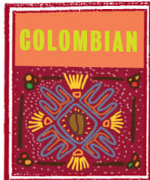
Serving Format

Frac packs, pre-measured for use with airpot brewers

*2005 ARAMARK/Dunkin' Donuts Research

Customized Solutions

Seattle's Best



From the City that Invented Gourmet Coffee

With a bold flavor and smooth taste, Seattle's Best® has been blending and serving up fine, handcrafted coffee for over 30 years. Today, thanks to ARAMARK, coffee lovers across the nation can enjoy a variety of premium blends and flavored coffee from this Seattle specialty coffee pioneer—without ever leaving the office.

Flavors & Blends

Show your employees, clients and visitors that they deserve the very best—Seattle's Best Coffee, distinctive gourmet coffees from around the world.

Original

- Seattle's Best Blend®/Decaf
- Grand Central Blend®

Colombian

- Henry's Blend®
- Post Alley Blend®/Decaf

Flavored

- Cinnabon®
- Hazelnut Cream
- Vanilla Bean



Serving Format

- Frac packs, pre-measured for use with glass, thermal or airpot brewers

Fair Trade Certified / Organic

Vanilla Bean

Customized Solutions



ARAMARK & MARS DRINKS are proud to announce the arrival of our exciting new brands-


ALTEERRA COFFEE ROASTERS^{TM/MC} and **THE BRIGHT TEA CO.**^{TM/MC} – all delivered to you through the **FLAVIA® FRESH RELEASE**^{TM/MC} System.

After extensive research and consumer feedback we have carefully selected new brands of coffees and teas, which will offer exceptional quality for your employees and visitors.


ALTEERRA: established in 1993, finding this genuinely enthusiastic brand, ended our search for a great cup of specialty coffee.

THE BRIGHT TEA CO: our new tea brand offering hand selected, perfectly balanced teas from around the world. We have collaborated with world renowned tea expert **Steven Smith** – founder of **STASH®** and **TAZO®** teas – you can be sure of a blended, crafted full-flavored cup of tea every time.

Enjoy the convenience of the simple, clean and consistent brewing - - and create combination drinks including cappuccinos, lattes, mochaccinos and espresso style drinks with our unique two pack technology while enjoying a leading - - green, energy saving solution from a world leader in single cup brewing.

delivers silky smooth, delicious chocolate indulgence.



Hardworking Coffee.™




love the leaf™




Hot Chocolate

Customized Solutions

Green Mountain Coffee Roasters



Finest Coffee from Around the Globe

Green Mountain Coffee Roasters® is dedicated to providing the richest aroma and flavor for the highest-quality coffee experience. GMCR travels the globe, purchasing the finest coffee beans, then roasts them in small batches for peak flavor.

Flavors & Blends

Original

- Our Blend
- Breakfast Blend/Decaf
- Colombian Supreme
- French Roast
- Half-Caff
- Lake & Lodge®
- Nantucket Blend®
- Vermont Country Blend®

Extra Bold Coffees

- 10% Kona Coffee Blend
- Dark Magic®/Decaf
- Double Black Diamond
- Hazelnut Dark Roast
- Kenyan AA

Flavored

- Mocha Nut Fudge
- Caramel Vanilla Cream
- French Vanilla/Decaf
- Hazelnut/Decaf
- Southern Pecan

Serving Format

Frac packs, pre-measured for use with glass, thermal or airpot brewers

K-Cups®, pre-measured brewing packs for a perfect single cup, designed to work with the Keurig® Brewing System



* Fair Trade Certified / **Organic & ***Partnership Coffees

- Organic Espresso Blend**
- Organic Sumatran Reserve* **
- Rain Forest Nut*
- Wild Mountain Blueberry*
- Heifer Hope Blend***
- National Wildlife Blend***
- Newman's Special Blend EXTRA BOLD***
- Newman's Special Decaf***
- PBS® Blend***
- And more



Customized Solutions

Exclusive Cory Blends

ARAMARK's Signature Coffee Collection

Cory® coffee is our private-label ARAMARK brand. As demands from our customers change, we address those challenges by providing a wide variety of Cory blends to meet your needs.

Blends & Flavors

Cory coffee, manufactured to our specifications, is roasted to deliver exceptional taste and satisfaction cup after cup.

Cory Collection

- Cory Classic Blend
- Deep Roast Blend
- Special Mountain Blend
- Signature Blend
- 100% Colombian/Decaf
- Sequoia Dark

Cory Gourmet Coffee

- French Roast/Decaf
- Kona Blend Decaf
- Mocha Java
- Italian Roast
- Colombian Supremo
- Viennese Roast



Cory Flavored Gourmet Coffee

- Hazelnut Crème/Decaf
- Irish Crème
- Almond Amaretto
- Vanilla Fantasia
- Chocolate Raspberry
- Cinnamon Pecan
- Double Nut Fudge

Serving Format

Frac packs, pre-measured for use with glass, thermal or airpot brewers



Customized Solutions

Breaktime Essentials

“Everything Else” You Need to Make Your Breakroom a Destination

ARAMARK delivers everything you need to run a breakroom. We are truly your one-stop shop! No more time-consuming trips to the store or dealing with multiple suppliers and delivery personnel. ARAMARK can deliver a wide selection of breaktime essentials right to your breakroom—allowing you to focus on other priorities.



Hot Beverages

- Tazo® Tea
- Bigelow® Tea
- Oregon Chai® Tea
- Lipton® Tea
- Swiss Miss® Hot Cocoa Mix

Cold Beverages

- Bottled Water
- Ocean Spray® Juices
- Soft Drinks (cans)
- Instant Drinks/Ice Tea

Creamers and Sweeteners

- Land O'Lakes™ Mini-Moo's®
- SPLENDA®
- Equal®
- Carnation® Flavored Creamer:
- Cory® Creamer
- Cory® Sugar

Snacks and more...

- Lipton® Cup-A-Soup®
- Quaker® Oatmeal Express
- Microwave Popcorn
- Crackers
- Chips
- And many more

Essential Supplies

- Cups and lids for hot and cold beverages
- Napkins
- Paper towels
- Cutlery
- Plates
- Cleaning supplies
- Garbage bags
- And many more



Customized Solutions

Sustainable Paper Products



Sustainable Paper Products

Through our Green Thread™ program, we are committed to helping you achieve your sustainability goals through waste reduction, water and energy conservation, and environmentally and socially responsible purchasing.

Environmentally sensitive products available from Tork, Solo, Green Wave, Heritage, GreenWare and Huhtamaki.

- 10% post-consumer fiber hot cups
- 100% recycled and EcoLogo-certified kitchen towels, bath and facial tissue, and napkins
- 100% corn-based and 100% recyclable cold drink cups
- 100% Recycled Plates and Bowls
- 100% renewable resource bamboo / sugar cane plates and bowls
- 100% Certified Compostable Trash Can Liners



Customized Solutions

Tea



More Americans Than Ever are Choosing Tea for a Boost

According to a recent National Coffee Association study, 1/3 of adults drink tea every single day. This means your employees want—and expect—a choice selection of antioxidant-rich tea at breaktime. With a wider variety of tea now available—from traditional to green to herbal and wellness selections—your company can offer a delicious alternative for employees who don't drink coffee.

Blends & Flavors

Tea bags and mixes

- Bigelow® Tea Bags
- Lipton® Tea Bags
- Tazo® Tea Bags

Other Serving Formats

- Celestial Seasonings® K-Cups® (used in Keurig® Brewing System)
- FLAVIA® Tea Filterpacks (used in FLAVIA® Beverage System)

Customized Solutions

You'll Never Outgrow Our Refreshment Capabilities



The Complete Breaktime Experience®

With ARAMARK, it's about you and your company receiving The Complete Breaktime Experience—a refreshment program that satisfies the diverse tastes of your employees, day in, day out. All managed seamlessly by highly-trained ARAMARK Refreshment Specialists.

Nobody Gives You Control Like ARAMARK

As the nation's leading refreshment specialist, you can count on ARAMARK National Accounts to handle any and all of your organization's refreshment needs. In the process, you'll gain a whole new level of accountability, consistency and control over a key part of increasing productivity and motivating your employees.

When it comes to making your refreshment selection—choose the best, choose the experts, choose ARAMARK Refreshment Services.

Ordering Instructions

HealthTrust Purchasing Group Members

Requests for product and services can be initiated through one of two ways:

1. Phone orders will contact the National Accounts Customer Service line at: **1-866-789-5839**.
2. Online orders can be sent to email address: **HPGservices@aramark.com**

Please indicate you are a HPG member account with the following information

Company Name and Address

Contacts Name, Position, Phone Number and Email address

Type of service requested

An ARAMARK Refreshment Service Consultant will be assigned to contact the HPG member within 24hrs or the next business day. The completion of ordering and service needs will be handled by the assigned consultant.

ARAMARK HPG NATIONAL ACCOUNT TEAM

[Anna Berdel – Customer Service Manager](#) [1-866-789-5839](tel:1-866-789-5839)

[Trent Seibert – National Account Manager](#) [1-215-238-6190](tel:1-215-238-6190)

[Don Milliken – Director, Business Development](#) [1-720-234-4449](tel:1-720-234-4449)