



ARAMARK STATEMENT TO ASSOCIATED STUDENTS OF BOISE STATE UNIVERSITY

Boise State Dining, managed by Aramark, recently has been made aware of concerns regarding the current dining options and availability of products on your campus per communication from the Associated Students of Boise State University. We understand that this has been a non-traditional start to the semester for meal plan holders given the supply chain challenges and labor shortages that are being experienced in all industries across the nation. We want to take this opportunity to share how Aramark is actively managing these pandemic-caused supply chain and hiring issues on the Boise State Campus.

Aramark is working closely with its suppliers, leaning on constant communication, nimble decision making, and flexible menus to keep up with our needs. We have a dedicated team that meets weekly to analyze, anticipate and solve for supply chain challenges. To help address the labor shortages*, Aramark has spent over 280 hours implementing efforts related to recruiting on campus and will continue our strong recruiting efforts to actively fill open positions.

*Contributing factors per the ID DOL: Current unemployment rate in Idaho is 2.9%. The Leisure & Hospitality industry (one of the hardest affected by COVID) has seen a 13% increase in the number of jobs available over the past year; during that same period the number of people available to work across all industries has only increased by 1.8% with Ada County reporting only a 0.2% increase.

In addition, to add student value to meal plans, the following meal plan enhancements have been made to all mandatory meal plans on campus.

- On August 20th, each student on a meal plan received a reusable to-go box in their dorm that can be used to take away food.
- On August 20th, \$100 free flex dollars was added to each student account at the start of the semester. Flex dollars can be used at all campus locations.
- On August 26th, Aramark partnered with Crave Delivery who supplies fresh hot meals for purchase. These meals are available at all the C-Stores and can be purchased with Flex Dollars.
- As of August 30th, all food trucks on campus accept flex dollars allowing students more dining options.
- On September 13th, each mandatory plan was given five additional meal equivalencies each week.

- As of September 22nd, Poppy Seed Café and Tree City Juice and Smoothie locations accept meal equivalencies.
- On October 4th, Aramark is planning to open SouthFork Market. Hours will be Monday – Friday, 11:00 a.m. – 9:00 p.m.
- This Fall, Aramark will be giving the Boise State Food Pantry an in-kind donation of \$10,000 in retail food to support the Boise State Community.

We will continue to focus on additional dining improvements and appreciate your patience in this process.