



Total Culinary Solution

for the workplace



2012
2013
2014
2015
2016

CENTRAL NEW YORK'S
BEST
PLACES TO
WORK

Micro Markets
Vending
Food Service
Coffee & Water
Catering

 **SERVOMATION**
Refreshments, Inc.

www.servomation.com
sales@servomation.com

The Northeast's Leader In Refreshment Solutions

Over the past decade, Servomation Refreshments has continually invested in user-friendly technology with a focus on improving our customer's experience. As technology continues to develop, Servomation Refreshments is committed to advancing its services to provide our customers with the newest features available.

We have also assembled a truly talented team of culinary professionals that are tasked each day with making sure we continue to deliver an unrivaled program of gourmet food that your employees can be proud of.

From food service and micro markets, to vending and coffee services, we can customize a solution to fit your needs.



December 2007

Servomation founded

January 2012

Servomation joins **Elite Status** from Unified Strategies Group as one of the **largest operators in the U.S.**

June 2012

Servomation makes **Inc. Magazine's** list of the **fastest growing private companies in the U.S.** - the first of several years

August 2014

Servomation launches Serv n Go, a **robust loyalty and rewards program** for its customers, one of the **first in the industry**

June 2009

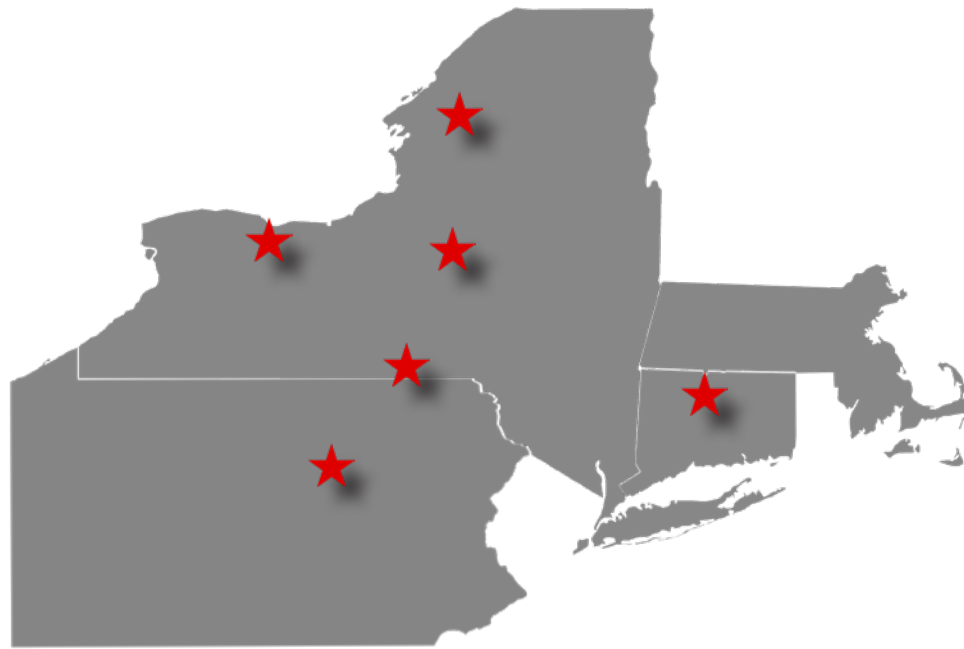
Servomation launches **first self checkout micro market** on East Coast

February 2012

Servomation successfully implements **automated picking system** to support expanding marketplace

May 2013

Servomation launches **Vendscreen card readers** providing **electronic refunds** and **nutritional disclosure** to its customers



We are a NY based corporation with services In Upstate, Western, North Country, Capital Region and the Southern Tier of New York State as well as Connecticut, Massachusetts, and Pennsylvania.

Our Brands



December 2016

Servomation opens the first **Fresh Food Culinary Center on the East Coast**, providing **house-made** salads, sandwiches, and entrées

November 2017

Servomation named one of **Central New York's best places to work** by CNY Business Journal

April 2018

Servomation opens its first **full service restaurant** called **Brian's Landing at Green Lakes State Park** to critical acclaim as **CNY's best new restaurant**

January 2016

Servomation launches a companion **mobile phone app for its loyalty program** on Android and iPhone devices

March 2017

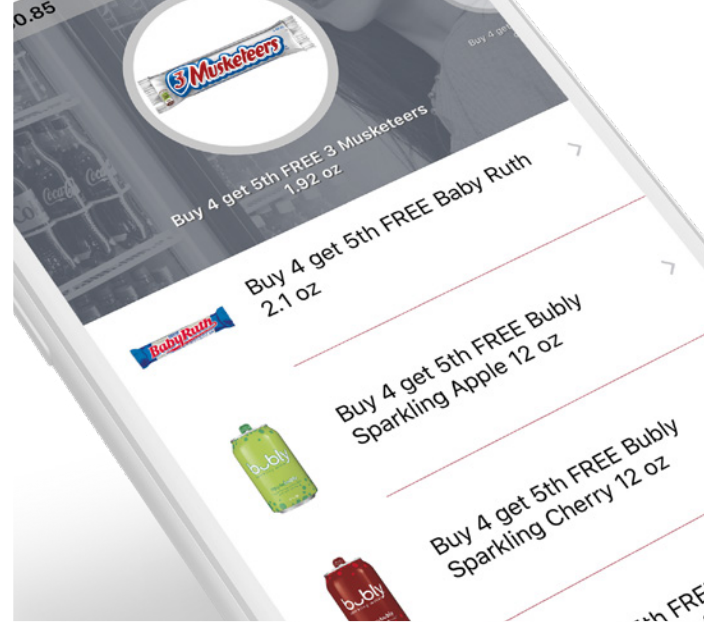
Servomation named **Operator of the Year by Avanti Micro Markets** for its commitment to innovation

February 2018

Servomation partners with Emerald Brands in offering **sustainable and eco-friendly paper products and cleaning supplies**

October 2018

Servomation named **fastest growing micro market operator in U.S.**



The Revolutionary Difference In Refreshment Solutions



Industry Leading Loyalty & Rewards

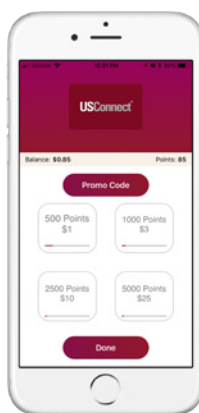
We offer the most robust loyalty and rewards program designed to benefit your employees on a daily basis by helping them **save up to 25% on their purchases daily!**

The program offers these benefits to participants:

- **Convenience** – Load your USConnect card online or at our kiosks
- **Rewards** – Earn up to 5% cash back through our Loyalty Program.
- **Savings** – View monthly promotions featuring savings of up to 40% off popular items.
- **Give Back** – 1.5% of card sales are donated to a charity of your choice!

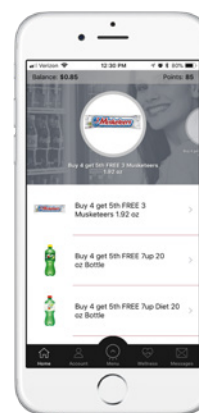


Now in the Palm of your Hand!



Track Points

Earn 5 points for every dollar spent - points can be redeemed for value on your card!



Free Items

Countless buy 4 get your 5th free on popular items - track your progress directly on your mobile device!



Scan to Pay

Pay directly from your mobile device by scanning you in-app card - you can also load value directly inside the app!

Gourmet Quality Fresh Food

Made In Our Kitchens

Produced in our very own State-of-the-Art Culinary Center everyday, our line of Bistro to Go sandwiches, salads, entrées, and snacks will appeal to anybody looking for delicious options.

We use the freshest, top quality ingredients in all of our Bistro to Go menu items. Our menu analysts will make sure that we stock only the best selling items at your location.



FRESH SALADS

Our salads use the freshest ingredients to create flavorful combinations that are as tasty as they are eye-appealing

PREMIUM SANDWICHES

Using high quality meats and artisan breads, our premium sandwiches are prepared fresh everyday

CHEF INSPIRED MEALS

Our talented culinary team works tirelessly to craft meal recipes and unique small snacks

High Efficiency Distribution



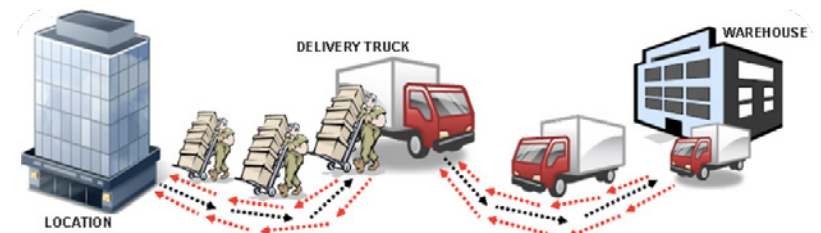
We utilize an advanced pick-to-light warehouse system, simplifying and streamlining our order fulfillment process by directing our warehouse personnel what item to pick and how many by using light signals.

Gone are the days of filling machines and markets based on what is in a route merchandiser's delivery vehicle. All machines and markets communicate with our warehouse to let us know **WHAT has sold**, and **HOW MANY**. These items are then pre-picked in the warehouse and then merchandised at our markets and machines, virtually eliminating out of stock products.



Old Vending Model

- Multiple trips
- More trucks on the road
- Out-of-stocks
- Out of date products
- No cashless solution
- Questionable reporting



Servomation's Model

- Increased efficiency
- Reduction in carbon footprint
- Remote detailed reporting
- Cashless payment
- Fewer out of stocks
- Fresh products
- 100% Financial transparency
- Controlled merchandising
- Product analytics



Workplace Health & Wellness



The Right Choice for a Healthier You

The Right Choice For A Healthier You™ is the workplace nutrition education program of Servomation designed to help you live a healthier lifestyle by making smart food choices, and to inform you about the ongoing efforts to balance and enhance nutrition in the food and beverage products we offer.

The program has developed dietary guidelines and a listing of food, snack, and beverage products available as well as products that meet the specific dietary guidelines. We are excited to offer this program, which coincides with the direction and focus of the leading medical health agencies' recommendations toward better eating for prevention of chronic illnesses such as heart disease, diabetes, obesity, and hypertension.

The Right Choice For A Healthier You™ program can be implemented within our vending services, Micro Markets, and food service solutions.

Healthy Guidelines

Beverages

Calories from Saturated fat: $\leq 10\%$
Cholesterol: ≤ 60 mg
Trans Fat: 0 grams
Calories from fat: $\leq 35\%$
Calories from added sugar: $\leq 25\%$
Sodium: ≤ 230 mg
Total Calories: ≤ 160

Snacks

Calories from Saturated fat: $\leq 10\%$
Cholesterol: ≤ 60 mg
Trans Fat: 0 grams
Calories from fat: $\leq 35\%$
Sugar by weight: $\leq 35\%$
Sodium: ≤ 270 mg
Total Calories: ≤ 200

Food/Entrées

Calories from Saturated fat: $\leq 10\%$
Cholesterol: ≤ 60 mg
Trans Fat: 0 grams
Calories from fat: $\leq 30\%$
Sugar by weight: $\leq 35\%$
Sodium: ≤ 575 mg
Total Calories: ≤ 500

Better-For-You Options

Portfolio of Good-For-You and
Better-For-You products

Products that provide
fuel for sustained energy

Comforting and satisfying products
that enhance emotional well-being



hello
Goodness™



Trustworthy Choices

A branded platform
with strong consumer appeal

Trusted brands consumers want

Product offering includes but is
not limited to the following options
on some or most products:
Low Calorie, Low-Fat, Kosher,
Gluten-Free, Real Fruit,
Whole Grains, Limits on Sodium

The Break Room Re-Imagined

Our micro market solution provides more variety and more choices with 24/7, self serve access.

Micro markets are the latest innovation in workplace refreshments, providing 24/7 self-service access to an amazing variety of fresh and healthy foods and beverages. Items include salads, yogurt, fresh fruit, veggie snacks, bottled beverages, teas, as well as the traditional snacks.



- Reduced energy costs
- Payroll integration
- Pay with credit/debit cards, USConnect Card, Google Wallet and Apple Pay
- Secure PCI compliant card processing
- More than 300 food and beverage selections!
- **Promotions and loyalty points with the USConnect Card**
- Customized layouts and design
- Handmade fresh sandwiches, salads, entrées and much more!



A Whole New Level Of Choice

In Workplace Refreshments



SECURE

Payment processing utilizes the latest in PCI validated point to point encryption and our kiosk software is updated on a regular basis to stay on pace with emerging consumer and security trends.



CONVENIENT

Our markets provide 24/7 access to an unrivaled selection of beverages, snacks, and fresh food - hundreds of different items are stocked with new and exciting products introduced regularly to keep your employees satisfied.

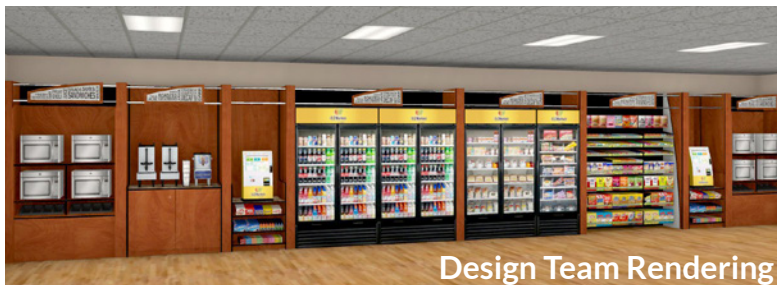


SUPPORTED

Our service personnel work tirelessly to keep your market stocked and ready with only the items your employees want - our customer support line is also available to answer any questions your employees may have.

Customized to YOUR Specifications

Our design team will create a customized layout based on your exacting specifications of both your break room and employee population size. Our customized recommendations will ensure your market is the perfect fit for you.



Design Team Rendering



State-of-the-Art Smart Vending

Our state-of-the-art vending equipment feature cashless payments, interactive displays, and access to our industry leading loyalty & rewards program.

- Mobile Payments
- ADA Compliant Equipment
- Rewards and Loyalty
- Multiple Payment Options
- Fewer Out of Stocks
- Nutritional Information
- Guaranteed Vend



SCREENS

Servomation screen technology allows our machines to dynamically display detailed product information prior to purchase.



E-REFUNDS

Servomation's screen technology also streamlines the refund process by utilizing a 9 digit code customer can obtain from our customer service line.



SURE-VEND

Our infrared technology ensures that your products vend properly. If a selection doesn't drop, SureVend detects the failure and tries again twice. And if for some reason it still won't drop, consumers can select another product or choose to receive their money back.

Full Service

Office Coffee Essentials



Single Cup

Suited for the workplace with a wide array of tastes where everybody can choose their flavor



Traditional Brew

Perfect for offices and break rooms that require more coffee available at a single time



Bean to Cup

When you need the freshest cup of coffee in your office, these units deliver on taste and technology



Water Filtration

Choose from counter top or floor models with state-of-the-art filtration systems. You can also add premium UV filtration to any unit.



SERVOMATION

GoingGreen

powered by  EMERALD

Going Green by Servomation helps convert facilities of every size to a fully sustainable disposables platform often-times at cost-neutral or less than their current spend when compared to other paper products!



FSC Certified®
Hot Cups



Universal Hot
Cup Lids



Recycled Kraft
Cup Sleeve



Recycled
Kitchen Roll
Towels



Compostable
Cold Cup



Flat Compostable
Cold Cup Lid



Tree-Free™
Compostable
Plates

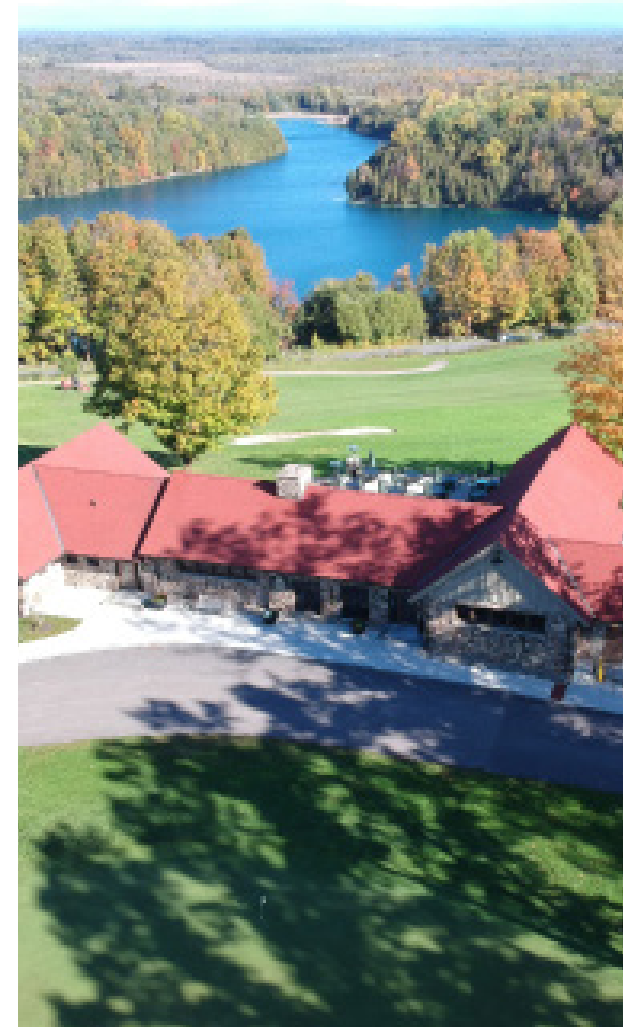


Tree-Free™
Compostable
Bowls

Welcome to Brian's Landing

Opened in Spring 2018, our full service restaurant located at Green Lakes State Park in Fayetteville delivers a stand-out culinary experience paired with breathtaking views.

The restaurant opened to critical acclaim, having been featured twice in The Syracuse Post Standard, including a very positive review in which the food critic commented that her best meal in 3 years was at Brian's Landing.



Website: www.BriansLanding.com

Exquisite Catering Services

Red Apron Concepts is a full service catering and events company specializing in the following:

- Holiday Parties
- Corporate Lunches & Dinners
- Fundraiser Galas
- Meeting Breaks
- Chef Action Stations
- Weddings
- Bar Service



**RED
APRON**
CONCEPTS
A SERVOMATION CATERING & EVENTS COMPANY

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Why SERVOMATION ?

- Outstanding Culinary Talent
- Industry Leading Loyalty & Rewards
- High Efficiency Distribution
- House Made Fresh Food
- Customized Refreshment Solutions
- Cutting Edge Technology

SERVICE - PEOPLE - QUALITY - COMMUNICATION

This is the foundation that our program is built upon. Our goal will be to provide great **SERVICE** with professional **PEOPLE** using the highest **QUALITY** of products available, powered by **COMMUNICATION**

www.servomation.com
sales@servomation.com

