

## Novel Coronavirus COVID-19

3 June, 2020

Dear Customer

Team apetito and Wiltshire Farm Foods has a unique role in coping with the Coronavirus crisis. We serve some of the most vulnerable and at risk, in Hospitals, Care Homes and at home through Meals on Wheels and Wiltshire Farm Foods. Our mission, “*making a real difference*”, has never been more important.

In coping throughout this crisis, our team and commitment to what they do has been our biggest asset. Throughout, we have been determined to support our customers, end-consumers and team.

To keep you fully informed, we have detailed the action we’ve taken below to ensure that we continue in all eventualities to support customers and the wider community.

### Contingency Planning

- Our Executive team meets remotely 3 times per week and addresses any COVID-related issues.

### Raw Materials

- We have implemented contingency plans to build stock around key raw materials and this has ensured we have delivered a resilient supply chain

### Finished Goods

- We have built strong stock levels of Finished Goods, across all areas of our business and have implemented measures to increase levels of production to meet demand and more, particularly across our Wiltshire Farm Foods business, which has seen unprecedented increases.. At this point in time, we are confident of our ability to meet customer demand across all sectors.

### Wiltshire Farm Foods

- We have distributed additional stocks across all our franchise locations to ensure we have stock resilience throughout the UK.
- We have developed crisis plans to support delivery of meals into people’s own homes should one of our franchises be unable to operate

### IT Infrastructure

- Our plans ensure we are able to support staff working from home

### Remote Working

- If it is not essential for staff to be in the office to perform their roles, we encourage them to work from home
- Staff are instructed to use Microsoft Teams for both internal and external meetings wherever possible
- We have prepared the apetito offices in Trowbridge to allow a controlled number of staff to return to work



### All Visitors to Trowbridge Site

- At this time, or site remains closed to external visitors
- If by exception an external visit is required, this must be with the approval of the Executive Board
- Agency staff, contractors and delivery drivers must verify that they are not displaying symptoms of the virus to be allowed on-site

### Visits to Customers

- We have created plans to start allowing staff to facilitate visits to customers. All plans follow government guidance and are to be used in conjunction with each individual sites own policies for visitors and contractors.

### Social Distancing

- We have implemented a significant number of measures to support social distancing across our business.
- These include:
  - One-way circuit allowing access to Trowbridge site, with separate entrance/exit point
  - Shift start/finish times staggered where possible to avoid staff crossover
  - Products with high numbers of staff working close together discontinued or re-engineered
  - Use of screens and line -extensions to support safe distancing
  - “Work safe, home safe” campaign introduced
  - Complete segregation of various teams
  - Social Distancing Markers used extensively
  - Staff Restaurant reconfigured and access restricted to manufacturing workers only
  - Removal of desks from offices and restrictions placed on meeting room capacities
  - Additional cleaning/sanitising of staff areas.
  - Hand-sanitiser and wipes provided at all office locations

### At Risk Employees

- We ask that any employee that considers themselves to be at greater risk from contracting Coronavirus to follow Government advice around social distancing measures and to advise their manager so we can support where possible
- We have supplied all members of staff face coverings that they are free to use as they see fit.

### Furloughing of Staff and Government Support

The COVID-19 Crisis has been a monumental challenge to many sectors across the UK. We have faced challenges with reduction in demand across some of our sectors (hospitals and nurseries), but also seen increases in others, such as Wiltshire Farm Foods; overall, demand for our services has seen an increase. We feel that Government assistance is intended for those that really need it and therefore we made an early decision that we would not seek Government support, even in sectors where we could have furloughed staff.

As the lockdown hit, we redeployed 140 team members to frontline roles. Normally office-based staff were delivering, offering customer service and supporting our production and distribution teams, all on a volunteer basis. We are very proud of the commitment and selflessness shown by our teams throughout this crisis.

### Supporting Our Suppliers and Community

We have sought to support our suppliers often reducing payment terms to assist them with cash-flow

Recognising that the local restaurant community had been hard-hit, we recruited eight leading Chefs across the South West for a brand-new summer menu collaboration.



At a time when many restaurants and pubs have had to temporarily close, we identified how to support chefs affected by the pandemic by updating our range with an innovative injection of culinary skill and creativity.

We are supporting our local Charity Partner, Alzheimer's Support, providing them with meals and food to facilitate the reopening of their local Day Centre, as well as providing meals to be distributed across the local community as part of their home visit service.

We shall keep all informed and work closely with stakeholders to ensure that we continue in all eventualities to support customers and the wider community.