

19th August 2021

Dear Customer,

COVID Update

I am immensely proud of the achievements of team apetito and Wiltshire Farm Foods during the pandemic. They have made a huge contribution to the UK pandemic response - making a real difference and serving some of the most vulnerable people in society.

The government lifted legal restrictions and social distancing requirements on 19th July as we reached Step 4 of Lockdown, but they placed responsibility on employers and individuals to act appropriately. Our approach has always been one of seeking to protect our team and our many vulnerable customers, to ensure that we can continue to provide essential front-line services to those most in need. Staff and customer safety are foremost in our minds.

On 16th August the Government announced a relaxation of isolation rules for double-vaccinated contacts. However, they acknowledge that the number of COVID cases are currently high and rising and they are urging that “everybody needs to continue to act carefully and remain cautious” and recommending that “key protections are kept in place.”

We have therefore determined that at this stage it is appropriate to maintain all our COVID safety measures as detailed below. We will of course keep all such measures under review.

Social Distancing

- We maintain all current social distancing support measures across our business, including one-way systems, screens and extended belts in manufacturing, social distancing markers, meeting room capacities, reduced office desks and the COVID desk-booking App.

Face Coverings

- We maintain our existing face coverings policy as stated below

Face Coverings - General Policy

- A face covering must be worn whenever you are inside any apetito/Wiltshire Farm Foods building or depot except when eating or drinking in a staff facility, working at a desk, or when attending a meeting. At all other times (such as moving around a building or area) a face covering must be worn. Please note that the above rules apply unless specifically varied below.

Face Coverings - Manufacturing

- Face coverings should be worn when moving from place to place or in areas such as locker rooms. However, they are optional inside the working area (including changing areas) provided that a 2m distance can be maintained or there are safety protections (such as perspex screens) in place

Customer-facing Staff (including all delivery drivers)

Anyone delivering inside a customer’s premises or home is required to wear a face covering. This includes Meals on Wheels, Wiltshire Farm Foods, and Portbury delivery drivers.

- Where a no contact delivery is made outside and 2m social distancing can be maintained at all times, a face covering is optional (unless requested or required by the customer).
- Sales team members should wear a face covering on customer premises unless/until they are in a socially distanced meeting. A customer’s COVID-safe policies take precedence.



apetito Limited: Registered in England No. 233851.

Registered Office: Canal Rd, Trowbridge, Wiltshire, BA14 8RJ Tel: 01225 753636 www.apetito.co.uk

Face Coverings - Portbury

- A face covering is required on site, including outside, unless you are a driver within your cab, eating/drinking within the canteen, sat at your desk or in a socially distanced meeting

Face Covering - Exemptions

There are some who are unable to wear a face covering – for medical or other reasons. We continue to support these exemptions.

Working from Home

- The government are now encouraging a gradual return to the workplace. We support this approach.

External Visitors

- External visitors are welcome to come to the site with Exec approval.
- Our face covering policy applies to all visitors and contractors.
- Visitors will be required to complete on site a negative COVID lateral flow test before being allowed access beyond reception.
- Reception is open for visitors who no longer need to enter via the security gate. Temperature checking will be performed in reception.

Workplace Testing

- Asymptomatic Testing at Trowbridge and Portbury - The Government are actively promoting asymptomatic testing in the workplace and our testing programme for our team and contractors will continue for the foreseeable future.
- We continue to be one of the few sites approved for Daily Contact Testing at our main production and distribution sites which provides greater resilience.

Double Vaccination

- Irrespective of vaccination status, we will continue to operate a testing programme for the foreseeable future.

International Travel – Work

- We will work in accordance with Government guidance and the prevailing traffic light system.
- In view of the changing situation, any international work travel continues to require Exec approval

International Travel – Personal

- Where there is no requirement to isolate on your return home at the time of your departure (from England, Wales, Scotland or Northern Ireland) and Government implements the requirement to isolate on return while you are away, apetito will continue to support staff for their period of isolation. We will allow people to return to work earlier if they participate in the Government “Test to Release” programme.

Other Nations

The guidance detailed above relates to England only. Specific guidance in relation to other nations should be considered in accordance with this policy.

I trust that you can see our approach has the wellbeing of our team and customers at the forefront of our minds. Very best wishes and stay safe



Paul Freeston
Chair and CEO, apetito UK and North America



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