

Novel Coronavirus COVID-19

3rd April, 2020

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.

Our biggest strength is our team and its commitment to what we do. We are aware that we may be asked to do more than ever before, particularly at times when colleagues may be self-isolating.

We have a strong crisis management team and are executing and continually evolving a robust action and contingency plan. We are 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

- We have appointed a dedicated Coronavirus Emergency Team that meets daily and reports directly to the CEO, Paul Freeston. The group is executing and continually evolving a robust action and contingency plan.

Raw Materials

- We have contingency plans to continually build stock around key raw materials.

Finished Goods

- We hold approx. 5 weeks stock of finished goods and are currently maintaining production levels in line with customer demand.

Wiltshire Farm Foods and Meals on Wheels

- We have distributed additional stocks across all our local community locations to ensure we have stock resilience throughout the UK.
- We have developed crisis plans to support delivery of meals to people’s own homes should one of our local depots be unable to operate.
- We have instigated a ‘no-contact delivery’ preference for all home deliveries, unless an alternative is specifically requested by the customer.

Business to Business

- We have instigated a ‘no-contact delivery’ preference for all B2B deliveries, unless an alternative is specifically requested by the customer.

IT Infrastructure

- We are able to support staff working from home through our digital technology.

People

- We are actively recruiting and have redeployed 140 team members to support front-line services ensuring we can continue to produce and distribute meals efficiently.

Remote Working

- All team members not involved in production or distribution are now working from home.

All Visitors to apetito

- All apetito locations are now closed to external visitors. If by exception an external visit is required, this must be with the approval of the Executive Board.
- All apetito locations are closed to team members, with the exception of production or distribution teams

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

Team Hygiene Provisions

- **Trowbridge Production Kitchen** - Our handwashing and sanitising procedures, supporting by laboratory testing continue to offer high levels of protection
- **Portbury Distribution and Customer Services** - We have provided hand-sanitiser to drivers and office staff and screen and desk wipes have been provided so that people can sanitise their desks and phone handsets as needed before starting work

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.

Paul Freeston
Chief Executive
apetito UK