

Update 5.0 – 1 July 2022 18:00

We continue to make good progress on our recovery plan and thank you for your understanding and support in these incredibly challenging circumstances.

As the week has progressed, it has become apparent that a single communication to all customer groups is not the most appropriate approach.

We are now communicating directly with each customer channel where we are providing bespoke updates in a variety of formats. If you have not heard from us, or would like to request further information, please get in touch with your usual contact or our switchboard if you do not have their details to hand. We can then get someone to contact you directly.

Once again, I thank you for your support and our team for their amazing efforts.



Paul Freeston
Chair & CEO, apetito UK & North America

Update: 4.0 - 30 June 2022 18:00

General

- This update should be read in conjunction with previous updates detailed below.

Crisis Management

- Our crisis management team continues to meet multiple times each day to review progress, direct resources and respond to emerging issues.

Production

- Our contingency plans for production are now in operation, with substantial volumes being produced. As a result, our stockholding is broadly at normal levels.

Distribution

- We have made increasing numbers of deliveries today via our manual contingency system and have plans to increase this. We remain in direct contact with those customers where we are able to make these deliveries.
- We are however likely to see ongoing disruption for those customers who require orders picked by specific day as picking these orders requires systems that are currently unavailable. We are communicating with those customers directly in order to make ongoing contingency plans.

Wiltshire Farm Foods

- An increasing number of local deliveries have been made today across the national network from a manual work-around system.

Meals on Wheels

- A full delivery programme is being maintained via Emergency procedures referred to in Update 1.0 below.

Due to the efforts of our team and support from customers, we are continuing to make progress across a wide range of areas, albeit unsurprisingly some progressing more than others. I continue to thank you for your support and reassure you that our team are relentless in their efforts to restore our services.



Paul Freeston
Chair & CEO, apetito UK & North America

Update: 3.0 - 28 June 2022 18:00

General

- This update should be read in conjunction with previous updates detailed below.

Crisis Management

- Our crisis management team continues to meet multiple times each day to review progress, direct resources and respond to emerging issues

Production

- We continue to operate a significant but reduced production programme

Distribution

- Progress with the recovery of our distribution services is underway and we are now making a limited number of deliveries using our manual contingency systems. We are in direct contact with those customers where we are able to make these deliveries.
- Unless we have been in direct contact, we now ask customers to make contingency plans for food provision for Tuesday 28th June to Fri 1st July inclusive.
- We hope to increase the level of deliveries over time.

Wiltshire Farm Foods

- An increasing number of local deliveries have been made today across the national network from a manual work-around system.

Meals on Wheels

- A full delivery programme is being maintained via Emergency procedures referred to in Update 1.0 below

The apetito team and I have been genuinely touched by the messages and offers of support we have received over the past 48 hours. Again, I would like to express my sincere gratitude to both you and the apetito team for pulling together during this challenging time.



Paul Freeston

Chair & CEO, apetito UK & North America

Update: 2.0 - 27 June 2022 18:00

Crisis Management

- Our crisis management team is meeting multiple times each day to review progress, direct resources and respond to emerging issues

Production

- We have managed to get a significant but restricted production programme running today and we aim for this to continue for the remainder of this week.

Distribution

- Deliveries to B2B customers today went out as planned (as these orders were already picked)
- We expect to be unable to fulfil our delivery programme from Tuesday 28th to Thursday 30th inclusive and would ask customers who have deliveries on these days to make contingency plans for this
- A limited number of test deliveries from a manual system will be made tomorrow. Subject to the success of this trial, we hope to extend further this week

Wiltshire Farm Foods

- A limited number of local deliveries have been made today across the national network from a manual work-around system. This will continue this week.

I would like to thank our customers and other contacts who are being so supportive during this issue. Our team continue to work tirelessly on the recovery and I am very grateful for their amazing efforts.



Paul Freeston
Chair & CEO, apetito UK & North America

Update: 1.0 - 26 June 2022 18:00

Further updates will be issued at least daily

apetito victim of International Criminal Cyber-attack – Major Disruption Inevitable

Over the weekend of 25/26 June, the apetito group has been a victim of a sophisticated criminal cyber-attack -that has affected our IT systems and severely hampered our ability to operate in the short term.

Our Crisis Management and IT teams (assisted by specialist external partners) are working all hours to bring critical systems back into operation as soon as possible. However, we expect substantial disruption in the coming days while we address these issues.

What impact will this have on customers?

We appreciate that this situation will cause very substantial inconvenience for our customers and we will do everything we can to resolve matters as soon as possible.

B2B Customers (eg: Hospitals, Care Homes, Schools, MOW operators & Nurseries)

- We expect most deliveries on Monday 27 June to be made as planned – as the orders are already picked.
- We are unable to make any deliveries on Tuesday 28 June and Wednesday 29 June and would ask customers who have deliveries on these days to make contingency plans for this.
- We hope that we will be able to deliver again soon but it is not possible to confirm this at present.
- We are unable to accept orders at this time by any means (telephone, my apetito, email or EDI).
- Orders placed on any system after 1930 on Friday 24th June should be assumed not to have been received by apetito.

Wiltshire Farm Foods

- We expect most Wiltshire Farm Foods deliveries to be made as normal on Monday 27 June
- We will not be making deliveries on Tuesday 28 June
- We hope to be making deliveries again later in the week and will update on this as soon as possible.
- We are currently unable to take orders over the phone or on the Wiltshire Farm Foods website/App. We will also update on this as soon as possible.

We are seeking to establish whether any personally identifiable information (PII) has been compromised. We will make any required communications to customers and with the Information Commissioner's Office (ICO). We are confident that credit/debit card data has not been compromised as we do not hold this on our systems.

apetito services – Meals on Wheels Hot Meal Deliveries

We expect local MOW deliveries made by apetito to continue using our emergency procedures. This means that most MOW customers should receive a meal – although it may not be the meal they chose. apetito services provides MOW services in Hampshire, West Sussex, Gloucestershire, Warwickshire, Buckinghamshire, Bedfordshire, Milton Keynes, LB of Richmond, Kent and LB of Hillingdon.

We are seeking to establish whether any personally identifiable information (PII) has been compromised. We will make any required communications to customers and with the Information Commissioner's Office (ICO). We are confident that credit/debit card data has not been compromised as we do not hold this on our systems.

What has happened? What action is being taken?

apetito has been subjected to a highly sophisticated criminal cyber-attack which has breached our extensive IT security systems. Such attacks are increasingly common in both business and the public sector. The purpose of the attack is illegal activity designed to extort money from the company.

Our crisis management and IT teams are working to restore systems as soon as possible. The first stage is to gain a full understanding of the impact whilst also building new hardware and software to replace the affected systems. We are in the early stages of this process and will have a clearer understanding of the timescales involved as the recovery work progresses. We anticipate that systems will be restored in a gradual process over time.

As a result of the attack, many of our systems have been compromised and we have shut them down while we investigate, repair and reinstate when safe to do so.

Our ability to produce food and make deliveries is severely affected at present.

Our UK Microsoft systems are not impacted and email communication is fully functional.

We have reported the attack to and are working with the relevant law enforcement authorities. Where required, we are also reporting to the data protection bodies.

Ongoing Communication

We appreciate that this will lead to considerable uncertainty and severe inconvenience for customers and we apologise for this.

Our policy is to be open and transparent in our communications and we will update, as a minimum, on a daily basis.

Our entire team will do everything we can to restore our services as quickly as possible.

Thank you for your understanding at this very challenging time.

Kind regards,



Paul Freeston
Chair & CEO, apetito UK & Canada