

## Novel Coronavirus COVID-19

23<sup>rd</sup> January 2021

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, Nurseries and schools and at home through Meals on Wheels and Wiltshire Farm Foods. Our mission, “*making a real difference*”, has never been more important and has been supported by our people in a manner that makes us enormously proud. We remain determined to support our customers, end-consumers and team as this crisis continues to impact on our daily lives.

We have detailed the action which we have taken below to ensure we keep you fully informed.

### 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. We have been able to meet customer demand across all sectors.

### Wiltshire Farm Foods

- We have distributed 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

### Remote Working

- In line with current Government guidance where staff are able to reasonably from home, they are required to do so
- Our IT infrastructure enables us to support team members working from home
- Our main offices in Trowbridge have been COVID-prepared to allow a controlled number of staff to return to work for essential duties that cannot be reasonably be performed from home, where this is in accordance with Government guidance

### Temperature Screening and Mass COVID Testing

- We perform routine COVID-swab testing at both our manufacturing and main distribution site, testing 100% of our workforce each week. We are working closely with both DEFRA and the Department for Health and Social Care piloting the Lateral Flow mass testing programme, with results returned in just 30 minutes. Baroness Dido Harding, Interim Executive Chair of the National Institute for Health Protection, commented on apetito's support, saying "This pilot is one of many which will inform our understanding of how rapid asymptomatic testing can be operationalised in the real world; to protect those at high risk, find the virus and help us go back to as normal a way of life as possible."
- We have invested significantly in temperature monitoring equipment and screening which has been fully operational at both our production and distribution sites since mid-October. All employees, agency staff, contractors, delivery drivers and visitors seeking to enter these areas, including our head office, are required to have their temperature screened and approved in order to gain access.

### All Visitors to Trowbridge Site

- Our standard policy is that our 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 and are subject to temperature monitoring

### Visits to Customers

- As our services include the provision of key public services, we provide guidance for visits to customers for essential duties. All plans follow government guidance and are to be used in conjunction with the policy of each individual site 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 circuits, with separate entrance/exit points
  - 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
  - apetito developed App-based desk booking system to limit numbers on site
  - Protection of desk space in our main offices with Perspex screens

### 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

### Face Coverings

A face covering must be worn whenever inside any apetito/Wiltshire Farm Foods building or depot except for the following circumstances (as long as social distancing is maintained)

- When eating or drinking in a staff facility
- When working at a desk
- When attending a meeting

### 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.

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. We feel that Government assistance is intended for those in financial difficulty and therefore we made an early decision that we would not seek Government support, even in sectors where we could have furloughed staff.

### 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 have continued this work into the New Year, extending the number of local chefs that we support.

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

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

Paul Freeston  
Chair & CEO, apetito UK & North America