

Novel Coronavirus COVID-19

11 March, 2020

Dear Customer

We wanted to keep you updated with our ongoing plans and responses with regards to Coronavirus.

As an essential service in provision of food to many across community and healthcare settings, apetito has in place robust Crisis Management and Business Continuity plans. These plans outline the actions to be followed when coordinating our response following any event that has the potential to compromise our operations and impact upon our customers. We continue to review these policies and update accordingly as part of our Risk Governance process and in accordance with updated advice from Government.

It is apparent that the situation is very much still developing and apetito is monitoring events closely. The situation will be addressed in the context of our modular business continuity arrangements which set out high level standard strategic responses to business interruption events.

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.

ACTION

Advice to apetito team members

We've informed apetito team members that If they've recently returned from an affected region, come into close contact with someone with confirmed Coronavirus, or have a **cough, high temperature or shortness of breath**, even if the symptoms are mild, as well as informing their apetito line manager, they should **immediately follow the current advice of Public Health England** and call NHS 111, stay indoors and avoid contact with other people.

As well as this, we've also put the following into place:

Team Hygiene

- **Production kitchen**
 - On every entry to the production kitchen we have always had to wash our hands which has been identified as being the most effective way of preventing infection
 - Handwashing facilities are provided in various places within the kitchens

- We have always provided hand sanitiser at entry points for use after hand washing
- Our hygiene rules have always been to wash hands after coughing or sneezing and surfaces are regularly cleaned and disinfected
- Our on-site laboratory regularly test swabs taken from team members at random to make sure that hand washing is effective and so we know that high standards are being maintained
- **Distribution Hub**
 - All delivery drivers are being provided with refillable bottles of sanitiser
 - Sanitiser is already present on each toilet entrance. Additional units are provided in offices, warehouse entrance and exits
- **Deliveries to people's homes** - Our delivery drivers delivering food to people in their own homes, via apetito services and Wiltshire Farm Foods, must use hand-sanitiser as part of kit provided to them
- **Trowbridge Offices** – All desks, phones, door handles and other contact points within our offices are sanitised every morning

Visitors to Site

- **Visitors** – The Visitor Check-in system in reception now includes a Coronavirus statement. All visitors must sign the statement when checking in at reception to confirm whether they have travelled to risk areas or are displaying any symptoms
- **Contractors and Deliveries** – Are checked via Security and must confirm whether they have visited any of the Government published risk areas in the last 14 days before we allow them on site

Business Travel

- We have stopped all business travel to areas affected – currently listed on the .gov website as China, Thailand, Japan, Laos, Cambodia, Hong Kong, Taiwan, Vietnam, Singapore, Malaysia, Macau, Iran, the special care zones in South Korea, and now extended this to the whole of Italy

Personal Travel

- ALL team members planning to travel to any of these areas above for any reason outside of work i.e. holiday, must notify their manager, regardless of whether this has been disclosed on their holiday requests. For any future leave requests apetito must be informed of location BEFORE any leave is authorized
- We aim to support all our team members and deal with any situation on a case by case basis. We have also specified that any team members do not travel to any of the following until further notice:

- Hubei province in China
- Iran



- [Italy](#)
- [Special care zones in South Korea](#)
- For any travel outside of the UK, we urge team members to keep updated with travel advice supplied by the Foreign Office

Our Stocks

- We hold significant stocks of both finished goods and raw materials. At any one time, we hold an average of 5 weeks of finished goods stocks and a further 4.5 weeks of raw materials, creating a robust supply chain. We will prioritise stocks if necessary of our existing customer base
- We have started a plan to build an additional 2 weeks for finished goods stocks across high-risk lines over the next 2 months

Our Suppliers

- We have written to all suppliers requiring them to brief their own teams in accordance with the latest government advice

Risk Management

- The UK Executive, plus other members of our Risk Group, have formed an extraordinary Risk Board that will meet weekly (as a minimum) and take timely decisions as appropriate, as circumstances continue to develop

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