

During what is an incredibly unsettling and challenging time, we're working hard to minimise the impact, keeping the wheels turning for our customers.

In this guide we share:

- the plans we have in place to support you
- our practical tips on surviving the impact on your business.

FIGHTING CORONAVIRUS IN FOODSERVICE

HOW BIDFOOD ARE KEEPING THE WHEELS TURNING

WHAT WE'RE DOING TO SUPPORT YOU

To manage the impact of COVID-19 we:

- have put a Pandemic Steering Team in place
- are working closely with our suppliers to implement robust plans
- are working with our network of 24 sites across the UK to divert stock
- have identified alternative stock locations
- have implemented a continuity plan
- set-up a 'buddy depot' initiative.

All these actions put us in a strong position to reassure you that we can maintain availability of the key products essential to your business. This is crucial as many of our customers cater for some of the most vulnerable in society.

SURETY OF SUPPLY



Traffic light reports

We've developed traffic light reports that show availability of your top 50 products - contact your Account Manager who can provide you with this.



Risk assessment

We've risk-assessed all of our core range products categorising their risk into red, amber and green. For those products that are critical, we've identified alternatives and put contingency plans in place.

Currently, we've not seen any significant supply shortages on key lines that we're not in a position to mitigate.



Lock-down range

We've put together a range of contingency products that you can use if you're planning isolation or lock-down. This includes ambient and frozen products, individual and multi-portion ready meals, as well as texture modified dishes that can be prepared with minimal resource. Ask your Account Manager for details.

If you need us, we're delivering

If one of your sites becomes affected by a coronavirus outbreak, or goes into isolation or lock-down, we will work with you to find a safe way to continue your deliveries. We can simply drop off your order in an agreed location, with no need for direct contact between staff.



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SAFETY FIRST

We take the safety of our people, our customers and our suppliers incredibly seriously. We've updated all our employees advising them to take preventative measures to limit the risk of transmission:

- we've issued information about hygiene standards and observing social distancing of two metres or more
- we've put in place a self-isolation policy
- we are enabling staff to work from home where possible
- we've banned any work-related international travel and cancelled depot shows and events
- we're providing drivers and customer-facing staff with hand sanitisers wherever possible.

KEEPING YOU UP TO DATE

We're closely monitoring the situation, taking up-to-date advice from government and leading industry organisations. We will continue to provide you with regular updates and Q&As by email through your Account Manager. Please continue to contact your Account Manager if you have any questions or need any advice.

Here are some of the useful websites we're following:

<https://www.ukhospitality.org.uk/page/coronavirus>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

