



17th March 2020

Dear Customer,

CORONAVIRUS BUSINESS UPDATE

Solstice would like to provide you with an update from our business in relation to coronavirus and the impact this is having on current trading levels.

Overview

Firstly, we wish to reassure you that the Solstice business has robust processes to ensure that we deal with any situation like this in a sensible and pragmatic manner. We already have established business continuity policies in place which can be used in the event of a significant threat of impact to our day to day operations here at South Wimbledon and throughout our network and these are being constantly evaluated where appropriate to ensure they are relevant for the ongoing threat of coronavirus.

A cross-functional team is meeting daily and we supplement this internal communication with the most up to date information from trusted sources such as Public Health England, Food Standards Agency and the NHS before communicating to our colleagues. There remains no official guidance from the FSA or DEFRA on handling products from 'high risk' areas and we would like to stress that there is no reason to suspect a significant increase to food safety.

People

The welfare of our team and our customers is our number one priority and our plans are designed to ensure our business continues to operate safely. As touched on in the overview above, our business continuity policies are being refreshed to ensure they are relevant for the coronavirus outbreak, particularly around the use of preferred temporary labour providers where appropriate. We have restricted the movements of our people and are not currently permitting visitors to our Wimbledon site. We are also continuing to restrict our suppliers' delivery drivers leaving their vehicles whilst making deliveries to us.

Availability Update

Specifically in relation to our supply base, the main concerns amongst our growers and transport providers are labour related. Whilst our sourcing model is able to withstand challenges with labour in specific areas because of the way we work with multiple growers, it is important to remember that in the context of the widespread issues across multiple countries, some products could become harder to source should the situation dramatically worsen. In reference to logistical challenges, formal border closures in Spain, Italy, Germany and France would cause significant difficulties in getting road freight to the UK.

Deliveries

Whilst we are still visiting most locations as normal as things currently stand, our fleet utilisation and vehicle fill has reduced as a result of a reduction in demand. Therefore, our logistics planning teams are working hard to consolidate routes where appropriate to ensure we are continuing to operate efficiently and responsibly throughout London. You may, therefore, note that your delivery timing changes over the coming weeks and you may no longer receive your Solstice delivery at a consistent time each day as we seek to route more dynamically as the situation is constantly evolving. Please rest assured that we will continue to do our utmost to deliver within your agreed time windows.

I trust this communication reassures you and your business that we are taking the threat of coronavirus seriously and that our plans are constantly evolving to ensure that they are relevant.

Please contact Head of Sales Peter Codling with any questions in the first instance.

All the best,

Mark Furniss Roe
Managing Director