

# Connect and collaborate - output from **CORONAVIRUS WEBINAR #4** Preparing the supply chain for re-opening

With strong signs of UK businesses opening up, the importance of supply chain and their initiatives will be key to a safe and smooth transition back to work. Our round table panel discussed how suppliers are preparing for re-opening.

## 1. WHAT MEASURES ARE SUPPLIERS TAKING TO MITIGATE RISK WITHIN THE SUPPLY CHAIN?

- Multiple shift patterns in warehouses for safe social distancing
- Temperature checking of staff prior to entering the work place
- Review of sick policy to ensure staff are sufficiently paid to self-isolate
- Strict PPE and sanitisation policies for production, packing and delivery
- Mechanised systems for picking and packing



## 3. HOW HAVE SUPPLY CHAINS BEEN IMPACTED?

- Significant food wastage in early days as demand dropped overnight
- Initial high demand from the public created temporary shortages in certain lines; market has settled, supply no longer compromised
- Successfully redirected stock to home-deliveries as the restaurant market dropped
- Reviewed low-moving items/stock to deliver core items profitably in a safe environment; implication is reduced consumer choice
- Farmers have reviewed speciality produce lines (edible flowers, yellow courgettes) aligning crops to seasonal best-sellers e.g. strawberries
- Existing UK stock of acrylic for safety screens is running low; awaiting stock availability and potential highest-bidder situation for late orders



## CONTRIBUTORS

### Bidfood

Dr. Andy Kemp, Group Sales & Marketing Director

### Watts Farms

Ed Gray, Director

### Bewley's

Gus Lunt, Sales Director

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Steve Fox, Purchasing Director

## 2. WHAT DELIVERY CHANGES NEED TO BE IMPLEMENTED TO MAINTAIN SAFETY?

- 'Hands-off' deliveries into depot
- Packers, handlers and delivery drivers have appropriate PPE and training
- Pallets and packaging cleaned in the depot prior to distribution
- Delivery vehicles hygienically sprayed prior to leaving depot
- Strict 'drop and go' policies at client site with time slot allocation to minimise loading bay activity
- Introduction of new technologies e.g. PODFather contactless deliveries and Freespace 2m tracking with 'buzzing' sensors
- Suppliers respectful of client-specific delivery protocol



*"It is very unlikely that you can catch coronavirus from food. COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging"*



Guidance for food businesses on coronavirus (COVID-19)

Last updated 18.05.2020

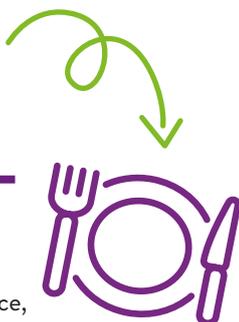
## 4. WILL WE SEE SIGNIFICANT SHORTAGES?

- Disposable products: high demand in the short term, inc. for individually wrapped items (cutlery packs, even stirrers)
- PPE is a global challenge in the short-term: prices are impacted by up-front demand and cost implications of air freight vs. other shipping method
- British food: it's the start of the British growing season and the weather is currently good for growth, shortages are unlikely over the coming months
- Perkee Coffee: our 2020 crop is in the UK and ready to be roasted; there's stock availability until the 2021 harvest is due
- Imported fresh specialist items: less demand - pricing has increased due to decreased air freight availability
- Non-food products: from China - prices are maintained unless there is a requirement for a faster receipt of the product; UK stock levels of most products good with British manufacturing likely to increase availability



## 5. AND THE FUTURE OF FOOD SUPPLY?

- Follow the food - farmers and suppliers will produce, stock and source what sells
- Keep communicating - suppliers need 2 weeks notice, new volume expectations and client- understanding about any short-term range availability
- Embed the tech - invest assuming social distancing is the new normal
- Potential increase in British-based SMEs - who will fill the gap to overcome air freight costs and slower access to port deliveries



### #1 PRIORITY

Adding value to our clients on reopening

80% would value a pop-up shop on-site that retails key ingredients and meal kits for employees

75% think a Perkee coffee subscription - from roastery to doorstep - would be of interest to employees



### NEXT WEBINAR RE-OPENING EFFECTIVELY

Ask our clients who have retained an onsite presence during lockdown

## POSITIVE NEWS FOR THE SECTOR

Dr. Andy Kemp, Bidfood, has seen a positive return of the hospitality sector in countries ahead of us at easing lockdown e.g. China, Singapore (slower than China) and Spain - it depends on the regions that have been released from lock-down. Learnings include:

- 60% hospitality market restored, moving to 80% in next few months
- High quality, fresh and local food is the 'golden nugget' for consumers
- Restaurant market is buoyant - 'not cooked by me' - with social distancing measures in place
- Restaurants are busier at lunch than in the evening
- Exceptional demand for bookings at premium / Michelin star restaurants - the 'novelty factor'
- Takeaway market has recovered
- Theatre / cinema usage is low

