

WILLIAM JACKSON FOOD GROUP

COVID-19 UPDATE JUNE 2020

Our thoughts are with those whose lives have been affected by the Coronavirus pandemic in the past few months. At WJFG, our three key aims from the beginning have been to keep people safe, ensure we continue to make or deliver food for the nation and ensure we have a business which recovers and is fit for the future.

Keeping people safe

In order to ensure people's safety, we implemented a Coronavirus Safety Policy which guided all of our businesses in areas of health, hygiene and safety, in line with Government advice. This focused in particular on implementing an extensive set of social distancing initiatives across our manufacturing and distribution networks. A number of measures were initiated to keep people safe – such as home working where possible, temperature checking for those who do need to come to our sites, reducing numbers of people in areas to ensure 2m distancing, one-way areas, rearranged seating to keep people 2m apart, staggered shift starts and breaks, additional cleaning routines, reconfigured workstations and many more site-specific measures. These remain in place and are constantly being reviewed.

Prior to the crisis, our Employee Benefits Trust was already in place to offer financial support to our colleagues. The Trust has continued this support, and funded weekly fruit and veg boxes and bread supplies for colleagues working on site. The Trust has also funded a wellbeing initiative which has encouraged colleagues on a daily basis to engage with our Tai Chi lessons, a personal trainer, cooking videos, Spanish lessons, a Let's Chat session where anyone from any of the businesses can join a call and chat to other people from around the Group.

Making and delivering food

Since the UK Government escalated lockdown measures to combat the pandemic on 24th March, consumer demand and shopper behaviours have changed rapidly. Orders from our food service customers declined significantly so we shifted our resources into different offerings – for example our fine-dining supplier Wellocks now sells premium grocery boxes directly to members of the public as well as to restaurants with their new business Wellocks At Home. We have been hugely impressed by everyone's willingness to adapt quickly. Like all grocery delivery businesses, Abel & Cole saw a big rise in customer demand and our colleagues worked tirelessly to ensure they delivered food to as many customers as possible, in some cases making the most of redeployed drivers and vans which have come from other businesses, including our own, seeing a downturn in demand.

Our newest addition to the Group, Belazu has also marched on with great determination. Having seen its food service business in rapid decline, it continues to keep up with retailer demand and make the most

of every opportunity which comes along – include boosting its own direct-to-consumer website with new lines such as pasta from a neighbouring pasta maker.

Being fit for the future

We have seen a reduction in turnover across the Group and because of this we have, with heavy hearts, had to furlough some of our colleagues and ask others to reduce their working hours. Our senior teams also volunteered to temporarily reduce their own salaries.

Every one of our colleagues has been impacted by the pandemic in some way, shape or form, and we remain eternally grateful to them all for their hard work, professionalism and kindness.

Supporting our communities

In addition to dealing with the challenges of the crisis, all of our businesses have been supporting their local communities. At a time when they were most needed, thousands of loaves of bread were donated weekly alongside fruit and veg boxes to NHS staff and local charities in our communities. And while demand for these donations gradually decreased over time, these donations continue where they are most needed.

On June 1st our Belazu colleagues hosted a virtual charity cookalong with well-known chefs sharing their skills with almost 2,000 people. It was a fantastic evening which raised almost £60,000 for Chefs In Schools. During lockdown, the number of households with children going hungry has doubled, leaving more than a fifth of families without access to enough food. To enable Chefs in Schools to get nutritious meals out to those families most in need, The Belazu Foundation raised money for an Emergency Fund, enabling 60 meals for every ticket sold. Well done to the team at Belazu and thanks to everyone who supported them.

We remain incredibly proud of everything our colleagues are doing in times of such adversity.