



COVID-19 Supply Chain Update for Clients

Activity to Date & Future Planning



JULY 2020



From the front desk to the back of the house, the COVID-19 pandemic has changed hotel operations at every level. The “roadmap to recovery” will vary from property to property as hoteliers look to reopen properties or ramp up their operations. Now that restrictions are loosening, it is a critical time to work closely with your Avendra contracted suppliers to carve a clear path forward.

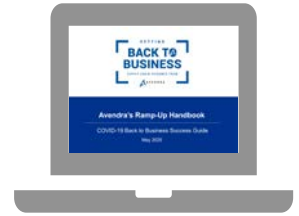
Here are a few ways in which Avendra is helping your operations team shift and adapt for success:

- Ramp-up Support and Tools
- Strategic Sourcing and Supplier Engagement
- New Resources and Solutions
- Critical Digital Communications

Need additional help? Reach out to your Avendra Account Manager or Customer Service at 866-AVENDRA or customerservice@avendra.com

Ramp-up Support & Tools

Given the significant variance in the re-opening plans by region, Avendra representatives are connecting with properties and clients to ensure they have the support and tools they need



Continued customer engagement:

- ▶ 2,035 Ramp-Up Back to Business webinars completed
- ▶ 1,700 more webinars scheduled over the next few weeks
- ▶ Additional follow-up touchpoints scheduled over the next three months to ensure smooth ramp-up



New reporting tools to measure supplier re-engagement and ramp-up:

- ▶ **Ramp-up Performance Measurement Roll-up Report** – Provides clients with a summary of their portfolio's ramp-up performance; available now via your account manager
- ▶ **Ramp-up Performance Measurement (RPM) report** – Features property level insight regarding each property's utilization of Avendra contracted suppliers pre and post April 2020; highlights supplier reconnection.

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Ramp-Up Performance Measurement
ABC Hotel
 Property Status: CLOSED
 Estimated re-opening date: Jun 4, 2020
 Active suppliers and inactive suppliers with spend as of Jun 3, 2020

Category Level	Supplier Category	Supplier Name	Post	Prior	Property Comp**	Year over Year Last 3 Months**							
						2020	2019	2020 / 2019	Property	Comp*			
						Spend***	\$109.0	\$267.8	-41%	38%			
						Suppliers	21	26	81%	72%			
Primary	Master Food Distribution	US Foods - Everett, WA (DC)	49%	60%	0.7		0.8	5.8	▲24.3	16.0			
	Regional Seafood	Pacific Seafood Co. (HQ)	22%	39%		11.5		2.5	▲14.5	8.3			
	Regional Produce	Charlie's Produce	44%	39%			1.3	4.0	▲14.3	11.6			
	Regional Meat	Interbay Food Company	44%	33%		0.6		3.1	▲12.2	12.0			
	Specialty Foods	ALL Fine Foods		77%	23%				0.2	0.9			
		Azoria Foods		54%	54%					2.0	3.0		
		Chef's Warehouse		50%	61%				0.9	3.2	2.5		
	Regional Bakery	Swiss Châlet Fine Foods		14%	10%						0.1		
		Grand Central Baking Inc.		76%	41%				1.6	▲1.7	1.8		
	Chemicals	Ecobab Services		0%									
		Ecobab US		26%	28%					▲2.1	1.2		
	Room Distribution	American Hotel Register		14%	24%					▲1.1	▲0.7		
	Smallwares	The Wasserdrom Company											
	Engineering Supplies	HD Supply (US)		13%	22%					0.2	0.2		
	MRO Supplies	Granger Industrial Supply (Master)		26%	56%					0.1	0.3	▲0.5	
Shipping	FedEx		>100%	>100%						0.3			
Secondary	Regional Dairy	Medowest Farms, Inc.	45%	32%				1.4	▲5.1	3.4			
	Night Cleaning	Calco Building Services, Inc.											
Uniforms	Ortiss Corporation (Uniform Purchases)		80%	41%				0.2	▲0.3	0.3			
Textiles	Standard Textile		>100%	50%				▲0.6	0.5				
	T-Y Groves, LLC		33%	33%						1.0			

* Prior column refers to the period between Feb 15 and Mar 20. Prior refers to spend after Mar 20.
 ** Prior 3 Months refers to a rolling 3 month period which currently includes Feb, Mar, and Apr for both the current and prior years.
 *** Spend represented in thousands.
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Strategic Sourcing Activity

COVID-19 Focus

COVID created many new unique supply chain needs and challenges, including:

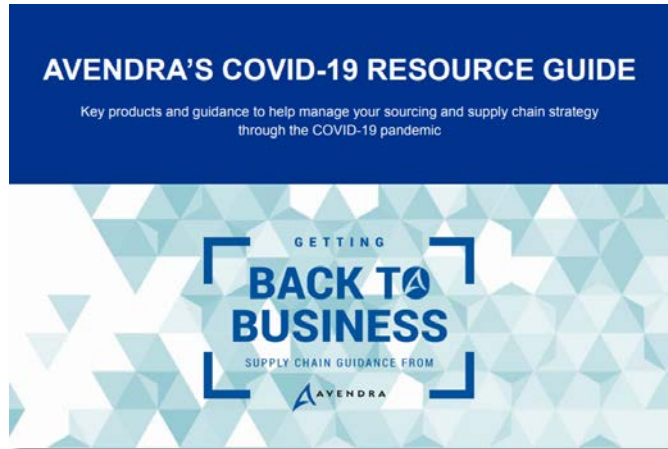
- **Seeking concessions** from suppliers
- **Sourcing PPE** (many of which have stressed supply chains); sharing details via Advisories and the Resource Guide
- **Monitoring market conditions and product availability** (e.g., proteins)
- **Monitoring supplier** financial health and mitigating risk (e.g., Guidance on Supplier Deliveries and Service Provider Preparedness)

Avendra completed ~500 initiatives in 2019 and expects to complete 500-600 initiatives in 2020



New Resources & Solutions

Provide direction on where to buy critical items to support operations



COVID-19 Resource Guide

- Provides details on where to buy critical items including PPE, hand sanitizer, disinfectants, remediation services, social distancing signage and much more
- Includes information on new products, category trends, geographic availability, emerging research, guidance and item level detail for every category
- Updated 2x monthly



F&B Product Solutions

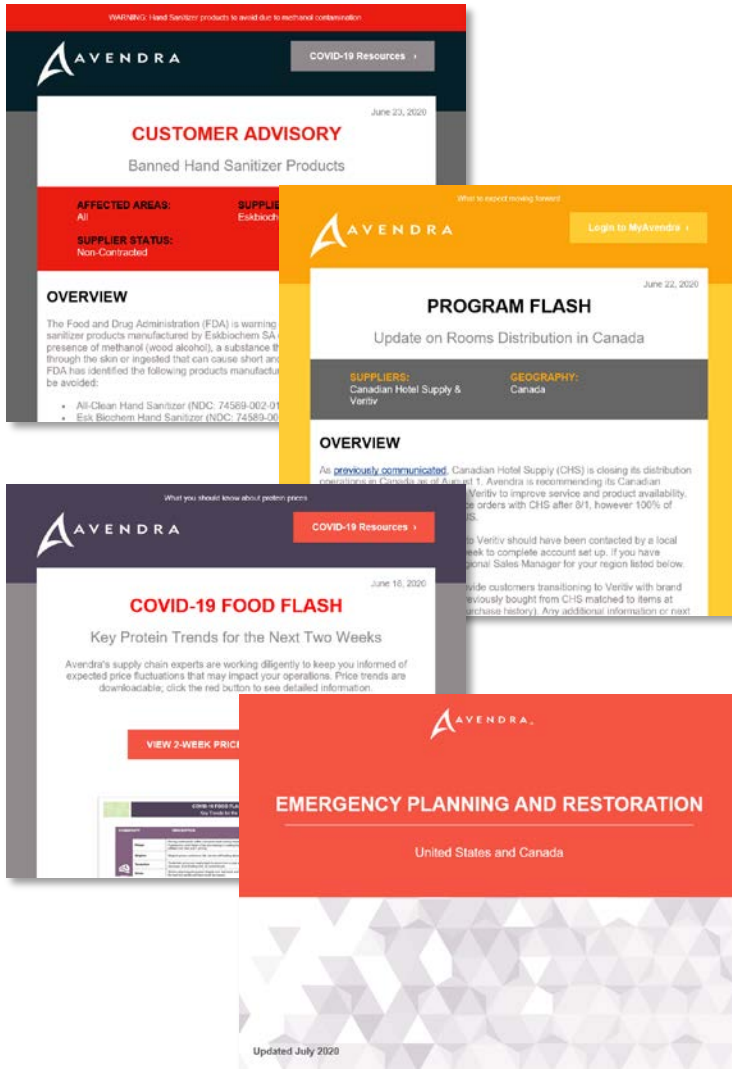
- Provides F&B product solutions to meet new guest needs while maximizing labor efficiencies
- Organized by category (e.g., prepared meals, grab & go, to-go packaging)
- Includes item level detail and an interactive map of regional suppliers across the US



Download the latest from the myAvendra COVID-19 page. Brand specific versions are available. Look for email updates when new versions are published.

Critical Digital Communications

Provide guidance and the latest news impacting the supply chain



Customer Advisories

- Urgent communications providing updates on critical items and issues affecting the supply chain
- Published as needed

Program Flashes

- Announcements regarding new suppliers and other changes to existing programs
- Published as needed

Food Flashes

- Provide a short term look at food costs, commodity markets and related issues
- Issued weekly during crisis, monthly for the US and Canada as of July

Emergency Planning and Restoration Brochure

- Emergency preparation and recovery suppliers, products and best practices; lists key supplier contact information; versions available for the US and Canada as well as Mexico, Central America and the Caribbean
- Included in weather/crisis related advisories; updated in July

Staying Informed

AVENDRA HAS A RANGE OF RESOURCES TO PROVIDE UPDATES ON COVID-19 SUPPLY CHAIN IMPACTS



Digital Communications

[COVID-19 Supply Chain Updates Page](#)

Emails - Critical News Advisories, Resource Guide Updates, Food Flashes, Program Flashes

Webinars - 9 conducted with industry partners including AHLA, AAHOA, HAC, NCA and NCCMA; available on demand on the [Avendra Webinars page](#)



Customer Service

Avendra's Customer Service team is proactively reaching out to customers and suppliers during this unprecedented time.

In addition, the team is available to answer your questions at customerservice@avendra.com and 866-AVENDRA or 001 (301) 825 0200 (international customers).



Account Management

Your Avendra Account Manager can help guide you toward the latest information as well as connect you with other resources – whether it is a member of our COVID-19 Task Force, regionally based Avendra team members or supplier contacts.

Don't know your Account Manager? Contact Customer Service.



Are you getting the Avendra COVID-19 communications? If not, email customerservice@avendra.com to start receiving them.

Avendra is here to help you get back to business

If you are a current Avendra customer, reach out to your Avendra Account Manager or Customer Service at 866-AVENDRA or customerservice@avendra.com

New to Avendra? How else can we help you get back to business? [Fill out this form](#) and let us know.

