

## University Dining Guests:

Covid-19 has caused Nation-wide . . .

### **SUPPLY CHAIN SHORTAGES**



### **DELIVERY DELAYS**



### **MANUFACTURING SHORTAGES**



### **LABOR SHORTAGES**

*These delays and shortages have caused us to have outages of food and beverages, reduced staffing, and modification of our serving hours. We appreciate your understanding as we navigate these challenges.*

Here are two examples of how labor and supply chains issues have affected us:

- Inability to get parts to repair the soft serve ice cream machine, and inability to get enough of the ice cream mix to keep the hoppers filled.
- We don't have enough staff to cover all restaurants at the Top of the UC, so some have to remain closed, or we alternate when they are open. That's why pizza is only open at lunch and Serrano is only open at dinner, and why we have not been able to open Presto Pasta, Joe Stack's or Gelato.

# Supply Chain Availability

FAQ



August 2021

## Why are there concerns regarding supply chains?

The COVID-19 pandemic continues to cause disruptions in the supply chain as vendors adjust to changing demands and operational processes.

## What areas of the supply chain have been impacted?

The COVID-19 pandemic has impacted supply chains across every industry, including three primary channels of Sodexo's supply chain: growers/farmers, manufacturers/processor, and distributors.

## How will these challenges affect my dining program?

You may see modified menus that reflect the availability of ingredients and other supplies. Sodexo is committed to working with our partner campuses to identify creative solutions that meet your needs and mitigate the impact of supply chain issues.

## What issues are growers/farmers facing?

Growers/farmers continue to adapt to the unique demands and issues created by the pandemic. Their primary challenge is finding enough workers to harvest crops, due to ongoing concerns about COVID-19 exposure and the availability of enhanced unemployment.

## What issues are manufacturers/processors facing?

Inaccurate forecasting and complex re-openings resulted in manufacturers being slow to rebuild their inventory. Many manufacturers are still operating at reduced capacity. Manufacturers have moved from traditional bulk products to grab-and-go products, making it difficult for distributors to stock the products they have traditionally provided to Sodexo campuses.

## What issues are distributors facing?

Challenges include limited availability of truck drivers, the permanent closure of smaller distributors placing more pressure on remaining distributors, and reworked delivery routes to accommodate staggered re-openings.

## What is Sodexo doing to minimize supply chain impacts?

Sodexo supply and culinary teams have been working vigorously to procure products with strong supply sources, develop order and distribution schedules to best serve our campuses, and adjust menus to align with consistently available ingredients. We are closely monitoring product availability, and each supply management category team is working daily with our partners to understand and address the pandemic's effects on the supply chain. Sodexo submitted forecasted quantities to suppliers months in advance to ensure the availability of vital products.

## SodexoMyWay.com Alert



Event	SodexoMyWay Supply Chain and Labor Shortage Update
<b>How am I affected?</b>	<p>All SodexoMyWay website Supply Chain and Labor Shortage news pages have been updated to the following to include menu changes and substitutions for ingredients:</p> <p><b>Supply Chain and Labor Notice</b></p> <p>Due to the current disruptions in the supply chain we are experiencing frequent menu changes and substitutions for ingredients that may cause changes to the allergens in some of your favorite menu items. Although we have protocols in place, please refer to the allergen signage for any potential changes or speak with the Food Service Manager for additional information.</p> <p>We appreciate your understanding as we experience some potential changes to product availability and staffing, due to nationwide supply chain and labor shortages. We assure you that delivering exceptional, safe customer experiences is still our top priority, and thank you for the ongoing support of the dining team.</p>
<b>Questions?</b>	Submit an inquiry to <a href="http://help.sodexomyway.com">http://help.sodexomyway.com</a> .