

11 October 2019

**A note from Elaine Swift, regional director (North), UCC Coffee UK & Ireland**

Today marks the one-year anniversary of the fire at our Dartford Roastery. A day everyone at UCC Coffee will always remember.

One year on we've reflected on what we've achieved as a business, and while – thanks to enormous team effort – we were back up and running quickly, it's been one of the biggest challenges our business has faced.

In the last twelve months Dartford has gone from strength to strength. In June, we secured planning permission for a revamped site, which will not only improve our long-term production and operations but offer an improved customer experience. To support our current growth and expansion plans we'll invest £13 million into leading technology, digitalisation, ERP and new facilities. The rebuild of Dartford will continue to be a key initiative – plans are well underway, with the revamped site set to launch in Autumn 2020.

In another milestone, in July our Roastery was upgraded to a Grade AA rating in its latest British Retail Consortium audit – the highest possible rating. It's important our customers continue to have confidence in our service and products – and achieving the highest-grade accreditation from the BRC is further endorsement of our capabilities.

Both are significant achievements for us and demonstrates our commitment to offering the highest standard of service to our customers.

Dartford has been the home for our roastery for many years and I wanted to pass on one last thank you. From the local community, our teams in Dartford and across our business, our wider network and understanding customers, you've all been vital in getting us to where we are today.

Kind regards,

Elaine



*Regional Director (North)*