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Annwyl cwsmer, dear customer

How best can I describe the past few months? On one hand 'staycations' are booming, trade has been buoyant and the weather hasn't been too bad either! On the other hand it's probably been one of the most challenging of times, as the food sector has had to function with significant staffing issues and food shortages.

Staffing shortages in the supply chain have continued to impact on deliveries and availability. Issues with the supply of product has been well publicised in recent months, especially lately when large national businesses such as JD Wetherspoon, McDonald's and Nando's have had to withdraw products.

It is likely that without Government intervention these issues will continue for some time.

However, I want to highlight some steps we are taking:

- Increased wages of HGV drivers by 24%
- Collecting direct from our suppliers across the UK, when they have failed to deliver due to driver shortages
- Appointing new apprentices at our butchery
- Redeploying staff to departments where they are desperately needed
- Sourcing suitable substitute products for those out of stock where possible

Unfortunately, these steps won't prevent every problem but I assure you that we're working tirelessly to do all we can to limit the knock on effect.

As I reflect on the challenges, I remain in admiration of our customers, many of our suppliers and our hardworking staff who have managed to adapt to everything that has come their way. Let's look forward to the coming months, and working as a supply chain to tackle the issues we've all faced.

Again, I thank you for your support. Diolch i bawb.

Kathryn Jones
Sales Director