

THIS LETTER HAS ALSO BEEN SENT BY ROYAL MAIL AND BY EMAIL

Dear licensee,

[Guidance for re-stocking your pub](#)

As you may have seen from Chris Jowsey's letter, we are working on the assumption that our pubs will be able to re-open on Saturday 4th July. Whilst this date is yet to be formally confirmed, it is based on the latest indication from UK Government.

We have been taking steps to put in place the support and supplies you will need to re-stock your business, whilst complying with the necessary Covid-19 secure guidelines.

There are **important details contained in this communication**, including essential **new procedures** designed to keep you, your customers and your suppliers as safe as possible. The process for delivering your drinks supplies will be different and we have set out below the **important changes** we are asking you to make.

Before you receive your first delivery

It is essential that you read and commit to the **Covid-19 Delivery Point Checklist** attached. This sets out the minimum standards required to enable our delivery providers KNDL, to safely deliver your drinks supplies. Please read and action the attached Covid-19 Delivery Point Checklist. Our Telesales team will be seeking your confirmation of this when they call and before they take your drinks order.

Please be aware that delivery crews will be completing their own Covid-19 check-list when making deliveries. If standards and procedures at the delivery point do not meet the requirements, the delivery crew will have no alternative other than to leave the delivery at the nearest safe point, with your agreement, or return the load to the depot.

These are uncharted waters for all of us and the delivery crews will be operating with new safety procedures, at a time when order volumes are very difficult to predict. This means resources are likely to be stretched over the coming weeks and therefore your understanding and flexibility will be hugely important as we work together to successfully get our pubs back in action, serving your communities.

What will be different ?

There will be a number of important changes, affecting for example which products are available, lead times for placing your orders and delivery day-time windows. There will also be restrictions on some services which you may have used in the past. Most of these changes will hopefully be temporary, but until we are able to restore normal service it is crucial that you are aware of the changes detailed below.

When can I place my first order?

The new social distancing guidelines will have an impact on the number of KNDL operatives and draymen allowed in the warehouse areas and the amount of time it will take to pick, pack & deliver your order. To assist KNDL we have agreed to the following procedure for your first order:

1. You will be contacted by your Admiral's Telesales Advisor during week-commencing 15th June to place your drinks order for delivery on your normal delivery day in the week commencing 22nd June. This means you will be called 7 days in advance of your due delivery date for this first order e.g. if your delivery is due on Monday 22nd June then you will be called on Monday 15th June.

2. If for any reason KNDL are unable to fulfil your full delivery in the week commencing 22nd June, your Telesales Advisor will inform you and they will deliver the following week commencing 29th June, again on your normal delivery day.
3. This means there are more than 2 weeks in between you placing your first order and beginning to trade on the 4th of July but you will only be able to place one order for delivery before 4th July.
4. Due to the restrictions on deliveries in June and into July, it will be **essential that your orders are placed on the specified date as referenced in 1) above**
5. During this period, delivery time windows will be extended to allow the dray crews time to deliver safely. Your Telesales Advisor will provide details of any changes to your time window prior to your delivery day.
6. Until further notice, there will be no provision for off-day deliveries or collections so **it is essential that you are available to accept your delivery on the due day** as we will be unable to get the dray crew to re-deliver.

How much stock should I order?

We appreciate that it's difficult to estimate how much stock you will need, however we would suggest that you order approximately 10 days stock, enough to meet your opening trading requirements and until your second delivery in the week commencing 6th July.

Will all products be available?

High volume brands will generally be available however, some container sizes will not be and some lower-volume draught products may also be unavailable as brewers prioritise the best-selling brands in the early days. A list of items we know will not be available initially is enclosed. Your Telesales Advisor will be able to provide you with further details.

Due to the short date on cask ale and the uncertainty over demand, it has been agreed that a limited number of brands will be available to order. A list of cask brands which will be available initially is attached.

What precautions do I need to take when my delivery is made?

Please see the attached Covid-19 delivery point checklist.

How do I sign for my delivery?

As one of the safety measures to minimise contact and support social distancing, you will not be able to sign for your delivery. Your KNDL dray crew will leave the top copy of the delivery sheet in your cellar with your order. Please carefully check your delivery whilst the delivery crew is still on site (keeping a safe distance) so that any discrepancies can be noted. If you realise that anything is missing or incorrect, it is important that this is reported to Telesales within 1 hour of the delivery.

How do I receive credit for the beer which has gone out of date ?

As you will be aware from the communications we have issued and which continue to be updated on our website, we are working on behalf of Admiral licensees to recover replacement stock for unopened containers which have gone out of date due to lock-down, from those brewers which have agreed to provide it. We are also seeking to recover duty on opened kegs, again from brewers who have agreed to offer their support. Due to the HMRC required procedures for destruction of beer and the delays in obtaining approval from the Water Wholesalers to allow this, the reclaim process is proving to be complex and time consuming.

Admiral is working with licensees to help them expedite this process and in the meantime we will endeavour to be as flexible and supportive to licensees as we are able to, in helping get pubs re-stocked and trading again.

When do I place my next order after re-opening ?

Second deliveries will begin week-commencing 6th July. We expect that your call day will change, however; we will advise you of your 2nd call day when we call to take your first order.

Heineken Brands – Best Before Date Extensions

Heineken UK has decided to extend the best before dates on their kegged beers and ciders. This change is being applied to stock in warehouses to support the re-start but is not being applied to stock currently in pubs. This is because Heineken is certain of the quality of storage conditions in warehouses during lock-down but unable to be so regarding pub cellars.

Heineken has historically shortened best before dates to assist with stock rotation but in the light of recent events it will in future be moving permanently to shelf lives of 6 months on beer and 9 months on cider.

As a result, in the coming weeks you may receive deliveries of Heineken products with additional keg labels showing the extended best before dates. Heineken has assured us that you can receive these with confidence and that it would not be making these changes if there was any risk to product quality.

The weeks ahead will undoubtedly be far from normal, as we work with you to bring your pubs back to life. All of us at Admiral are committed to supporting you and are looking forward to working with you as we tackle the challenges of the coming weeks together.

If you have any queries or requiring any clarification, please do not hesitate to contact your Telesales Advisor on 01244 321171 Option 1. Your BDM will also be available from June 15th.

Yours sincerely

David Wigham

Commercial Director

[KNDL COVID Delivery Point
Requirements Checklist](#)

[Cask Products Available for
Re-Launch](#)

[Keg Products NOT Available for
Re-Start](#)