

LET'S CREATE OUR NEXT NORMAL TOGETHER



HAVI is working alongside our customers, suppliers and the broader industry to offer the support, knowledge and guidance we all need to move our businesses beyond the current challenges towards a successful, sustainable restart and ramp-up.

From restarting to securing supply and ensuring safety, HAVI's expert teams have first-hand experience of the business-critical areas our industry must assess as we continue to strengthen our resilience and work towards safeguarding our collective future.



RESTART YOUR BUSINESS

PLAN FOR COMEBACKS AND CLOSURES

Before reopening and ramping up, weigh factors such as labor availability, inventories and your partners' capacity to meet demand. Also consider how the closure of some locations will drive traffic to your nearby stores that have remained open.

CONSIDER FOCUSING LOCALLY FIRST

Post-COVID-19, more restaurant brands are likely to focus locally or regionally rather than nationally as the pandemic affects different parts of countries in distinct and discrete ways. The same shift also applies to suppliers.

KEEP IT SMALL AND SIMPLE

Post-shutdown, it makes sense to simplify and downsize your operations. This could mean smaller kitchens producing smaller menus using fewer high-quality, more versatile SKUs that take up less storage space and come with simpler pricing.



SECURE SUPPLY

MITIGATE RISK AND IMPROVE RESILIENCE

Take steps to smooth fluctuations in your financial forecasts to help you manage waste and assess your week-to-week requirements at distribution level. Actively explore opportunities to offset risk by diversifying your supply chain while keeping it cost competitive.

MAXIMIZE TRANSPARENCY AND OPTIMIZATION

Right now, it is more important than ever to have greater transparency, visibility and optimization. For example: do you have full oversight of when each product in your stock room will perish? What measures can you take to ensure your product doesn't go to waste? And importantly, what about supply chain traceability?

SHARPEN FORECASTING AND PLANNING

Post-shutdown, accurate forecasting and planning will involve considering new data points such as start-up timeframes, local guidelines on restaurant openings, capacity and traffic, and new customer preferences and expectations.



PRIORITISE SAFETY

PUT SAFETY AND HYGIENE CONCERNS FRONT AND CENTRE

Win consumer trust by rebuilding your business around their safety and hygiene concerns with - for example - new packaging standards and innovations like no-contact vending and sanitization machines, and contactless collection and delivery.

INTRODUCE A DIGITAL AND CONTACTLESS CUSTOMER EXPERIENCE

As the focus shifts towards solutions that manage social distancing and reinforce sanitization efforts in restaurants and stores, what does your delivery roadmap look like when it comes to digitizing or creating contactless processes in your back and front of house operations?

SAFEGUARD CONSUMER TRUST IN FOOD SAFETY

Food safety and quality is at the heart of consumer trust and your brand promise. Do you have a secure supply chain and the right insights and traceability when it comes to handling food in your supply chain?



JOIN THE CONVERSATION!

HAVI invites you to participate and share your thought leadership as we facilitate an industry-wide conversation about developing the insights that can help us help create the next normal collectively. Please spend just 10 minutes of your time completing our survey. In return, we will send you a copy of the survey report and follow-up read-out sessions to inform your recovery plans.



[START THE SURVEY](#)