

2468

MAKING BREAKS
MATTER

better space, better moments

better breaks.

championing the break for today and tomorrow.

Certified



Corporation

Dear Valued Customer,

We're evolving our Dynamic Replenishment strategy to make our service even stronger for you and the people who use your machines every day. While the day-to-day experience will feel seamless, behind the scenes this represents a significant step forward in how we support you.

Machine usage now plays a central role in determining when one of our replenishment team visits your site. Rather than relying solely on a fixed schedule, we use live sales and stock insights to ensure each machine receives attention when it genuinely needs it. This allows us to tailor each machine more precisely to your environment. We monitor trends, identify sell-outs, review slower-moving products and adapt ranges to seasonal changes. If a machine becomes busier than usual, we can respond quickly. If preferences shift, your range evolves too.

In short, our service becomes more responsive and more aligned to your people.

You may occasionally see different members of our replenishment team supporting your site, depending on location and routing efficiency. However, all members of our team work to the same high standards, and over time these faces will become familiar as part of our service commitment to you.

This smarter approach ensures:

- Stronger product availability
- Fewer out-of-stock frustrations
- Fresher, more relevant choices
- A service model built around real demand

It also supports sustainability goals. By servicing machines based on need, we optimise routing, reduce unnecessary mileage and lower our environmental impact — better for your workplace and better for the planet.

Our commitment to quality, reliability and service standards remains exactly the same. What is evolving is how intelligently we deliver it. If you would like to discuss how this works for your site or review your product range, we would be delighted to arrange a conversation.

Because when breaks matter, how we deliver them matters too.

Warm regards,
2468 Team.

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smarter service. stronger partnership.

A more responsive, tailored & specialist vending model, designed to improve availability, quality and experience.

A Smarter, Data-Led Service Model

- Responding to real demand using live sales insights
- Prioritising fast-selling favourites
- Reducing out-of-stocks
- Adapting quickly to changing usage patterns

Machines are supported because they need attention - not simply because the calendar says so.

Dedicated Machine Specialists

Hot Drinks & Snacks Specialists

- Improved drink quality & calibration focus
- Enhanced hygiene & preventative care
- Increased availability of popular lines
- Smarter stock rotation & tailored ranges



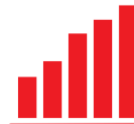
Hot Drinks Focus

Consistently better tasting drinks and stronger reliability.



Snacks Optimisation

Fewer missed purchases and ranges aligned to your workforce.



Dynamic Range

A vending offer that evolved with real purchasing behaviour.

Working Together As We Embed This Model.

As we embed our Dynamic Replenishment Model we are committed to working closely with you to ensure service levels remain strong, availability continues to improve and your machine range reflects your site needs.

dynamic replenishment – questions & answers.

Why are you changing how you operate?

We collect a huge amount of machine data that enables us to offer a much more dynamic replenishment operation than scheduled visits. We are alerted to machines as they empty, and this enables us to visit the machines at the right time and maximise the visit.

Will service levels reduce?

No. Contractual service commitments remain unchanged. We are enhancing how we deliver them

Will visits decrease?

Visits are optimised based on real demand. This often improves availability while reducing unnecessary calls, during quiet times you may see a decrease however when you're machines get busier we visit more frequently.

Will our product range change?

Yes – positively. We refine ranges to prioritise fast-selling products and reduce slow movers, ensuring your machine users have the best availability of their favourite products whilst also introducing new and seasonal items.

Is this a cost-cutting exercise?

No. This is a service evolution focused on quality, availability and sustainability and utilising the data available to us to deliver a more dynamic service to our customers.

dynamic replenishment – questions & answers.

What if I have a problem?

Our customer service and account management team are always happy to help along with your local operations managers. We want to work with you to resolve problems quickly so please contact our customer service team for help.

Will I see the same person?

You may have different people visit your site, think of these as your replenishment team. All of whom are passionate about making breaks matter. We send the closest person to you when your machine needs visiting for snacks and drinks. For your hot drinks you will see the same person who has been upskilled on our hot drinks machines. All of our team will be happy to help.

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