



Dear Best Western Owner,

As we have all faced several challenges over the last couple of years, we are specifically compassionate to our partners in the Hospitality Industry. Due to the complexity of the Hospitality Industry, Westrock/S&D Coffee will be changing the current program offerings and support. Below we will outline these changes that are mutually beneficial for the owners and your supplier partner that will take effect on 9/15/2023.

Coffee and Juice Items:

- We will continue to partner with HD Supply to be our main distributor for all our lobby coffee and juice items. They are currently stocking product in all DC's. This includes Bag in the Box liquid coffee, traditional ground coffee, and bag in the box juices. Below are the HD Supply item numbers to use on-line or directly with your HD rep to order:

Coffee Items

- 207626 – Traditional Gourmet 100/2.5 oz
- 119352 – European Roast 42/2.5 oz case
- 130387 – Colombian Gourmet 100/2.5 oz case
- 119356 – Colombian Gourmet Decaf 42/2.5 oz case
- 119322 – On Demand Regular Coffee
- 119350 – On Demand Decaf Coffee

Juice Items

- 184291 – 50% Orange Juice
- 184290 – 50% Apple Juice
- 119354 – 100% Orange
- 119355 – 100% Apple Juice
- 119351 – Cranberry Juice

- We have not had any supply chain challenges recently with HD and Out of Stocks should be minimal when placing orders. HD has suggested that if an online order gives a long lead time to deliver, calling your rep directly to confirm would be your next steps.
- After speaking with your HD rep regarding an OOS item please send an email to Jeff Covode, covodej@westrockcoffee.com to assist in getting a drop ship order processed if needed.

Service Requests

- Service requests will now be the responsibility for the hotels to cover out of pocket. Currently, service calls are an average of \$250-300 per service event on coffee or juice equipment. This includes previously loaned equipment as well as purchased equipment that has a warranty period that has expired.
- Our coffee and juice items no longer have additional "fees" added to the cost of the products to cover loaner equipment or the cost of service. This lobby beverage program now, is essentially a net cost program for the hotels.
- Return calls for the same issue will not incur an additional trip charge.

Replacement Equipment

- At this time if equipment is deemed beyond repair and needs replaced, the hotel will be informed, and would need to purchase that replacement asset.
- For hotels that require equipment, for either new properties or replacement, Westrock can facilitate that with the equipment manufacturer and the hotel would own the units outright.

We believe these updates to the program, given unprecedented challenges in all industries, provides a solid basis for our continued support moving forward. We are thankful and appreciative, to all our Best Western partners.

Sincerely,

Jeff Covode

Jeff Covode
National Account Manager
Westrock Coffee Company