



**McCain Foods North America**

One Tower Lane  
Oakbrook Terrace, Illinois 60181

**Date:** August 13, 2021

**To:** All McCain Distributor Partners  
McCain Partner Sales Agencies  
McCain US Foodservice Sales

**Cc:** McCain Customer Solutions, Appetizer Brand Marketing, Potato Brand Marketing

**From:** McCain North America Sales Operations

**RE:** Appetizer & Potato Order Service Recovery Plan

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This memo is intended as an update to the recovery plan that was communicated in June of this year.

Over the Summer months, the Foodservice Industry has continue to see a robust recovery and increased demand as consumers return to dining out and momentum continues in delivery and off-premise trips. Additionally, limited supply of raw agricultural products within the current harvest cycle and an extremely tight labor pool are placing additional constraints on near-term supply. As expected, this rapid acceleration has placed tremendous pressure on the Supply Chain.

**Potato Portfolio:**

For the McCain Potato portfolio, the recovery plan is consistent with prior communication as we expect a return to committed service levels with upcoming harvest and crop year transition, with Chopped & Formed products to remain on allocation through the end of the calendar year as new capacity comes on line.

Product Form	Expected Recovery
Potato: Fries	September
Potato: Spiral, Lattice, Wedge	November
Potato: Chopped & Formed	January, 2022

**Appetizer Portfolio:**

For the McCain Appetizers portfolio, the tight labor market is having an adverse effect on rebuilding of inventories. Additionally, a planned maintenance project at one of our largest production facilities required significantly more time than expected, extending the plant’s downtime and further impacting our recovery effort.



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To mitigate the impact of this as much as possible and best meet demand across the marketplace we are implementing a number of temporary changes to SKU availability to prioritize production and service against a more focused market relevant assortment.

Effective today, the product categories or items listed in the attached appendix will have production paused through December 2021 as we prioritize the recovery of the core assortment. Current inventory on these items will be available for order until depleted.

As of September 1, these items will be turned off in our order system, so we are requesting that you do not place these items on your orders after this date. Once we have rebuilt inventories and stabilized order fill rates, these items will be re-activated and we will communicate with you directly to resume ordering.

Product Form	Expected Recovery
Appetizers (excl onion)	January 2022
Onion Products	February 2022

A McCain representative will have more information on the details of expected availability. Your partnership is important to us and we will continue to serve you as we work to accelerate recovery of our inventory positions.

We will keep you informed on our progress with updates as we work to fully rebalance supply and demand. Thank you so much for your partnership and please know that we are continuing to evaluate all opportunities to accelerate supply recovery in this moment as the industry recovers its momentum.



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**APPENDIX: McCain Foods Appetizer Temporary Out of Stock Item List**

Product Type	Temporary Out of Stock Item		Substitute Item	
<b>CHEESE</b>				
<b>Battered Cheese Sticks</b>	50010109	<b>Anchor</b> 2-3/4" Battered Mozzarella Cheese Sticks 6X2.5	80008480	<b>Golden Crisp</b> 2-3/4" Battered Mozzarella Cheese Sticks 6X2 LB
	80010445	<b>Golden Crisp</b> Advantage Battered Mozzarella Sticks 6X2 LB	80008480	<b>Golden Crisp</b> 2-3/4" Battered Mozzarella Cheese Sticks 6X2 LB
	96110725	<b>McCain Grabitzers</b> Battered Cheese Sticks 4X2.5 LB	80008480	<b>Golden Crisp</b> 2-3/4" Battered Mozzarella Cheese Sticks 6X2 LB
<b>Beer Battered Cheese Sticks</b>	70004008	<b>Brew City</b> Beer Battered Mozzarella Cheese Sticks 6X3 LB		
<b>Breaded Cheese Sticks</b>	50004152	<b>Anchor</b> 3-1/4" Breaded Mozzarella Cheese Sticks 4X3 LB	50006240	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X4 LB
	50010107	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Sticks 6X4 LB	50006240	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X4 LB
	50010105	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Sticks 4x4 LB	50006240	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X4 LB
	80011004	<b>Golden Crisp</b> 3" Breaded Mozzarella Cheese Sticks 6X2 LB	50006240	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X4 LB
	80007260	<b>Golden Crisp</b> 3-1/4" Breaded Italian Mozzarella Sticks 6X2 LB	50006240	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X4 LB
<b>Ovenable Breaded Cheese Sticks</b>	50010122	<b>Anchor</b> 3-1/4" Breaded Italian Mozzarella Cheese Sticks 6X3 LB	80003083	<b>Golden Crisp</b> 3-1/4" Breaded Ovenable Mozzarella Cheese Sticks 6X2 LB
<b>Specialty Cheese</b>	45010206	<b>Anchor</b> 4-1/2" Breaded Garlic Butter Provolone Sticks 2X4 LB		
	50010129	<b>Anchor</b> Battered Broccoli and Cheese Bites 6X2.5 LB		
	50010130	<b>Anchor</b> Battered Chili Pepper Cheese Bites 6X2.5 LB		
	70010597	<b>Brew City Cheddar Pints</b> Beer Battered Cheddar Cheese Curds 4X3 LB		
	1000000516	<b>Brew City</b> Mac & Jack <b>Brew Bites</b> Beer Battered Mac & Cheese Bites 4X2 LB		
	80010746	<b>Golden Crisp</b> Battered Mac & Cheese Wedges 6X3 LB	50010335	<b>Anchor</b> Battered Mac & Cheese Wedges 6X3 LB
	1000001488	<b>Golden Crisp</b> Breaded Jalapeño Cheddar Potato Bites 4X3 LB		
	1000008727	<b>Golden Crisp</b> Italian Style Mozzarella & Pepperoni Bites 6X2		



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<b>ONIONS</b>				
Beer Battered Onion Rings	70010009	<b>Brew City King Rings</b> Beer Battered Onion Rings 4X2.5 LB		
	70010677	<b>Brew City Black &amp; Tan</b> 5/8" Beer Battered Onion Rings 6X2 LB		
Battered Onion Rings	80010074	<b>Golden Crisp</b> 1/2" Battered Onion Rings 6X2.75 LB		
	40003495	<b>Moore's Bakeables</b> 1/2" Battered Onion Rings 6X2.5 LB		
	80010035	<b>Golden Crisp</b> 1/4" Battered Skinny Cut Onion Rings 4X2.75 LB		
	80010094	<b>Golden Crisp</b> 1/4" Battered Onion Rings 4X2.5 LB		
Breaded Onion Rings	40010081	<b>Moore's</b> 3/8" Gourmet Breaded Onion Rings 9X2 LB		
	40010031	<b>Moore's</b> 5/8" Breaded Steak Cut Onion Rings 12X2 LB		
	40010025	<b>Moore's</b> 3/8" Breaded White Onion Rings 12X2 LB		
Flour Coated Onion Rings	40010679	<b>Moore's Flour Flip't</b> Onion Rings 4X2.5 LB		
Preformed Onion Rings	96110848	<b>Grabitzers</b> Battered Preformed Onion Rings 12X2 LB		
	96110849	<b>Grabitzers</b> Breaded Preformed Onion Rings 12X2 LB		
	40010017	<b>Moore's</b> Breaded Preformed Onion Rings 12X2 LB		
	40010233	<b>Moore's</b> Breaded Preformed Onion Rings 8X2 LB		
Specialty Onions	40010051	<b>Moore's</b> Battered Onion Petals 9X2.5 LB	80010053	<b>Golden Crisp</b> Battered Onion Petals 9X2.5 LB
	1000007668	<b>Moore's</b> Spicy Breaded Onion Straws 6X2 LB	40010038	<b>Moore's</b> Onion <b>Twiggs</b> Battered Onion Straws 9X2 LB
	40010041	<b>Moore's Texas Toothpicks</b> Battered Jalapeño Onion Strips 9X2 LB		



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<b>PEPPERS</b>				
Stuffed Jalapeños	80008409	<b>Golden Crisp</b> Breaded Cream Cheese Stuffed Jalapeños 4X3 LB	1000008469	<b>Anchor Poppers</b> Breaded Original Cream Cheese Stuffed Jalapeños 4X4 L
Ovenable Stuffed Jalapeños	30007975	<b>Anchor Poppers</b> Ovenable Breaded Cheddar Cheese Stuffed Jalapeños 6X2 LB	80010551	<b>Golden Crisp</b> Ovenable Breaded Cheddar Cheese Stuffed Jalapeños 6X2
	80010550	<b>Golden Crisp</b> Ovenable Breaded Cream Cheese Stuffed Jalapeños 6X2 LB	30007962	<b>Anchor Poppers</b> Ovenable Breaded Cream Cheese Stuffed Jalapeños 6X2 LB
Sliced Jalapeños	70010518	<b>Brew City</b> Beer Battered Jalapeño <b>Bottle Caps</b> Sliced Jalapeños 6X2.5 LB		
<b>VEGETABLES</b>				
Cauliflower	80008418	<b>Golden Crisp</b> Battered Cauliflower 6X2 LB	50010145	<b>Anchor</b> Battered Cauliflower 6X3 LB
	50010143	<b>Anchor</b> Breaded Cauliflower 6X3 LB	50010145	<b>Anchor</b> Battered Cauliflower 6X3 LB
Corn Nuggets	1000002784	<b>Anchor Battered</b> Spicy Jalapeño Cheddar Corn Nuggets 4X3 LB		
Green Beans	50010917	<b>Anchor</b> Battered Crispy Green Beans 4X2 LB		
Pickles	70003188	<b>Brew City</b> Beer Battered Spicy Pub Pickles 6X5 LB		
	50010153	<b>Anchor</b> Breaded Dill Pickle Spears 4X4 LB		
<b>SPECIALTIES</b>				
French Toast	96110844	<b>McCain Grabitizers</b> Battered French Toast Sticks 5X2 LB		
	1000001261	<b>McCain Grabitizers</b> Battered Whole Wheat French Toast Sticks 5X2 LB		
Handheld Breakfast	10310688	<b>McCain</b> Hash Brown Handheld Breakfast [Bacon, Egg & Cheese] 4X3.75 LB		
Ravioli	80004319	<b>Golden Crisp</b> Breaded Italian Cheese Ravioli 6X3 LB		