
Iconic Żabka hot dog served by... robot

Innovative convenience for the customers of the Żabka Nano store

Żabka Nano, one of the newest concepts of the Żabka chain, has launched another innovative solution – a robot called Robbie, that will serve customers the already iconic hot dogs. The first such robot has been operating recently in Żabka Nano at 54 Dobra Street in Warsaw. It prepares hot dogs in three easy steps, according to the customer's order. The device was created in cooperation between Żabka and VeloxAlpha S.A.

Żabka Nano, an innovative concept of Żabka that changes and shapes the perception of consumer experiences, started its activity in June 2021. The launch of the first store in Poznań gave rise to the largest chain of autonomous stores in Europe today. So far, a total of 44 Żabka Nano stores have been opened, among others in Poznań, Warsaw, Kraków, Wrocław, and Gdańsk. Żabka Future, responsible for the Żabka Nano concept, is constantly looking for new solutions aimed at continuously improving the experience of customers of autonomous stores. One such solution is a robot serving a hot dish. The first Robbie robot was installed in an autonomous store in Warsaw at 54 Dobra Street. In addition to quick shopping without a queue or hot freshly brewed coffee, this has recently allowed customers to order a hot dog.

– Hot-dog is an iconic hot snack from Żabka. Hence the idea to make them also available in our unmanned facilities. In cooperation with the team of VeloxAlpha S.A., we created the Robbie robot, which automatically and fully hygienically prepares for customers of Żabka Nano hot dogs with their favorite toppings. It is the first of its kind on the market. We're excited that Żabka Nano is leading the way by offering customers the latest in the market – says Paweł Grabowski, Head of unmanned solutions at Żabka Future.

Żabka Nano stores attract customers with their modern look - they are small but visually spacious; they look clean, elegant, and neat, and the display looks very encouraging. Customers believe that Żabka Nano is the perfect place to drop in for a cup of favorite coffee on the way to work, and in the evening after work or while traveling - for quick shopping. Robbie robot fits perfectly into the concept and complements its offer - the device has a futuristic appearance and was created especially for the concept of Żabka Nano based on artificial intelligence solutions. The robot weighs 1,500 kg and is over 2.5 m high and over 2 m wide.

Robbie's design and software were created by VeloxAlpha S.A., which has implemented this pioneering project for Żabka. The concept was developed by 12 people, with 6 working on the design and 6 on the software. Their solution makes life easier for customers, works 24/7, and is easy and intuitive to use. Innovation plays a key role here - providing the attractiveness of a fast, contactless meal.

– The main stimulus for the creation of our product was the currency used by man today - time. Our products should make life easier, be user-friendly, and be available 24/7 for everyone. Technology



plays a key role in guaranteeing quality, increasing food preparation safety, and ensuring constant availability – said Łukasz Drewnowski, CEO & CoFounder at VeloxAlpha S.A.

How to order a hot dog? The customer enters the store using the Żappka app, a smartwatch, bank card or Apple Pay or Google Pay app, and then goes to the screen at the machine and places an order in three steps - choosing the size of the hot dog, a kind of sausage and sauce and then confirms the order. The customer can track the status of her/his order on the screen at the top of the robot. A hot dog is ready to be collected within 40 seconds. The customer shall be informed of this by a message on the horizontal screen at the top of the robot and by a voice message. Artificial Intelligence (AI) allows you to add products from the "hotdogomat" to the customer's account.

Żabka Polska Sp. z o.o. is the owner of the fastest-growing chain of convenience stores in Poland and one of the most dynamic formats in the world, opening more than 4000 new stores in 2016-21. About 15.5 million Polish consumers live no further than 500 m from the nearest Żabka store. As part of its responsibility strategy, Żabka has made commitments in the areas of good nutrition, services that facilitate sustainable life, the development of entrepreneurship, diversity and inclusive organizational culture, corporate governance, and decarbonization and circularity. More information about Żabka Polska at: www.zabka.pl. Link to the 2020 Responsibility Report: <https://raportodpowiedzialnosci.zabka.pl/>

Żabka Future - is one of the organizational units that comprise the new management structure of Żabka. Żabka Future teams are responsible for the search, creation, and development of technological and system tools for the future. This area reports to Tomasz Blicharski, EVP, Managing Director of Żabka Future.

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