

Sainsbury's

I'm writing to you today to update you on some changes to our services.

We continue to prioritise elderly and vulnerable customers for online delivery and will be in touch with more customers based on the database we receive from Northern Ireland as soon as we can. For vulnerable customers who have been offered a slot and are unable to place their order online, we are offering a telephone ordering service and we now have five times the number of colleagues on hand to help with this.

As we do our best to keep our colleagues and our customers safe, we have had to temporarily change some of our processes. To help our colleagues socially distance, we are no longer asking them to accept unwanted substitutions or to process refunds on your doorstep. If you do not want the substitutions, then you need to call us to let us know and we will process the refund for you. This is only temporary and we are working on a digital process to make this quicker and smoother. I apologise for the inconvenience in the meantime and I'll write again to let you know when the new process is up and running.

For elderly and vulnerable customers, we offer dedicated shopping hours between 08.00 and 09.00 every Monday, Wednesday and Friday. And NHS and social care workers can shop in our supermarkets from 07.30 to 08.00 Monday to Saturday before they open.

We know that many of you are already shopping for friends, family and neighbours and we are very grateful to you for providing this community service. I mentioned in my last letter that we were launching a Volunteer Shopping Card to make it easier for people to shop for others and I am pleased to let you know that these are now available online.

We are doing our best to reduce queuing times both inside and outside our stores. To help with this, we have been extending our opening hours. By Monday the vast majority of our supermarkets will be open from 08.00-22.00. We are installing perspex safety screens in our petrol filling station stores and these will start to re-open from next week. We are also extending opening hours in many Convenience stores to 10pm or 11pm. You can check the latest opening hours in your area before shopping here.

To help with queuing inside stores, we are installing additional protective screens between manned checkouts. These screens will help keep our colleagues and customers safe and will mean we can open far more manned checkouts in the stores that have them. We are installing them in over 150 stores over the next week or two and I will keep you updated on this and other steps we are taking to help make your shopping trip quicker and easier.

I know that most of you really appreciate the essential role that our colleagues are playing at the moment to keep the nation fed. Our colleagues are working in really challenging circumstances, constantly trying to balance the need to serve our customers well, to keep shelves stocked and to help people get in and out of shops as quickly as possible. We are also asking them to help us keep you safe. Unfortunately this means they will ask you to queue outside shops when they are busy. Please help us to make our colleagues' jobs easier by showing them kindness and respect at all times.

Best wishes

Mike