

FREQUENTLY ASKED QUESTIONS

Grocery deliveries and support for vulnerable people

What are you doing to help customers who are clinically vulnerable and having to shield indoors?

- Governments in England, Scotland and Wales have given us lists of the most clinically vulnerable people in need of home deliveries. These lists have been shared among the major supermarkets and we are prioritising the people on them for online grocery deliveries.
- Sainsbury's has retrieved over 275,000 additional customers for online deliveries from these lists. We are now contacting them to arrange slots. We are working with the Northern Ireland Executive on a database of extremely vulnerable people and as soon as we have their details, we will be contacting these customers too.

What about instances where you've reached out to shielded customers but they've still not been able to book online deliveries with you?

- Once an individual on a government list has been matched to us, we are providing them with instructions on how they can book a delivery slot. Once they have received a notification from us they can log in to their account and see which delivery slots are available.
- We contact people at times when there is a high chance of them being able to book a delivery slot in their local area. These shielded people are being treated as a priority. However, we are still experiencing incredibly high demand and therefore advising customers to check as soon as possible after receiving their notification. If they cannot book a delivery slot immediately, they should keep checking regularly as slots become available.

What about other elderly, disabled or vulnerable people who didn't get on any government lists? What are you doing to help them receive home deliveries?

- Early in the crisis, before any government lists were issued, Sainsbury's managed to locate and prioritise elderly, disabled and vulnerable customers using our own data. We were the first supermarket to do this. As such, we have been able to reach out to 450,000 vulnerable customers and offer them online deliveries, in addition to those on the government lists.
- Due to the current level of demand, we can only offer delivery slots to customers previously registered with us as vulnerable or those who have been identified on a government list as being extremely vulnerable.
- There are millions of elderly and vulnerable people across the country and supermarkets cannot by themselves meet the demand out there for home deliveries. We are encouraging communities to work together to help those in need and doing our best to make other options available. A number of options are provided below.

If not home deliveries, what are the options for vulnerable, disabled or elderly people who need groceries?

- We know many elderly, disabled and vulnerable people who need to self-isolate are relying on the kindness of family, friends and local communities to shop on their behalf and we actively encourage this. To that end, we have lifted buying restrictions on thousands of products in order to make it easier for our customers to shop for others.
- We encourage volunteers to buy food on behalf of vulnerable people. We have launched a volunteer shopping card to support this. Customers need to go online and buy a voucher which they send to the person doing the shopping for them (cash-free process). They need to visit sainsburysgiftcard.co.uk and enter the email address of the person who will be shopping on their behalf.
- Priority shopping hours: every Monday, Wednesday and Friday, all our supermarkets are dedicating between 08.00 and 09.00 to serving elderly customers, disabled customers and carers.
- We may be able to accommodate some orders from local authorities and charities wanting to procure food on behalf of and then distribute to vulnerable people in their communities.

This will be on a case by case basis. It is subject to the resource available at these stores. It is also subject to local groups being able to collect the stock from their local store and pay for it there. People should refer to their local Sainsbury's supermarket for availability.

How are you flexing your policies to support vulnerable people shopping in store?

- We make exceptions to our one adult per shop policy where adult customers need to be accompanied by a carer and we also allow lone parents to take their children in. The policy is not a blanket ban of multiple adults shopping together but rather it is simply a guide to support social distancing regulations and improve customer queuing times.
- Due to social distancing regulations, we can no longer carry out assisted shops. However, if a customer attends with a shopping list, colleagues will do what they can to get the customer's desired items and meet them at the checkout to pay for their shopping.

Helping communities and NHS workers

What is Sainsbury's doing to support food banks and communities in need?

- In response to coronavirus, Sainsbury's has donated £3 million to FareShare. They will use this money to distribute food to the people who need it the most. People should contact their regional FareShare centre for more information.
- We have partnered with Comic Relief, as part of the BBC's Big Night in Appeal, to help support people in the UK severely affected by coronavirus. We will match whatever our customers donate to this cause between Thursday 9th April and Friday 1st May.
- We may be able to accommodate some orders from local authorities and charities wanting to procure food on behalf of and then distribute to vulnerable people in their communities. This will be on a case by case basis. It is subject to the resource available at these stores. It is also subject to local groups being able to collect the stock from their local store and pay for it there. People should refer to their local Sainsbury's supermarket for availability.
- *The Big Issue*, a magazine sold by the UK's most vulnerable people to lift themselves out of poverty, recently took the decision to protect its network of vendors by asking that they stop selling on the streets.
- To help them, we are now selling the magazine online, in 229 Sainsbury's supermarkets and all our convenience stores. 50% of net proceeds will go to vendors who need help and 50% will go towards helping *The Big Issue* continue its work.

What are you doing to help NHS workers who are short on time and don't want to queue for groceries?

- We have signed an agreement with WH Smiths to stock a range of over 90 essential Sainsbury's grocery items in 80 of their hospital outlets, ensuring that NHS workers have better access to groceries during the coronavirus pandemic. The essentials include toilet roll, pasta and long-life food products.
- We are offering priority shopping to all the hard-working NHS staff across the country who are doing such a great job to protect the nation. NHS and social care workers are able to shop in our supermarkets for half an hour before they open, from Monday to Saturday.

Safety in stores and supporting Sainsbury's colleagues

What is your policy on pay for colleagues who are having to self-isolate?

- Our colleagues will receive 12 weeks of full pay if they need to self-isolate. This applies to colleagues who are over the age of 70, pregnant or if they have an underlying health condition. This also applies to colleagues who live with extremely vulnerable family members who the government has asked to self-isolate for 12 weeks.

Are you doing anything else to recognise your store colleagues' extraordinary effort during this crisis?

- Our store, depot and customer service colleagues have shown extraordinary dedication and played a massive part in helping to feed the nation through this crisis. As a thank you for their efforts, we will be giving colleagues a 10% bonus payment on the hours they have worked during this crisis.

What are you doing to ensure the safety of colleagues and customers throughout the coronavirus crisis?

Our number one priority is the safety of colleagues and customers. Strict social distancing measures have been implemented in our stores and distribution centres. Measures include:

- Limiting the number of customers in our stores, implementing queuing systems outside stores and laying down floor markings and signage to ensure people maintain a safe distance of two metres apart.
- Installation of safety screens at checkouts, providing hand sanitiser, making masks and gloves available for colleagues who want them and arranging additional cleaning of equipment.

Ongoing supply of food and essentials

Are you rationing certain products in order to ensure that everyone has access to essentials?

- We have now lifted buying restrictions on thousands of products and hope that this will make it easier for customers to shop for others. Customers should feel confident about shopping in our stores at any time of the day and being able to find the majority of what they need.
- We are keeping limits on the most popular items for now, including pasta, UHT milk, antibacterial products and some tinned and frozen foods.

Is there enough food in the system?

- We have now lifted buying restrictions on thousands of products and hope that this will help customers to shop for others. Stock levels across our estate are now much better. People are queuing to get into our stores when they open in the mornings, but customers now find they can shop at any time of the day and feel confident about finding most of what they need.

Helping to support small businesses/suppliers

What are you doing to help small suppliers in my constituency?

- We have committed to pay small suppliers immediately. Nearly 1,500 small businesses who have less than £100,000 annual turnover with us will benefit.
- We are also committed to working collaboratively with suppliers to support them with cash flow where needed. We are encouraging suppliers that find themselves in distress to contact us to discuss criteria for support via our Supplier Support team at together.with@sainsburys.co.uk or their regular Sainsbury's contact.
- Sainsbury's is offering all tenants and concession partners one month rent free plus the opportunity to pay rent on a monthly basis as opposed to quarterly in advance. This will help them manage their cash flow.