



Dear customer,

I wanted to update you on everything we are doing to keep you and our colleagues safe when you shop with us.

From today, everyone in England must wear a face covering when shopping or working in our stores, unless they are exempt.

Throughout the week we'll be putting new signs and posters up in all of our stores. We continue to thoroughly clean customer areas and checkouts and, as an extra precautionary measure, we have increased the fresh air circulating to make sure our stores are well-ventilated. We will of course also make sure there is plenty of hand sanitiser available as you come in and out of our shops.

We are doing everything we can to keep everyone safe this festive season – thank you for your ongoing support.

Best wishes,

Simon