



Dear Mr Ruskell,

I wanted to get in touch to let you know how Asda is working to support our customers – particularly those in vulnerable groups – and our communities, our supply chain and our colleagues during the COVID-19 outbreak.

For our customers:

- Tomorrow, our larger stores will be **prioritising elderly and vulnerable customers, and their carers**, from opening until 9am. We are asking other customers to leave their shopping until later in the day, allowing those who need essentials to be able to get them first thing
- Customers are now able to **buy only up to three of any product** across all food items, toiletries and cleaning products, to help everyone get what they need
- We are temporarily **closing non-essential services**, such as rotisserie and pizza counters, allowing us to free up space and time for colleagues
- We are temporarily **limiting the opening hours of some stores** to ensure they have time to restock and thoroughly clean
- We're asking online customers to **advise us when ordering if they are self-isolating** so we can make adjustments to their delivery

For our colleagues:

- They will receive **full pay** if they need to isolate due to coronavirus
- Where colleagues have been identified as being part of a vulnerable group and need to self-isolate, they will receive **full pay for the full 12 weeks** to protect their health

For those out of work:

- We are working with more than 20 companies to **take on workers whose normal jobs have been impacted** by Covid-19 – including Moto motorway services and Menzies, who operate airport baggage handling. Colleagues from these companies will be offered shifts or a temporary secondments to Asda roles, ensuring individuals remain in work and companies do not have the additional pressure of staff costs during this crisis
- We're also offering quick-start, **temporary contracts in our stores and distribution centres** for people looking for work

For our suppliers:

- We are **paying our small suppliers immediately** to help them keep their business operating
- We're providing a **three month rent holiday** to around 250 small business tenants in our stores who are struggling to operate during these unprecedented times
- We are offering local cafes and restaurants the **opportunity to take on additional catering services** and help feed colleagues who are working around the clock to keep shelves stocked

What can you do?

We would be grateful if politicians can **share the message** that we are confident in our supply chain and need customers to shop responsibly and respectfully. This allows us to serve the most vulnerable customers and protect the wellbeing of our colleagues.

This is a rapidly moving situation, and we will continue to do what we can to support the nation. If you have any questions in the meantime, please don't hesitate to get in touch.

Kind regards,

Polly

Polly Jones

Senior Manager - Corporate Affairs, Scotland