

---

# Sainsbury's

---

Dear Customer

We are continuing to work around the clock to feed the nation in these challenging times.

Many of you have written to me in the past 24 hours to tell me that you like the idea of priority shopping for NHS workers and for elderly and disabled customers, but that these should be at different times.

We have therefore decided to allow NHS and social care workers to shop in our supermarkets for half an hour before they open each day. So anyone with NHS ID will be able to shop from 07.30-08.00 every day from Monday to Saturday. We're delighted to be able to offer priority shopping to all the hard-working NHS staff across the country who are working so hard to keep us all safe and well.

In addition to this, every Monday, Wednesday and Friday, all our supermarkets will dedicate 08.00-09.00 to serving elderly customers, disabled customers and carers.

Many of you have also asked me about priority online delivery slots for elderly, disabled and vulnerable customers.

We have been able to identify a number of customers as elderly and vulnerable based on the information they have given us previously. These details would include date of birth and if you have ever used our vulnerable customer helpline. For all of these customers, we will email you today (Sunday) with information on when slots will become available.

If you do not receive an email and you consider yourself to be vulnerable, please visit our Groceries Online website on Monday for information on how to contact us. We are also working as quickly as possible on an option for people to register themselves as disabled and vulnerable on their online shopping accounts.

Thank you to everyone who has taken the time to get in touch with me and share your feedback - it's because of you that we are making these changes and we will continue to listen, learn and adapt during this uncertain time.

Best wishes

Mike



**Need any help?**

Visit our **Help Centre** or call our Customer  
Care Team on 0800 328 1700