



Hello,

Since the start of the pandemic, we've focused on ensuring everyone can get the food they need in a safe environment. Our safety measures are there to protect you and our colleagues, as we all follow the latest government guidance. Now that strict national lockdown measures are in place again, we wanted to share an update on some of the ways we're supporting you to shop safely.

It's a legal requirement to wear a face covering in our stores

To protect our colleagues and customers, we won't let anyone into our stores who isn't wearing a face covering, unless they're exempt in line with government guidance. Please also make sure that you wear your face covering correctly – covering your mouth and your nose.

Shop alone

Please shop alone unless you're a carer or with children. We also encourage you to shop only when you need to, in line with government guidance to stay at home.

One-in, one-out

We continue to limit the number of people in our stores and we have a 'one-in, one-out' system in place to ensure social distancing.

Wait for the green light

We have introduced a traffic light system at more than 1,300 of our store entrances. The system monitors numbers and will light up green when you can

safely enter. If the light is red, then the limit has been reached and our colleagues will ask you to join a queue outside the store.

Sanitise your hands, basket, and trolley

We have cleaning stations in our stores so that you can sanitise your trolley or basket, and you'll find plenty of hand sanitiser around the store to use while you shop.

Online shopping and deliveries

If you're shopping online, our colleagues will maintain a safe distance when they deliver your shopping, and they will regularly sanitise their hands and equipment. Please help us to free up online slots for those who need them most by shopping in-store if you're able to do so safely.

Thank you for your support

We're really grateful for your support in following all the guidelines, which help to protect you and our colleagues. We recognise that these measures are difficult for everyone, but our colleagues are there to help. They're working very hard in difficult circumstances to make sure everyone can get what they need, so please be kind, patient and respectful.

Thank you for helping us all to look after each other and stay safe.

Jason Tarry

Tesco UK CEO