



# KINDNESS RULES

Here at Waitrose we're proud to offer you a warm welcome and great service. In return, we ask that all our customers are polite and respectful to all of us.

We believe that everyone has the right to be safe, secure and respected while working or shopping. There is no place for abusive behaviour, including any form of racism or discrimination, in our shops or in our Partnership. Anyone behaving in a violent, aggressive or discriminatory manner to any of our Partners or customers during their visit will be asked to leave.

Thank you for your understanding.

JOHN LEWIS  
& PARTNERS

WAITROSE  
& PARTNERS

