

## COVID-19 - WHAT WE ARE DOING

### **Steps Waitrose, John Lewis and the John Lewis Partnership are taking to support our Partners, customers and communities during the Coronavirus pandemic.**

This is an unprecedented time for our business and we are seeing higher demand than ever before. We are dedicated to our customers and continue to find the best solutions to help support them as we focus on our responsibility to help feed the nation at this critical time.

These measures include:

**1. A £1m Community Support Fund** - We have established a £1m Community Support Fund, with each Waitrose store being given £3,000 to support vulnerable members of the local community. We have also announced that we will be donating a further £1.4m to around 3,000 local charities who are helping those most in need during the pandemic. This money will be distributed to local charities who have existing relationships with Waitrose and John Lewis shops.

**2. A dedicated “shopping hour” for vulnerable customers** - On Mondays, Wednesdays and Fridays we have dedicated the first hour of trade in each of our Waitrose shops for the elderly and vulnerable, with separate support given to NHS workers (see point 4) to ensure our elderly and vulnerable customers are protected.

We've committed that at least 25% of Waitrose.com orders go to elderly or vulnerable customers. We have prioritised delivery slots for vulnerable customers across the country and those over the age of 70. We are continuing to contact customers on the lists which the Governments have shared with us.

We've already more than doubled the amount of weekly Waitrose.com orders to 160k each week. We're doing all we can to give slots to as many people as we possibly can - especially those who need them the most, however there is still a greater need than we're able to meet.

Our Waitrose Rapid service has trebled its deliveries to 7,000 per week, with at least 40% of the slots reserved for vulnerable customers.

We've also launched a dedicated e-gift card for self-isolating customers who want to organise payment for groceries delivered by volunteers, friends or other family members. Customers unable to get to the shops themselves can buy an e-gift card online at [www.johnlewisgiftcard.com](http://www.johnlewisgiftcard.com) which can be emailed directly to friends, neighbours and volunteers to use on their behalf in Waitrose & Partners shops.

**3. Innovative “social distancing” measures to ensure both Partners and customers are properly protected** - In March, we announced market leading social distancing measures in our shops, including the introductions of:

- a. **Two-metre Marshals** to help with customer service and help facilitate crowds in and out of stores
- b. **New floor markers** to help customers observe social distancing advice set by the Government

- c. **Limits to customer numbers** in our stores at any one time to help with social distancing in-store.
- d. **New lift instructions** advising only one customer or family to enter at any one time
- e. **New signage** to guide more people where possible to make use of our contactless payment and Quick Check self service scanning facilities
- f. **A temporary freeze on the use of our Community Matters green tokens.** Note: we will continue to support three local charities per store every month
- g. **Protective screens** for our Partners to ensure they stay safe and remain fit and able to help our customers in the best way possible. We also have visors and face masks available for Partners' sole use upon request, but are not mandatory.

**4. Support for NHS key workers** - For those NHS workers and social workers that come in-store, they will be given priority service at checkouts as well as priority access to our shops.

We've supported a number of NHS Nightingale Hospitals around the country and acute hospitals with wellbeing and multi-faith areas or with electrical products for staff areas.

In addition, we've partnered with the British Medical Association to distribute care packages for frontline NHS workers at the busiest hospitals across the UK. We're also delivering care packages to Mental Health Trusts as work continues to battle the current crisis. They are currently facing extreme pressures in caring for patients, and these care packages will ensure healthcare staff, often providing round-the-clock care, have the supplies they need during a long shift. In total, the John Lewis Partnership will have delivered 1400 boxes containing over 100,000 essentials to 500 Hospital Trust locations during the pandemic.

John Lewis reopened its textiles factory 'Herbert Parkinson' in Lancashire to make protective gowns for the NHS. Partners who usually sew bespoke blinds, curtains and pillows and duvets are making around 8,000 washable, clinical gowns for the Northumbria NHS Foundation Trust. Partners at 'Herbert Parkinson' have also started to make face masks for Partners, and from the end of June we will also be selling them to raise funds for NHS Charities Together.

**5. A national partnership with leading charities** - We have committed to donating £75,000 each to select national charities that support the elderly and vulnerable, including FareShare, the Trussell Trust, Age UK, Grocery Aid and Retail Trust.

**6. Initiatives to support suppliers during Covid-19** - we have launched a number of initiatives to support our most vulnerable suppliers during this time:

- **Financial aid to its most vulnerable global farming communities** - Waitrose unlocked £200k from the Waitrose Foundation Global Fund to support its overseas farming communities in response to the COVID-19 crisis, focusing on the most vulnerable countries and communities within the supermarkets' food supply chain.
- **Quicker payments to most vulnerable suppliers** - Through its membership of the Prompt Payment Code, Waitrose was already committed to paying all of its smallest suppliers within seven days and in addition is supporting the most vulnerable in its supply chain by speeding up payments during this critical time.
- **Support for small British producers** -
  - a) By backing British farmers and only stocking 100% British beef, pork, chicken, eggs and milk;
  - b) And where possible, standing by our stock commitments and taking additional stock to support local family run businesses in the UK

- **Funding for supplier webinars** - Waitrose has partnered with other retailers to help finance a series of webinars with global food suppliers. The webinars include talks from a variety of experts across the UK's food retail industry, educating suppliers across the globe.
- **Continued support to farming bodies and charities in the UK** - Members of the Waitrose team are actively engaged with several working groups, including retailers, key farming organisations such as the NFU and other stakeholders.

**7. The Partnership's 'Feel Good Friday' campaign** - Every Friday, we focused on one skill or pastime, all in service of helping people enjoy a shared interest, learn something new and create stronger relationships within local communities. Working with Partners, celebrity experts, a range of charities and the NHS, these include everything from gardening, arts and crafts, mindfulness, to baking and fitness.

We also launched a soft toy design competition. We invited the children of Britain to share their designs to create a "super-bear" cuddly toy using #DesignYourSuperBear. The winning design will be turned into an exclusive Christmas toy and sold by Waitrose and John Lewis from October - with 100% of the profits going to the NHS.

We are also selling a limited edition china mug (£8) in 264 of our Waitrose shops, and also on [johnlewis.com](https://www.johnlewis.com). The mug has been designed in-house and all profits from the sales of these mugs will be donated to NHS Charities Together. John Lewis have also started selling face masks in shops to raise money for charities helping people through the pandemic. In September, Waitrose will begin to sell a newly designed, charitable bag for life in its shops and online.

**8. Helping to improve customers' health and wellbeing as lockdown eases** - Along with health and life insurer Vitality, we hosted a series of free virtual workshops focused on health and wellbeing, exclusively for myWaitrose and myJohn Lewis members throughout June. The programme was created to help address some of the undesirable "side effects" of lockdown including poor posture from lengthy spells of home working, disturbed sleep or unhealthy eating habits.

**9. Virtual Cooking Classes** - Waitrose Cookery School is introducing new cook-along courses and experiences this August. The Cookery School chefs will be on hand to help home cooks master new recipes, learn a range of techniques and hear about different ingredients, all from the comfort of their own homes. Classes include; Tanqueray gin masterclass, wine tasting at home, a taste of the mediterranean, make a Shawarma feast and more.

*Information correct as of 13/08/2020*

For further information, please visit the coronavirus page on [waitrose.com](https://www.waitrose.com) and [johnlewis.com](https://www.johnlewis.com)

## PRESS RELEASES



7th August 2020

### [John Lewis and Waitrose announce the sale of more own brand products to raise funds for NHS charities together](#)

John Lewis has started selling face coverings in shops to raise funds for charities helping people through the pandemic. In September, Waitrose will begin to sell a newly designed, charitable bag for life in its shops and online.



7th August 2020

### [Waitrose adds new Virtual Cooking Classes and Drinks Events](#)

Waitrose & Partners Cookery School is introducing new cook-along courses and experiences this August. The Cookery School chefs will be on hand to help home cooks master new recipes, learn a range of techniques and hear about different ingredients, all from the comfort of their own homes.



22nd July 2020

### [Waitrose launches Virtual Cooking Classes for Junior Chefs](#)

Waitrose & Partners Cookery School is launching a series of virtual cooking classes for children to help inspire a love of food, provide an opportunity to learn new skills and help keep mini chefs entertained during the summer holidays.



1st July 2020

**[John Lewis & Partners announce further ten shop reopenings including shops in Scotland and Wales](#)**

On Monday 13 July, John Lewis shops in Basingstoke, Cardiff, Chelmsford, Chester, Edinburgh, Exeter, Glasgow, Stratford and the Trafford Centre reopened.



19th June 2020

**[John Lewis announce nine further store reopenings](#)**

John Lewis announced it is reopening a further 9 stores on Thursday 25th June following the successful reopening of an initial 13 shops this week.



3 June 2020

**[Waitrose, John Lewis and Vitality team up with Olympic heroes to help improve customers' health and wellbeing as lockdown eases](#)**

Waitrose, John Lewis and health and life insurer Vitality have launched a series of free virtual workshops focused on health and wellbeing, exclusively for myWaitrose and myJohn Lewis members.



27 May 2020

**[John Lewis announces shop reopening plan](#)**

Shops to open in stages with robust new social distancing measures putting customer and Partner safety first.



22 May 2020

**[John Lewis & Waitrose announce 13-year old Edinburgher as “Super Bear” competition winner](#)**

John Lewis and Waitrose have revealed the winner of their soft toy design competition, which launched on April 24th to raise money for the NHS.



18 May 2020

**[The John Lewis Partnership delivers care packages to Mental Health Trusts as it continues to support frontline NHS workers](#)**

The John Lewis Partnership, in conjunction with the British Medical Association, will deliver care packages to Mental Health Trusts.



18 May 2020

**[John Lewis Partnership Announces £1.4m Donation to Local Charities and designs mug to raise funds in aid of NHS Charities Together](#)**

The John Lewis Partnership has announced that it will donate a further £1.4m to around 3,000 local charities who are helping those most in need during the pandemic.



27 April 2020

**[John Lewis reopens its Lancashire textiles factory to make gowns for the NHS and donated over 20,000 metres of fabric for scrubs](#)**

John Lewis announces that it is reopening its textiles factory 'Herbert Parkinson' in Lancashire, to make protective gowns for the NHS.





23 April 2020

**[John Lewis & Waitrose launch soft toy design competition to raise money for the NHS](#)**

John Lewis & Waitrose launch a soft toy design competition to raise money for the NHS.



17 April 2020

**[Waitrose to treble Rapid Deliveries and increase click & collect slots by 50%](#)**

Waitrose trebles the number of delivery slots available each for the Waitrose Rapid service. The supermarket has also confirmed at least 40% of these new slots will be reserved exclusively for the elderly and vulnerable.



16 April 2020

**[Waitrose details initiatives to support its most vulnerable suppliers and sourcing communities](#)**

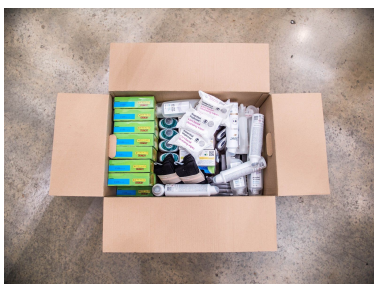
Waitrose details the initiatives that they have in place to support suppliers through Covid-19.



14 April 2020

**[John Lewis launches virtual services and experiences to meet the needs of Britain in isolation](#)**

John Lewis is boosting support for today's 'Virtual Britain' by transforming and adapting its in-store services and taking them online for the first time.



09 April 2020

**[John Lewis Partnership announces help for health workers on the frontline](#)**

Retailer creates wellbeing area for staff at NHS Nightingale London and joins forces with the BMA to deliver 60,000 essentials to key NHS staff.



07 April 2020

**[Waitrose launches 'Volunteer's Shopping Card' e-gift card to help those shopping for elderly, vulnerable and self-isolating customers](#)**

Waitrose has launched a dedicated e-gift card for self-isolating customers who want to organise payment for groceries delivered by volunteers, friends or other family members.



07 April 2020

**[John Lewis and Waitrose team up to give NHS a sweet gift this Easter](#)**

Waitrose and John Lewis are giving away 50,000 boxes of Easter confectionery to NHS workers as a small token of their appreciation in the run up to Easter.



07 April 2020

**[The Waitrose Farm supports its local community with food deliveries](#)**

At the Waitrose & Partners Farm on the Leckford Estate, Waitrose Partners are working to support the local community, offering residents of both Longstock and Leckford villages, as well as Fullerton and Houghton, a free delivery service from their Farm Shop.



03 April 2020

**[John Lewis Partnership thanks Partners for going above and beyond with recognition award and increased discount rate](#)**

The John Lewis Partnership has announced that all non-management Partners and first level managers working from 12 April will receive a recognition award of £25 for each week worked in May and June.



03 April 2020

**[Waitrose Farmers Up Efforts to Keep Shelves Full](#)**

Waitrose Weekend explores how farmers are helping to feed the country.





01 April 2020

**[Waitrose Raises Contactless Payment Limit From £30 To £45](#)**

Waitrose is raising the contactless payment limit from £30 to £45 to help customers minimise the need for contact while shopping.



24 March 2020

**[Waitrose introduces new measures to protect customers and Partners](#)**

Waitrose has backed the Government's plea for social distancing by announcing new measures to help its customers shop safely and to protect its Partners.



22 March 2020

**[Waitrose & Partners and John Lewis & Partners outline measures to support NHS workers](#)**

Shops will protect batches of 'hard to find' and essential stock exclusively for NHS workers.



For us, it's personal

21 March 2020

**[John Lewis & Partners Shop To Close Temporarily](#)**

The John Lewis Partnership has taken the difficult decision to temporarily close all of its 50 John Lewis shops.



21 March 2020

**[John Lewis Partnership works with leading charities to tackle isolation and food shortages](#)**

The John Lewis Partnership is joining forces with leading charities to boost support of the most vulnerable in society during the current crisis.



19 March 2020

**[John Lewis Partnership announces new measures to support customers and the vulnerable](#)**

The John Lewis Partnership, which includes Waitrose, has today announced new measures to help its shops meet the needs of customers with a particular focus on the elderly and the vulnerable.

*Information correct at time of release. Please check with a member of the [communications team](#) before publishing.*