

Tuesday 24th March

A message from Anthony - social distancing

Hi all,

I mentioned in my note this morning that we would continue to look at measures that we can take to support **social distancing**, I'm now able to update you on the measures we will put in place from tomorrow. Thank you to everyone who has worked so quickly to achieve this and for your support in making sure we implement these to keep our colleagues and our customers as safe as possible.

You'll receive several actions today on how we introduce social distancing across our stores but it's essential for the safety of our customers and colleagues so please follow these guidelines very closely. If you have any issues or concerns, please pass them to your SD or AM.

I have summarised the headlines below and all of the detail will be provided via the Coronavirus update and Newsflash this evening. The guidance also applies for the dedicated NHS and colleague shopping hours.

Please speak to your colleagues in store, explaining that these measures will help maintain their health and well-being.

Car parks

All superstores will be receiving car park barriers by Friday 27th March. We are updating the External Queue Management Guide for support which will be sent to you via Newsflash. Additional car park banners, with a social distancing message, will be delivered via ToYou on Friday 27th March. You should attach an additional car park banner where possible.

Where barriers are not available, City will mark the floor with 2m guidance. You will also receive additional bollard covers and security covers reiterating social distancing - these are all to be implemented by in store colleagues.

Customer entry

You will receive A1 posters to display in the usual foyer and entrance slots via ToYou on Wednesday 25th March - these should be implemented by in store colleagues. When stores have split dual doors a barrier should be placed in between the entrance.

Additional security

Two third party security guards are being arranged from Wednesday 24th March for all superstores. An Asda colleague (preferably a section leader) should help supporting with the front door process.

Store specific density rules

We will be sending you a table detailing the maximum number of customers you can have in stores at one time. Third party guards should close the door when the maximum number of customers is reached. An Asda colleague should support at the entrance by using an app to count customers in and out of the store, making sure numbers are not exceeding the numbers for your store. We will review these numbers on an on-going basis, remembering that this is the first time we have operated with these rules and if you can see that your store is too full, then please take the appropriate steps to manage this.

Tannoy announcement

The following announcement needs to be made by CSD colleague every 15 minutes: “The health and safety of all of our customers and colleagues is of the highest importance to us particularly during these unprecedented times. We’d politely ask you to stand two metres away from colleagues and each other in store where you can. Thanks for your help and understanding.”

Checkouts: manned, self-scan and Scan & Go

Only open every other self-scan and Scan & Go checkouts to enable social distancing within this space. Self-scans which are closest to the RAP station should be switched off. Only open every other manned checkout to enable social distancing throughout checkouts.

Temporary closed POS should put on the closed checkouts, self-scans and Scan & Go checkouts which will be sent via the coronavirus update this evening. Sneeze guards have been ordered for all manned checkouts and we will update you when these will be delivered to stores.

POS

Printable social distancing POS has been sent to stores via Newsflash today and should be implemented by colleagues on the shopfloor and in your colleague areas. You will receive hanging signs for Action Alley and side stack inserts with a social distancing messaging on this should replace all current POS. The POS is being delivered via ToYou on Thursday 26th March.

Floor markings

City are implementing social distancing measures where customers may gather or come into close contact with one another. The areas of focus are Checkouts, Customer Service Desk, Kiosk, Pharmacy, Optical and petrol. City will mark black tape on the floor in the agreed focus areas to support our customers and colleagues to ensure they are keeping two metres apart. City started these works yesterday and we plan to complete all stores by Thursday 26th March.

Additional update:

UK Gov text alert

We understand that some colleagues are receiving a standard text from UK Gov which states the new rules are now in force and you must stay at home, which is of course correct for the vast majority of the population but not for any ‘key worker’, which includes us and our colleagues.

Text Message
Today 10:09

GOV.UK ALERT
CORONAVIRUS
New rules in force now:
you must stay at home.
More info and
exemptions at [gov.uk/
coronavirus](https://www.gov.uk/coronavirus)
Stay at home. Protect
the NHS. Save lives

It's important that our colleagues understand this so please can you share this information with them and remind them about the important part they are playing in keeping our shops open for our customers. We are not suggesting huddles given our social distancing guidelines so please make sure you brief your teams and ask them to pass this on.

This text should not be confused with the text messages that the NHS are sending to extremely vulnerable colleagues who should now all be at home in self-isolation.

Over the coming days some of our colleagues may be asked to prove that they are key workers as the Government starts to formally enforce their restrictions. If this is the case then our colleagues should provide the proof of employment letter that can be downloaded on WalmartOne. Colleagues should also be asked to carry their name badge and swipe card with them.

I recognise that these are significant changes but I know that you will continue to lead your team through these.

Thanks again for all that you are doing,

A handwritten signature in black ink, appearing to read 'Anthony', is written on a white background. The signature is fluid and cursive, with a long horizontal stroke extending to the right.