

Dear Sir or Madam,

ASDA – FEEDING THE NATION PROGRAMME 2020-2021

We are a national multiple grocery retailer, with approximately 650 stores employing approximately 165,000 colleagues across our stores, logistics, industrial and administration businesses. We serve approximately 18 million customers on a weekly basis, which is a high priority for us given the current pandemic situation.

Availability of Products

Like most retailers, we have seen a heightened demand for products in our stores. To ensure our stores are able to respond to the Covid-19 outbreak as best they can, we are continuing to work closely with our suppliers and take every step possible to ensure our products are delivered and on shelves at the earliest opportunity.

As you will be aware, Government measures announced earlier this year will help stores continue to serve the local community. These measures will contribute to ensuring everything possible is being done to keep the shelves stocked by relaxing delivery restrictions. It is very encouraging the Government has listened to our concerns and moved swiftly to work with Local Authorities to grant greater flexibility for store delivery times. We will be ensuring our stores are responding appropriately with replenished stock to serve the local community and may need to take deliveries outside of existing permitted hours. If this is the case, we will endeavour to keep noise to a minimum and follow best practice for our delivery management process. Flexibility of deliveries will help with the availability of products (i.e. avoiding substitutions) for our stores, home delivery and Click & Collect orders. We want to ensure our customers are able to have the items they require when shopping with us. In addition, the flexibility will also ensure items can be stocked safely on the shop floor. Additional time allows colleagues to fill the shelves or online orders prior to customers shopping in store, thereby maintaining safe distancing for both.

Home Deliveries

Since the pandemic began earlier this year, we expanded our capacity for home deliveries from serving 450k customers a week to 700k customers, within just a matter of weeks. This included providing 'priority delivery passes' to nearly 200k vulnerable and elderly customers, who we continue to serve. Additional capacity is being developed ahead of Christmas this year, which will allow us to serve 750k customers in December nationwide. We are working towards a target of serving 1 million customers a week in the future, to ensure our customers can stay home and be safe.

Click and Collect

Our Click & Collect business has also quadrupled in the past 6 months and the requirement for the expansion of our drive-thru operations is clear. Customers can order online and drive through our collection points without entering a store, if they wish to do so (i.e. for ease, convenience and to remain safe in their vehicle).

Grocery Home Shopping Planning

We have a national programme for additional Home Shopping space to facilitate the ever-changing food-retailing requirement. Storage space for Home Delivery orders and Click & Collect operations will be further improved over the next 12 months, to ensure our customers' needs are met across the UK.

Sustainable Logistics Fleet

To support this, our Logistics Team are also switching their fleet over the next few years to become more sustainable and replace circa 130 diesel vehicles initially to a gas fleet nationwide. These new biomethane-powered trucks will provide additional air quality benefits like reduced particulate and NOx emissions.

I hope the above provides an update on our national **Feeding the Nation Programme**. We would appreciate your urgent support to accommodate the measures, we as a retailer, are required to make to take account of Covid-19.

Yours faithfully

Jenny Taylor-Smith MRTPI AIEMA

Head of Town Planning
Property Team

ASDA Asda House, Southbank, Great Wilson Street, Leeds LS11 5AD
ASDA 5-7 Carnaby Street, London W1F 9PB