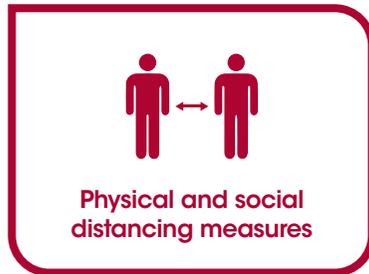


Keeping our customers and team members safe at wilko

We have a Covid-19 risk assessment in place which has helped us to review and implement the necessary controls to keep our team members and customers safe and help stop the spread of Covid-19. Here's a summary of the controls we've put in place:



We've rapidly put in place an 8 point safety plan



Distance markers around the store; these need to be respected to support team members and customers safety



Our team members have access to hand sanitiser and additional time to wash their hands regularly



We encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers, and inform customers via POS



Our priority has been to invest in our customers and team members' safety and protection and we'll continue to do that



Our Environmental Health Authority has given us assured advice for the robust Health & Safety standards we have in place



Restrictions implemented on the number of customers in store at any given time allowing the social distancing measures to be adhered to



We've changed our opening times, how we work and implemented additional cleaning routines across the whole business



We're going above and beyond by fundraising, distributing products to the NHS and other good causes and volunteering for the Alzheimer's Society and Well Pharmacy



We're so proud of our team members and can't thank them enough for supporting our customers across the country



We make regular tannoy announcements to remind customers to follow social distancing advice and clean their hands regularly



We have placed plexiglass barriers at tills and counters where feasible, as an additional element of protection for team members and customers and some stores have self scan tills too



Distancing in canteens has been implemented, in addition to this all cups and cutlery have been removed to avoid cross contamination



In some areas we have dedicated entrance and exit routes which you will need to use. In some cases, this includes closing secondary entrances/exits. These have been risk assessed to ensure safety is not compromised



Thank you to all our customers for your patience and adhering to physical distancing measures to help stop the spread of coronavirus