

Dear Customer,

We all have a responsibility to keep each other safe and I'm writing to update you on what Aldi is doing to protect customers and colleagues in our stores.

When you next visit Aldi, you may notice a few changes that we've introduced to help everyone maintain social distancing. Our amazing colleagues will be on hand to help and you can do your bit by being patient and considerate to others when shopping.

Please rest assured our stores are receiving new deliveries every single day. If we work together, we can ensure everyone is safe and we can all buy the shopping we need for ourselves and our families.

### **Social distancing**

- Markers are being placed on the floors to help everyone keep the required safe distance apart.
- Clear screens are being installed at checkouts to provide protection when you pay.
- Where necessary, we are limiting the number of people in our stores at any one time and, where possible, we are implementing a queuing system outside of our stores as well.

### **Opening hours**

- Our opening hours have also been shortened slightly to 8am – 8pm every day, apart from Sundays when we open 10am – 4pm (9am - 6pm in Scotland).
- This helps our colleagues to re-stock products while stores are empty.
- We are also opening our stores half an hour early on Sundays for NHS, Police and Fire Service workers. If this includes you, please bring a form of ID with you.

### **What you can do**

- When you next visit one of our stores, please follow government advice on social distancing and respect the personal space of others both inside and outside our stores.
- Please continue to buy only what you need. Since we placed limits on the number of products you can buy, we have been able to keep our shelves stocked for much longer. As a result, there is now no need to come to store first thing in the morning, when we are at our busiest.
- If you can, please pay by Apple Pay, Android Pay or contactless card rather than cash. To help with this we will be increasing the contactless card limit to £45 from 6th April 2020.

### **Supporting communities**

- Aldi has made a number of financial commitments to key partners, including Teenage Cancer Trust, Age UK and Neighbourly, which distributes surplus food and other donations to those in need.

### **Our support for Aldi colleagues**

Our store and logistics colleagues have shown amazing commitment and have worked incredibly hard over these past weeks. They are on the front line of a vital national effort to ensure that everyone has access to food and other essentials, which is why we have recognised their hard work with a 10% bonus on all hours worked during this extremely challenging period. We are also recruiting an additional 9,000 colleagues who will be able to support our amazing store and logistics teams as we continue to feed the nation.

We remain as committed as ever to providing you with a quick, safe and affordable shopping experience when you visit your local Aldi store. We ask that you continue to be patient and bear with us - these times are unprecedented and we cannot promise to get everything right first time.

I will, of course, keep you updated about any new significant steps we're taking.

In the meantime, stay safe and well, and thank you for your ongoing support.

Best wishes,

**Giles Hurley**  
**CEO - Aldi UK and IRE**