

Agencia 10.c.

AMOC 24/03/22

Mr S Roberts
Chief Executive
Sainsburys Store
Support Centre
33 Holborn
London
Greater London
EX1N 2HT

simon.roberts@sainsburys.co.uk

March 2022

Mrs A Hughes
50 Penlee Park
Torpoint
Cornwall
PL11 2PZ

Dear Mr Roberts

Firstly, I would like to acknowledge there are far bigger things happening in the world that is absolutely abhorrent. It is beyond heart-breaking for the situation between the Ukraine and Russia, but although I can donate money, items and even offer a room in my home, this is a situation out of my control and I cannot fix.

That said, our lives have to continue and we must carry on doing the day to day tasks that keep our society moving. The reason for my email is to ask whether as a company any of head office, members of the board or yourself has every visited Torpoint in Cornwall. It is a serious question of which I would appreciate your honest answer, because if you had I wonder if you honestly would feel this is the best site for your 'self service' store only.

Torpoint and surrounding villages are unique. It is a Community that actually talks to one another, cares about each other and knows about each other's lives, in fact ask around and many will be related going back many generations.

That said, you have decided that we as a Community do not need the help of a member of staff to scan our shopping. You have decided that the soleless scan is the way forward. Obviously you have decided that the elderly who pop in are of no value to you, most do not have a contactless card and amazingly still use cash, but no need for them they'll be dead soon so hey why bother letting them visit your store to pass by/chat to a friend on their way to buy their provisions. You have also decided we as a Community do not need to do a big shop, because unless we are attempting the 'triple jump' couldn't bear the pressure of unloading/scanning/packing/paying whilst holding the rest of the queue. Not without saying the unexpected item in the bagging area/the ID check for alcohol, etc. You have also excluded those that are shopping for others and splitting the shopping up and paying separately.

It's not just the elderly demographic, mothers/fathers with children, trying to do the complete task without the help from those behind the tills. Just their children scanning/rescanning/not scanning/bagging/not bagging! I could go on, but the list is endless.

You may think that surely this Community would all wish to have online shopping for convenience, but strangely we actually like to shop, to choose our own produce, to buy with impulse and not have to stay home to receive within a given timeslot, the weekly shop with your choice alternatives.

Again, I ask if you personally have been to Torpoint?

This is somewhere that if you have forgotten to buy an onion to make the cottage pie, you go without as we can't Uber/Deliveroo – it doesn't exist.

So we plan, shop, chat, live.

We are a Community - we have not been consulted of what is best for us, you have decided what is best for us.

Your long-term strategy states, delivering improved customer service.

Mr Roberts, I am personally inviting you to Torpoint. I wish you to come, meet me and for you to personally do my weekly shop, in your store, to see first hand how life is here and at the end if you honestly hand on heart think this is the best way forward, so be it.

By the way I am saying my normal weekly shop, for the chances we can ever celebrate Easter, Christmas or any other mass gatherings will be null and void due to the sheer chaos that will ensue.

Sometimes decisions in the boardroom don't always translate into real life, the gauntlet is thrown down. I really hope you will pick it up.

Yours sincerely

A handwritten signature in black ink that reads "AC Hughes". The letters are cursive and somewhat stylized.

ANNE HUGHES