

Morrisons email 17 April 2020

At Morrisons we're very proud of our Key Workers, who are working hard and getting our stores full again to make shopping for the things you need and want much easier. Thank You, too, to our customers for your patience and support as we Feed the Nation.

This week we've been busy creating more ways to support our communities across the country, so nobody is left behind.

[Video message from David Potts, Chief Executive, Morrisons](#)

Supporting our NHS

Our NHS is an irreplaceable, brilliant part of Britain. At Morrisons we all, collectively, want to do as much as we can to support the NHS in their battle to defeat Covid-19.

Morrisons, and our Key Workers, are doing a number of things to support our NHS Key Workers where we can.

We're opening our stores at 6am – 7am daily (Sunday 9am-9.30am, Scottish stores vary, please check your local stores opening hours [here](#)) for NHS Key Workers to ensure they can rely on regular times to shop for food and basic supplies.

From today, for the next 12 weeks, we're giving NHS Key Workers 10% discount on their shopping when they show their NHS ID card at the till.

We're heading to NHS car parks, twice a day, with Morrisons Food Boxes so our NHS Key Worker colleagues can get food quickly and simply when they come off their shifts.

All these initiatives have been well received by our NHS Key Worker colleagues and we're working to roll out deliveries further across the country.

Vulnerable and Shielding Customers

We received details from the Government of the 35,000 clinically vulnerable

and shielding customers we're most concerned need help now. For some people getting a home delivery slot is prioritised, where possible. For those who aren't familiar with online technology we've set up a call centre that customers can phone and place an order from a list of 46 items that their local store Community Champion will deliver to them at home the next day, where they can pay by contactless payment to minimise contact.

We've heard from many customers that having a chat with someone is sometimes as important as the order they're placing and we're happy we can bring some cheer to their day.

Click & Collect
Shop online now and collect FREE*

We're setting up a Click & Collect service for customers to place an order and have it delivered to their car in the car park which is now live in 80 stores. We're rolling this out into 400 stores as soon as we can.

We're also working hard to make as many home delivery slots available direct from our stores, given the increased demand from customers across the country.

In addition, Morrisons products are available through Amazon on their prime platform.

Supporting Charities

We've set up Food Bank donation points in all our stores to help re-stock local Food Banks - who saw donations fall whilst people were stocking up at home.

Now that period has ended we've been able to pull together £10 million worth of products over the next 12 weeks to provide stock to help our store Community Champions replenish their local Food Banks. For many in our communities, their local Food Bank is their only shop they have access to. Please help, if you can, by donating in your local store.

Through the Morrisons Foundation we've set aside £500,000 to help the nation's homeless, which we think is very important. It's always a challenge being homeless, but now, particularly, it is difficult to find anywhere to wash and cook food and we're supporting where we can.

We've welcomed volunteers from the Marie Curie and Clic Sargent charities to Morrisons as Key Workers to help and assist our customers in stores.

Our special edition Gingerbread Person - complete with stethoscope – has re-appeared to raise money, with all proceeds going to support our NHS charities.

Hardship Fund

For colleagues that find themselves facing very hard times, we've set up, through the Morrisons Foundation, a Hardship Fund that Grocery Aid are helping us administer for colleagues who find themselves in need. Colleagues with at least 6 months service are eligible to apply and grants may be available for colleagues who are in situations such as domestic abuse, facing eviction due to financial struggles or living with terminal illness. Colleagues can contact us with their details and each individual case will be assessed to see if we can help.

Thank You

Thank You to our Morrisons Key Workers for everything you continue to do under the most extreme and difficult circumstances. We've found new ways to get on with our job of Feeding The Nation. You are definitely playing your full part and I want to personally thank you for the part you are playing as we Feed The Nation #ItsMoreThanOurJob

David Potts
Chief Executive, Morrisons