

Dear Sonya,

Thank you for your email and for sharing the concerns of the adults, children and young people you support who have Myalgic Encephalomyelitis. Dave has asked me to reply on his behalf.

We know that it's difficult right now to get a delivery slot for online shopping due to high demand. We're looking at every opportunity to increase the number of slots available and to help support those most in need, including recruiting 8,000 new colleagues in driving roles, and training them as fast as we can. We've already expanded our Home Delivery and Click & Collect capacity to around 780,000 delivery slots this week, up from 660,000 two weeks ago, with plans to increase this by another 100,000 in the coming weeks. As we increase our capacity, we will also set aside more of these slots for our most vulnerable customers.

As you will be aware, the Government has asked our industry to help people that they have identified as particularly vulnerable and who don't have their own support network. We will prioritise orders for these people and we will be in touch with them by email, as we receive the list from the Government.

We will continue to look at every way to increase our delivery capacity, and we are also continuing to ask those customers who are able to safely come to stores to do so, instead of shopping online, so that we can start to free up more slots for the more vulnerable. As part of this, we are asking customers who may be able to shop in store to 'think before you click'.

In response to your question about our priority shopping times, we have introduced a priority shopping hour for vulnerable or elderly customers every Monday, Wednesday and Friday from 9am. This priority hour is available for all vulnerable customers, so we are extremely sorry to hear your feedback that some of those you support have been unable to access the stores during these hours. I have shared this feedback with colleagues, and we continue to do everything we can to ensure that these hours run as smoothly as possible and enable vulnerable and elderly customers to shop in store.

At Tesco we also participate in the sunflower lanyard scheme, which helps customers with hidden disabilities subtly identify themselves to our colleagues. If those you support have such a lanyard they may find it useful to wear it if they are visiting one of our stores, so that colleagues can understand that they may require extra assistance. The lanyards are available in stores at our customer service desks.

Kind regards,

Andrew

**Andrew Marshall**  
**Government Relations Manager**  
**Group Legal**