

Response from Tesco

I recently attended Tesco's Centenary reception in Parliament on 3 July.

I took the opportunity to raise a number of points about the Wokingham store.
I have now received the enclosed reply:



Rt Hon Sir John Redwood MP
House of Commons
London
SW1A 0AA

Tesco PLC
Tesco House
Shire Park
Kestrel Way
Welwyn Garden City
AL7 1GA

9 July 2019

Dear Sir John

Thank you for attending our Centenary reception in Parliament on 3 July. It was great to meet you to talk to you about the Tesco business and discuss the issues you raised regarding your local store.

By way of background, over recent years, as our convenience and online businesses have continued to grow, we have found that customers are shopping in different ways, with less time available to shop – which means they are using our counters less frequently. These changes are the basis for the difficult decision we have taken to revise our counter offering.

I was glad to hear that you enjoy our fish counter, and I'm pleased to confirm we will continue to run the counter at our Wokingham store. The counter will serve customers Wednesday to Saturday only, freeing up our colleagues to spend more time directly on the shop floor, but colleagues will be delighted to serve you on request.

In terms of our other counters, our takeaway counter will continue to operate as normal, our hot chicken counter will also become flexible, and our meat and cold deli counters will be removed and replaced with a Grab and Go self-serve offering.

I was also pleased to hear that you are finding the new petrol station useful. We currently have plans in place to help address the issues you raised, including the reduction of the kerb near the entrance to allow two cars to pass at once and the extension of the kerb line near the rear of the station to allow for more queuing space. We are expecting this work to begin at the end of July, so you should see an improvement in the near future.

I hope this information is helpful to you. Please do not hesitate to contact me if I can be of further assistance.

Yours sincerely,

Tony Hoggett

Chief Operations Officer