

Rachel Reeves
House of Commons,
London
SW1A 0AA

Dear Rachel Reeves,

Thank You for your email raising concerns over working practices at The Range. I would like to take this opportunity to clarify the vast steps taken by The Range, as well as attached many examples of the practices implemented throughout our stores.

Firstly, our staff and customers are fundamental to our operation, and during this difficult time we have taken every reasonable step to ensure a safe working and shopping environment. We pride ourselves on having the precautionary measures in place equal to the large supermarkets which are currently praised for their efforts.

We offer our customers a place to purchase necessities in an environment that is following the strict guidelines of social distancing. Our large stores accommodate customers in a way that allows them to easily self distance from any other customer or staff member. Additionally, regimes such as self distancing notices and markings, recommendations of contactless payment, sanitizing stations, Perspex till screens, and enhanced cleaning of the store, trolleys, baskets and hard surfaces are all executed and communicated to our stores.

It is understood that many will misinterpret The Range as a Home store, it would be fair to say that we offer a number of Home products which would fall outside of the scope of essential. A mirror for example would not be an essential purchase during this current crisis. But I must emphasize that The Range offers a vast variety of products that do fall within the scope of essentials. If required I will happily provide you with a listing of our current stock range of essential items which will illustrate we are not talking 10's or even 100's of essential lines, but 10,000's of essentials to ensure that our local communities are able to continue with the basis requirement of clean and safe living such as washing their clothing and looking after their family and pets for example.

Protective items such as gloves and hand sanitiser are fully available to our staff throughout our stores. There was a period of time where we had limited access to hand sanitiser, as did many other sectors at the start of this crisis, but as soon as it became available, it was made freely available to staff. To reiterate, gloves, masks, hand sanitiser and unrestricted access to warm water and soap are available to all our staff. Where hand sanitiser does run low, soap and water as I say are always available.

I can again assure you that extensive measures have been put in place to ensure a safe working and shopping environment. We have been working very closely with the local authorities and both the police and our home authority, Plymouth City Council are happy with the steps we have taken. I have attached for your perusal some information regarding the steps, as well as images illustrating the implementation.

I am sure you will agree that the situation is ever changing, as such we continue to monitor the developments and guidelines issued by the government and continue to expand upon our current precautions as and when necessary. Our store staff are doing a fantastic job in keeping the store

functioning so that our local community has access to the essential items, as well as enforcing strict guidelines in relation to social distancing and store hygiene.

I do hope that the answers provided and the information attached have illustrated and reassured you of the significant steps that we have taken in this very difficult and unprecedented time. We will continue to serve our local community with the essentials that they require with the confidence that we are doing so in a safe, compliant and hygienic manner and we have the utmost gratitude to our colleagues that remain on the front line during this difficult time.

Should you have any further concerns, please do not hesitate to contact me.

Yours Sincerely

Alex Simpkin
CEO