



# STORE REOPENING

SHARING OUR APPROACH



# A message from Minnie

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The health and safety of our customers and colleagues is our top priority. As we prepare to reopen our physical stores, in this, our 250<sup>th</sup> year we want to share with you what we're doing to help protect every person who passes through our doors.

We're making changes to the way we operate including the changing the way serve our customers to help keep everyone healthy. We will be following strict Government guidance.

Please read the following up-date to learn more about our approach. Thank you for your continued support and loyalty and we look forward to welcoming you back very soon.

Minnie Moll, Chief Executive Officer

# Store experience

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When you enter our stores you'll notice the changes that we've made to keep you and our colleagues safe.

We already have gorgeous spacious buildings but we've added more space to circulate in higher footfall areas and clear signage to encourage social distancing as you shop.

We've introduced new protocols in high touch shopping areas like beauty and shoes, and for the time being some of our services will be closed. These include our restaurants\* and wine bars, toilets, fitting rooms and our beauty services - spa, brow and nail treatments and hairdressing.

Some of our other personal touch services will also be adapted.

\*Chapters (LGF) will be open for takeaway service





# Entrances/exits and opening hours

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When you arrive things will run a little differently for a while. We're temporarily limiting the number of customers inside at any one time, in the main store we will have one entrance open which will be the corner market doors and one exit, the Exchange St. doors next to handbags.

The Department Store and our Sport, Stationers, Granary and Cromer branches will all **open on Monday 15<sup>th</sup> June**. Our Wymondham branch and the Forum shop will follow a little later.

We have temporarily revised our opening hours, 10.00am – 3.00pm Monday to Saturday and we will be closed on Sundays.

It's a lot to get used to and we will have ambassadors at the entrance to welcome you, answer questions and explain the new safety advise and how to follow it.

In some of our smaller branches it is not possible to have a separate entrance/exit so here we will be operating flow guidelines which will be clearly marked.

# Customer and colleague safety

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When our stores open we want you and our colleagues to feel safe and comfortable when you're shopping with us. That is why we're increasing cleaning and sanitization throughout our stores – paying particular attention to high traffic touchpoints like till points, doors and handrails - multiple times a day.

We're making hand sanitizer and cleaning wipes more easily accessible for you and our colleagues, and you'll also notice social distancing, healthy habits and reminders signed around our stores.

We will be limiting use of our lifts to individuals or small household groups who cannot for health reasons use the escalators or stairs.

In addition to training our colleagues environmental cleaning and sanitation, hand hygiene and respiratory etiquette, we're conducting temperature checks before every shift.

We're also asking colleagues to stay at home if they don't feel well.





# Till transactions

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To protect you and colleagues from handling cash we will be operating cashless transactions, taking payment by card only. This can be contactless up to £45.

We've also limited the number of till points ensuring that the larger, easier accessed locations are used, we've added Perspex partition screens to these and each till area will be clearly marked to help you keep socially distanced from fellow shoppers.

We will sanitize till areas frequently, and sanitize pin pads after every transaction.

# Returns

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We're known for our friendly return policy and to assist we've extended our policy for purchases made prior to closing, so you can return these up to 28 days following the store reopening.

Merchandise that's been returned is put on hold for a period of 72 hours before it's put back on the sales floor.



# Services

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Our aim is still to offer you as many of the personal services that we can and we will evolve the way in which we provide these – offering contactless consultations, virtual styling appointments and social distancing consultations in store. Our goal is to try to provide you with the best service and experience that we can in a safe and comfortable way. Unfortunately some services may be temporarily unavailable.

Other ways in which we can help:

More products and brands online at [Jarrold.co.uk](https://www.jarrold.co.uk)

Enhanced click & collect options

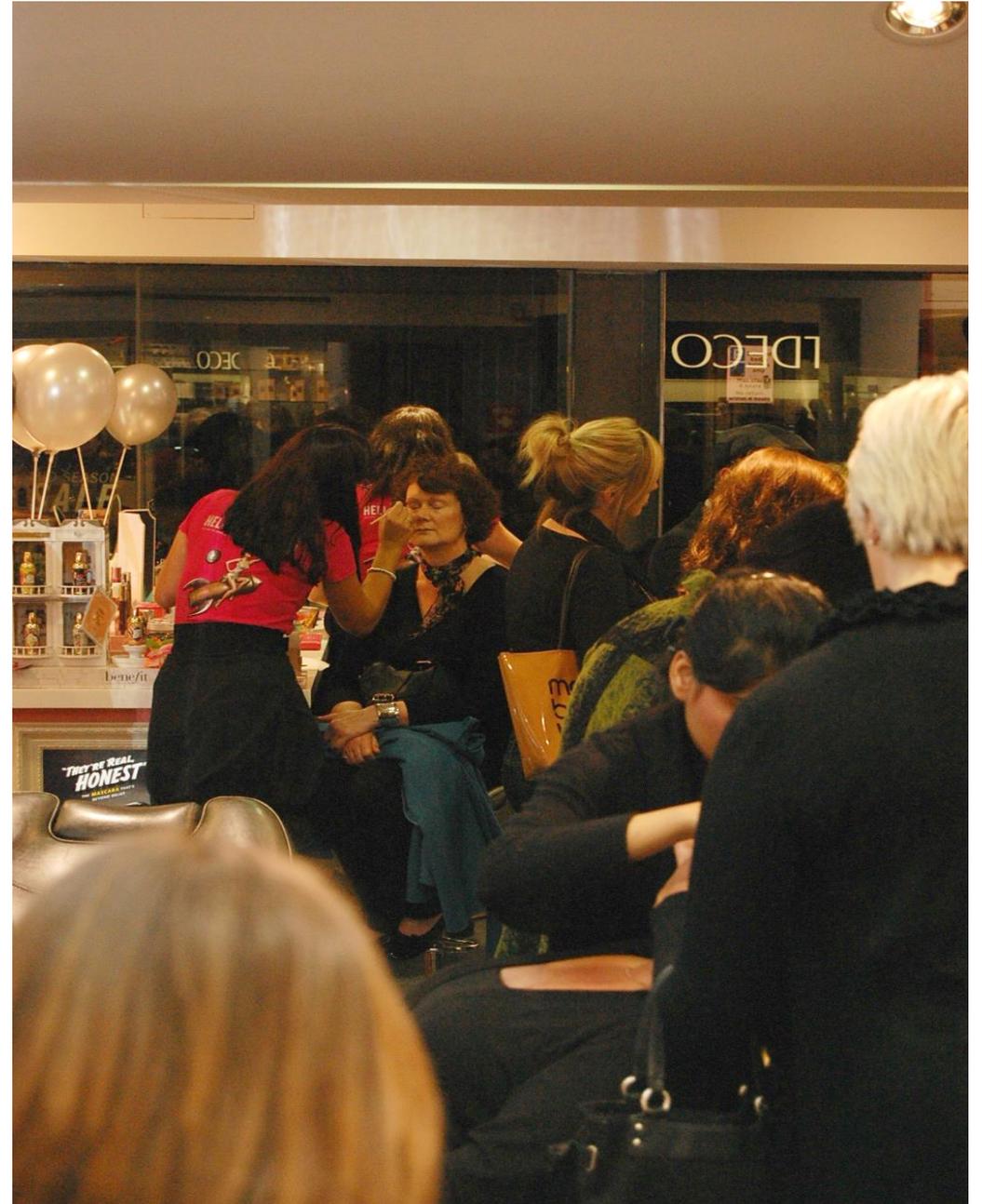
Concierge advice

Our delivery team we will be introducing a pre calls to ensure all the household is well and able to accept the delivery and to agree the social distancing protocol for each delivery. It will be a contactless service.

# Customer Events

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We **love** hosting events for our customers in store but for the time being this will not be possible so over the next few days and weeks we will be finding new and innovative ways to engage with you virtually through social media and email to provide safe and exciting shopping experiences.



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We look forward to  
welcoming you back

