

07 December 2020

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Dear Sir/Madam,

I am writing to you in response to a petition you signed to keep Sainsbury's Northgate Street Superstore, in Gloucester, open.

This follows conversations I have had with the representatives of your petition, Cllr Hilton and Dr Trimmell, to hear the community's concerns and explain our decision to close the store.

It is really important to us at Sainsbury's that we listen to the feedback of local residents and customers and let me begin by saying we greatly appreciate your support and are proud of the positive role you clearly believe we have played over the years.

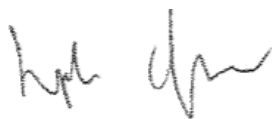
Unfortunately, I must advise you that we will still be closing this store in January 2021. I understand that you may be disappointed by this decision, but it has been underperforming for a sustained period and we believe it would remain loss making for many years to come.

Please be assured that we do not close stores lightly, but to ensure that we can meet our customers' needs both now and, in the future, sometimes we must make difficult decisions like this.

Our priority now is doing everything we can to find alternative roles within Sainsbury's for those colleagues affected by this closure, and the Gloucester community will still be able to shop with us at our other nearby stores. In addition, customers can receive the same great quality, freshness and choice they find in our stores by shopping online.

Thank you again for expressing your support through the petition. We regret that it is not the outcome you were looking for but appreciate the time your representatives, Cllr Hilton and Dr Trimmell, took to speak to us.

Yours faithfully



Joe Chapman
Public Affairs team, Sainsbury's