OUR PEOPLE

The John Lewis Partnership - which includes both Waitrose & Partners and John Lewis & Partners - is the UK’s largest example of an employee-owned business.

All of our 83,000 employees are Partners in the business and have a say in how the business is run, as well as a share in profit which is awarded each year as annual bonus.

OUR BRANCHES

Waitrose & Partners supermarkets usually range in size from 12,500-29,000sq ft while little Waitrose & Partners (convenience) shops range from 3,000 to 9,000 sq ft.

Our shops in numbers:

We have more than 330 shops in England, Scotland, Wales and the Channel Islands (281 supermarkets and 61 convenience shops).

We also have:

Two little Waitrose & Partners shops in the John Lewis & Partners department stores in Southampton and Watford.

Two Waitrose & Partners Food Halls in the John Lewis & Partners department stores in Oxford Street and Bluewater.

27 shops at Welcome Break motorway service stations.

Nine shops which operate under licence in the Middle East.

SALES AND PROFIT

For the year ended 26 January 2019: Gross sales up 1.2% to £6.83bn and operating profit up 18% to £203m (before exceptionals).
ADDITIONAL REASONS TO VISIT OUR SHOPS

A key priority in our strategy is giving our customers additional reasons to visit our shops, including casual dining, grazing and services. We currently have:

- 97 sushi counters with Sushi Daily
- 12 wine bars
- 120 in-store cafés
- 89 café bars
- 10 juice bars

A THRIVING ONLINE BUSINESS

Waitrose.com was launched in 2000 and now delivers directly to 81% of active UK postcodes. Across the country Partners in shops pick customer orders and deliver them directly. In South London the service is supported with a Direct Fulfilment Centre in Coulsdon, which opened in 2015.

More than £80m has been invested into Waitrose.com over the last five years, across the entire service - from digital platform and new apps, to delivery performance and doorstep service. The service is currently growing at almost five times market rate.

In addition to Waitrose.com, we’ve been investing in innovative ways to reach more customers online. This includes a trial in London called Rapid Delivery, to deliver within two hours of ordering, and While you’re Away, a trial to deliver groceries to customers’ homes and put them away while they are not at home. Specialist online shops include waitrosecellar.com for wine and waitroseflorist.com

DEEPENING CUSTOMER RELATIONSHIPS

myWaitrose is a loyalty programme which rewards its members through a variety of different ways. There are no points to collect. Instead, customers receive tailored offers and personalised vouchers and the chance to win exclusive prizes.

myWaitrose customers can also enjoy Waitrose & Partners publications for free, including our Waitrose & Partners Food magazine, Drinks magazine and Health magazine.
RESPONSIBLE SOURCING

Welfare

High welfare is a high priority for our business. All our beef comes from cattle that have spent a minimum of one season on grass and all our fresh pork, including bacon and sausages, is from pigs reared outdoors - none of these farms use slatted floors or confinement stalls.

All our chickens come from family-run farms where they have 20% more space than the industry standard, and we are among leading signatories of the European Chicken Commitment - a standard supported by 28 leading animal welfare NGOs.

We’ve retained our tier 1 status in the business benchmark on farm animal welfare, an achievement we’ve held since 2015.

Responsible Fishing

The supply of fully traceable, responsible seafood is critical to our business. We have one of the largest ranges of fish and shellfish and our suppliers only source from fisheries or farmed aquaculture operations that are responsibly managed.

In 2017 we became the first supermarket to ensure all of our branded and own-label canned tuna is either Marine Stewardship Council (MSC) certified or pole and line caught, meaning it is 100% responsibly sourced.

We recognise that dynamic changes are happening in the world’s oceans and aquaculture operations, and as such need to constantly adapt our approach to responsible sourcing, collaborating with suppliers, leading NGOs and the wider global industry.

Championing British

All our fresh chicken, beef, pork (including bacon and sausages), duck and goose is British all year round. Our turkeys come from the UK or Ireland and we sell British lamb and venison when in season.

Waitrose & Partners milk is from British farmers and we always pay them a leading price that takes into account their costs of production.

We champion local producers and sell over 1,400 locally and regionally sourced products from 375 suppliers.
NUTRITION

We’re committed to providing a range of products, services and experiences to help our customers lead healthier lives.

Last year we launched our ‘Good Health’ label on a wide range of products to make it easier for customers to make healthier choices. We also announced the launch of Healthy Eating Specialists. In a retail first, these shop floor specialists direct customers who ask towards healthier choices.

In addition, we launched our Health magazine and increased the health information available to our customers, including tips and inspiration in our publications and online; plus advice and classes from experts, including Shona Vertue and Professor Greg Whyte.

TACKLING WASTE

Food waste: We don’t send any food to landfill in the UK and we want as much of the food we produce to be eaten. This could be by our customers, Partners or those in need.

We donate surplus food to many different charities and social enterprises. We have rolled out the FareShare Go app to all of our full-sized supermarkets to support this. We also offer reduced food at a discount to our Partners, and food waste prevention is a key part of training in our shops.

Packaging: We have committed to making all our own-label packaging widely recyclable (using the widely recycled logo), reusable or home compostable by 2023. Black plastic is difficult to recycle - this is why we will no longer use it for own-label packaging by the end of 2019.

GIVING SOMETHING BACK

Since its launch in 2008, we have donated more than £30m through our Community Matters ‘green token’ scheme in shops to around 120,000 good causes.
A GLOBAL PRESENCE

Waitrose & Partners exports own-label and branded goods to more than 50 countries including:
UAE, China, Hong Kong, Singapore, South Korea, Ghana, Barbados, Bermuda, Chile, Gibralta, Malta and Spain.

We also have an e-commerce venture with British Corner Shop.

AWARDS

September 2019
The Outstanding Wine Retailer of the Year - Decanter Retail Awards

July 2019
MSC UK Fish Counter of the Year - Marine Stewardship Council Awards

June 2019
Best Retailer Award and Best Retailer Marketing Award - Compassion in World Farming Good Farm Animal Welfare Awards

June 2019
Best Multiple Gin Retailer - Think Gin Awards

April 2019
Best Supermarket - Natural Beauty Retail Awards

February 2019
Multiple Sparkling Wine and Champagne Retailer of the Year and Multiple Cider Retailer of the Year - Drinks Retailing Awards

October 2018
Retailer of the Year - IGD Awards