

Key Progress and Achievements

Five areas of focus

Great food at fair prices

- Over

18m

customer transactions every week.

- Market share now circa 16 per cent.
- Product availability and customer service are measured in all stores on an ongoing basis. We have maintained our high performance levels in these areas and during the year, price perception recorded the biggest improvement of all metrics tracked.
- Universal Appeal delivered through 'good, better best' tiering of Sainsbury's 'basics'¹, standard Sainsbury's² and 'Taste the difference'³ sub-brands.



Accelerating the growth of complementary non-food ranges and services

- TU clothing: over **40 per cent** of customers bought a TU product during the past year up around 20 per cent.
- Sainsbury's Bank delivers post-tax profit of £4 million (50 per cent share of joint venture financial services operation).

Reaching more customers through additional channels

- Accelerated growth of convenience chain with 50 new stores planned in 2009/10 and 100 in 2010/11.
- Online food home delivery service sales up by over 25 per cent year-on-year.
- Online food business now annualising at over £500 million.
- Operates from 169 stores covering 88 per cent of UK households.
- Non-food online launching in first half of 2009/10.

Growing supermarket space

- Over four per cent gross space growth achieved in 2008/09 and on track for over five per cent in 2009/10.

Active property management

- Over £750 million of gross property transactions completed.

CR highlights

Best for food and health

- 'basics' sales up

60%

year-on-year in final quarter of year.

- '1 per cent fat' milk, launched in April 2008, is now consumed in approximately 2.5 million UK households.



Sourcing with integrity

- Sales of RSPCA Freedom Food chicken are up

130%

year-on-year.

- In February 2009 Sainsbury's became the first major supermarket to stop selling eggs from caged hens.

Respect for our environment

- Over 200 stores have achieved savings of over 53,000 tonnes of CO₂ in 2008.
- **On track to send zero food waste to landfill by the end of 2009.**

Making a positive difference to our community

- We raised over

£10m

- this year in support of Comic Relief. The Company is the charity's largest corporate partner having donated more than £40 million in the last ten years.
- Active Kids: we have now donated over **£70 million** worth of sports equipment and experiences to schools, nurseries, Scouts and Girlguiding UK groups through our Active Kids scheme which was launched in 2005.

A great place to work

- We now have

2,000

- colleagues participating in You Can, the Company's umbrella brand for established and new initiatives supporting job opportunities for the long-term unemployed and disadvantaged, and skills development for both new and existing colleagues.