



Marks & Spencer Covid-19 Member Survey Autumn 2020

Summary Report

Good – but could be better	53%
Excellent	7%
Poor	27%
Extremely Poor	13%

Measures Not Happening in Your Shop

Social distancing not being adhered to or managed properly	66%
Crowd/Customer control measures not being implemented	62%
Shopping baskets/frequently touched surfaces not regularly cleaned/sanitised	47%
Not enough hand sanitiser	45%
Not enough protective shields/screens	34%
Not enough PPE being supplied	39%
Other	21%

There were over 200 individual comments.

Below are examples that reflect the majority of sentiments expressed broken into 4 themes:

- Company Response
- Covid Absence
- Customer Behaviour/Management of Customers
- Cleaning

Company Response	<i>A bit slow to put screens in place</i>
Company Response	<i>Everything has been a battle from the start of Covid. The attempt to open the fitting rooms was a total lack of care to staff expecting them to wipe down fitting rooms after customers calling it clean as you go. This is not a proper duty of care. The lack of care for the Irish business is all down to money the Co refuse to spend Shame on them. When staff ask questions or speak up they are seen as trouble makers this is an ongoing thing fueled management's attitude.</i>

Company Response	<i>I feel they are doing all they can in an ever changing environment</i>
Company Response	<i>I really think that most of the staff that worked through Covid should have got a thank you of there managers. Very poor on their behalf and from the manager of the store... not concerned for the general mental health of there staff. Very disappointed with their treatment of staff</i>
Covid Absences	<i>I would really like to see further discussion on sorting out payment for employees who have to restrict their movements. Currently, going unpaid is unfair, given that these circumstances are out of our control</i>
Covid Absences	<i>I had to isolate for a couple of days because my sons had to be tested. They were negative thank God but I don't understand why we are unpaid for those days even though we are frontline workers. My husband is I'll and can't work in the pandemic so it puts financial pressure on me being down wages. I cannot afford it.</i>

Customer Behaviour/Management of Customers	<i>Crowd control needs to be implemented at all levels. Shopping baskets are no longer being sanitized. Insufficient or no signage to inform customers that trying on clothes is not allowed in the store. Crowd control needs to be implemented especially in the food hall and at all reduced sale areas.</i>
Customer Behaviour	<i>I think there's no social distance from the customers and there's no announcements over the shop floor like most retail shops are doing and we have no security person walking through the isles making sure customers are wearing masks and not taking up time looking at products and on a lot of occasions i had to as staff tell customers to put on their masks etc.most of the staff are very worried and unhappy dealing with customers who can be right beside and behind you and they don't even let you know they wanting a item from the shelf Something has to be done.....one day there be no staff in....</i>
Customer Behaviour/Management of Customers	<i>All customers should have face coverings unless they are medically excluded!!</i>

Customer Behaviour/Management of Customers	<i>Customers still allowed in store without face coverings. Nobody controlling the amount of customers in store. Not one bottle of antibacterial hand wash for staff to wash hands...</i>
Customer Behaviour/Management of Customers	<i>Customers still being allowed in store without masks. .signs on doors not big enough asking customers to wear a mask.</i>
Customer Behaviour/Management of Customers	<i>Either security guards or the managers need to be able to be sterner with customers over government guidelines. Continuing to allow customers to enter the store without masks and disobey social distancing guidelines is unacceptable and feels like an endangerment to all employees</i>
Cleaning	<i>A deep clean was done on wed. This was not in my opinion a DEEP CLEAN. Yes they cleaned and sprayed but that's what's done every day by myself and cleaners. Not good enough from Marks</i>