

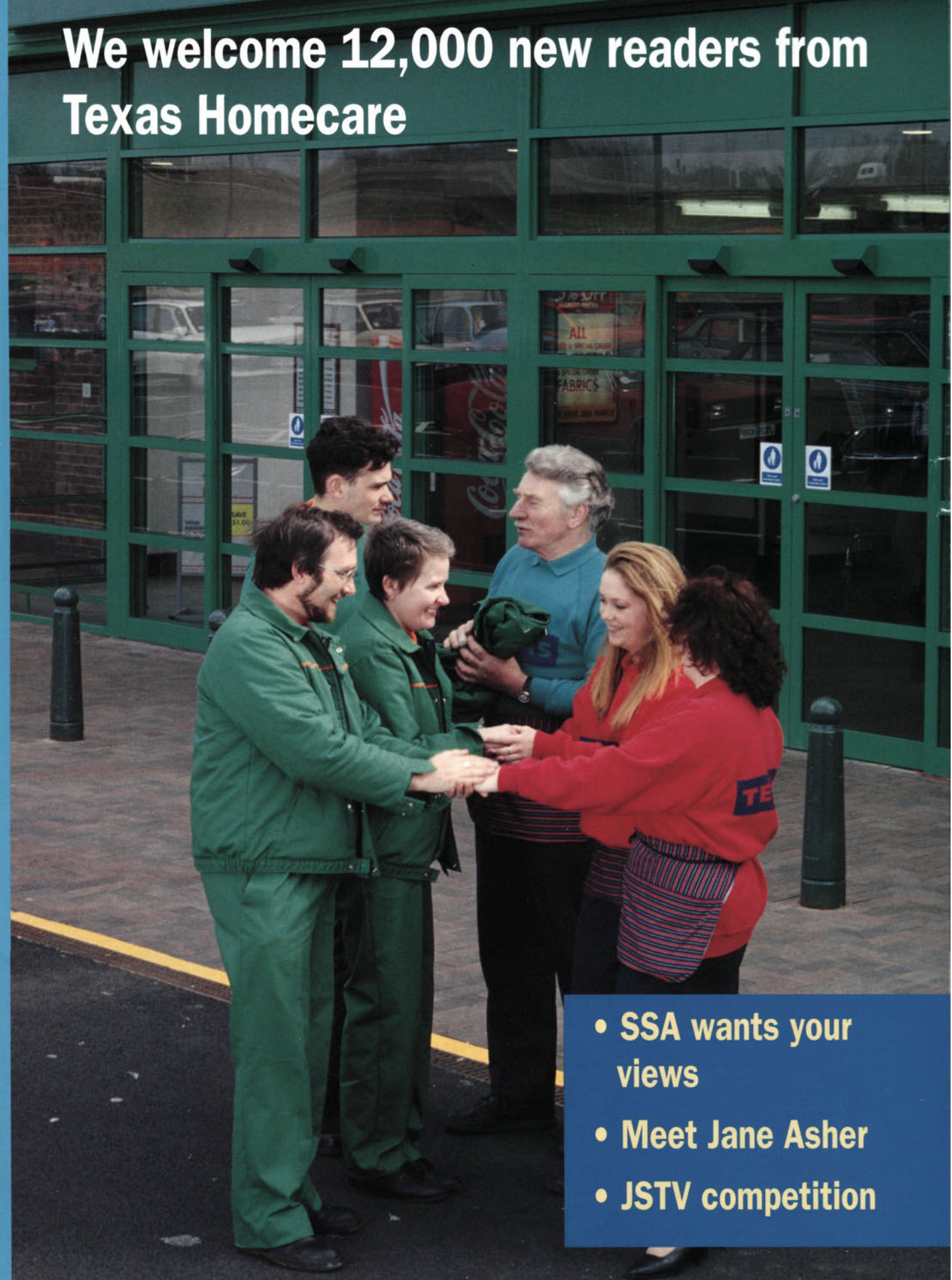
Journal

J S JOURNAL IS PUBLISHED FOR EMPLOYEES OF J SAINSBURY, SAVACENTRE, HOMEBASE AND TEXAS

APRIL 1995



We welcome 12,000 new readers from Texas Homecare



- SSA wants your views
- Meet Jane Asher
- JSTV competition

FRONTLINE

Getting to know you

seen us before - our new colleagues at Texas Homecare.

We want you all to feel at home in the Group and with the *Journal*. This is your magazine too and we hope you will send us your news and views for inclusion. For the latest report on Homebase and Texas, turn to pages 12/13.

JSTV is the latest medium for Group communications. In its early days, it is looking for feedback from you the viewer.

Enter our JSTV competition on page 18 and you could win a trip to Cadbury's Chocolate World.

Also seeking your views in this issue is the Sainsbury's Staff Association. As we near the end of the 20th century and become a diverse and international Group, your social needs are changing. How do you want the SSA of the future to look? Turn to page 25 for a chance to have your say. ■



CLOCKWISE FROM LEFT: NOTTINGHAM HOMEBASE STAFF DAVE ROSS, LORRAINE WALKER AND GUY ROONEY MEET THEIR TEXAS COUNTERPARTS RON BRAINBRIDGE, MARIA DEBELL AND DIANE GLOVER.



You know what it's like when you meet someone new. You're out to impress in a big way. Well, we're out to impress no less than 12,000 people who have never

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Carnival re-launch for Calcot



After re-launching Calcot store, JS joint managing director and Savacentre chairman David Quarmbly dances with Dino the dino. Left is store director Alex Camara and far left is Sydenham store director Jon Hartland.

proved highly successful at London Colney which was re-launched last summer.

David Quarmbly was joined in a ribbon-cutting ceremony by James Sharman and Martyn Garroway, both of whom were members of a group of schoolchildren who originally opened the store back in September 1981.

Fred Flintstone and his pet dinosaur Dino got in on the act for photographers. The ceremony was followed by the release of 1,000 balloons from the front of the store.

Sainsbury's joint managing director was in heel-kicking celebratory mood at the re-launch of Calcot Savacentre on

March 31.

Calcot's interior has been radically re-designed and new products and services

added, such as a fresh meat service counter, and a 'vidiwall' at the store entrance. Savacentre's new style has already

Golden opportunity



Help the Aged are launching a nationwide search for people of 65 or over with outstanding talents or achievements. They want to turn the spotlight on employees,

family and friends who have given their time and experience to the community in such areas as sport and the arts. Nominations must be in to Help the Aged by July 7 and more details on the categories, and nomination forms are available on their number, 0171 253 2926.



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Celebrity recipes - in person

Buyers have been treated to the true taste of Caribbean cuisine by TV personality Rustie Lee.

The home economics department has begun a series of cooking demonstrations and lunches hosted by cookery experts to give buyers the chance to see and taste the versatility of their products.

The workshops are held every four weeks and demonstrations have so far been carried out by the likes of Sophie Grigson and Gary Rhodes.

The next workshop will be held on oriental flavours and will be hosted by Delia Smith.

Rustie Lee's special ingredient is a generous portion of fun.



Last days of Imperial



Spot the difference: pork chops labelled in new kg and old lbs.

This month sees the beginning of the end for lbs and ozs in Sainsbury's.

New laws require all pre-packed goods to be sold in metric units - litres or kilograms - after October 1, and weighing and labelling machines are now being changed.

A staff training programme began this month and customers will learn of the switch via in-store advertising and a new leaflet: 'Moving to Metric - a guide to shopping and cooking in metric.'

Produce and pick-and-mix do not need to change until 2000.

Explains Keith Bashford of the legal department, 'Our fixed weight products are already labelled in metric and now metric units will predominate on catch-weight items. This move is being made to standardise our measurements with Europe and I am sure our customers will have no trouble getting used to it.'

Birthday boost for Calais off-licence

As the J Sainsbury Bières, Vins et Spiriteux shop in Calais celebrates its first birthday this month it couldn't have hoped for a better present.

The store has been voted Best Cross-Channel Supermarket of the Year. Tom Stevenson's *Cross Channel 1995 Drinks Guide* chose the shop on the basis of the wide range of wines available from around the world (most French off-licences sell mostly French wine - the JS shop stocks wines from 20 countries).

The shop now sells nearly four times as much as the average JS BWS department. Comments director of off-licence

Mike Conolly, 'The store's performance has been particularly good since the autumn. We are now looking at introducing a limited range of JS drinks into certain other Mammouth stores and working increasingly closely with their owners Docks de France on future projects.'

- Tesco has just opened its first off-licence store in Calais in a shopping centre at the entrance to the Channel Tunnel.

New discount on the cards

New discount cards with a maximum annual discount level of ten per cent off £5,200 will be issued to all staff in October to replace the current discount vouchers.

Director, corporate personnel, Judith Evans, told the *Journal* that the cards will allow full- and part-time staff discount at all JS, Homebase and Savacentre stores.

They will not be accepted at petrol stations, kiosks and national lottery terminals, nor in coffee shops and concessions or for the purchase of gift vouchers.



HEADLINES

All the world's a stage



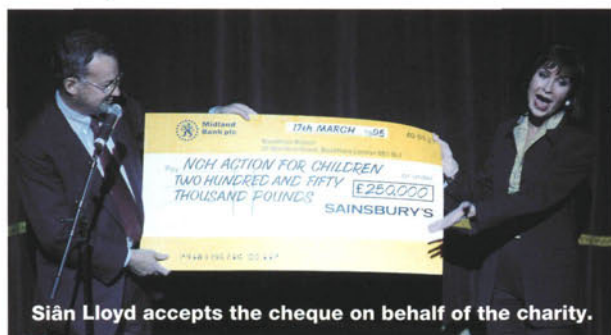
Stepping onto the shop floor has been likened to walking onto a stage.

The Oxford Stage Company get fruity at Bury St Edmunds store with their Commedia dell'Arte masks.

With theatre companies sponsored as part of the 'Sainsbury's Arts for All' scheme improving the communication skills of staff, everyone gets to perform better. The scheme, launched last November, aims to develop new audiences for the performing arts. That includes encouraging staff as well as customers to take an interest.

The Oxford Stage Company visited Bury St Edmunds store where personnel clerk is Danielle Munday: 'We played several games in the warehouse as part of the staff workshop - it certainly kept us warm!' Adds cook Karen Miller, 'It was good to do something unexpected at work with people we would not normally work with.'

£250,000 at the end of the road



Siân Lloyd accepts the cheque on behalf of the charity.

Last month saw the end of the 125 Cookery Roadshows, hosted by Delia Smith and chef John Tovey, with a finale show at the Queen's Theatre in London's West End.

The show ended with the presentation of a

£250,000 cheque by chairman David Sainsbury to Siân Lloyd who accepted it on behalf of NCH - Action for Children.

The money was raised from the 125 prize draw: for every entry received, Sainsbury's donated 5p.

Crystal Palace clean up



Crystal Palace deputy store manager Paul Baterip (centre) and fresh foods deputy David Lilly accept a silver salver from Mayor of Croydon Wally Garrett after their store was named most hygienic

large retail premises in the London Borough of Croydon. The store is enjoying a winning streak this month: they were also joint winners in last month's deli counter competition (see page 18).



L to r at the opening: Simon Hughes, MP for Southwark and Bermondsey; Kate Hoey, MP for Vauxhall, and Environment Secretary John Gummer.

More houses for head office area

The Broadwall Housing Development - part of the South Bank redevelopment scheme - opened officially on February 28. It was handed over to Palm Housing Co-op in September last year.

Ian Coull, JS development director and chairman of the South Bank Employers Group (SBEG) represented Sainsbury's at the opening. The company is an active member of the SBEG, a group dedicated to the transformation of the South Bank environment. The company has also been actively involved with the Corporation of London, the Southwark Council, IPC Magazines and Nicholson's Brewery in the establishment of a pedestrian underpass beneath Blackfriars Bridge. The underpass will create a continuous riverside walk running from Westminster to Tower Bridge, and on to St Saviour's Dock. The walkway will open in June, coinciding with the opening of the Oxo Tower Wharf.

LIFE - don't keep it to yourself

A new scheme, launched to keep centralised records of potential donors for NHS organ transplants promises to increase the number of people gaining - literally - a new lease of life from donated organs.

Star lights

The British Astronomical Association presented a Good Lighting Award to Marsh Mills store manager Mike Booth on March 16.

The lights in the Plymouth store's car park are specially shielded to prevent the light spilling up into the sky. This 'light pollution' not only makes star-gazing more difficult but can interfere with the migration of birds.

Principal engineer

Dave Littler told the *Journal*: 'This lighting gives us both capital and energy savings as well as limiting upward light pollution.'

Corey's Mill store in Stevenage won the award last year.



Dave Littler (left) with Marsh Mills store manager Mike Booth (centre) and BAA regional officer Alan Penman.

Donor Card
I would like to help someone to live after my death.
Let your relatives know your wishes.

The well-established Donor Card system has played a crucial role in saving tens of thousands of lives, but opportunities for donors are being missed if people are not carrying their card when the unthinkable fatal accident happens. A computerised register has been set up to tackle this problem.

Health Minister Tom Sackville explains: 'A recent MORI survey showed that families will almost always agree to an organ being retrieved if they know that is what their relative wanted.'

'But when the wishes are not known, for example because the deceased was not carrying a donor card, about a quarter of all families refused permission for personal reasons. Introducing a computer register should virtually eliminate the problem.'

Registration as a donor couldn't be easier - pick up a leaflet at your local GP's surgery, library, post office or Citizen's Advice Bureau, or ring Freephone 0800-555777.



Ideal start for new bacon

The Ideal Home Show at Earl's Court was the venue for the launch of Sainsbury's new bacon line - Dry Cure Bacon. With two food stalls offering bacon rolls and a can of Sainsbury's Classic Cola for £1.75, business was booming. The show ran until April 9, but the bacon is available in most stores.

Senior bacon buyer John Green tucks into a Dry Cure Bacon butty.

Memories and memorabilia at Veterans Reunions

The recent annual Veterans Reunions attracted record numbers.

Three separate parties held at London's Lancaster Hotel were attended by more than 3,500 veterans and their partners.

Veterans Group chairman Alan Gorham told attendees that with the influx of new members 'a

serious look would have to be taken to see the best way forward for future years.'

Company archivist Karen Fielder created a display paying tribute to staff over the past 125 years. She was on hand to



Little and Large, and larger! L to r: Allen McInnis, George Bennett and Albert Teaver.



chat with veterans and a number of them took the opportunity to donate artefacts, postcards and photographs. She also collected some equally precious stories about working for the company in past years.

Mr Evans, who worked at Lea Bridge Road branch, donated a poultry-trussing needle. Mr Price gave Karen a wing bolt from a front shutter and a

lever padlock for a back door. Mr Burroughs, who joined the company in 1916, related tales from his days as a bacon smoker. He recalled how one night, while he was working with five gangs of men at the Union Street bacon stoves, Mr JB Sainsbury paid a visit. Seeing how hard the men were working, he ordered a cask of beer from a local pub for all to enjoy!

O P E N I N G S



HOMEBASE

HAMPTON

Opening date: February 24, 1995

Address: Twickenham Road, Feltham, London TW13 6L2

Opened by: Chairman Dino Adriano

Store manager: Mike Wakeford

Project manager: Neil Hotston

Staff: 90 (77 new staff)

Sales area: 45,250 sq ft

Car park: 700 spaces

PRESTON

Opening date: March 17, 1995

Address: Stanley Street, Preston, Lancs

Opened by: Chairman Dino Adriano

Store manager: Andrew Gledhill

Project manager: Neil Hotston

Staff: 52 (45 new staff)

Sales area: 41,514 sq ft

Car park: 383 spaces

HAMPTON



PRESTON

Approximately 300 customers queued outside the new Preston Homebase store on Friday, March 17, in order to take advantage of opening day specials. The store opening had been delayed by a week after roadworks around the area had not been completed in time. The delay only served to heighten demand: opening day and week sales figures exceeded expectations.



General assistant Jackie Nickson (left) and customer service supervisor Glenys Gill get ready for the first customers.

HEADLINES

News in brief

Vouchers for money-off shopping at Sainsbury's were dispensed from cash machines around Liverpool and Manchester last month. The machines in the trial gave vouchers worth 10% off £30 of shopping.

Sainsbury's is participating in the Take Our Daughters to Work Day again in April. Last year, 2,000 11-15-year-old girls came to Sainsbury's. Stores will host the day on the quiet trading day of Monday, April 24. Other

areas will take part on the national day, Thursday, April 27.

The total raised by JS stores in the 1994 Children in Need Appeal was £277,624.59. After costs have been deducted the donation will be £200,000.

Sainsbury's Healthy Eating Initiative topped the Best Product or Service category in the *Slimmer Magazine* Healthy Diet Awards. The initiative was commended in particular for 'its emphasis on eating the correct amount of fat which should encourage preventative weight



Awards hall

Fanhams Hall has been awarded the East Hertfordshire Rural Design Award for 1994. Judges praised internal alterations and extensions completed for the company by architects Nicolas Ray Associates of Cambridge.

The awards were launched in 1993 to recognise high design standards in towns and villages where no civic or amenity society awards exist.



Does Hampton have the Midas touch for Sainsbury's Group stores? When the Hampton St Clare's supermarket opened a couple of years ago it far exceeded the previous record for opening day takings. Now the new Homebase has set a new record. Store manager Mike Wakeford reckons its down to staff: 'Nothing is too much for them and they are always smiling and polite.'



Kingston's Jason Tandy helps customers find spaces in the heaving car park.

Above: Sharon Mistakin says she's settled down at Homebase after a jet-setting job in the music industry and back-packing around Israel.



L to r: Stewart Laing, Fred Blackmore and regional training specialist Leon McGready.



Ready front and back: cashier Lynne Wilkinson (left) and general assistant Sandra Wright hand out store guides at the entrance. Skilled DIY assistant Kevin Wallis stocks up in the building yard.



management'. Watch out for the healthy eating 'vox pop' in our next issue when we find out if you have been changing your diets.

Stores have been issued with cheque-writing plates to help wheelchair-using customers sign cheques on their laps. This improvement in customer service was developed by STAR teams and customer service workmats.

Sainsbury's Wine Direct scheme has just resumed operation following a very successful Christmas period. The spring brochure offers 40 wines that can be

delivered direct to the customer's door. Information leaflets are available from customer services and the scheme will now be available on a continuous basis.

Congratulations to staff throughout the Group that completed the London Marathon on April 2. Please send in details if you would like to be in the next *JS Journal*.

Correction: Our March story about Thrust SCC indicated that Andy Green used to work at Locksbottom. It was actually Orpington.

Twelfth Savacentre Site in Cargo Club purchase

Sainsbury's has bought the three Cargo Club sites for a total £45 million.

It intends to convert the Bristol site to a JS, the Wednesbury site to a Savacentre and 'disposal of the Croydon site is a strong possibility'. The latter is close to a Sainsbury's supermarket.

Parent company Nurdin and Peacock introduced the trading format, whereby customers register as members to buy products in bulk, this time last year. N & P commercial director Alex Rentoul said: 'Although



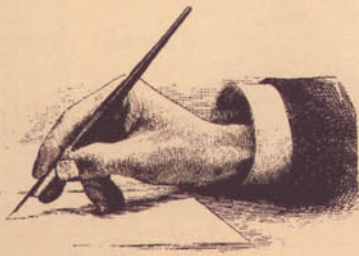
membership of Cargo Club has exceeded expectations, disappointing turnover and high costs of development of the format in the changed environment for planning consent has

caused us to consider a disposal of the sites.'

Commented chairman David Sainsbury, 'This was an opportunity to acquire some sites in outstanding locations.'

WRITELINES

*P'enfuit la lettre
nous auons ceste fign
que la vertu lance quelque
rdneur en l'entendement de te
ex qui ne la suyuent ne lai*



AS TIME GOES BY

Clive Ingle, veteran.

A mention in the book *The Best Butter in the World* about the old Debden branch, which was known as Fort Debden, brought back some memories for me. I was sent there as an assistant manager in the late 1950s.

Those were the days of starched white collars and shirts. Female staff were addressed as Miss, and male staff by their surnames, and all staff came to work by bus, train or cycle - only managers had cars (and not all of them!)

Being in a self-service store, as it was then called, we management thought we were the elite!

The branch had one telephone, which was in the office. Pies, sausages and produce were ordered daily and I would say 95 per cent of all perishables were cut, packed and weighed in the branch. On many occasions when the phone was occupied in the mornings, daily orders were phoned through to the sales office from the nearest telephone outside

the branch - and what a scramble to get them through by the 10 o'clock deadline!

All non-perishables had to be unpacked and priced with rubber stamps known as NCR plonkers.

I well remember Sims delivering the produce, which was all loose and had to be packed and weighed again in polythene bags for display. Sim's delivery vans were like old furniture lorries, so much so that I often asked the driver where he had left the horses! But they never let us down in those early days and I don't think JS forgot that.

The daily takings were put each night into a leather wallet and posted in the bank's night safe. One night my colleague, by mistake, posted the wallet in the walled post office box next door to the bank, but that's another story.

On Thursdays we closed at 1.30pm (five and a half day week). The manager, who lived in the flat above the branch, his wife and daughters and the two assistant managers (one of whom was me) stayed behind all afternoon packing produce to give a

start for Friday's trading - it was one of the joys!

There were no shopping trolleys, only hand baskets which a doorman handed to the customer as she entered the store. If you had a good doorman he was worth his weight in gold as he acted as your security man.

Stocktaking was a Saturday midnight job and all hard goods were counted in units. I still remember very well my 24, 36 and 48 times tables.

I have no doubt that in a lot less than 40 years' time someone will be saying, 'Remember the days - when we had checkout operators?'

ROLL OUT REALITY

David Whitehouse, coldstore warehouse assistant, Perton

I write regarding the article entitled *Easy Going* in the Jan/Feb issue of the *JS Journal*.

I feel very strongly that the tests carried out in the roll pallets in this article were unrealistic. In the picture, the test shows a new roll pallet being used,

which is stacked to the correct level, and with all four wheels apparently working. I have worked at Perton branch for many years and, in my opinion, not all roll pallets received are in such a good condition.

I would be interested to find out whether this test could be done on roll pallets which are delivered to Perton store, and I am sure his test results would be quite different.

Mike Cox, company safety adviser

Please rest assured that the roll pallet pictured was typical of those found at Charlton depot during the picture session and that a considerable amount of work has been carried out at stores to monitor roll pallets being delivered from depots.

The focus of the article was our extensive investigations into this area. These have shown that the majority of stores do not take the time to clearly identify defective roll pallets when they arrive at stores, which unfortunately increases the problem.

It is very difficult for



TOP LETTER

SLIMMER MARKETING?

Barbara Mooney, deli assistant, Telford Way

In this day and age when many are dieting for health or weight problems, would it not be appropriate for J Sainsbury to run a campaign in conjunction with one of the most successful slimmers, namely Oprah Winfrey?

As she appeared on our TV screens we all witnessed her changing shape and then she used one or two of the programmes to share the secrets

of her success.

As J Sainsbury now has American connections, surely a successful promotion could be undertaken where you offer for sale some of the American style seasonings and spray oils along with the recipe book written by Oprah Winfrey's cook, Rosie, and fitness video from her trainer.

This campaign could be run after the Easter chocolate binge or after

the Christmas excesses and be of benefit to JS in increased sales.

A competition could be run for the most weight or inches lost in each region. The most obvious prize being a weekend at a spa.

You have the resources to undertake the research and to promote the campaign and, believe me, I have the inches to lose, so let's aim to lose a mile together!

Anthony Rees, departmental director, advertising and marketing, replies:

Thank you for your helpful suggestion. As I am sure you will be aware, we

launched a Healthy Eating Initiative last October linked to new packaging, leaflets and a 'healthy eating' version of the celebrity TV recipe campaign featuring Sue Barker. This was launched at a well-attended press conference.

We are now considering how we might build on this initiative to further advantage though I should stress that we feel we should not mount a campaign aimed specifically at slimming, since this is only part of a general dietary regime. We do, however, make available quite a number of low calorie or diet products should

customers wish to use them. In the same way, we have not specifically targeted a range of foods, or indeed a promotion, aimed at diabetics since, again, it is our policy to encourage a balanced 'normal' diet rather than pointing people towards specifically formulated products.

We will bear your suggestion in mind when considering further healthy eating initiatives.

We have passed your suggestion regarding Oprah Winfrey on to our agency who advise us on suitable celebrities for each of our television recipes.



CUSTOMER LETTERS

WE LIKE A GOOD LAUGH



Michael Hunter, BWS assistant Monkgate, York

The JS Journal excels in informing staff about what our company is achieving, up-dating, releasing and building to a bigger and brighter future for its staff, customers and environment. Congratulations!

The only thing the magazine doesn't have is a little cartoon section, like the newspapers and magazines around today. This being a great hobby of mine, all my work-mates who have a good laugh from my cartoons suggested I sent some in to you. After all, a little laughter brightens up

anyone's day.

Managing editor of the JS Journal Bridget Williams replies:

Thank you for your compliments to the Journal. And thank you for letting us see your fantastic cartoons. Your colleagues were right to encourage you to send the samples in, they certainly raised a chuckle in our office - eat your heart out Giles!

We would like to include more 'funnies' in the Journal and we know there is plenty of talent among staff. Please keep sending in your cartoons and we will do our best to publish them.

depots to identify defective roll pallets due to the level of automation they now use, but systems are now in place to remove and repair defective roll pallets previously identified by the stores.

Please help us to improve things for you by using the system every time you find a defective roll pallet. Maybe one day damaged roll pallets will be a thing of the past.

KEEP UNDER WRAPS

Orla Leaden, checkout assistant, Chester I have noticed a substantial

number of customers returning meat (often expensive prime cuts) and poultry to customer services claiming the meat is off. On further discussion with them it becomes obvious that most customers are unaware of the need to unwrap fresh meat and poultry to allow it to breathe if they intend to store it in the fridge prior to cooking.

Would it not be possible and indeed sensible to incorporate instructions on the product label, a) to avoid inconvenience to the customer and b) to avoid unnecessary waste?



Kevin Lynch, customer, Ashford

This is my granddaughter, Sophie. While shopping we spotted the temporarily empty shelf and couldn't resist the opportunity.

Sophie was seven weeks old at the time. Hope you find it as amusing as we did.

Mr R Stevenson, customer at East Grinstead

I have just eaten this yogurt and have noticed the sell by date, do you think I will be alright!



Mike Wildman, meat technical department manager, replies:

The meat and poultry to which you are referring is wrapped in oxygen-permeable film, which allows the meat to breathe naturally. Unwrapping the meat could potentially lead to contamination of

Gail Plant, customer, Broadcut Fareham

I would like to say how well Sainsbury's caters for myself and my twin toddlers. I used to find shopping a nightmare but since we moved from West London to Fareham it couldn't be easier - from the extra wide mother and baby parking spaces (the only ones I have ever seen!) to the double toddler trolleys and the very helpful staff who offer help with packing and a friendly smile to keep the children amused.

My twins are real fans of Sainsbury's and really enjoy their regular shopping trips. Sainsbury's will certainly get my vote in the Tommy's Campaign Parent-Friendly awards.

other foodstuffs in the customer's refrigerator, and it is for this reason that the unwrapping of meat is not recommended.

Stored and handled correctly, JS meat will keep perfectly well until the end of its shelf life.

(CONTINUED ON PG. 27)



Badger Farm after a visit from WH Woodcock, JS veteran

Mr Woodcock brought this wrapper from his Christmas pudding into the store to show just how good Sainsbury's quality is.

The wrapper was for a Christmas pudding 'best before end of February 1984'. Mr Woodcock had cooked the pudding this Christmas and said 'it was beautiful!'

Rachel Kingsley, bakery buyer, replies:

Christmas puddings are made to last longer than cakes due to their high fruit and alcohol content, and although they are obviously better before the 'best before' date they do mature with age. However, Mr Woodcock's pudding seems to have lasted the test of time.



LETTERS ARE WELCOMED AND SHOULD BE SENT THROUGH THE INTERNAL POST TO THE JS JOURNAL, RENNIE HOUSE, BY ROYAL MAIL TO THE ADDRESS ON PAGE TWO OR VIA OASIS I.D. 'JS.JOURNAL'.

Please provide your name and location. We cannot publish or obtain replies to anonymous letters.

Gutter talk

If we put resources into looking after waste liquids is it money down the drain? Definitely not, according to The National Rivers Authority and Sainsbury's who are working together to clean up Britain's rivers.

An incident at Uxbridge store highlighted an opportunity for JS to reduce the impact stores have on the environment when foamy water from cleaning trolleys at the store turned up in a local river. Sainsbury's then worked together with public health consultant Gerald Tobias and the NRA to draw up an action plan to prevent our stores accidentally sending polluting water into the rivers. This has now been adopted by the NRA as their Pollution Prevention Guideline for all retailers.

There are two drainage systems for a store: the foul drain, which channels domestic waste into the sewerage system, and the surface drains which direct rainwater into the sea and rivers. Surface drain water is untreated so any pollutants it carries contaminate the river water.

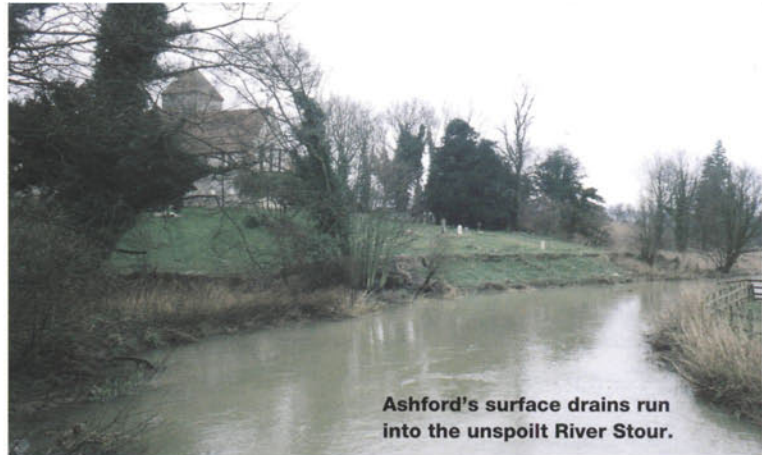
Detergents used for cleaning trolleys, water squeezed out of waste by the compactor, diesel spillages in the backways and even



New modified drainage.

spillages from ruptured packaging from tipped-over roll pallets can all pollute our rivers if they run into the surface water drain.

All stores will now undergo a review and upgrading of their drainage where necessary around the warehouse to ensure such pollution cannot take place. Sainsbury's have already installed ditches around the compactors at the back of the store to drain away to the foul sewer water. But now stores will have a special area marked by red hatched lines where trolleys can be cleaned safely without the risk of pollution.



Ashford's surface drains run into the unspoilt River Stour.

At many stores, new drainage ditches are being installed to channel the water to the foul sewer, while in some cases special 'interceptors' are being fitted to prevent polluted water reaching the river. Notices on the walls in the service-yard are a reminder to make sure waste water goes to the right place. Comments consultant Gerald Tobias, 'As far as I know, JS is the only retailer modifying the drainage at current stores - you are streets ahead of the competition in this respect.'

Preventing river pollution

is not just a matter of environmental conscience: the NRA has the power to impose up to £20,000 in fines for pollution.

Says Sainsbury's senior engineering project manager Malcolm Carter, 'We went through the drainage systems of our stores in great detail looking at all the ways we could pollute the watercourses. Our work with the NRA led directly to these new guidelines that apply to the drainage systems of food retailers throughout the UK. JS has set a lead that other retailers will have to follow.'



Gerald Tobias, second from left, with contractors putting a new drainage channel in Ashford's service yard.

If you have any queries concerning the drainage at your store, contact Malcolm Carter by OASIS on 'MJCA'

Oil and water don't mix

One litre of oil can kill all aquatic life in an area of 5,000 square metres in a lake, and 30 million litres of old engine oil thrown away was unaccounted for last year.

If waste oil reaches the inland waterways, oil can be a very dangerous pollutant: it forms a film on rivers and lakes, suffocating fish and poisoning aquatic plants.

Sainsbury's, as a major retailer of oil, is helping the National Rivers Authority raise consumer awareness among the two thirds of DIY mechanics who don't dispose of used oil properly. New leaflets are available in all Homebase stores, PFS and the 41 supermarkets selling oil. The leaflet, 'Oil Care - Care in the Home' explains how used oil should be thrown away in oil banks. There are plans to trial oil banks at selected Sainsbury's locations in the future. In the meantime, the leaflets give the Freephone number 0800 66 33 66 through which customers can find their nearest oil bank.



Supplying stores is like a Newton's Cradle, explains director of logistics John Rowe. It's all about reducing the 'friction' of inefficiencies in the different links in the distribution chain. This is why the Newton's Cradle was adopted for the division's logo.

GETTING INTO THE SWING OF LOGISTICS



All the 'balls' can swing together more efficiently now that the retail, buying and distribution people dealing with logistics are under one team. A leaflet circulated to internal customers explains the new organisation and who to contact.

Says John, 'We have linked the logistics teams together across the supply chain to create a one-stop shop for all problems, comments and queries from customers, be they stores, depots or suppliers. By bringing together the systems and people everything should move in time. We now cover the supply chain process from supplier to shelf.'

The term 'logistics' was first coined by the army - the recognised experts in moving people and goods from A to B. Now an army

of supply chain people in the new division, from systems programmers to business analysts, are waging war on inefficiencies from their new homes in head office. They learnt the plan for the next three years at a Logistics '95 conference last month.

A separate conference for suppliers explained how they can also help with this vision. 'Building better relationships with supplier logistics teams is an essential part of the logistics strategy', comments John. JS is the recognised expert in secondary distribution - getting products from the depots to stores. With strong co-operation with suppliers the

'We have linked the logistics teams together across the supply chain to create a one-stop shop for all problems, comments and queries from customers, be they stores, depots or suppliers.'

company hopes to create the same success in primary distribution - moving the products from the supplier to the depot. As Paul Green said at the suppliers conference, 'This is the next generation in our logistics strategy. Just as in Star Trek, we will boldly go where no supply chain has gone.'

One part of the strategy is bringing together the people; the other part is bringing together the systems. The Starship Enterprise of the journey is the SABRE (SAles Based Replenishment) and SCION (Supply Chain Integrated Ordering Network) systems. Explains Keith Jewers, SCION project manager, 'The SCION system will use SABRE order forecasts to improve forecasting of supplier orders. The information then allows better planning so suppliers, depots and stores can be more responsive to meeting customer demand.' The *Journal* has followed the progress of both systems. SABRE

improves the accuracy of store orders giving better availability and reducing stock loss. Over the next year, these two systems will be linked so that the prediction of JS customers'

purchases will automatically create orders in the depots and, in turn, automatically create orders at our suppliers.

The combination of integrated systems and bringing the people closer together should deliver the company's vision: for JS to have a world class logistics division.

Welcome to our 12,000



new readers

It's official. Texas Homecare with its 241 DIY stores is now part of the Sainsbury Group. The Office of Fair Trading (OFT) gave clearance for the purchase of Texas by Homebase on March 14.



Homebase directors lost no time in making up for the enforced period of silence. As soon as the purchase was rubber-stamped, videos were running on TV screens in both Homebase and Texas stores.

Programme presenter Peter McGann introduced the key Homebase players: chairman and managing director Dino Adriano, deputy managing director Ross McLaren and retail director Bill Williams. Both Ross and Bill are currently working full-time at Texas.

Dino Adriano told staff that the companies were similar in many ways. Both are based on providing solutions to customers' problems, and on quality of service and products. Homebase would benefit from Texas's strength in kitchens and flat-pack furniture. He hoped, he said, to integrate these into the Homebase range. Texas, in turn, would be enriched by the addition of quality garden centres using Homebase's expertise. 'It's important this is done over a period of time. We have to bring Texas customers and the whole organisation over to us. We want to gradually introduce Spend & Save, new ranges and our marketing approach.'



Dino Adriano (second from left) meets Texas store managers.

What's in a name?

It will take up to five years for all Texas stores to be converted to Homebases: In the meantime, the Homebase name won't be put over the doors until the operation inside closely resembles Homebase. There will be some closures. Ladbrokes had already earmarked 40 under-performing stores. These will be looked at again to see if the Homebase offer can make them viable. But most will probably still close. A further 15 Texas stores overlap with Homebase stores and these will also be reviewed. The Texas head office at Wellingborough will close eventually and the whole company will be run from Homebase's head office at

Wallington. In explaining this, Dino Adriano stressed, 'This will be made as painless as possible. Sainsbury's offers the benefits of a broad retailing group and there will be opportunities. Also, this is not the end of the Homebase opening programme: 15-20 new stores a year will also provide opportunities.

'I see an extremely positive future,' he said. 'It's an exciting business we're in and we have become a very powerful player in terms of market share. Let's give B&Q a real run for their money.'

On the road

Homebase didn't just go on TV, they also went on the road. Four road shows were held around the country for some 240 Texas store managers. The *Journal* climbed aboard for the third, held at the Hilton National in Wembley on March 27:



Asif Hassanali, Reigate's new manager (left) and Croydon's Frank Palmese.

Frank Palmese and Asif Hassanali arrived together. Asif had been Frank's deputy at Croydon Texas. The following day he was due to take up his appointment as manager of Reigate Texas. What were the concerns of Croydon staff? Frank replied: 'At first, we were worried we would be closed. Staff had heard that if there was a Homebase within five minutes, which there is, the Texas store would close. In fact, both stores are trading very well so it looks as if they'll both stay.'

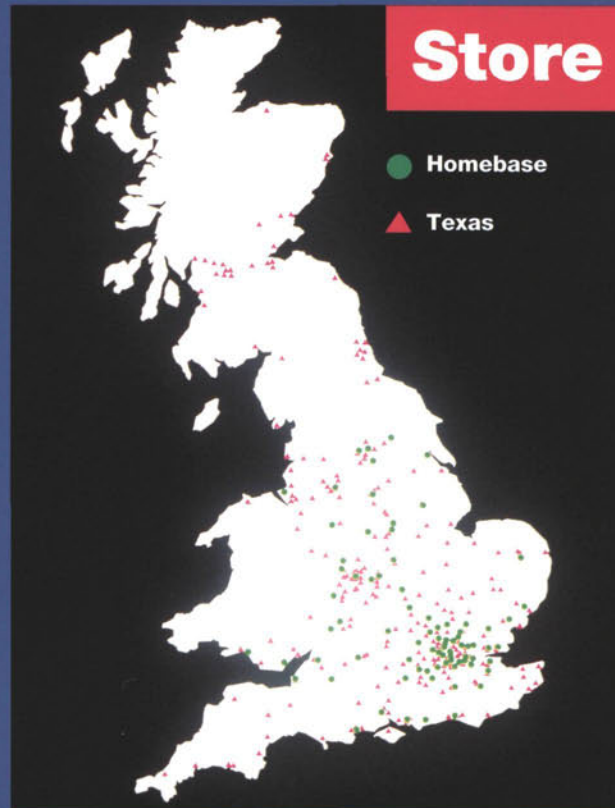
Asif added, 'Staff are also keen to know about benefits. Will theirs be hiked up to the level of JS?'

'But with communications so far,' explained Frank, 'we've managed to build up the confidence of staff.'

Chiswick Texas's Keith Wharrier was slightly less sure of the future: 'Our store loses money and was earmarked for closure by Ladbroke's. Staff are keen to know if and when this will happen. There's been a lot of local speculation and we've been trying to put minds at rest. Homebase has made it clear that redundancy is a last option. Sainsbury's is a large retail chain and, whatever happens to our store, I know staff won't just be pushed aside. It's a compliment to be bought by such a prestigious company.'

Dino Adriano and Bill Williams made presentations to the 140 managers and regional staff from the south. Dino explained again the approach Homebase would take and made a commitment to supporting Texas employees. Bill Williams looked at store operations in a little more detail. He summed up with: 'Our priorities are ordering systems, central distribution, the Spend & Save card and clearing the dead stock in your stores. This will take time. In the meantime, it's business as usual. Texas stores must take more, lose less, and control costs as we strive together to raise the Texas level of profitability to that of Homebase.'

Store locations



Getting the go-ahead

Why did the purchase go before the Office of Fair Trading (OFT)? The OFT exists under the Fair Trading Act to review mergers of companies to ensure they are in the public interest. Public interest covers not just national monopolies but also local domination of a market, environmental issues and the effect of competition. The OFT could recommend the Secretary of State refer the case to be examined by the Monopolies and Mergers Commission (MMC).

The Homebase/Texas merger automatically went before the OFT because assets involved more than £70 million. Homebase and Texas together take 11% of the DIY market.

This was the first time the OFT had dealt with an agreed merger of retail companies.

Commented Group secretary Nigel Matthews, 'Given Homebase's small share of the national home and garden market, we never felt there was a danger of the OFT referring the matter to the MMC. We received clearance without any further discussions enabling Homebase to proceed with the integration of the two businesses.'

Question time

Personnel manager Joe Marsh joined Dino and Bill to take questions from the store managers.

Questions covered all aspects of Texas: how could customers best be reassured during the period of change; would the management structure change? (Certainly not immediately; Texas has just introduced a new structure.) When would Texas store layouts be converted to Homebase stores? (Beginning in a year's time, at a rate of about 30 a year.) Would employee service count as continuous for benefits? (Not on profit sharing, to which all Texas staff now belong. Yes for holidays and sick benefits.) What will Homebase do about security in Texas stores? (Invest more, as in Homebase stores. In the past, deterrents in Homebase stores probably sent thieves to less-protected Texas stores! That certainly won't do now.)

Review teams

So what happens first? We asked Tim Johns, corporate issues manager for JS and the person looking after communications during the integration process: 'A number of business review teams have been set up to learn every aspect of the Texas business. These teams are staffed by senior Homebase personnel who are all working closely with their Texas counterparts. The teams will report back in six weeks' time to Dino, Ross, Bill and Steve Bradbury [finance director]. From then, decisions will be taken on the priorities of the business integration process. This is being assisted by management consultants Coopers & Lybrand. Additionally, decisions are being taken on which stores will have to close and when. This is a priority but no timescale has been established.'

A helpline has been set up for all Texas employees who want information and guidance. The number to call is 0933 404780.

A brief history

- Texas began life as Home Charm, a high street paint and wallpaper chain started by the Fogel family in 1954.
- By the time the Homecharm Group became a publicly-quoted company in 1972, it had 63 stores generating a turnover of £4.4 million. Also in 1972, the Texas Homecare name was introduced with the first large, out-of-town store opening in Luton.
- The 80s saw rapid expansion through acquisition and Ladbroke's bought the Group in 1986 for £200 million.

Her life is acting, her business is

the icing on the cake



It's three years since one of the country's most famous actresses came to JS with an idea: to market a range of novelty cakes under her name.

From a tentative start in September 1992, Jane Asher's range of cakes has grown from the Champagne Bottle to 31 different designs.

The Journal spoke to Jane to find out the ingredients of this unusual acting and cake mixture.

L to r: bakery and biscuit buying senior manager Siân Stephens, Jane Asher, cake product developer Rachel Kingsley and cake buyer Liz Heaton decide on changes to a new cake designed to appeal to ballet dancers.

JS JOURNAL: What made a famous and successful actress get into the cake business?

JANE ASHER: It started when I was 14 or 15 and always enjoyed cooking. I especially paid attention to making things look interesting, with garnishes and decorations. I guess that was my showbiz side coming out! I always enjoyed fiddling with miniature things at school, like the dissection of flowers in botany. Then I taught myself classic icing techniques from books and became quite good by the time I was 16. At 23 I made a cake for my sister's birthday with lots of things on top representing events in her life. Then came the books and the cake shops.

JSJ: Did your fame help you get started with your cake business?

JA: Not at first. I was in a play and a friend suggested I write a book. Around 1980 actresses didn't really write books. I picked seven publishers from my book shelves and waited and waited. Then I got a dreary letter saying no. That inspired me to fight until an editor at Pelham books eventually thought it would be good fun. I thought if it sold a few copies I would be thrilled but it really took off and caught people's imaginations.

JSJ: How did the cake shop start?

JA: By 1989 I was getting frustrated that I couldn't produce cakes on demand for weddings and the like. I thought about it as a business, but not for the money. Then I saw a shop in Chelsea that would be ideal. It has not been easy running that shop and I don't complain about shop prices now I know what I know: health and hygiene regulations, fire regulations, business plans, making up fairy stories to keep the bank manager happy. After four years though we are starting to show a profit.

JSJ: Is there any similarity between making cakes and acting?

JA: I suppose it's the show-off element. You look at one of the cakes and go 'wow!' and when I'm on stage I hope people go 'wow!'. Acting is a very silly job and is not secure. The cakes give me an emotional security - I'm always doing something. It means I'm not always hanging around waiting for the agent to call.

JSJ: What inspires your designs?

JA: When it comes to Sainsbury's there is no limit to the ideas, but we are limited by the processes of mass production.

JSJ: Do you still make the cakes yourself?

JA: In the cake shop there are three different types of customers: those that know exactly what they want, those that have no idea and choose from the catalogue, and those that want something especially made up. The last set are fun and I come in on the process with those.

JSJ: Don't you hate to see your carefully-crafted creations cut up?

JA: No - that is a very important part of it. I suppose it's part of a crazy self-destruction instinct! Children certainly have no compunction about cutting into the characters and, after all, they are made to be eaten.

JSJ: What do you think when you see hundreds of your cakes rolling out of the factory?

JA: I love it. I was getting frustrated before that people wanted my cakes but I simply couldn't do it. Now there are cakes with my name on them nationwide.



Design your own cake



Do you fancy yourself as a cake designer?

Here is your chance to see your design made up and to have tea with Jane Asher who will take you behind the scenes at her Chelsea shop. We will also pay for one night at a London hotel for the winner and their partner. There are ten runner-up prizes of an autographed Jane Asher cake decorating book.

There are two categories: a cake each for boys and girls aged 5 to 15. Explains competition judge Jane, 'The cake must be lively and original and appeal to modern kids: it needs to have a good "wow" factor. We are not looking so much to appeal to the parents.'

Send a photograph or diagram with notes detailing briefly how the design is technically possible. With basic instructions for your cake you should also enclose details of your full name, job title and work location and the category you are entering.

Send your entry in an envelope clearly marked JANE ASHER COMPETITION, via internal mail to JS Journal, Rennie House, Blackfriars, or by Royal Mail to the address on page 2. Your entry must reach us by May 26. Entrants must work for, or be Veterans of, one of the Sainsbury Group companies. Only one entry per person please.

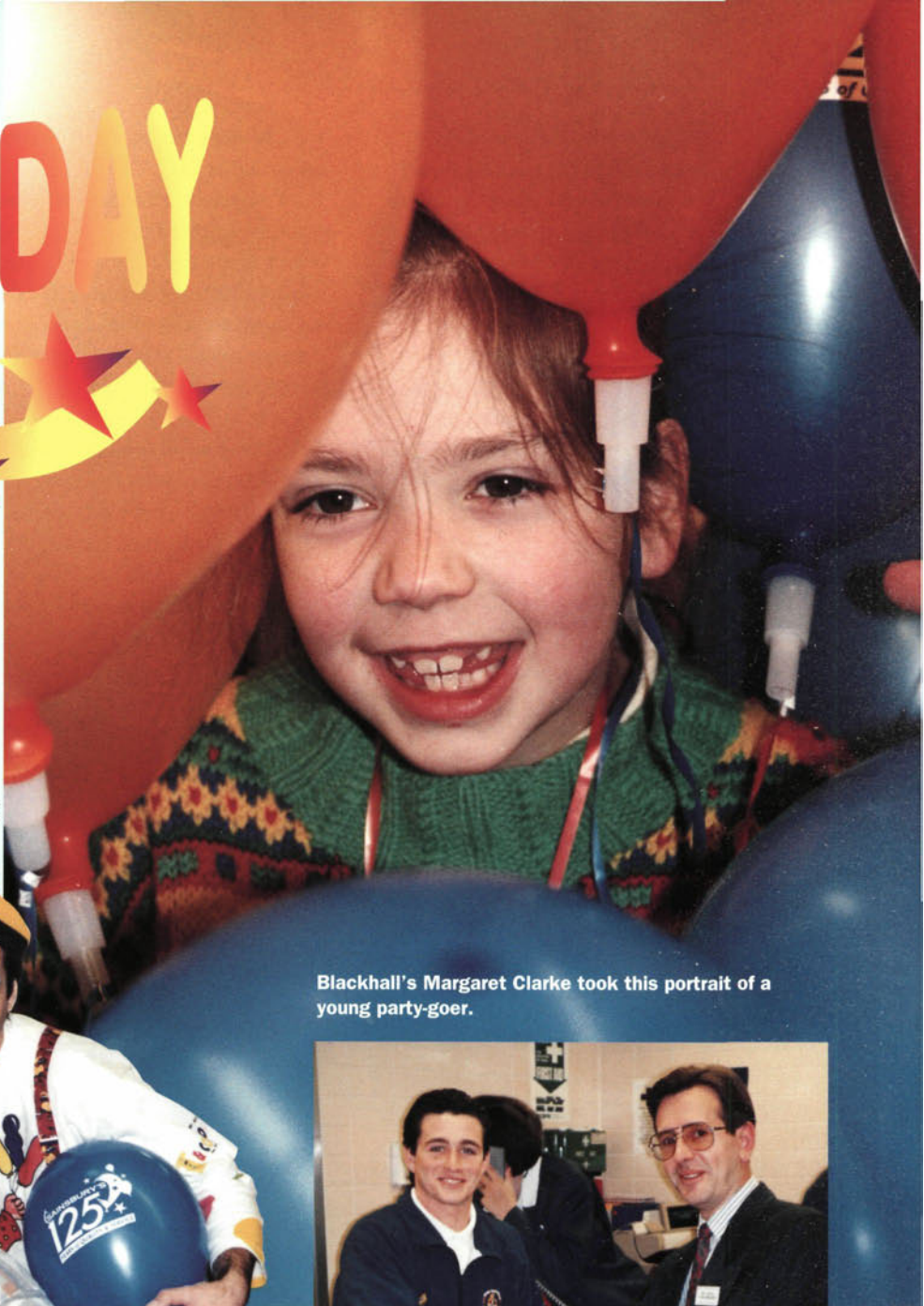


HAPPY BIRTHDAY

Clowns bearing gifts and pop stars baring legs, helicopters dropping in and lorries being dragged along; Minnie and Mickey, the straw man and Dorothy - and her little dog too! They all came to the four-week party to celebrate the company's 125th anniversary.



Customers were invited to join in the clowning around at Purley Way, Croydon.



Blackhall's Margaret Clarke took this portrait of a young party-goer.



Luton store manager Ian Kuhnel (right) invites Luton footballer Ceri Hughes to draw the winner of their Free Car for a Weekend competition.

Not quite there yet

Kings Heath customers thought they'd come to Disneyland when they arrived at their store. June Howarth and Karen Smithstore dressed as Minnie and Mickey Mouse and, with the help of Professor Clown, gave out balloons and badges to children.



Fiesta time



One customer at every store was the lucky winner of a Ford Fiesta - first prize in the big 125 draw.

Gone fishing

Children from Temple Bank School and Support Service for the Visually Impaired enjoyed a 'feast for the senses' tour of Keighley as part of the 125 celebrations. After smelling soap powders and reading braille on bottles of bleach they tucked into party food and pop.

Keighley store manager David Durbin goes fishing with the children and teachers.



Three lucky winners of a helicopter raffle at Luton enjoyed a real lift.

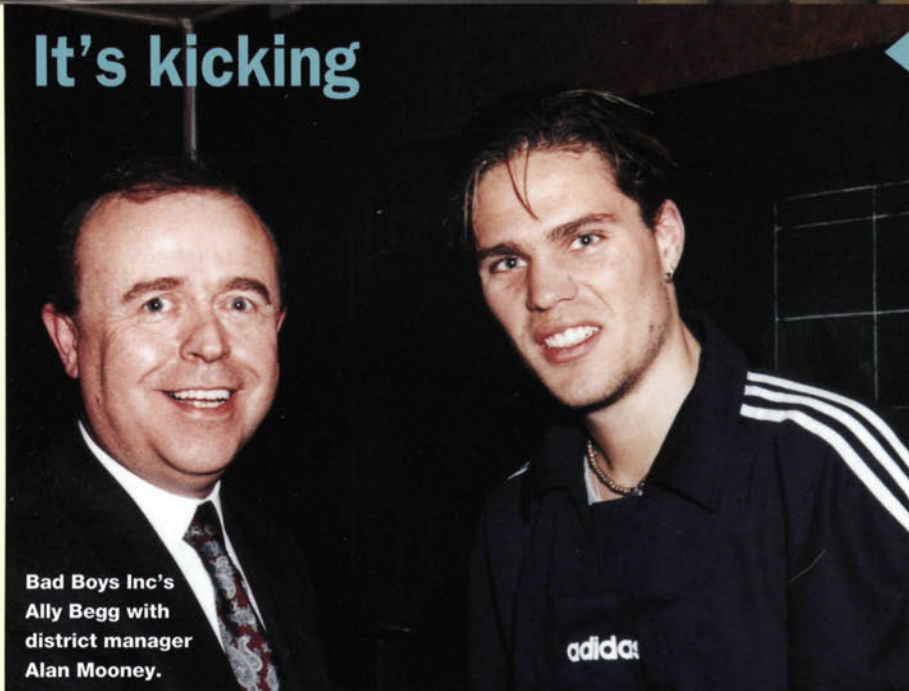
Eyes down for a full house in the Prize Draw competition at Bletchley store.



It's kicking

Part-time supermarket assistant **Debbie Holland** of **Wigston** penned this 125 poem:

Fresh chicken and turkey and all kinds of meat,
Of quality and standards that no one can beat,
Fresh lettuce, tomatoes, apples and pears,
Fresh butter and cheese and fresh cream éclairs,
Fully-trained staff with a professional touch,
Making sure that our service does not cost too much,
The high standard of Sainsbury's has been put to the test
For 125 years we've been giving our best.



Bad Boys Inc's **Ally Begg** with district manager **Alan Mooney**.

There was plenty of support for the JS v Arsenal ex-pro and Celebrity XI v Sainsbury's football match on March 8, but a large proportion of the 1,300 crowd were teenage girls. Many were there to see pop heart-throb **Ally Begg** of **Bad Boys Inc** in his strip.

Ally's celebrity team-mates included **Tony Hadley** of **Spandau Ballet**, **John Alford** of **Grange Hill** and **London's Burning**, **Matt Mansfield** of **Blind Date** and **The Big Breakfast** and **Robbie Gee** of **Desmond's**. Ex-pros **Ian Allinson** and captain **Brian Hornsby** provided the backbone, and much of the skill, to the Arsenal camp.

The JS squad of 17 included players from all 12 stores on **Alan Mooney's** district in the Eastern area. Six are regulars in the company team.

The match was pure entertainment so the JS side was not disappointed with a 5-2 defeat.

Around £1,000 was raised for **NCH - Action for Children**.



Middlesbrough reckoned one good turn deserved another and asked those primary schools which received pictures last year from the Sainsbury's Pictures for Schools scheme to create some 'Pictures for Sainsbury's'.

The schools went crayon crazy and provided pictures depicting both birthday and Victorian themes.

Also on the Victorian theme, the store enjoyed its own costume drama with a visit from the **Saltburn Victorians**, who dress in Victorian period clothes.



Pull the other one

How long does it take to pull a JS lorry from one end of the car park to another? The answer: 22.13 seconds!

Seven strong-arms from **St Clares** pulled off the feat during a competition with **Brookwood** on March 5.

Teams from both stores were sponsored to challenge one another in the pulling race. **Brookwood** pulled in supporters, sponsorship and stomach muscles but lagged behind at 45.21 seconds.

The **Red Cross** is also celebrating its 125th anniversary and the store presented **Richmond Red Cross** with the £775 raised.

Weedon Road staff proved they were all heart when they gave their birthday cheque and celebration cake to a local maternity unit in distress.

Northampton General Hospital's maternity unit were robbed of a necessary heart monitor unit used by mothers-to-be to hear their unborn babies' heart beat.

As the new monitor cost £150 the night shift collected the additional £25.



MAMA MIA WHAT A DISPLAY!



CONGRATULATIONS to Crystal Palace and Fairfield Park, winners of the *JS Journal*/delicatessen buying Italian counter competition.



Top: Fairfield Park's Mediterranean spread. Above: Crystal Palace gets a pizza the action.

Stores with deli counters held an Italian theme period in March to promote products from that country. It was clear some stores had made a spectacular effort to attract customers. The judges: deli buyer Ian Coney, display specialist Tony Jerodiaconou and deputy editor Andy Szebeni narrowed down the 50 entries but could not separate the final two so declared it a tie. Says Tony, 'Crystal Palace really used their initiative and all the decorations we gave them. You couldn't fail to notice the Italian theme as a customer, and I

especially liked their Italian poster.'

Deputy store manager, fresh foods, Dave Lilly, explains the origins of the poster, 'A customer overheard us discussing what to put on the notice. He said he spoke fluent Italian and would be happy to help us out. *Bienvenuti Alla Salumeria* means "Welcome to the delicatessen".'

Of Fairfield Park, Ian Coney comments, 'They displayed a wide range of Italian products and I really like the way the grapes and parmesan combination makes the colours of the Italian flag. All the stores obviously had a lot of fun with this one.'

The winning stores each take home a case of Italian wine.

COMPETITIONS



SEEN THE PROGRAMME, READ THE ARTICLE, NOW ENTER THE COMPETITION

As announced in the last *Journal*, all staff at Sainsbury's and Savacentre should have had a chance to watch the new bi-monthly video magazine JSTV.

The first 'issue' is presented by Siân Martin (formerly of *Eastenders*) and Mark Powley (formerly of the *Bill* and now in the Kelloggs advert). They take a look at the retail service desk and the making of Easter eggs.

Just like the *JS Journal*, JSTV invites you to air your views and pose questions to find out more about the company. You can call their special hotline on 0171.921.6326 with any comments or suggestions or use the reply cards made available with the video.

You can also make your views known on the entry form for our competition to win a trip to Cadbury Chocolate World in Birmingham. Hotel accommodation for two is included. Just answer our simple question about the 16-minute video: which chocolate star won the best Easter newcomer award in the chocolate Oscars ceremony? You don't need to have any suggestions for JSTV to take part. On the other hand, you may send in a separate sheet with your comments if they don't fit.

Send entries, clearly marked 'JSTV SWEET TEMPTATION', to the *JS Journal* via internal post to Rennie House, Blackfriars, or via external mail to the address on page 2. Current employees of Sainsbury's and Savacentre are eligible to enter. One entry form per person please. Closing date is May 5.

ENTRY FORM

The sweet screen star is:

My suggestion for JSTV is:

Full Name

Work location

Contact tel no

SAINSBURY'S

Customer Information



A security system operates in this store.

It's easy to think that theft from stores is somebody else's problem.



STEALING THE SHOW

But as Jackie Phillips, star of the new security video says, 'They are stealing from us - we shouldn't let it happen.'

The film is currently being distributed to JS stores, and all staff should have the opportunity to watch it over the coming months. It could help you catch a criminal and there is an extra incentive to watch - our competition to win cash prizes.

In the story, Jackie has her handbag stolen in a jeweller's and comes into work at her store to find the ne'er-do-wells pilfering on the shop floor. Jackie sits down with a store detective and we share her new-found wisdom as she is shown some of the tricks thieves get up to right under our noses. We see just how cheeky criminals can be as they steal batteries and booze, simply walking straight through the checkout with a box of wine. The viewer learns a few of their tricks for distracting and fooling unwary staff.

Watch the film carefully then simply circle your multiple choice

answers on the entry form. First prize is £100 in JS vouchers and second prize is £50 in JS vouchers.



Discount days in Granada land



Hundreds of staff took advantage of the discount on the entry price to the Granada Studios Tour in the January/February *Journal* but only three can get in free through our competition. You all found the questions pretty tricky and we had to exclude characters like Scampi and Butch for question three (*Who are Sooty's friends?*) because they are not in the stage show, and we had to insist on the correct spelling of Kabin. After wading through a sea of wrong answers we can declare **Sandra Sadler of Woodhall Farm** winner of a weekend for two at the prestigious Manchester Victoria and Albert Hotel, during which time she can take her free visit to the Granada Studios Tour. We spoke to Sandra as she walked in her door after a holiday in Dorset: 'I'm a bit bewildered,' she said. 'It's the first time I've entered a *JS Journal* competition - I never win anything.' Well, you have now Sandra. Keep entering. Runner-up prizes of free family entries to the tour go to **Ken Maillardet of Blackfriars** post room and **Diane Yarwood at Blackpool JS**. Say hello to Sooty for us.

The answers were: 1. The Kabin; 2. 221B 3. Sweep, Sue and Matthew; 4. Rick Mayall; 5. First Among Equals.

- 1 Much of the film features the staff and shop-floor of a real store. Which store is it?
a) Blackhall b) Grimsby c) Enfield
d) Kiln Lane
- 2 A customer thinks a personal item has been stolen in the store. The member of staff finds it for her. What is that personal item?
a) watch b) purse c) umbrella d) gold ring
- 3 Some unscrupulous customers hide items under the trolley as they pass the checkout. What items illustrate this in the film, and are spotted by the checkout assistant looking in the ground level mirror?
a) nappies b) cases of Classic Cola c) bottles of wine d) saucepans

IT'S A STEAL COMPETITION ENTRY FORM

Full Name _____

Work location _____

Contact tel no _____

Answers 1: a b c d
 2: a b c d
 3: a b c d

Send your completed entry form to the *JS Journal* via internal post to Rennie House, Blackfriars or external mail to the address on page 2. Please mark your envelopes 'It's a Steal'. Current employees of the Sainsbury's supermarkets are eligible to enter. One entry form per person please. The closing date for the competition is May 10.

CHECK THIS OUT

Celebrity hangout is media darling



Quaglino's, The Savoy Grill, Bibendum, **Ladbroke Grove's** coffee shop. They've all enjoyed their moments of glory. Ladbroke Grove rubbed shoulders with the best eateries in London when it was reviewed by *ES Magazine* in March.

The full page article in the weekly supplement to London's *Evening Standard* led readers through the various attributes of the coffee shop, from the appearance and atmosphere to the type of food and value for money offered.

The interior was described as 'vaguely continental' and the service as 'halfway between a staff canteen and a classic

English cafe'. There were no qualms with the food, although it was 'not the place to ask for Rosedale potatoes with shaved truffles, or lobster salad with a saffron dressing.'

An added item of interest was a list of celebrity customers who use the coffee shop. They include Paula Hamilton, Catherine Zeta Jones, Shirley Bassey, George Melly and the Sultan of Brunei.

Staff thoroughly enjoyed the experience and actually came in on their day off for the photo session.

Coffee-shop assistant, Marion Wiltshire, told the *Journal*, 'It was a lot of fun. People have recognised us from the article and I'm sure sales are up because of it.'

L to r: **Cecillia Carroll, Margaret O'Sullivan, Marion Wiltshire, Anne McConnon, Doris Finch, Alicia Etienne and Carmel Winder.**

Do you have a secret infatuation?

'Love is like the measles; we all have to go through it' wrote Jerome K Jerome. If you're suffering from a nasty dose of the bug that makes your heart pound, your concentration non-existent and your nights sleepless, you could be just the person for TV programme *Infatuation UK*. Television channel UK Living are looking for people who will reveal the name of their secret desire. They are then invited onto the show to confront you face to face, heart to heart.

Call David O on 0171 306 6196 or write to him c/o *Infatuation UK*, The Quadrangle, 180 Wardour Street, London W1V 4AE.

Filming for the show will take place in June so please call by mid-May.



A success story couple from the last series.



Bretton's senior deputy store manager **Liz Doherty** sent in this holiday snap and asserts that eight out of ten Tunisian cats prefer Sainsbury's Cheese and Ham Nibbles.

Piping hot haggis




Strong displays at the entrance of the store, whisky tastings in BWS and a traditional Burns supper marked Burns Day at the **Edinburgh Savacentre** in Cameron Toll.

Former Savacentre employee Craig Robertson piped in the haggis at the Burns Night supper for 50 members of staff.

Fan letters

Customer's daughter Sarah Green from **Barnsley** made a colourful tribute for her local store and took it in for store manager **Robert Stowe**.



Nigel Hurford and his staff with Sabre and his owner.

Life is much easier with Sabre

The JS system SABRE has a new meaning for **Watford** store - it's the name chosen for a guide dog puppy.

Guide Dogs for the Blind, the charity which raises money to sponsor the training and welfare of guide dogs, holds regular collections outside the Watford branch.

Store manager **Nigel Hurford** chose the name Sabre as he thought it apt since the store works with the system on a day to day basis. And it's extremely useful to its owner!



Systems manager Howard Desautels (centre) with the recycling director of Alcan (not the one with the large teeth - that's Alcan's alligator mascot), members of the St John Ambulance and local children.

High romance, low budget

Self-confessed romantics **Graham Davies** and **Theresa Morgan** toasted their wedding on Valentine's Day with a cup of tea in the **Swansea** branch coffee shop.

Theresa, Graham and 12 guests celebrated their wedding day with a Sainsbury's breakfast. Theresa said: 'We chose St Valentine's Day to get married because we are romantic. We decided to get together at Sainsbury's afterwards as it was so convenient.'

As a surprise wedding present, the manager presented the couple with a bunch of flowers. Restaurant manager **Diane Jones** said this was actually the coffee shop's second wedding reception.



Cashing in on cans

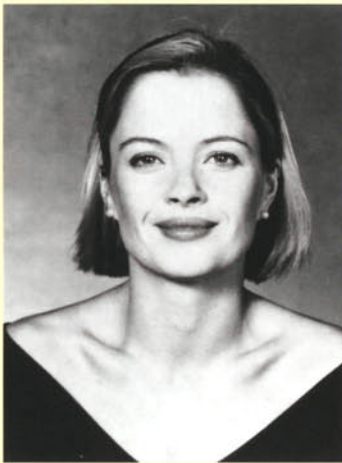
Saturday is pay day at **Beckton Savacentre**. That is if you have a horde of used aluminium cans. A once-a-week collection point is being run for Alcan, the aluminium can recyclers, by St John Ambulance. The charity is paid by Alcan to collect the cans and give customers 40 pence for every kilo returned.

CHECK THIS OUT



Above: Buntingford depot's 'Densa' team (must have been rejected by Mensa) make a spectacle of themselves.
Left: Captain Colin (holding shield) and the Mystified Ones with Northern area director Graham Naylor (holding crystal bowl).

They could have been contenders



Quiz host Mariella Frostrup.

Three members of staff from **Blackfriars** wracked their brains to come through as underdog winners in their round of the World's Greatest Quiz, hosted by Mariella Frostrup for London News Radio. They came from behind, after assembling a team at short notice, to snatch the lead from International Telephone Services. The team - senior produce buyer **David Buck**, assistant buyer **Cathy Yarrow** and press officer **David Cox** - went along to the Hammersmith Novotel on March 2 'for a laugh'. Despite a member of the opposing team boasting he was runner-up in Mastermind, and some dubious scoring, they were pleasantly surprised to come away winners, though their score was not enough to carry them through to the next round.

Mystified in Manchester

Question: What is the only occasion on which all parts of the Sainsbury's Group come together in competition?
Answer: The Grand Final of the corporate quiz.

Colin Etheridge's 'Captain Colin and the Mystified Ones' took home the crystal bowl and shield as they snatched the title in a nail-bitingly close finish.

This is only the second year of the contest, held this time in the luxurious surroundings of Manchester's Sacha's Hotel on March 18. Teams converged on the venue from all points of the compass, from Sainsbury's stores, area offices, head offices, Savacentre, Homebase and the depots to lock horns in intellectual combat. After ten gruelling rounds, Colin's **South Eastern Area** office team and the 'Five Men and a Little Lady' head

office combo were tied for the lead. The nail biting was over when professional compere Vince Miller (Granada TV warm-up man and Manchester radio presenter) announced, after the tie-breaker questions, that the winner was

the South Eastern area team. Prophetically-titled **Hoddesdon's** 'Will We Come Last' team did, while last year's winners **Macclesfield** narrowly missed out making it to Manchester in the Midlands area final.



Pressure's on.



Wimbledon courts local ladies

Deputy manager of **Wimbledon** **Simon Kingshott** visited local Link House to present them with the 125 cake and cheque for £125. Janet Fenwick, who is 101 years old, accepted them on behalf of the residents.

WHAT THE BEST DRESSED SALADS ARE WEARING

NEW LINES



MOST STORES



Salads will be turning over a new leaf with new Sainsbury's Classic Salad Dressings, including French and Italian Vinaigrette and Sun-dried Tomato and Caesar dressings.

All come in 250ml bottles for £1.15.

New spoonable dressings - which will also happily do service as dips - include French Dressing, Bacon Dressing, Sour Cream and Chive Dressing and Salsa Dressing.

All come in 250ml jars for 85p.

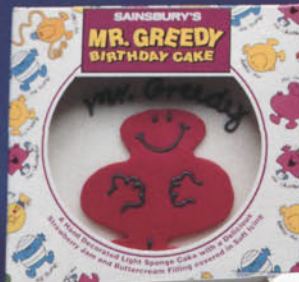
MOST STORES



FROZEN NET ASSETS

Two new selections bound to catch your eye with their bold, bright packaging are Frozen Cod and Haddock in Crispy Breadcrumbs. Both servings of fish come in 800g packs, are quick and easy to prepare and retail at £2.99.

FOR MR GREEDIES EVERYWHERE



MOST STORES

Mr Men are on the march! Mr Men White Chocolate Mini Rolls and Mr Men cakes have joined the existing range of Mr Men products.

Mini Rolls with a vanilla-flavoured filling are covered with real white chocolate. They sell at £1.79.

Mr Men Party Cakes feature Mr Happy and Mr Greedy on a Madeira sponge cake filled with jam and buttercream, and covered in soft icing. Cakes are £3.95 each.



ROLL UP



MOST STORES

MOST STORES



LAYERING IS THE NEW LOOK

Layered Vegetables present a new way to cook your greens.

Available in two types, the vegetables are thinly sliced and layered in a microwaveable pot. Herbed butter or cheese placed between the layers of vegetables melts during cooking. The layers make an ideal accompaniment for any meat or vegetarian dish.

Both pots come in 325g servings. Herbed Butter Vegetables retail at £1.29 and Cheese Vegetables sell for £1.19.

SSA SAINSBURY'S

STAFF ASSOCIATION

Tel: 0171 921 7227

INTEREST WILL PAY DIVIDENDS



Hatfield Manor House, with its 13 acres of garden, in Hertfordshire is hosting a Living Crafts Exhibition between May 11 and 14 where blacksmiths, jewellers, sculptors and leather workers will be demonstrating their traditional skills. Visitors can also watch a Second World War fighter being restored. There is no reduction for SSA members on the £5.50 entry for adults or £2.50 for children but, if there is good response to this event, discounts will be arranged in the future.



Lloyds Bank Insurance Direct

CALL FOR CHEAPER INSURANCE

Lloyds Bank Insurance Direct boasts that 83% of callers find their quote the cheapest. If that's not enough, Lloyds have a special offer for all SSA members - £20 JS gift vouchers for every policy taken out. Take out both buildings and contents insurance and get back £40 to spend in Group stores.

HOUSE INSURANCE

Lloyds will 'shop around' to find the right building insurance cover for you at the right price. They deal with leading UK insurance companies, so you can be sure of top quality cover. A monthly payment facility helps you spread the cost. Up to 15% discount for over 50s.

HOME CONTENTS INSURANCE

If you haven't made a claim for the last year you'll be entitled to 10% discount, and there is a 10% discount for the over 50s. A monthly payment plan is available at no extra charge.

So get your fingers dialling: phone free on 0800 750750 quoting ref. STAI. Lines are open 9am-8pm weekdays and 9am-2pm on Saturday.

BOOK AN EARLY HOLIDAY WITH PONTIN'S

For the first time since offering SSA members specially-priced holidays, Pontins now include their holiday villages in Jersey.



Offers available to members are:

JERSEY HOLIDAY VILLAGE - PORTELET BAY

Half board accommodation based on two sharing twin/double room with flight departing from Gatwick in 1995.

a.	5 nights (Mon-Sat) May 1-6	
	Adult	£179
	Child (2-15 years)	£135
b.	7 nights (Sat-Sat) May 13-20	
	Adult	£219
	Child (2-15 years)	£155

SUPPLEMENTS

A room with a sea view is £20 extra and air passenger tax is £5 per person. Travel insurance is available at £14 per person.

Ask about departures from other regional airports. To secure your booking telephone 01772 621621 quoting code number: OTO4 (offers subject to availability).

DIARY DATES

JULY 2:

SSA TREASURE HUNT

Call the central SSA office, Blackfriars, to register your interest for this London-based event.

JUNE 25:

SSA NATIONAL ANGLING CHAMPIONSHIP

JULY 22-23:

ALTON TOWERS FUN WEEKEND

Application forms available from your store SSA or central SSA.

Win a week in Jersey

The winner of our wordsearch may choose from Pontin's holidays at Plemont Bay or the Jersey Village (Portelet Bay), travelling by Condor Catamaran from Weymouth. Half board accommodation (two sharing) is included and the holiday can be taken any time between weeks commencing May 6 and July 15 or weeks commencing September 2 and October 7, subject to availability.

T L I T T L E C A N A D A B T F O
A S A R E I V I R D Y A B R O T O
D N O O P L E M O N T J O E P E K
N W S I K T B A Y A S P L A R Y A
U O M R N O L S H D H W O N E D S
L D I A Y M A O N T T E O S S L P
W H N T M N T A U W F D P A T E E
Y T G L D E S O Y O O L K N A I Y
R U T S L R S C N F R A C D T F A
R O O P E N K L F B C S A S Y E B
E S N B A R T O N H A L L T N K S
F Q M A T M K U T I E Y B U S A Y
K A L Y I R A H E M S B Y P A P R
C H Q C U R Y E G F T R P Q N G A
I E A R E W O T N O T E L D D I M
W E C D K R A P L L A W E B S L T
T R A B O L G A N S Y A B D N A S

The following words appear in the word-square either across, down or diagonally:

Barton Hall, Blackpool, Brean sands, Camber Sands, Hemsby, Little Canada, Osmington, Pakefield, Plemont, Prestatyn Sands, Riviera, Sands Hotel, Sand Bay, Seacroft, South Downs, Southport, St Mary's Bay, Torbay, Trabolgan, Wall Park, Wick Ferry.

Closing date for entries is May 5 and they should be sent by internal mail to the SSA, 7th Floor, Drury House.

FULL NAME: _____

JOB TITLE: _____

LOCATION: _____

CONTACT TEL NO: _____

Some of these events are organised by the SSA, and bookings will be made directly with them. Others will be organised by outside companies, in which case all bookings by staff will be made directly with the organisation concerned. Please contact the central SSA office, employee services department on ext. 7227 if you are in any doubt as to who to book with.

Q.1 Are you aware of the SSA's existence?

Yes, I am aware 1 (10)

No, I am not aware 2

Q.2 Which of the following events/offers do you know about?

	Know about	Do not know about
Quiz night	1 <input type="checkbox"/>	2 <input type="checkbox"/> (11)
Sports day	1 <input type="checkbox"/>	2 <input type="checkbox"/> (12)
Fishing day	1 <input type="checkbox"/>	2 <input type="checkbox"/> (13)
Golf day	1 <input type="checkbox"/>	2 <input type="checkbox"/> (14)
Cheap concert/theatre tickets	1 <input type="checkbox"/>	2 <input type="checkbox"/> (15)
Holiday offers	1 <input type="checkbox"/>	2 <input type="checkbox"/> (16)
Household discounts (eg. RAC & insurance discounts)	1 <input type="checkbox"/>	2 <input type="checkbox"/> (17)

Q.3 Please tick boxes to indicate how interested you are in each of the following SSA events/offers

	Very interested	Interested	Not interested
Quiz night	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (18)
Sports day	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (19)
Fishing day	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (20)
Golf day	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (21)
Cheap concert/theatre tickets	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (22)
Holiday offers	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (23)
Household discounts (eg. RAC & insurance discounts)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (24)

Q.4 If you have any comments about any of the events or offers listed above in Q.3, please write them in below

_____ (25)

_____ (26)

_____ (27)

_____ (28)

_____ (29)

_____ (30)



STAFF ASSOCIATION

OUR FUTURE

OH NO, NOT ANOTHER SURVEY! I hear you cry. But at least this one offers £200 in prizes and the chance to influence the strategy of the Central SSA.

The SSA exists for you, our customers. Last year, we served 31,000 of you from our Blackfriars office. You took advantage of a range of social benefits: from discounts on products and services to centrally organised functions. One of those functions was last month's second annual Quiz Final, an event that is unique in involving all the Sainsbury's Group companies in the UK. All this for just 15p a week (24p per couple).

At a local level, your SSA Committee will also organise events and it is easy for them to take up your suggestions. But, at the central level, we need to know what the whole company wants.

If you would like to make a real difference to the direction of the SSA, this is your opportunity. We cannot guarantee to act on all your recommendations but every response will be helpful in

influencing next year's calendar.

It could not be simpler: fill in your answers, remove the whole page and return it in an envelope marked 'SSA - OUR FUTURE' to market research, Drury House, Blackfriars via internal mail. But hurry - forms must be back by **April 24** and the first four out of the bag will each win £50 in Sainsbury's vouchers.

Martin Pratt, new employee services manager

Q.5 Please tick one box for each of the SSA events listed below to indicate your likely level of involvement/participation

	Might get involved	Would definitely get involved	Definitely would not get involved
Treasure hunts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (31)
Cabaret nights	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (32)
Clay pigeon shooting	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (33)
'Opportunity Knocks' events	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (34)
Art/Photo contests	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (35)
Musical festivals	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (36)
Country walks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (37)
Paintball/war games	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (38)
Go-karting	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (39)
Five-a-side football	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (40)
Five-a-side netball	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (41)

Q.6 Please tick one box for each of the SSA offers listed below to indicate your likely level of involvement/participation

	Might take advantage	Would definitely take advantage	Definitely would not take advantage
Weekend breaks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (42)
Cheap concert/theatre tickets	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (43)
Holiday offers	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (44)
Household deals (eg. RAC & insurance discounts)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/> (45)

CUT OUT OR TEAR

Q.7 Please write below any suggestions for other SSA events or offers

_____ (46)

_____ (47)

_____ (48)

Q.8 The type of events that the SSA are thinking of running can be organised locally (eg for just one store), or nationally (involving the whole company). Please indicate below how you would most like events organised. Please tick one box only.

Group level (including Savacentre/Homebase/Texas) 1 (49)

Company level (all stores, areas, depots and head office) 2

Individual level (eg. each store/depot/area office/head office) 3

District level (all stores in the district) 4

Area level (all stores plus area office) 5

Q.9 SSA events could also be arranged across the Sainsbury Group. Please indicate on which level you would prefer the events to be co-ordinated (Please tick one box only)

Sainsbury's only 1 (50)

Savacentre only 2

Homebase/Texas only 3

Sainsbury's, Savacentre & Homebase/Texas 4

Q.10 Would you be interested in having a local committee for SSA events?

Yes 1 (51)

No 2

Q.11 Where do you get information about the SSA?

SSA news leaflet 1 (52)

Page in JS Journal 2

I don't get any information about the SSA 3

Other (please state) _____ 4

Q.12 How would you most like the SSA to communicate to you? (Please tick one box only)

Noticeboards (in each location) 1 (53)

Computer E-Mail 2

Regular pages in the JS Journal 3

SSA newsletter 4

Other (Please state) _____

Q.13 How would you like to be able to communicate with the SSA?

Telephone 1 (54)

Computer E-Mail 2

Internal Mail 3

Q.14 Please tick the box that indicates your age

16-20 1 (55)

21-25 2

26-30 3

31-40 4

41-50 5

50+ 6



Q.15 Are you...

Male 1 (56)

Female 2

Q.16 What is your grade?

Please write in _____ (57)

_____ (58)



Q.17 Are you currently an SSA member?

Yes 1 (59)

No 2

Q.18 Which company do you work for?

Sainsbury's 1 (60)

Homebase/Texas 2

Savacentre 3

Q.19 Please write in the name of your store/depot/location (eg. head office or Chiswick store)

_____ (61)

_____ (62)

The following question is only for people in the JS retail division

Q.21 Which JS area do you work in?

South Eastern 1 (63)

South Western 2

Eastern 3

Central & Western 4

Midlands 5

Northern 6

Q.20 If you wish to enter the draw please provide your full name and contact tel no.

Thank you for helping us shape the future of the SSA.

PEOPLE

LONG SERVICE

Employees who have completed 40 years of service:

Steve Hunt, assistant manager, West Hove. **JEAN FYFE**, checkout replenishment, Victoria. **DAVID SMITH**, area director, South Western area office.

Employees who have completed 25 years service:

JAQUELINE BAILEY, fresh food replenishment, Balham. **MICHAEL BONNICK**, DTP manager, marketing, Blackfriars. **PAMELA DUNN**, grade C salaried, Purley Way. **GILL GUYATT**, checkout replenishment assistant, Chatham. **FRANCIS FORDER**, kiosk assistant, Dunstable. **JOHN HARE**, warehouse, Basingstoke depot. **JOAN HOPPING**, meat preparation assistant, Brentwood. **PAT HUGHES**, senior clerk, Burton on Trent. **MARIE LUSTY**, night display assistant, Putney. **DOUGLAS McCANN**, warehouse, Basingstoke depot. **MARY MOLLISON**, checkout replenishment, Bishops Stortford. **MARTIN MORGAN**, warehouse supervisor, Hoddesdon depot. **Joy PEARSON**, senior checkout assistant, Nuneaton. **BRYAN RICHARDS**, driver, Buntingford depot. **DOROTHY SCALES**, fresh food replenishment, Walthamstow. **BARBARA SISK**, BWS replenishment, St Clares. **EDWARD WALKER**, driver, Buntingford depot.

RETIREMENTS

DENIS ALEXANDER, trolley collector, Lyons Farm, Worthing (7yrs). **EILEEN BELL**, cleaner, Bracknell (4yrs). **MARJORIE BEST**, cook, Bexhill (6yrs). **SUSAN BREWER**, restaurant assistant, Fareham (15yrs). **JOAN BROWN**, fresh food replenishment assistant, Enfield (22yrs). **GRACE BUCK**, night shift display assistant, Rayleigh Weir (14yrs). **DOREEN CHABAUTY**, bread and cake assistant, South Harrow (14yrs). **JOAN COLES**, cook, Guildford (15yrs). **ELSIE COLES**, cleaner, Beckenham (9yrs). **JOSEPHINE COX**, fresh food replenishment assistant, Pinhoe Road, Exeter (2yrs). **MARY CRACKNALL**, checkout/replenishment assistant, Leamington (6yrs). **JEAN DOBSON**, restaurant assistant, Lordshill (17yrs). **JOE DONGWORTH**, butcher, Hornchurch (8yrs). **JEAN DRAKE**, BWS replenishment, Winton (21yrs). **SHEILA FAIRUE**,

40 YEAR RETIREMENT



STAN OSBORNE of Tewkesbury Road has hung up his hat after 44 long and happy years with the company.

He joined in 1950 after leaving the army, and was posted to Wood Green. 'My first job was to weigh lard into half pound blocks,' he told the *Journal*. 'I then went on to sell cracked eggs from the window.'

From egg boy he was quickly promoted: first butterman to bacon hand and on to assistant manager in 1957. From here, Stan worked in most of the north and central London branches as relief manager, as well as

being on the panel of instructors.

Having worked in the first self service store in Walthamstow, Stan was transferred to Somers Town as deputy manager. Soon afterwards he was again transferred to Gloucestershire and was involved in the opening of the Cheltenham Central branch where he worked for 19 years before moving to Tewkesbury Road. 'I retired from management in November 1992,' said Stan, 'but went back after a couple of weeks on a part-time basis.'

hardware assistant, Hornchurch (22yrs). **PAULINE FARMER**, checkout/replenishment assistant, Basingstoke (5yrs). **ALICE GIBBONS**, restaurant assistant, Wolverhampton (15yrs). **CYRIL HANNAM**, dry goods code control, Letchworth (4yrs). **JUNE HILLS**, checkout/replenishment assistant, Horsham (19yrs). **PAMELA HOLDEN**, grocery replenishment assistant, Debden (22yrs). **ROSE HOWELLS**, night display assistant, Hornchurch (9yrs). **ALAN HUMPHRIES**, deli counter assistant, Burpham (5yrs). **SCENTILIA JACOBS**, checkout/replenishment assistant, Fulham (16yrs). **HILDA JOHNSON**, checkout/replenishment assistant, Thanet (4yrs). **JUNE LOWTHER**, fresh food code control, Barking-side (12yrs). **PATRICIA MANNING**, restaurant assistant, Farnborough (5yrs). **KATHY MONK**, restaurant assistant, Hornchurch (9yrs).

STANLEY OSBORNE, coldstore warehouse assistant, Tewkesbury Road (2yrs). **EILEEN PARKER**, checkout/replenishment assistant, Potters Bar (11yrs). **JOHN PICKEN**, warehouse assistant, Merry Hill (26yrs). **MAURICE RIGLEY**, warehouse assistant, Canley (12yrs). **JACKIE ROSKILLY**, personnel clerk, Hornchurch (13yrs). **RITA SCHOLES**, senior deli assistant, Prestwich (14yrs). **ROSALIND SHEILS**, grocery replenishment assistant, Uxbridge (9yrs). **BETTY SMITH**, checkout/replenishment assistant, Leicester (21yrs). **JEAN SPENCER**, dry goods code control, Uxbridge (20yrs). **JOYCE THOMPSON**, fresh food replenishment assistant, Stevenage (9yrs). **JANET WILKINSON**, checkout/replenishment assistant, Hornchurch (12yrs). **MARY WILLOWS**, dry goods reduction control, Potters Bar (11yrs).

WRITELINES

(CONTINUED FROM PG. 9)

SAFE OR CRACKING?

Trevor Reedman, supervisor, Buntingford depot

Further to Writelines, March 1995, Nest Eggs Cracking? I feel that Judith Evans does not answer the question posed by John Worledge.

With the expansion of the company in the past there has been a steady increase in the number of staff employed and in the number of pension fund members. Unless this expansion continues, or at the very least does not decrease, then there will be fewer new members to contribute to the fund, thereby causing difficulties in paying our future pensions.

Also the point made by John is valid, in that the modern trend is for employing part-time, casual and temporary labour and contracting out many aspects of the operation, all of which is compounding the depreciation of the fund.

Geof Pearson, pensions manager, replies:

The security of members' pension benefits in the JS scheme does not depend on new members paying for those who have retired.

A huge fund (£1.4 billion) has been built up sufficient to pay all the benefits of members and pensioners promised.

The main effect of the changing maturity of the scheme (ie: the ratio of members to retired) is on investment where you would expect the Trustees to invest more in gilts and less in equities. This is regularly monitored.

AIRING AN ISSUE

George Swallow, senior manager, payroll and cashiers, Norwich House

Technical question - why does the *JS Journal* smell so vile?

Managing editor of JS Journal Bridget Williams replies:

The ink used to print the *Journal* has recently been changed. In view of your comments we are looking into it.



OBITUARY

Length of service appears in brackets.

FRANK HEALEY, 53, a warehouse operative in the non perishables department at Charlton depot, died on February 27 after a long illness. (20yrs).

HFA, customer, Exeter

In consequence of the splendid service my wife and I (both OAP) receive from your supermarket, I have made this card. Every Christmas I prepare a card for your bakery section where I might say the service is wonderful.

Here's to your 150th!

KEEP THE SHOPS WELL LIT

The Founder would have been delighted with the recent lighting award for the Marsh Mills store (page 5). Good lighting at the shops was always important to him, so much so that his dying words in 1928 are reported to be 'keep the shops well lit'.

The back sections of the long, narrow interiors of the early shops would have been dark and gloomy without artificial light, and the interiors and forecourts were lit by gas lamps. As early as the 1880s, energy conservation was an important consideration for JS, and the Founder frequently chose expensive but energy efficient 'recuperative' gas lighting. The gas was pre-heated by circulating it over the burner before it was ignited to reduce the amount needed.

Electric lighting was first installed around 1905, consisting of no more than a row of naked 40 watt light bulbs on flexes over each counter. This was succeeded by more attractive single rows of lanterns down the centre of the store. These in turn were replaced in the 1930s by two rows of '27-12s' - split glass fittings with prismatic glass which the manufacturers claimed created more light.

By the end of the 1914-18 war, most branches used electric lighting, although a few such as Tunbridge Wells and Woodford still used gas. Gas lighting continued to be used outside the stores well into the inter-war years so trading from the window and forecourt could continue after dark. External gas lights were frequently hired from one of the local gas companies. Hove was one of the last branches



Energy-saving 'recuperative' gas lights at 11 London Road, Croydon, c 1900.

THE GAS LIGHT AND COKE COMPANY
 HURSTWOOD ROAD, WENTWORTH AVE.
 TELEGRAMS: 'GASLIGHT' BRIGHTON
 TELEPHONE: 'JIMMY' 104

25th November, 1900.

Dear Sir,

Re: 11, LONDON ROAD, CROYDON, S.S.

Mr. Scale, Brighton.

Consequent upon the necessary lighting restrictions at present in force, I have to inform you that this Company will, until further notice, and without prejudice to making agreements, waive all charges, including maintenance and hire of the outside gas lamps, as from the commencement of the restrictions, i.e. 1st September last.

The Company wish to retain in their present possession any lamps so fitted and you will appreciate the fact that this step will benefit both yourself and this Company as, in the event of the lighting restrictions being imposed or of difficulties arising, it may be difficult to obtain at short notice the necessary labour and materials required to quickly carry out the refitting of any lamps temporarily removed and above.

We therefore will not upon you for any responsibility in the lamps during this period. I trust that in the circumstances you will agree to the lamps remaining fixed outside your premises from such time as the lamps are dealt.

Your confirmation in due course will be appreciated.

Yours faithfully,
 C. W. Lawrence
 Public Lighting Superintendent.

to switch to electricity and still had gas lighting in the basement in the 1940s.

Fluorescent lighting was first developed for use in wartime factories to produce a brighter and more evenly-distributed light. It was first used by JS in the Selsdon store in 1950. There were a number of problems in developing fittings to reach JS's high standards. One challenge to overcome was the bluish colour

the light fluorescent tubes gave out, that made the food look rather unappetising. Later, the colour of the light compared better with daylight and by 1957 was used to create sophisticated illuminated ceilings which left no dark corners in the store.

Energy conservation, always of concern to a well-run business, became even more important following the 1970s oil crisis. Measures such as the extraction of warm air from the shop floor through light fittings, and the use of low power lighting for work done outside trading hours paved the way for today's computerised energy management systems. Effective merchandising is still as important as ever - illuminated shelf edges and back-lit signs ensure that JS still complies with the Founder's last words.



Above: Fluorescent 'luminated' ceiling at Harlow, 1957.

Left: Outdoor gas lights at Wood Green, 1929, with glass shades advertising Sainsbury's Crelos Margarine.

NEXT MONTH

- Employee Report with Group financial results
- Healthy eating vox pop
- Win a new spring wardrobe

OPENINGS



HOMEBASE

HAMPTON

Opening date: February 24, 1995

Address: Twickenham Road, Feltham, London TW13 6L2

Opened by: Chairman Dino Adriano

Store manager: Mike Wakeford

Project manager: Neil Hotston

Staff: 90 (77 new staff)

Sales area: 45,250 sq ft

Car park: 700 spaces

PRESTON

Opening date: March 17, 1995

Address: Stanley Street, Preston, Lancs

Opened by: Chairman Dino Adriano

Store manager: Andrew Gledhill

Project manager: Neil Hotston

Staff: 52 (45 new staff)

Sales area: 41,514 sq ft

Car park: 383 spaces

HAMPTON



Does Hampton have the Midas touch for Sainsbury's Group stores? When the Hampton St Clare's supermarket opened a couple of years ago it far exceeded the previous record for opening day takings. Now the new Homebase has set a new record. Store manager Mike Wakeford reckons its down to staff: 'Nothing is too much for them and they are always smiling and polite.'

Above: Sharon Mistakin says she's settled down at Homebase after a jet-setting job in the music industry and back-packing around Israel.

L to r: Stewart Laing, Fred Blackmore and regional training specialist Leon McGready.



Kingston's Jason Tandy helps customers find spaces in the heaving car park.

PRESTON

Approximately 300 customers queued outside the new Preston Homebase store on Friday, March 17, in order to take advantage of opening day specials. The store opening had been delayed by a week after roadworks around the area had not been completed in time. The delay only served to heighten demand: opening day and week sales figures exceeded expectations.



General assistant Jackie Nickson (left) and customer service supervisor Glenys Gill get ready for the first customers.



Ready front and back: cashier Lynne Wilkinson (left) and general assistant Sandra Wright hand out store guides at the entrance. Skilled DIY assistant Kevin Wallis stocks up in the building yard.



HEADLINES

News in brief

Vouchers for money-off shopping at Sainsbury's were dispensed from cash machines around Liverpool and Manchester last month. The machines in the trial gave vouchers worth 10% off £30 of shopping.

Sainsbury's is participating in the Take Our Daughters to Work Day again in April. Last year, 2,000 11-15-year-old girls came to Sainsbury's. Stores will host the day on the quiet trading day of Monday, April 24. Other

areas will take part on the national day, Thursday, April 27.

The total raised by JS stores in the 1994 Children in Need Appeal was £277,624.59. After costs have been deducted the donation will be £200,000.

Sainsbury's Healthy Eating Initiative topped the Best Product or Service category in the *Slimmer Magazine* Healthy Diet Awards. The initiative was commended in particular for 'its emphasis on eating the correct amount of fat which should encourage preventative weight

management'. Watch out for the healthy eating 'vox pop' in our next issue when we find out if you have been changing your diets.

Stores have been issued with cheque-writing plates to help wheelchair-using customers sign cheques on their laps. This improvement in customer service was developed by STAR teams and customer service workmats.

Sainsbury's Wine Direct scheme has just resumed operation following a very successful Christmas period. The spring brochure offers 40 wines that can be

delivered direct to the customer's door. Information leaflets are available from customer services and the scheme will now be available on a continuous basis.

Congratulations to staff throughout the Group that completed the London Marathon on April 2. Please send in details if you would like to be in the next *JS Journal*.

Correction: Our March story about Thrust SCC indicated that Andy Green used to work at Locksbottom. It was actually Orpington.

Twelfth Savacentre Site in Cargo Club purchase

Sainsbury's has bought the three Cargo Club sites for a total £45 million.

It intends to convert the Bristol site to a JS, the Wednesbury site to a Savacentre and 'disposal of the Croydon site is a strong possibility'. The latter is close to a Sainsbury's supermarket.

Parent company Nurdin and Peacock introduced the trading format, whereby customers register as members to buy products in bulk, this time last year. N & P commercial director Alex Rentoul said: 'Although



membership of Cargo Club has exceeded expectations, disappointing turnover and high costs of development of the format in the changed environment for planning consent has

caused us to consider a disposal of the sites.' Commented chairman David Sainsbury, 'This was an opportunity to acquire some sites in outstanding locations.'

Awards hall



Fanhams Hall has been awarded the East Hertfordshire Rural Design Award for 1994. Judges praised internal alterations and extensions completed for the company by architects Nicolas Ray Associates of Cambridge.

The awards were launched in 1993 to recognise high design standards in towns and villages where no civic or amenity society awards exist.