



Witold Sobków,
The Ambassador
of the Republic of Poland
to the Court of St James's
47 Portland Place
Via email

Lidl UK GmbH
19 Worples Road
Wimbledon
SW19 4JS

Tel: 0208 971 1101
Fax: 0208 971 1109

12/11/2014

Dear Mr Sobków,

Re: communicating in Polish at Lidl UK

Thank you for your letter, dated 7th November 2014.

Please allow me to clarify Lidl UK's language policy, which has unfortunately come under scrutiny following the circulation of false information.

As a business operating internationally and in the UK, Lidl UK absolutely respects and embraces all languages and we certainly agree that it is a great asset for us to have such a multi-lingual workforce.

Whilst English is the common working language of Lidl UK in England and Scotland, we fully aim to empower and encourage any staff members to use their language skills to assist customers. We do not have a ban in place preventing our staff from answering customers in the language they have been addressed, if of course they are able to do so.

Likewise, during breaks staff members are naturally welcome to converse in their language of choice, and this has never not been the case. We have always asked however that Lidl staff always consider their colleagues who may be sharing welfare areas at the same time.

I can confirm that over the coming weeks we will be updating the wording contained within our Employee Handbook and issuing internal store communications to clarify our Language Policy to all staff.

I would like to apologise for any confusion caused and would like to reassure you that we very much value and respect our Polish customers, and hope that any misunderstandings are now corrected.

Assuring you of our best intentions at all times.

Yours sincerely,

Ronny Gottschlich
Managing Director, Lidl UK