



WELWYN HATFIELD

Councillor Tony Kingsbury

Leader of the Council

Reply to: address as below

Mr Tim Steiner OBE
CEO – Ocado Group PLC
Trident Place,
Mosquitto Way
Hatfield
Hertfordshire AL10 9UL

Email: tony.kingsbury@welhat.gov.uk

Date: 25 April 2023

Dear Mr Steiner

Further to the letter received by our local MP the Rt Hon Grant Shapps and subsequently shared at a late stage by your colleague with myself as the Leader of the Council, we are compelled to write to you to express our shock and disappointment in your sudden decision to halt operations at your Customer Fulfilment Centre (CFC) in Hatfield.

Through our Hatfield 2030+ programme and multi-million-pound regeneration of the town centre, we have continued to invest in Hatfield, as we recognise the unique opportunities of this area, for both employer and employee, and the importance of securing long-term prosperity. Your decision is particularly disappointing as these projects come to fruition.

We note in your letter that this decision will impact around 2,300 of your employees working at the CFC in Hatfield which will be distressing news for those directly impacted, whilst also reducing future employment opportunities. This decision is exacerbated by the rising cost of living which has negatively impacted the livelihood of some of our residents and local communities.

Therefore, we would welcome the opportunity to meet with you as a matter of urgency to understand these impacts and discuss what plans that you have in place to support our residents and local communities who will be impacted by this significant change.

We note that your head office for both UK and global operations will remain at Hatfield. We would like clarity and reassurance about your future plans for Ocado Group operations in Hatfield, for the Hatfield CFC and its role within the Ocado Group.

We look forward to hearing from you and meeting with you at your earliest convenience and will liaise with Suzanne Westlake regarding our availabilities.

Yours sincerely

Cllr Tony Kingsbury
Leader of the Council
Welwyn Hatfield Borough Council

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Chief Executive
Welwyn Hatfield Borough Council

CC
Suzanne Westlake, Head of Corporate Affairs