

I HAVE RECEIVED MY COPY OF THE TESCO COLLEAGUE HANDBOOK.

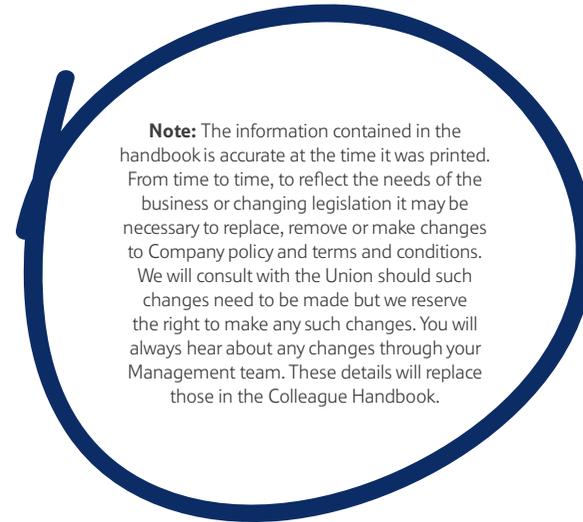
I understand it is my responsibility to read and familiarise myself with the contents which form part of my terms and conditions of employment.

NAME:

SIGNED:

DATE:

Please detach this slip from your handbook and return it to your Personnel Manager.



Note: The information contained in the handbook is accurate at the time it was printed. From time to time, to reflect the needs of the business or changing legislation it may be necessary to replace, remove or make changes to Company policy and terms and conditions. We will consult with the Union should such changes need to be made but we reserve the right to make any such changes. You will always hear about any changes through your Management team. These details will replace those in the Colleague Handbook.



Colleague Handbook
RP7
FEBRUARY 2014



CONGRATULATIONS ON YOUR NEW JOB AND WELCOME TO THE TESCO TEAM!



Welcome to Tesco. We want you to know that you are joining a business which really values our people. You're the key to our success, which is why we've made it our goal to understand what matters to you and our customers, and to make those things better.

You'll hear a lot about our Values in your new role – they're really at the heart of everything we do. They set out the way we want to work with each other, our customers and our communities. They're for everyone, whether you're working in the boardroom or in the store.

Our Values are:

“

NO ONE TRIES HARDER FOR CUSTOMERS; WE TREAT PEOPLE AS WE'D LIKE TO BE TREATED; WE USE OUR SCALE FOR GOOD.

The way we work has helped us to grow - from Jack Cohen's small market stall in East London in 1919 to a global company that now serves millions of customers in 12 different countries and 22 different businesses across Europe and Asia.

We never underestimate how essential our colleagues are to keeping our business moving and growing. You are what makes Tesco, and in return, we do everything we can to make Tesco a great place to work.

We work hard to provide a great pay and benefits reward package. This helps us attract the best talent, like you! Whatever your strengths and ambitions, we'll give you the support you need to fulfil your potential. We want to help you get on, and the scale of Tesco means there are a huge amount of opportunities for you to develop your career.

With the help of our people, we've come a long way since 1919. In a time of real change for the business, we know that now, more than ever, we need a strong team to help build the Tesco of tomorrow.

So thank you for choosing to join the Tesco team. We wish you the best of luck in your new role and future career with us.

WE MAKE WHAT MATTERS BETTER, TOGETHER

Our core purpose is about turning insight into action. It means understanding people, what matters most to them, then making those things better.

OUR VALUES ARE:

NO ONE TRIES HARDER FOR CUSTOMERS

What matters for customers?

- ✔ Offering everything they need, made better and easier
- ✔ Delivering outstanding value for everyone
- ✔ Helping with advice, inspiration and a smile
- ✔ Creating an easy, seamless experience
- ✔ Saying thankyou with 'Clubcard'

...to help them to get the most out of life

WE TREAT EVERYONE HOW WE LIKE TO BE TREATED

What matters for colleagues?

- ✔ Always being proud of what we do
- ✔ Creating a great place to work: happy, honest and inspiring
- ✔ Providing opportunities for us all to be at our best
- ✔ Building relationships based on shared values and respect
- ✔ Working in an environment where we can all contribute, make a difference and be ourselves

...to help us to get the most out of work

WE USE OUR SCALE FOR GOOD

What matters for communities?

- ✔ Creating new opportunities for young people
- ✔ Tackling the challenge of obesity
- ✔ Leading in cutting food waste from farm to fridge

...these, among other things, help make our neighbourhoods a better place



HOW TO USE THIS HANDBOOK

This handbook sets out all the information you need to find out a little more about our policies and benefits. It explains the opportunities that are available to you as part of the Tesco team, and we hope it will be a good point of reference if you need to find out some information on the terms and conditions of your employment contract.

Your offer letter and contract will refer you to this handbook for more details; that's because specific parts of the handbook make up your contract of employment. This is your personal copy so when you have finished reading it, please keep it in a safe place for easy reference as you may find it useful to refer back to from time to time.

There is a form at the back of this handbook for you to sign and return to acknowledge that you have received a copy of the handbook and you understand it is your responsibility to read and familiarise yourself with the contents.

It may seem like there's a lot to remember, but if you have any questions, your Manager or Personnel Manager will be able to help and support you.

This handbook applies to all UK Store based colleagues.



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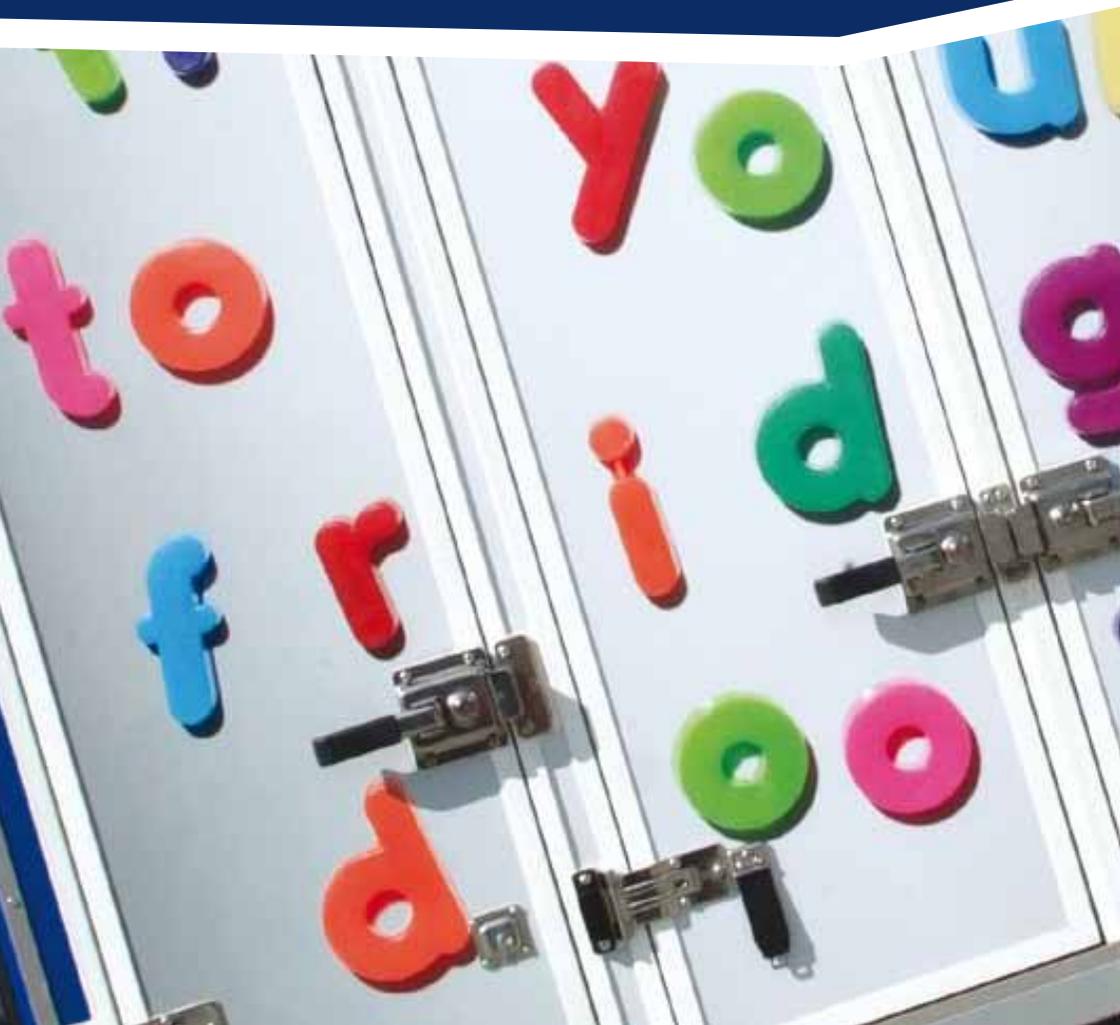
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OUR TESCO

Customers are at the heart of all that we do. Our commitment to understanding them has been the key to our success and shapes our Core Purpose. We make what matters better, together for our customers, our colleagues and our communities.



WHAT ARE WE ALL ABOUT?

Our Core Purpose acts as a guide for our business and our people. It is the reason for all that we do. “We make what matters better, together”. Through a focus on service, honesty, value, speed, trust, convenience and simplicity, we are using all these to make a big difference where it matters.

OUR STRATEGY

In any business clear direction is vital. Our Strategy provides the direction that we take as a Company, what we set out to achieve; our success depends on delivery against each element:

- ✓ To grow the UK core business
- ✓ To be an outstanding international retailer in stores and online
- ✓ To be as strong in everything we sell as we are in food
- ✓ To grow retail services in all our markets
- ✓ To put our responsibilities to the communities we serve at the heart of what we do
- ✓ To be a creator of highly valued brands
- ✓ To build our team so that we create more value.

OUR VALUES

Our Values sit at the heart of our business and help us to deliver our Strategy and Core Purpose. The Values were developed in 1997 from discussions with thousands of our colleagues on what they thought Tesco stood for, and what they wanted the business to be.

Ten years later colleagues refreshed the Values to reflect the business today and how they wanted to work in the future. These were re-launched in 2012. Our Values let you know what kind of business we are working for, what's important and the behaviours you can expect to see.

EVERY LITTLE HELPS

No matter where you work or what you do, we all have a responsibility to ensure we put the needs of our customers first. The improvements we make to products, to stores, to promotions, to service, to value for money can be big or small but they all help add up to a better shopping trip, a better delivery and a better experience for our customers.

And it's by making what matters better that we have more satisfied customers with whom we build trust and earn their lifetime loyalty.

Examples of how we make what matters better include our Free From range which makes life easier for families dealing with food intolerance, the One in Front promise which means that queuing in supermarkets didn't have to be a way of life, or Express which combines great quality fresh food with great local convenience.

And that's why in some markets – notably the UK – we say “Every Little Helps” to describe what we do: no matter how big or small, we've listened and we've made it better.



YOUR COMMUNICATION

Communication in Tesco is key. We use a wide variety of channels to communicate with all levels of colleagues, ensuring you are given the right information at the right time, helping you to do your job.



HOW WE COMMUNICATE TOGETHER

STEERING WHEEL

The Steering Wheel is the tool we use to help us measure our performance and manage the business in a balanced way. It plays an important role in communicating our strategy and our performance to all of our colleagues.

- ✓ **Customer** – This relates to how well we are providing our customers with what they need and expect.
- ✓ **People** – This relates to our colleagues. Measures include how colleagues feel about working for Tesco.
- ✓ **Finance** – This relates to management of our costs and delivery of an efficient operation and our stakeholder expectations.
- ✓ **Operations** – This relates to productivity and the standards of our working environment.
- ✓ **Community** – This relates to what we do at a local level as a neighbour and a member of a community and the wider role the business plays in society.



TEAM 5

We share a weekly five minute face to face communication for all colleagues. It is used to communicate the most important messages relevant to you and your role. It consists of three sections:

- ✓ help you to do your job
- ✓ help you to serve your customers even better
- ✓ keep you informed of news and information happening in your department, store and across the business and to help you to celebrate your performance.

COLLEAGUE PUBLICATION

We produce a monthly colleague publication for all our people in stores, distribution and offices that is available for you to take home. Each issue is packed with news, features, fun and competitions. Our people are the stars of our business and you can send in your own news and stories.

OUR TESCO

Our Tesco site connects Tesco colleagues and allows us to share skills and experiences. You can read news about Tesco, view helpful documents and visit Philip's blog to see what we are all doing and celebrate success. Please visit www.ourtesco.com



NOTICEBOARDS

We use noticeboards to display up-to-date information about areas such as training, statutory information, Health and Safety notices, company news, Union updates, benefits and club activity that could affect you. They are an essential part of our communication so please remember to read them regularly so that you are kept informed of any changes.

EVERY COMMENT HELPS

This is a feedback tool that lets our customers share their shopping experiences with us. Understanding our customers and their needs is an important part of working for us.

Customers can always talk to a member of the team in store, but can also choose to text, email, leave a voice comment, fill out a comments card or even visit **www.tescocomments.com**. Colleagues are also able to use these ways to leave feedback.

Customers regularly tell us about the great service that our colleagues provide and often tell us which member of the Tesco team has served them. This gives us the chance to acknowledge these colleagues. On occasions they also tell us when we get it wrong and this gives us the chance to support those colleagues who need additional service training. To find out more, please speak to your Personnel Manager.

We also use huddles to talk about the service that we give to our customers.

HOW WE LISTEN TO EACH OTHER

We always want to hear your views on issues that affect you and the business. You should feel able to approach your Manager at any time. We also have discussions regularly through colleague Question Times, face to face briefings and publications. Your opinion matters! We want to understand what matters to you so we can make it better.

‘WHAT MATTERS TO YOU’ FEEDBACK

We regularly ask our customers and our people what we can do to make shopping and working with us that little bit better. We do this through a survey for our customers and colleagues.

This is a chance for you to have your say. Twice a year, all colleagues have the opportunity to complete a questionnaire. This is a confidential independent process which measures colleague engagement and highlights any issues around the business.

The process is run by an independent company who are members of the Market Research Society and as such work within its Code of Conduct. As part of this Code, the anonymity of respondents is guaranteed. No one in Tesco will ever see your completed survey or individual answers. We only receive reports that are based on the data given by you and your colleagues.

From the information gathered, we can recognise what is important to our people, celebrate success and identify any areas of the business we could improve through action plans. Your opinion makes a difference and helps us to improve Tesco and make it a better place to work.

COLLEAGUE FORUMS

Forums are meetings designed to involve you in the business you work in, ensuring that your voice is heard and represented at all levels. At these meetings, colleagues represent the views of their team members, communicating any issues and working together to find practical solutions.

There are three levels of forums:

- ✔ Store Forum/Express Group Forum
- ✔ Store Director/Store Operations Manager Forum
- ✔ National Forum.

Who's involved in Store/Group Forums?

- ✔ Forum representatives
- ✔ Store Manager/Operations Manager
- ✔ Personnel Manager
- ✔ Usdaw Representative
- ✔ Usdaw Health and Safety Representative
- ✔ A line Manager or senior Manager.

Store forum objectives:

- ✔ To identify opportunities for improvements on behalf of colleagues and customers, including improving ways of working, making the job simpler, and helping colleagues to improve the shopping trip for our customers
- ✔ To sort out issues through practical solutions
- ✔ To celebrate the success and achievements of individuals and teams
- ✔ To communicate business matters, such as updates on the business's performance and briefing upcoming initiatives
- ✔ To understand the business need for change and to help communicate and support this
- ✔ To identify ways to safeguard the health and safety of our colleagues, customers and communities
- ✔ To agree the issues to be escalated to the Store Director Forum.

“
YOUR OPINION MAKES
A DIFFERENCE AND HELPS
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AND MAKE IT A BETTER
PLACE TO WORK.”

JOINING THE UNION

We work in partnership with USDAW/SATA to ensure that our colleagues have Union representation. USDAW/SATA is recognised by Tesco as the Union that will represent, consult and negotiate on matters related to the employment package for colleagues. Tesco supports membership of USDAW/SATA for colleagues who wish to join whether you are full or part time. You will receive further information about the benefits of joining USDAW/SATA during your induction.

YOUR DEVELOPMENT

At Tesco we offer a wide range of learning and development opportunities to help you to develop to your full potential. You'll find some of them on the next page but talk to your Manager or Personnel Manager for more details.



TRAINING AND DEVELOPMENT

MY PERFORMANCE REVIEW

As a new starter, you will receive a Progress Review at 4, 8 and 12 weeks after starting your role. After your 12 week Progress Review you will move onto an annual review.

Your Progress Review is an opportunity for you and your Line Manager to have an open conversation and to share feedback on your achievements.

It's a chance to tell your Line Manager 'how' well you feel you have performed in your role and for them to share any feedback and their assessment of your performance.

We have progress reviews because we want to:

- ✓ have a clear and honest discussion about your performance and celebrate your contribution,
- ✓ support your Career Development,
- ✓ provide opportunities for you to learn and grow, and develop your skills, behaviours and experience,
- ✓ ensure we all play our part in delivering for customers everyday.

Regular conversations about performance are a good thing; and the Progress Reviews will be underpinned by regular feedback throughout the year.

TRAINING IN OTHER AREAS

To ensure that we give our customers the best possible service all colleagues are encouraged to learn more than one job. Where appropriate, all new colleagues will be trained to operate a checkout and to bag pack in addition to their main role, if in another area.

Colleagues from checkouts will also be required to support other areas of the store when required. Colleagues in some service areas will not be called to support checkouts at busy times, however may still choose to be trained so that they have the opportunity to work overtime on the checkouts. In Express, all colleagues are trained in all areas of the store.

DEVELOPMENT

When you join us you will start a 13 week training plan to help you become an expert in your role. We also have many development programmes specially designed to help you gain the experience and skills you need to progress to a different and bigger job. You can find out more on our careers website or by talking to your Personnel Manager in store.



YOUR HOURS OF WORK

Everyone enjoys a break away from work and we will always do our best to accommodate your plans. Here, you can read more about working arrangements and holidays.



YOUR TIME

WORKING FLEXIBLY TO MEET BUSINESS NEEDS

As a market-leading Company we are always looking at ways to improve the business, make it easier for you to do your job and provide a better shopping trip for our customers. When we identify a way to improve things, we may need to make some changes to the way we work and you may be asked to work different days, or work different hours or in a different department; this could be on a permanent or temporary basis.

We understand that Tesco is only one part of your life and that you may have other commitments outside of work. To help us understand these commitments we will ask you to provide us with details of when you are available to work and, when a particular change affects your Store or department, we will hold a meeting with you to discuss the forthcoming change and how this may affect you or your current working arrangements.

We will take into consideration any commitments you have outside of work and aim to mutually agree any changes to your working arrangements. Should we not be able to informally agree changes with you, we may need to follow a formal process to agree changes to your current working arrangements.

In all cases your Manager will discuss this with you. You have the right to be accompanied by a union representative or colleague during these meetings.

WORKING TIME REGULATIONS

This legislation aims to protect the health and safety of colleagues by restricting working hours. If you are aged 18 years or above then you may not exceed an average of 48 hours per week over a reference period of 52 weeks.

Colleagues wishing to work hours in excess of the 48 hour average can do this lawfully by signing an opt-out agreement. To find out more, speak to your Manager or Personnel Manager.

If you are under 18 years old (but above school leaving age) you may not exceed 40 hours in any week or eight hours in any day.

Some local authorities may impose further restrictions on the working hours and breaks for children or, if you have a student visa, your visa may have restrictions on it regarding how many hours you can work in paid employment during your term time.

We offer all of our night workers (someone who regularly works three hours or more between 11pm and 6am) an annual health assessment in the form of a health questionnaire.



HOLIDAY PAYMENT

Our holiday year runs from 1 April to 31 March. Your holiday entitlement increases with length of service and is pro-rated from your anniversary of joining. Where you change the number of days you work, your holiday entitlement will change on a pro-rata basis.

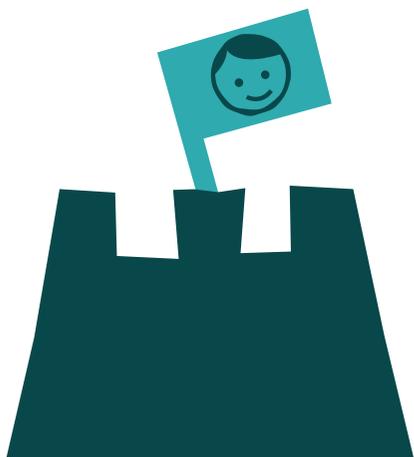
Holidays will be paid at the current weekly contractual earnings rate including premiums but excluding any overtime or ad-hoc payments. For colleagues on a flexible contract, holidays will be paid at the higher of the average weekly earnings or the average weekly earnings in the last tax year (P60 earnings).

HOLIDAY SCHEMES

We have several holiday schemes and you will be on the scheme that applied at the time you joined us.

Current year scheme (for colleagues who joined on or after 12 January 2003): If you are on this scheme you can take paid holiday from your date of joining, restricted to one working week paid in the first three months of service. After three months, you can take your holiday according to the normal holiday procedures.

If you were to leave part way through the year, your holiday entitlement will be based on the number of completed months worked. This may result in you having to pay back any holiday that has been taken in excess of your entitlement. Please talk to your Personnel Manager if you need to find out more information about any of our previous schemes.



WHAT HAPPENS IF YOUR HOLIDAY ANNIVERSARY FALLS PART WAY THROUGH THE HOLIDAY YEAR?

A colleague's holiday entitlement increases according to their length of service. If your date of joining anniversary falls part-way through the holiday year, then your increased number of holiday days will be prorated for the remaining holiday year.

WHAT IF I AM SICK DURING MY HOLIDAY?

If you are sick on your last day immediately before your holiday begins, your holiday may be postponed or rearranged (holiday is defined as starting from the end of the last working day before the holiday). You must notify the department and if you are absent for more than one working week, you will also need to provide a Fit Note from your Doctor.

WHAT HAPPENS IF YOU LEAVE THE COMPANY?

If you leave the Company, you will be paid for any days you have earned but have not taken. If you have taken more holidays and Bank Holidays than you have earned, the amount of money equal to these extra days will be deducted from your final pay.

A leaver's holiday entitlement is calculated by multiplying the actual number of days they were employed in the holiday year (starting from 1 April) and rounded up to the nearest half day. An example for a leaver:

- ✔ A Customer Assistant leaves on 18 May (five day worker, three years' service) 22 days divided by 365, multiplied by 48 days (days employed in current holiday year) equals 2.89 days. This is rounded up to three days.

Period of service	Annual allowance for the holiday year by number of days worked					
	6	5	4	3	2	1
15 years or more	36	30	24	18	12	6
10 years but less than 15 years	33	28	22	17	11	6
5 years but less than 10 years	30	25	20	15	10	5
More than 12 months but less than 5 years	26	22	18	13	9	4
12 months	24	20	16	12	8	4



For example, if you are a five day worker and you reach your five year anniversary on 1 August (so 122 days before 5 year holiday anniversary) your anniversary-related increase will be calculated as follows:



If you have reached an anniversary where your holiday entitlement increases and you are unsure of your entitlement, ask your Personnel Manager to confirm your holidays remaining to the end of the holiday year.

NEW STARTERS

A new starter's holiday entitlement is based on the number of days a week you work and the point in the holiday year that you join the Company. This is calculated as follows:



A new starter example: A Customer Assistant begins on 18 May (five day worker). 20 days (first full year entitlement) divided by 365, multiplied by 317 (days remaining in holiday year) equals 17.36 days. This is rounded up to 18 days for their first part holiday year.

BANK HOLIDAYS

All colleagues receive a Bank Holiday entitlement in days at the beginning of the holiday year, dependent on the number of days they work in a week. This is irrespective of whether or not they are contracted to work on a particular Bank Holiday.

If you join part-way through the year you will be allocated a pro-rated entitlement based on the number of days remaining in the holiday year. Bank Holiday entitlement days are to be used to take Bank Holidays off that fall on a contractual day of work if you do not wish to work, or if your business area is closed.

If you do not have sufficient Bank Holiday entitlement to take off all the Bank Holidays that fall on your contractual working days, you have the following options:

- ✔ take the day as annual holiday
- ✔ take the day unpaid
- ✔ take your Personal Day (if eligible).

If you work nights, the working hours are spread over 2 days. You will have a designated 24 hour period which will replace the actual Bank Holiday. It will either commence from 12 noon on the day before the Bank Holiday or 12 noon on the day of the Bank Holiday.

It will be agreed following consultation between your management team, union representative and members of the night team. You will then be briefed by your manager.

Number of days worked per week	Bank holiday entitlement in days
5	8
4	6
3	5
2	3
1	2

If your working days do not fall on the Bank Holiday you will have your entitlement to take at another time, by mutual agreement with your Manager. The days listed opposite are the recognised Bank Holidays in the UK.

Occasionally an additional Bank Holiday may be announced by the government and the basis of how this will be managed will be communicated following consultation with Usdaw.

WORKING ON A BANK HOLIDAY

If you joined before 26 January 2009 working on a Bank Holiday will continue to be voluntary unless you are specifically contracted to do so.

If you joined on or after 26 January 2009 and there are insufficient volunteers to work on a Bank Holiday, you may be required to work on up to five Bank Holidays excluding Christmas Day, Boxing Day and New Year's Day, if scheduled to work.

SICKNESS OVER A BANK HOLIDAY

Scheduled colleagues
You volunteer to work the Bank Holiday:

- ✔ if you are off sick you will receive normal sick pay (if eligible) for the scheduled hours that you would normally work on that day.
- ✔ the length of the shift that you had volunteered to work or your normal contractual hours (whichever is the shorter) will be included for the purposes of Supporting your Attendance, in calculating your Absence Review Level.
- ✔ your Bank Holiday entitlement which has already been booked elsewhere is not affected.
- ✔ upon your return to work, you will have a Welcome Back meeting, to confirm that you are fit to return to work.
- ✔ if you joined the company on or after 4 July 2004 you will be eligible to receive company sick pay after the first three working days of each period of sickness. The Bank Holiday will count as one of these three days, where applicable.

BANK HOLIDAYS TABLE

Bank Holiday	England / Wales	Scotland	Northern Ireland	Isle of Man
Good Friday		5 store specific local Bank Holidays.		
Easter Monday				
Easter Tuesday				
Early May Bank Holiday				
Spring Bank Holiday				
TT Day				
Tynwald Day				
July Holiday				
July Holiday				
August Bank Holiday				
Christmas Day*				
Boxing Day*				
New Year's Day*				
2nd January				
Total BH Days	8	9*	8	10**
Colleague Entitlement	8	8	8	8

* Scotland has 9 recognised Bank Holidays and colleagues receive an entitlement of 8 days (pro-rata for part-time colleagues). Colleagues should therefore use their Personal Day (if they qualify) to cover 2nd January (see page 23 for more information on Personal Days).

** The Isle of Man has 10 recognised Bank Holidays and colleagues receive an entitlement of 8 days (pro-rata for part-time colleagues). Colleagues should therefore use their Personal Day(s) (if they qualify) to cover TT Day and Tynwald Day (see page 23 for more information on Personal Days).



Scheduled colleagues

You choose not to work on the Bank Holiday:

- ✔ If you are sick on the last working day prior to the Bank Holiday and you complete a Welcome Back meeting to confirm that you were still sick over the Bank Holiday, you will have your Bank Holiday entitlement to re-schedule.

If you were not sick on the last working day prior to the Bank Holiday, you will not have your Bank Holiday entitlement day to re-schedule, even if you declare you were sick on the Bank Holiday.

Non-scheduled colleagues

You volunteer to work on the Bank Holiday:

- ✔ If you are sick you will not receive sick pay and the absence will be treated in the same way as absence on an overtime shift.
- ✔ The period of absence will not be included for the purposes of Supporting your Attendance in calculating your Absence Review level.
- ✔ Upon your return to work you will have a Welcome Back meeting to confirm that you are fit to return to work.

You choose not to work the Bank Holiday:

- ✔ As you are sick on a day off, you do not need to notify the store.
- ✔ If you are still sick on your next scheduled shift, normal notification procedures apply.

WHEN CAN I START TAKING MY HOLIDAYS?

Holiday may be taken from your date of joining although it is restricted to one working week paid in the first three months of service.

HOLIDAY REVIEW MEETING

In February or March you will have a Holiday Review meeting with your Manager to confirm that your holiday entitlement is fully booked for the forthcoming holiday year.

Three weeks' holiday should be taken between 1 April and 31 October, with the remainder of entitlement being taken between 1 November and 31 March. Colleagues with six weeks' holiday entitlement should ideally take four weeks' holiday between 1 April and 31 October.

It is your responsibility to book your holidays using the appropriate holiday booking form within the holiday booking window. It is important too, that you have time away from work to relax and rest, therefore if you have not booked the required amount of holiday, your Manager will consult with you over the dates that are still available during your Holiday Review Meeting. As a last resort, your Manager will allocate holidays to ensure you don't miss out on your entitlement.

WHAT IF I DO NOT TAKE ALL OF MY HOLIDAYS IN THE HOLIDAY YEAR?

Unfortunately, you are unable to carry any outstanding entitlement at the end of the holiday year forward into the following year or be paid for any outstanding holiday. If you are on Prolonged Absence or Maternity, Adoption or Additional Paternity Leave over the end of the holiday year, there will be different options as to how this will be treated: please discuss what will happen to your holiday entitlement with your Manager.

WHAT IF SOMEONE ELSE ASKS FOR THE SAME HOLIDAY?

Holiday requests are agreed on a first come, first served basis. The decision will be based on department needs and when the request has been made. To avoid disappointment, make sure you give as much notice as you can.

WHAT IF I NEED TO MAKE A CHANGE TO MY HOLIDAY DATES?

You can request changes to your holiday dates in an emergency, if your plans change or when an unexpected event arises. By speaking to your Manager at the earliest opportunity they will try to accommodate your request, or work with you to agree a solution.

WHAT IF I NEED TIME OFF FOR A RELIGIOUS REASON?

Wherever possible, we will try to accommodate your request by offering applicable paid or unpaid options.

WHAT IF I NEED TO TAKE MORE LEAVE THAN MY HOLIDAY ENTITLEMENT?

There are a number of options to support you in the event you need to take more leave than your holiday entitlement. Please speak to your Manager or Personnel Manager for further details on the various options available to you.

PERSONAL DAY

If you join us on or before 28 October, then you will be able to take an additional paid day off called a 'Personal Day'. This can be taken between 1 December and 31 January, or outside of these dates if agreed with your Manager.

- ✔ **All stores in Scotland** – If you are scheduled to work on 2 January and you do not wish to work, you should request your Personal Day on this day.

- ✔ **Isle of Man** – You will receive two Personal Days if you joined on or before 31 March. If you joined between 1 and 30 April you will only be entitled to one Personal Day. Your Personal Day may be used on TT and/or Tynwald Day if you are scheduled to work and do not wish to work.

BREAKS

All breaks are unpaid and apply to all colleagues. The timing of when breaks can be taken and the length of the break may vary depending on the store operation but should remain within the following guidelines. Your Manager will confirm when you take your break, considering both your needs and the needs of the business.

Where colleagues work split shifts, for example, 6am to 9am and 5pm to 8pm on the same day, the break between the two shifts will be no less than one hour.

- ✔ If you are a young worker (aged under 18 but above school leaving age) then you are allowed a minimum of a 30 minute break every four and a half hours.
- ✔ If you are a child worker (under school leaving age) you are legally required to be given a 60 minute break after every four hours worked.

Shift length, for example, start time to finish time including breaks.	Tesco entitlement
Up to and including 3 ¾ hours	No break
4 to 5 ¾ hours	15 minutes
6 to 7 ¾ hours	30 minutes
8 to 8 ¾ hours	45 minutes
9 to 11 ¾ hours	90 minutes

Breaks may vary if there is a medical condition or specific need for a variation, or if the individual has it agreed on a local basis by the store.

Dotcom Drivers and Personal Shoppers have different break entitlements that are agreed with their Manager.

YOUR ATTENDANCE

There may be times when you are not able to come into work, possibly due to sickness or a family emergency. This section outlines what you need to do in these situations and the support available to help you return to work.



ATTENDANCE

We care about your health and wellbeing. If you are ill please be aware what we need from you.

WILL I BE PAID IF I AM ABSENT?

Your sick pay may be made up of Company Sick Pay, Statutory Sick Pay, and National Insurance benefit, depending on your circumstances.

If you started on or after 4 July 2004, you are only eligible to receive Company Sick Pay after the first three working days of each period of sickness. For example, if you are contracted to work a Monday and a Friday only and are off sick for two weeks, you will only receive Company Sick Pay for the Friday of the second week.

We do have the right to withhold Company Sick Pay if:

- ✓ there is a reasonable belief that your absence is not genuine
- ✓ you do anything deliberately or negligently to make your illness or injury worse

- ✓ you cause your own illness or injury.

We are legally bound to withhold Statutory Sick Pay for the first two reasons above, and in addition, disciplinary action may be taken.

In the event of you suffering an injury caused by a third-party, any sickness benefit paid to you will be at the Company's discretion and will be treated as a loan. If a successful court action is brought against the third party, the Company's loan (net amount of any sickness benefit) must be repaid.

Please tell your Manager if you have received any payment for loss of earnings as a result of injury caused by a third-party.

At times we may need to refer you to our Occupational Health Department if we require advice on your fitness for work and we may seek your permission to contact your GP in confidence.

Length of Service	Sick Pay Entitlement
Less than 6 months	None
6 months but less than 1 year	1 week at contractual pay
1 year but less than 2 years	2 weeks at contractual pay
2 years but less than 3 years	3 weeks at contractual pay
3 years but less than 4 years	4 weeks at contractual pay
4 years but less than 5 years	5 weeks at contractual pay
5 years but less than 6 years	6 weeks at contractual pay

After six years, you will receive an additional week sickness pay for every year of service, less any amount paid the previous year subject to a minimum of six weeks and a maximum of 16 weeks. Once you reach the maximum, you will need to build back up to the maximum entitlement again, should you use any sick leave. Once you have built up to six weeks allowance, you will always receive a minimum of 6 weeks paid sick leave, regardless of the amount of sick leave taken in the previous year.

OTHER REASONS FOR TIME OFF

✔ Doctor, dentist and hospital appointments

- If you can, please try to arrange appointments outside working hours. However, if this is not possible, speak to your Manager and ask for your working hours to be re-arranged before you confirm your appointment.

If you can't arrange this, talk to your Manager who will need to authorise paid or unpaid leave, based on Company policy regarding the reason for your time off.

✔ Paid time off for study

- If you are 16 or 17 and are studying for a recognised qualification, you may be eligible for paid study leave.

✔ Public duties

- We encourage our people to be involved in the local community and we provide reasonable time off for colleagues who carry out public duties.

We also allow reasonable paid time off to attend national or community emergencies.

Please let your Manager know if you will be receiving any payments in lieu of loss of earnings while carrying out public duties, if we have paid you, as we have to recover this amount from your salary.

✔ Jury Service

- Please let your Manager know as soon as possible if you are called for Jury Service as they will be able to help you make the necessary arrangements.

Make sure you claim for loss of earnings from the court as this amount has to be deducted from your salary. To help us support you, please speak to your Manager or Personnel Manager for more information on any of the above



ABSENCE

If you are absent from work we will always try to provide support in times of genuine need. Absence does put your colleagues under pressure and affects the quality of service we are all able to provide. Our procedures are therefore designed to provide you with the support you need whilst minimising the disruption absence can cause.

Our Managers may also consult our fully qualified Occupational Health Advisors. These advisers can support colleagues and Managers on health matters, provide materials and information on support available for colleagues with prolonged absence.

WHAT IF I CAN'T COME TO WORK?

As soon as you know you cannot come to work and at least two hours before your shift starts, please phone the Duty Manager at your store. You must personally call the store unless circumstances make this unreasonable to do so, for example, you are in hospital.

If you are ill and have visited the Doctor, please call the Duty Manager to update them.

When you are able to come back to work, phone the Duty Manager the day before your next shift and let them know you plan to return and whether your Doctor has issued you a Fit Note recommending adjustments to your duties or hours.

On your return to work, you should meet with the Duty Manager to confirm that you are fit for work. We can then arrange any immediate adjustments that may be needed in line with your Fit Note to enable you to return to work, for example, a temporary move from a Fresh Food area.

If you don't let us know that you can't come to work, we will contact you at the end of your contractual shift.

If you continually do not tell us you are not coming to work, you will be managed more quickly through the disciplinary process. You could be dismissed on the third time of not telling us you are going to be absent.

WHEN SHOULD I PROVIDE A FIT NOTE?

You should provide a Fit Note from your Doctor if you are absent for more than one working week.

For example, a Fit Note will be required if you are contracted Monday to Friday and you are still sick on the following Monday, or if you are contracted and are sick on a Saturday and are still sick the following Saturday.

If a Doctor's certificate is not provided within 21 days of the final day of the period of sickness absence, then we have the right to withhold Company Sick Pay.

TIME OFF FOR DOMESTIC REASONS

There may be occasions when you need time off at short notice to deal with an emergency in your personal life. Where possible, we will try to accommodate requests for time off to look after sick children, relatives or home emergencies.

Your Manager will offer options such as:

- ✔ making up time
- ✔ moving hours
- ✔ taking time owed to you
- ✔ holiday
- ✔ unpaid leave.

Where possible, you should try to make arrangements to prevent such a need recurring, for example by making arrangements for emergency childcare. If you continue to require time off for domestic reasons, your Manager will discuss the situation with you and may agree more permanent options.

WHAT HAPPENS WHEN I RETURN TO WORK?

If you are an open food handler, you will be asked to complete a Food Handler's Return to Work Questionnaire. The Duty Manager will arrange for you to have a Welcome Back meeting with a Manager or Team Leader during your first shift back at work to discuss the following:

- ✔ your fitness to return to work
- ✔ the reason for your absence
- ✔ your overall absence record and any trends
- ✔ any recurring health issues
- ✔ Team5 update where appropriate.

If your absence is over the absence review level* you will be asked to attend an Attendance Review Investigation meeting. This will take place within seven days following the day you returned to work.

The following will be discussed:

- ✔ your reason for absence
- ✔ your attendance history
- ✔ any action that could be taken by you or the Company to improve your attendance
- ✔ any reasonable adjustments to help you attend work if appropriate
- ✔ any next steps.

There are 3 possible outcomes from an Attendance Review Investigation Meeting; No further action, Next Steps, or Move to Disciplinary Meeting due to unacceptable levels of attendance at work. Continued unacceptable levels of attendance at work, in the absence of mitigating circumstances could lead to disciplinary action being taken up to and including dismissal.

All colleagues have a right to representation at every discipline meeting.

***Note:** The absence review level is the trigger point at which a formal meeting is arranged to discuss your absence. The review level is 3% of your contracted hours or three occasions of absence over a rolling 26 week period.

WHAT HAPPENS IF I AM ABSENT FOR A LONGER PERIOD OF TIME?

If you are ill for more than four weeks, we may use a Support Plan to help you come back to work. In the event you are absent for a longer period of time, we will continue to discuss and agree with you any support you need.

However, if your situation doesn't improve, or if there isn't a foreseeable date for your return to work, we may need to have a formal discussion with you to consider what's best for you and your future at Tesco.

SERIOUS ILLNESS

It is important to let your Manager know if you are suffering from any serious illness, or have had contact with a carrier of any serious illness that is:

- ✔ contagious or infectious
- ✔ food poisoning or likely to cause food poisoning (Typhoid, Dysentery,
- ✔ salmonella, Hepatitis A or C, E Coli)
- ✔ a boil or skin complaint including infected wounds
- ✔ diarrhoea
- ✔ vomiting.



YOUR PAY

This section covers what you can expect to be paid, including information about your pension.



ALL ABOUT PAY AND PENSIONS

WHEN AND HOW DO I GET PAID?

You will be paid every four weeks, normally on a Friday. Payment is made directly into your bank or building society account. Your payslip will be available online to view on Thursday in your own private 'payslip view online' account, which you can access at www.payslipview.com. You will receive an activation code on your first pay date, along with details about how to set up your account. If you have any questions about your wages, please speak to your Manager or Personnel Manager.

RATE OF PAY

Your rate of pay is detailed in your offer letter but can be made up of:

- ✔ **Basic Pay** – hourly rate of pay multiplied by the number of contracted hours.
- ✔ **Market Supplement** – used to attract colleagues in stores with difficulties in attracting particular skills or roles.
- ✔ **Development Rate** – Paid to maintain the current salary of a colleague who is developing skills to move into a bigger role.

Other elements paid to colleagues due to company changes:

- ✔ **Location Pay** – We recognise that it is more difficult to recruit and retain colleagues in certain areas; therefore some stores pay an additional hourly amount. This additional payment is reviewed annually and payment may be added or removed each year based on changing market conditions in each store's location.
- ✔ **Protected element** – Where a job role is changed as a result of job evaluation.
- ✔ **Personal Rate** – Where a colleague moves to another role as a result of restructure, re-scheduling, changes to pay policy, a move at the company's request, an alternative to redundancy, or as a result of a company initiative.

Further details are in the Working Together in Partnership guide available from your Personnel Manager.

BUYOUTS

A voluntary buyout is on occasion offered to colleagues who receive Protected element or Personal Rate.

Colleagues have the option to accept a lump sum payment instead of continuing to receive the pay element. Once a buyout has been taken, that pay element is no longer made to the colleague. If the colleague leaves within the following year, a proportion of the buyout must be repaid.



SUNDAYS, BANK HOLIDAYS AND OVERTIME PAYMENTS

If you opt to work overtime or it is in your contract to work premium hours, you may be entitled to an additional payment.

PAY REVIEW

Our pay rates are subject to review annually through consultation with Usdaw for all colleagues, Team Leaders, and Section Managers. Management structures are subject to change through consultation with Usdaw and pay is based on performance. Your performance rating will be agreed at your end of year review and the relevant percentage increase will be applied to your salary from the annual review date.

The table below details the rates and pay for additional hours worked as at July 2013.

Date of joining	Payment
Sundays	
Before 5 July 1999	Double time
On or after 5 July 1999	Time and a half
Bank Holidays	
Before 4 September 2000	Double time
On or after 4 September 2000	Time and a half
Overtime (for hours worked over 36.5 hours in one week from Sunday to Saturday inclusive) other than Sundays and Bank Holidays	
Before 1 July 2002	Time and a half
1 July 2002 – 31 March 2003	Time + £2.15 Per hour
1 April 2003 – 31 March 2004	Time + £1.75 Per hour
1 April 2004 – 31 March 2005	Time + £1.25 Per hour
1 April 2005 onwards	Single time
Night premium payments	
For hours worked between 10pm – 12 midnight	£1.47 per hour
For hours worked between 12 midnight – 6am (for hours worked Sunday midnight to 6 am the Sunday premium also applies)	£2.18 per hour

PENSIONS

Tesco has an award-winning pension scheme, called Pension Builder, which offers a range of great benefits. It's a defined benefit pension scheme, which means your benefits are based on your pay and how long you're in the Scheme. The Scheme is open to all colleagues (subject to HM Revenue & Customs rules).

Your Tesco pension provides you with the following benefits from the first day you join the Scheme:

ALL ABOUT PAY AND PENSIONS

- ✔ **Life Assurance** – a tax free cash sum equal to three times your annual contractual pay in the event of your death in service. (Or 1 year if you are not a member of the pension scheme.)
- ✔ **Ill health cover** – if you are permanently unable to work due to ill health, the pension scheme can pay you the pension you would have had, if you had stayed in the Scheme until your normal pension age.
- ✔ **Spouse and Children's pension** – on your death, the Scheme will pay a lifetime pension to your spouse or partner (including same sex partner), and a children's pension up to the age of 16 years or up to 23 years if they are in full time education or training.
- ✔ **Benefits even if you leave before you reach the Scheme's normal pension age** – if you have completed three months' service you will have the option to take the pension benefits you have built up to your new employer's pension scheme or a personal pension plan, or you can opt to leave your pension with Tesco until you retire if you have been in the Scheme for at least two years.

JOINING PENSION BUILDER

When you join Tesco, you will automatically be enrolled in to Pension Builder, as described below, but you can apply to join the Scheme before then.

If you joined Tesco before October 2012

If you have never been in the Tesco pension scheme before, we will enrol you automatically when you reach the age of 22 and have completed a year's service. Your joining date will be backdated to the beginning of the pay period. If you are over age 75 when you have completed a year's service, we will not put you in to the Scheme automatically but you can fill in an application form if you wish to join.

If you joined Tesco on or after 1 October 2012

In this instance, you will automatically join the pension scheme once you've been with us for three months. If, at that time, you are between 22 and 75 years old your joining date will be backdated to the beginning of the pay period. If you are not yet 22, your joining date will be the start of the pay period in which you turn age 22. If you are over age 75, we will not put you in to the Scheme automatically, but you can fill in an application form if you wish to join.

Important notes:

The information on the previous page sets out Tesco's policy on enrolling you into the pension scheme.

Pensions legislation may require us to put you into the pension scheme sooner than set out described. If that is the case, we will contact you. You will still have the right to opt out if you don't want to remain in the Scheme. If you are aged 16 to 75 you have a right under the law to join a pension scheme.

To join our Scheme at any time, you can print off and sign an application form available from our website or helpline (details below). Or if you'd like to apply by email, make sure you include the phrase "I confirm that I personally submitted this notice".

You have an entitlement to contributions from Tesco, if you join the Scheme and earn more than the government's lower earnings limit, (£5,668 a year in 2013/14). In practice both you and Tesco will contribute to your pension, however much you earn.

If you have an HMRC (HM Revenue and Customs) Protection certificate (Primary, Fixed or Enhanced Protection) you should contact the Pensions Helpline as soon you join Tesco, because if you are automatically entered into the Scheme you could lose your protection.

CONTACT DETAILS

Log on to our pension website, where you can find out further information about your pension or download booklets and application forms. We also have a dedicated helpline where you can discuss any questions with the expert Pensions team.

Pension website: www.pensionwebsite.co.uk
user name: tesco **Password:** mypension

Pension Helpline: 0845 070 1113 open
Monday to Friday 8am to 5pm and Saturday
8am to 12 midday

email: pensions.dept@uk.tesco.com

If you want more information on pensions and saving for retirement, visit

www.direct.gov.uk/workplacepension

FURTHER INFORMATION

Your annual Benefits Report gives you an estimate of what your pension will be when you reach normal pension age under the Scheme rules. We operate a flexible pension whereby you can choose to draw your pension whilst carrying on working for Tesco.

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**IF YOU ARE AGED 16 TO
75 YOU HAVE A RIGHT
UNDER THE LAW TO JOIN
A PENSION SCHEME.**



YOUR BENEFITS

We all contribute to the Company's performance so successes are shared through a wide choice of excellent benefits. As part of the Tesco team you will be eligible for some of our benefits from day one and more are added at key milestones during your career.



WHAT YOU CAN EXPECT FROM US

WHAT ARE THE BENEFITS OF WORKING FOR TESCO?

You can find out more about all of your benefits from your Manager or Personnel Manager, or the Benefits Boards. Details can also be found by visiting the Benefits website: www.ourtesco.com

Log on to find out more about:

- ✔ Tesco Travel Agent which offers great discounts on a huge range of holidays all year round
- ✔ discounted days out at leisure attractions and theme parks across the country
- ✔ exclusive discounts on various products from Tesco Bank
- ✔ saving money on childcare costs with Childcare vouchers
- ✔ saving money on calls and texts with Tesco Mobile colleague tariffs
- ✔ our Health and Wellbeing benefits that are free or at discounted rates such as health checks, counselling, leisure centre and gym deals, eye tests and eye care, occupational health services, private healthcare and dental plans, and support to stop smoking.

Note: Offers change regularly so it is important to log on to get the latest deals.

Some of our key benefits include:

TESCO PENSION AND LIFE ASSURANCE

Whilst this may not be top of your list right now, future financial security is important. Planning ahead to your retirement is easy with our award winning defined benefits Tesco Pension Scheme. As well as pension provision you have access to a life assurance scheme that will provide financial protection for your family.



PRIVILEGE CARD

Your exclusive colleague discount

To reward your loyalty once you've completed a qualifying period of service you'll receive your exclusive colleague Privilege card. It gives you 10% discount on most purchases over £1 in store and online at Tesco Direct and Tesco.com.

Privilege cards are for the personal use of colleagues. If you prefer, you can choose to put your card in the name of your spouse or partner who lives permanently with you at your address.

Your Privilege card is also a Clubcard so you earn Clubcard points as you shop. If you already have a Clubcard please contact the Clubcard Helpline on 0800 59 16 88 so that we can add your existing card number to your Privilege card.

Please ensure you read and understand the scheme rules before using your card as misuse may be treated as gross misconduct, and could result in disciplinary action. If you lose your Privilege card speak to your Manager or Personnel Manager, who will help organise a replacement.

Note: There is a limit to your discount per year (April to March) and you can see how much you have used on your payslip. Please see your Personnel Manager for more information or visit www.ourtesco.com

SAVE AS YOU EARN, BUY AS YOU EARN AND SHARES IN SUCCESS

Save As You Earn offers you a risk free way of buying Tesco shares at a discounted price or take your savings and any bonus in cash at the end of the scheme.

Buy As You Earn is available to all colleagues with three months' service. It is an easy way to buy Tesco shares at the market price every four weeks, saving you tax and national insurance on the salary you use to buy the shares. You can start, stop or change the amount you invest at any time.

The Shares in Success scheme rewards you for your service, hard work and commitment by awarding eligible colleagues a percentage of your eligible earnings in Tesco shares each year an award is made.

Note: The Muslim Council of Great Britain has endorsed our Share schemes as being permissible under Islamic Law.

BENEFITS REPORT – ESPECIALLY FOR YOU

This is your personalised annual report which you will receive every October. Your Benefits Report is all about you, the pay you receive, the shares you have and the pension you will be able to draw when you retire. You can also read about all of the other great benefits available to you. Your Benefits Report is personal and is delivered to your home address.

LONG SERVICE AWARDS

Lots of our colleagues dedicate a large part of their working lives to Tesco and we are always delighted to celebrate and reward the loyalty of our long-serving colleagues. Please speak to your Manager or Personnel Manager for further information.



EACH YEAR WE HOLD AN AWARDS CEREMONY TO RECOGNISE AND CELEBRATE THE AMAZING THINGS OUR PEOPLE DO FOR THEIR COLLEAGUES

✔ **Responsible use of Company Information Technology (IT)** - We each have a duty to use Company IT resources responsibly and appropriately. We should protect Tesco's assets from misuse, theft and waste. We must also ensure that other companies cannot gain an unfair advantage over us by getting important information about our business.

This means that we should ensure that Tesco hardware (such as laptops, phones and other devices) is never left in public or unsecured places. We should never misuse Company resources (for example telephone, email and internet access) for personal activities, or share user IDs or passwords. Misuse of our systems may be considered as misconduct or gross misconduct.

✔ **Confidentiality and data protection** - We have an important duty to our customers and our colleagues to respect the information we hold about them and ensure it is protected and handled responsibly. If you collect customer or colleague information, make sure it is relevant, accurate and kept for no longer than necessary. Always ensure that you keep customer and colleague information secure and use it only for the purpose for which it was lawfully obtained. Always ensure that data is appropriately and securely stored and disposed of. We should be mindful of the risk of discussing confidential information in public places. Never release information without making sure that the person you are providing it to is rightfully allowed to receive it and, where necessary, that it has been appropriately encrypted.

If you are ever unsure about how to handle Tesco data, be cautious and seek advice from your Manager or Personnel Manager.

✔ **Accurate accounting and money laundering** - We must always ensure that we keep accurate records and accounts. This includes for example, accurate figures recorded on all cash office documentation and up to date training on the money laundering policy. We should be alert to the possibility that criminals might try to launder money by spending very large amounts of cash in our stores.

Report to your Manager or via Protector Line if you think anyone might be falsifying records, stealing money or trying to use our stores for money laundering.

✔ **Equal opportunities** - Everyone is welcome at Tesco and our success depends on our people. We aim to employ people who reflect the diverse nature of society and we value the contribution every colleague makes, irrespective of age, sex, disability, sexual orientation, race, colour, religion, ethnic origin or political beliefs or trade union membership. At our stores, distribution centres and offices we recruit on merit, using clearly defined and fair criteria.

We also try to make sure everyone can work in a way that suits their circumstances. We support flexible working, offering part-time roles and encouraging shift swapping where this is possible. You should demonstrate respect for your fellow colleagues, and others that you may come into contact with, whether they are customers, suppliers or other parties.

If you believe that you have been the victim of discrimination, bullying or harassment, or have any concerns relating to our equal opportunity policies please contact your Manager, Personnel Manager or confidential Protector Line.

If you believe that you have been the victim of discrimination, bullying or harassment, or have any concerns relating to our equal opportunity policies please contact your Manager, Personnel Manager or confidential Protector Line.

✔ **Unacceptable behaviour** - We don't tolerate abuse or unacceptable behaviour in the workplace in any form, whether towards our customers, other colleagues, suppliers or anyone else. Colleagues found to have been engaged in unacceptable behaviour can face serious consequences such as disciplinary action, including dismissal, and potentially legal action.

This means that we should always aim to create a welcoming and inclusive work environment, and encourage colleagues to do the same. Treat everyone as you would like to be treated. We should never engage in behaviour that might be considered to create a hostile or intimidating work environment, including making inappropriate jokes or comments.

Please do not spread malicious rumours or use Company resources to share communications that might be considered derogatory, defamatory, harassing, pornographic or otherwise offensive or inappropriate.

If you feel that you have been the victim of discrimination, bullying or harassment or other unacceptable behaviour, you should contact your Manager, Personnel Manager or confidential Protector Line.

✔ **Competition laws** - this area prohibits us from entering into anti-competitive agreements.

✔ **Relationships with our commercial suppliers** - this area ensures that we follow all relevant codes of practice when we buy goods from our suppliers and makes sure that we treat our suppliers how we like to be treated.

✔ **Trade restrictions and sanctions** - this covers situations where we are banned by the government from buying goods from a particular country.

✔ **Conflicts of interest** - this area is designed to ensure that our personal interests do not conflict with the interests of the business.

✔ **Insider dealing and market abuse** - this area of the Code reminds colleagues that it is illegal to buy or sell shares if we have access to confidential information about Tesco that may affect the share price.

✔ **Intellectual Property** - this area ensures that we protect our brands, designs and know-how. It also reminds us not to use or copy the intellectual property of other parties.

RAISING YOUR CONCERNS

If you suspect that the Code, or the laws that underpin it, are not being followed, you must report it. We promise to support anyone who acts in good faith to raise a concern about a possible breach and you will not be at risk of losing your job, even if you are genuinely mistaken.

WHO SHOULD I CONTACT IF I THINK THAT THE CODE MAY HAVE BEEN BREACHED?

In the first instance, you should contact your Manager unless you suspect that they have breached the Code. If you cannot speak to your Manager, you should contact your Personnel Manager. Alternatively, you can contact the Protector Line on 0800 032 0786 or by emailing protector.line@uk.tesco.com.



PROTECTOR LINE

Protector Line is completely confidential and offers callers total anonymity. You will not be required to give your name in order to raise a concern. If you do leave your name or choose to email, we will be able to report back to you the results of any investigations, or contact you to request further information if necessary.

For other issues, such as incorrect wages, uniform or holiday issues you should contact your Manager or Personnel Manager in the first instance.

If you email Protector Line, we will not disclose your name or email address to anybody else without your permission.

OTHER POLICIES

INTERNET USE AND SOCIAL NETWORKING

We recognise that you may want to use social networking sites such as Facebook, Twitter and YouTube in your personal time, both in and outside work. These sites can be a great way to keep in touch with friends and colleagues.

As a colleague, you must be aware of, and take responsibility for, your electronic communications. Live the Values – treat people with respect and avoid speaking negatively about other people, companies or organisations. It's crucial that you're aware that any information posted onto internet sites is public and may be viewed by your colleagues, customers and the press.

WHAT DO WE DEFINE AS ELECTRONIC COMMUNICATIONS?

All of the following fall under electronic communications: e-mail, internet usage (including internet access from work or home computers, hand held devices or internet enabled mobile phones), extranet (Tesco Information Exchange), Intranet, HOST, SharePoint, faxes and text messages.

If we are made aware that inappropriate information, images or comments have been posted onto the internet, whether during or after working hours, at work or at home, then we must investigate the allegation. Depending on the severity of the incident it may constitute misconduct or gross misconduct resulting in disciplinary action being taken up to and including dismissal.

In addition, if you have access to the internet as a business tool please ensure you are operating in line with the relevant policies set out in Policies for our People (available from your Personnel Manager).

GUIDANCE ON RESPONSIBLE USE OF SOCIAL NETWORKING SITES, INTERNET FORUMS, BLOGGING AND POSTING INFORMATION ONTO THE INTERNET

It's really important that you know that you are responsible for any comments or postings you make on the internet. When using internet sites please remember the following:

- ✔ You should make it clear that any postings or comments you make are yours and not comments of or on behalf of Tesco, or any other Tesco colleague.
- ✔ You should not post information or make comments that could bring our business into disrepute. Comments should not be speculative or have a negative impact on the Company's brand image or reputation or cause embarrassment to Tesco, our people or our customers. This includes creating, accessing or circulation of any material which:
 - could potentially result in an operational or reputational risk to our Company
 - contains profanity, obscenities, derogatory or abusive remarks, or discriminatory material
 - contains nudity or images of a sexual nature, which could cause offence
 - could be felt to be defamation or libel
 - are bullying, sexual, religious or racial harassment.

Of course this doesn't mean that you can never talk about your job. However, before posting comments, we ask that you carefully consider whether the information you're posting is appropriate for your colleagues, Managers or customers to read.

- ✓ You should not make comments about customers or colleagues which could cause offence, even where names are not mentioned.
- ✓ You should not use any recognisable Tesco logos, specifically signs, photographs or pictures in your postings.
- ✓ You should be aware that you are personally liable for any comments, images or information that you post and that action may be taken against you by a third-party, such as a customer or a colleague.
- ✓ You should ensure that information posted is not sensitive or valuable to our competitors (this would include providing advance notice of promotions, pricing or trade driving events). Doing so could have a negative impact on trade leading up to an event and provide a commercial advantage to competitors.
- ✓ If you have a grievance about working at Tesco, this should be raised to your Manager or Personnel Manager in accordance with the Company grievance procedure, rather than on a social networking site or blog.

The content of all internal communications (emails, hosts, memos etc.) are intended for internal use only and are not for distribution outside Tesco, unless for legitimate business reasons. Unless you have prior permission, please do not film on Tesco property (including film on mobile phones or digital cameras).

Allocation	Low hours (L/H) contracted for 8 or below hours per week	Part time (P/T) contracted between 8.5 and 24.5 hours per week	Full time (F/T) contracted for 25 or more hours per week
Tops	1	3	5
Warmth Items	1	2	2
Bottoms	1	2	2
Tie / scarf	1	1	1
Name Badge	2	2	2

UNIFORM — DRESSED FOR SERVICE

Our customers judge a store as much by our colleagues as by what we sell, so it's important that you always look smart and professional. You will be provided with a uniform and a name badge free of charge, both of which must be worn whenever you are at work. This must be worn at all times and looked after.

A core benefit for Tesco colleagues is the generous allocation of free issue uniform. The full uniform allocation must be provided to support every colleague to be dressed for service, ensuring we make what matters better, together.

The allocation is determined by the amount of contracted hours a colleague works, not the number of days they are contracted for.

SERVING FAMILY AND FRIENDS

Always refer your friends and family to another colleague to avoid possible embarrassment or suspicion of dishonesty. If you cannot avoid this, call a Manager who will happily help.

SHOPPING

If you want to shop in store, please do this outside of your working hours. Your Manager will advise you where you can store your purchases whilst you are at work, however this facility may not be available in all stores.

If you bring goods back onto Company premises, for example, if you buy products to be consumed during your break, ensure the receipt is counter-signed by a Manager.

Clothing

- ✓ Your uniform should be clean and smart, reflecting the high standards of our company.
- ✓ It is your responsibility to look after your uniform and to keep it clean.
- ✓ Your garments will be replaced when they wear out, through normal wear and tear. Garments will be replaced once you hand the old items back.
- ✓ Socks should be worn at all times and should be black or navy. Sports socks are not considered suitable.
- ✓ Tights or stockings should be navy, black or neutral in colour, but not patterned.

Footwear

- ✓ Safety shoes will be issued if you work in an area which requires them and must be worn.
- ✓ For other areas you should wear sensible shoes, or boots can be worn if covered by trousers. They must be a sensible style and colour.
- ✓ Slingbacks, open toe shoes, canvas or platforms should not be worn, as they do not provide proper protection. Tesco offer a range of leather shoes that are available for staff purchase.

Make up

- ✓ Make-up should not be excessive.
- ✓ In fresh food preparation areas, for health and safety reasons, no nail varnish, false nails or nail jewellery may be worn, this also includes gel nails, you may wear pale shades of nail varnish in other areas.
- ✓ Strong perfumes or aftershaves should not be used

Hair

- ✓ Your hair should be tied back if it is longer than shoulder length and must be neat and businesslike in style and colour.
- ✓ Beards and moustaches should be neat and tidy*. If you work in a fresh food preparation area, beard nets must be worn.

Jewellery

- ✓ All jewellery is worn at your own risk as it can be dangerous when you are lifting and carrying. It may be in your best interest to leave it safely at home, however, if you choose to wear it, it should be kept to a minimum.
- ✓ All jewellery should be discrete and not excessive, with watches and bracelets close fitting and necklaces tucked into your shirt or blouse.
- ✓ Rings can be worn in moderation (maximum of three).
- ✓ Earrings should be studs or plain sleepers and no more than two per ear.
- ✓ A small nose stud may be worn (except if you work in a fresh food preparation area).
- ✓ No other visible piercing is acceptable. Tunnel earrings should be removed and a flesh coloured blank used to cover the hole in the ear. Piercings should not be covered with a blue plaster.
- ✓ If you work in the colleague restaurant no jewellery other than a plain banding and one pair of plain stud or sleeper earrings no greater than the size of a one pence piece may be worn.

Tattoos

- ✓ All tattoos should be covered with your uniform where practically possible. Tattoos likely to cause offense must not be visible

Name Badges

- ✓ Your name badge should be worn on the left hand side of your uniform.
- ✓ You must wear your name badge at all times and, unless you work in the Bakery, it should be visible to customers. They are not worn by Bakery production staff for food safety reasons.

Religious Dress

- ✓ Sensitivity and flexibility will be shown and every effort made to accommodate the wearing of religious dress.
- ✓ Where safety standards cannot be complied with due to religious or cultural reasons, we will look for employment in another department where these requirements can be met.

* Unless growing a beard or moustaches you should be clean shaven

SOLVING PROBLEMS

One of our Values is to 'treat others how you would like to be treated'. We do know that from time to time you may need help to solve problems at work. In most cases, Managers will be able to help with problems informally, by listening and discussing them with you and exploring possible alternative solutions so if you have an issue, please talk to your Manager or Personnel Manager in the first instance.

However, if it is not possible to resolve problems informally there is also a formal process which is outlined in our "Solving Problems at Work" guide. All of our people have the right to representation at every disciplinary and grievance meeting, either by a recognised union representative or work colleague.

GRIEVANCE

If you have a complaint or are unhappy about any work-related issue, talk to your Manager who will try to resolve it with you. If a resolution cannot be reached informally, you can raise a grievance using the grievance procedure.

DISCIPLINARY AND APPEALS

We have a disciplinary procedure which is a formal way of notifying a colleague that their conduct or performance has fallen below the expected standard. Any colleague who has been disciplined has the right to appeal against the decision.

GROSS MISCONDUCT

There are some breaches of Company rules or standards of conduct that are serious enough to make it impossible to continue the contract of employment. Examples are:

- ✔ Theft (includes taking goods without paying for them, taking property belonging to someone else without their permission)
- ✔ Fraud (includes stealing by deception, stealing money or property by falsifying our processes or data, using Clubcard points or vouchers intended for someone else)
- ✔ Assault (includes harmful or offensive contact with another person, threatening to harm someone)
- ✔ Privilegecard misuse (includes allowing someone else to use the card, supplying people who are not immediate family living at the same address, selling goods on to other parties)
- ✔ Consumption of our products without permission (includes small items such as food from counters, sweets, grapes or products due for disposal).

These cases of 'gross misconduct' may result in the colleague being summarily dismissed - that is dismissed without being given notice.

Any other action which on a 'common sense' basis is considered to be a serious breach of acceptable behaviour, may be seen as 'gross misconduct'. If you are dismissed for theft, civil recovery proceedings may be actioned to recover the cost of the investigation and any losses. For more details on any of the above, please refer to the Solving Problems at Work guide or the Working Together in Partnership guide which are available from your Personnel Manager.

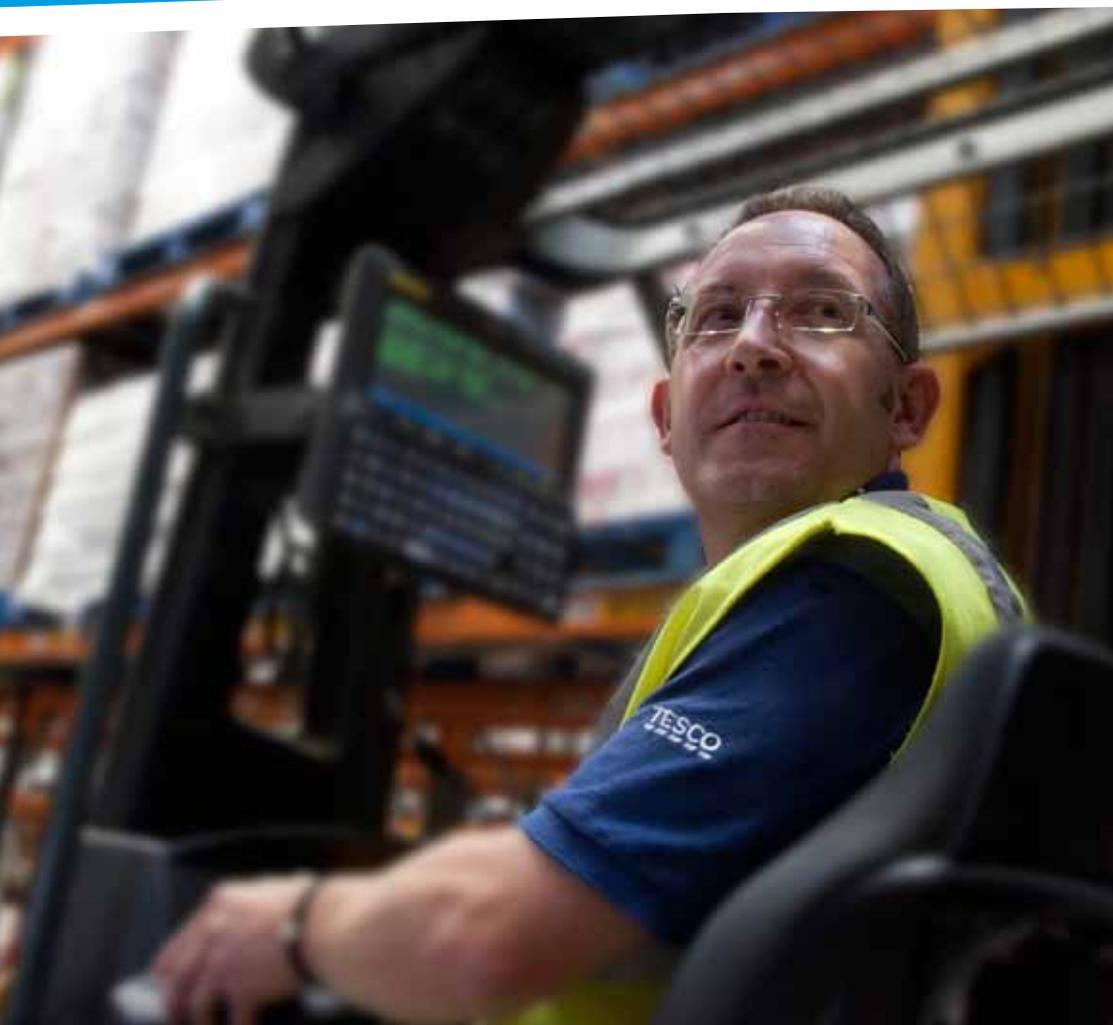
COMPANY ORGANISED EVENTS

Your conduct on these occasions is expected to be 'as at work'. Company organised events will include social events such as Christmas parties, social club outings etc. Any misconduct or inappropriate behaviour including damage to property, during these events will be managed as per the Company Disciplinary Procedure.



YOUR SAFETY

The safety of our colleagues is vital in ensuring an enjoyable working environment. In this section you will find information on what we do and what we expect you to do to make sure you are kept as safe as possible while at work.



SAFETY AND SECURITY

As a Company we have guidelines in place to safeguard your interests and to protect you from suspicion of any wrong doing. If misconduct or gross misconduct is identified, disciplinary action could be taken against you, up to and including dismissal.

AUTHORISED ENTRY AND EXIT

Always use the colleague entrance you were shown in your induction, except:

- ✓ when security asks you to use another exit; or
- ✓ in an emergency
- ✓ when shopping on your day off.

WHAT IF I SEE A SUSPICIOUS PACKAGE?

If you see any suspicious packages or bags, please do not deal with them yourself. Let a Manager know straight away.

LOST PROPERTY

If you find an item of lost property, take it to a Manager, who will record it in the found Property Book. If it is not claimed within 28 days, the item will be collected from store. The finder (not Tesco colleagues) may claim the item after the initial 28 days. All remaining lost property is stored at the office for a further 28 days.

The item is then sold centrally and all proceeds including any monies found are donated to the Tesco Charity of the Year. Lost property found in Scottish stores will be kept for one year and then the same process will be followed as above.

CLOSED CIRCUIT TELEVISION (CCTV)

We have extensive closed circuit television in all our stores. Information captured on CCTV could be used as part of an investigation. If misconduct or gross misconduct is identified, disciplinary action could be taken up to and including dismissal.

COLLEAGUE SEARCHES

We carry out random, yet regular colleague searches to maintain security. If you are asked, this does not mean you are under suspicion. You have the right to be accompanied by a union representative, or another colleague of your choice who is present at the time of the search, at your store. Absence of representative or colleague isn't justification of refusing a search.

The search will be carried out in an appropriate area by two people in accordance with the retail and visitors search policy. In stores with combined closed circuit television and reception, the search may be carried out by one person of the same sex as the colleague, provided the search is recorded at all times.

Your property, including the contents of your locker and vehicles on Company premises can be searched. The right to search is a term and condition of employment with Tesco. Any refusal will be treated as a serious breach of Company policy and may result in disciplinary action which could lead to your dismissal.



SHOPLIFTERS

Shoplifters dislike organised stores and good customer service, so by being helpful and friendly towards customers, keeping an organised and tidy store and by following the correct processes, you can help us to deter thieves. You'll also be making your store a safer place. If you do see a shoplifter never put yourself at risk. Try not to lose sight of them and discreetly inform a Manager as soon as possible.

PERSONAL PROPERTY

You should store your personal property in the lockers shown to you at your induction, and not take them into your working area. It is not possible to provide a permanent locker for every colleague so you will need to remove all your personal belongings at the end of your shift.

If you handle cash as part of your job, you must not carry money, coupons or credit, debit, Clubcard or Privilege cards on your person when you are working.

Mobile phones, iPods and personal stereos may not be carried with you while working. We recommend you do not bring valuables to work as we cannot accept liability for property stolen on our premises.

If you lose any property or see anything suspicious, let a Manager know straight away.

Ensure you adhere to any additional security measures that may be introduced.

PERSONAL SAFETY

Your own personal safety is very important to us and at times we do have difficult situations that you will have to deal with.

Keeping yourself safe begins with awareness of safe personal space.

- ✔ keep a safe distance between you and the customer normally two arms' length.
- ✔ if you stand at a slight angle, it can be seen as less confrontational.
- ✔ greeting the customer with an opening statement for example "How can I help you?"
- ✔ remember your body language: both your own and the other person's can say a lot about what you are thinking.
- ✔ be aware of other people around you who could be with the customer.
- ✔ look around and see if there is assistance available to help you if needed.
- ✔ know your escape route if needed.
- ✔ recognise dangers within your immediate environment, for example, objects that could be used as a weapon.

If you are ever in doubt over your personal safety, alert the attention of a colleague or use the panic alarm if it is safe to do so.

USING YOUR OWN CAR ON COMPANY BUSINESS

Before using your own vehicle on Tesco business, please ensure that your personal motor insurance covers you for business mileage, as Tesco does not provide insurance for this and, you may not be covered in the event of an accident. You will be paid the appropriate mileage entitlement for any business mileage.



YOU'RE MOVING ON

This section outlines what you need to know if you leave the business.



LEAVING TESCO

RETIREMENT

You may choose at what age you want to retire from the age of 55, and if you are a member of the Company pension scheme, you may choose to start receiving your pension from this age at a reduced rate. Please contact the Pension team for an up-to-date pension statement before you make the decision to retire.

You will also receive a gift and a personal thank you from the Chief Executive when you retire, if you have more than ten years' service. If you are over 55 and have ten years' service when you retire you will be invited to join the Retired Staff Association.

This Association offers advice, support and counselling through your retirement and helps you keep in touch with your former colleagues through regular meetings, social events and holidays.

If you would like further information about the Retired Staff Association, speak to your Personnel Manager or email rsa.admin@uk.tesco.com.

PRE-RETIREMENT SCHEME

Colleagues with at least ten years' service and aged 55 or more will be eligible for the scheme. You may reduce your working week by one fifth with no reduction in pay for the six months' leading up to your retirement from the business. You need to give your Personnel Manager at least 6 months' notice of your intention to retire in order to receive this benefit.

You will also be invited to attend a regional pre-retirement seminar if you will have at least 10 years' service as at your normal pension age.



NOTICE PERIODS

If you want to leave the Company, please give the following amount of notice, in writing, to your Manager.

Length of service	Customer Assistant to Team Leader	Line Manager to Senior Team Manager	Pharmacy Managers and Pharmacists
Less than one month	None	None	4 weeks
More than one month	1 week	4 weeks	13 weeks

If we end your employment, you will receive the following notice (except in cases of Gross Misconduct where you will receive no notice or notice pay):

Length of service	Customer Assistant, Team Leaders, Line Manager, Senior Team Manager	Pharmacy Managers and Pharmacists
Less than one month	None	4 weeks
1 month but less than 2 years	4 weeks	13 weeks
2 years but less than 3 years	4 weeks	13 weeks
3 years but less than 4 years	4 weeks	13 weeks
4 years but less than 5 years	4 weeks*	13 weeks

Temporary colleagues with contracts for less than 12 weeks will only have one week's notice.

*then add one additional week of notice for each completed year of service up to a maximum of 12 weeks.

LEAVER PAY

Leavers will receive their final payment in line with their usual pay frequency dates, e.g. the four-weekly pay date. Leaver Pay will include payment for hours worked including overtime, and any adjustments for absence.

Any holiday or Bank Holiday entitlement taken up to the time of leaving will be offset against holiday or Bank Holiday entitlement accrued and the appropriate adjustment made to the leaver pay. At this point, if you owe any monies to the Company, this will be recovered from your leaver pay.

OVERPAYMENTS

If a colleague has been overpaid by mistake either as a one-off or over a prolonged period, we have the right to reclaim the monies. Depending upon the amount concerned, an agreement is normally reached on how these monies are to be repaid and over what timescale.

DEBT RECOVERY FOR LEAVERS

In situations where an error in pay has resulted in an overpayment, and once identified the money has not been repaid, the Company reserve the right to employ the services of a debt recovery company to act on their behalf to reclaim the overpayment.

RETURNING COMPANY PROPERTY

When leaving the Company please return the following (where applicable):

- ✓ all Company property, including any documents, books, equipment and passwords (whether hard or soft copies)
- ✓ Privilegecard
- ✓ personal protective clothing, issued uniform and name badge
- ✓ Company credit card
- ✓ computer equipment

Please note that the above list is non-exhaustive and there may be additional items for you to return.

REFERENCES FOR LEAVERS

To ensure references for former colleagues are fair and protected from personal bias, they are produced centrally. Your Manager can provide you with a personal reference if you wish, but it cannot be used to represent the Company's view.

Give your future employer the following details, so that we can provide references promptly:

**People Administration Department
Tesco Stores Ltd
PO Box 506
Cardiff
CF14 4TS**

If you require the Company to complete a form for you, for example, a reference for a mortgage, a loan, housing benefit forms, legal aid forms, council forms and court orders, please also quote the above address. This is not an exhaustive list so please speak to your Personnel Manager for further advice.

If you have any further queries once you have sent your form to the above address for completion, either email: externalenquiries.hsc@in.tesco.com or call 01992 808 222 for further assistance.

TRANSFERS

Should you decide that you wish to move to another part of the country, it may be possible for you to transfer to another Tesco location, providing there is a suitable vacancy. Whenever possible, we will try to maintain your current terms of employment in such circumstances.

Managers may be expected to respond openly to business needs by working in different locations at different times if this is necessary to perform their duties properly. Should this situation arise, we will discuss this with you.

When someone relocates at the Company's request, relocation assistance will be provided, subject to certain criteria.

FURTHER INFORMATION AND CONTACTS

This section covers some additional points, as well as a summary of useful contacts, which you can use if you have any other queries.



FURTHER INFORMATION

WHAT IF I HAVE A QUERY ABOUT TAX?

At the end of each tax year we'll give you a statement (form P60) showing the total pay you have received during that year, including tax and pension deductions where applicable. Please keep this form in a safe place. If you have any queries about tax speak to your Personnel Manager who may be able to help resolve your queries. The tax office that deals with Tesco colleagues is:

HM Revenue and Customs
Pay As You Earn
PO BOX 1000
Newcastle Upon Tyne
NE98 1WY
tel: 0845 300 0627

Remember to quote your National Insurance number and tax reference number when you contact the tax office. The tax reference that must be quoted in all correspondence to confirm you work for Tesco is: **846/T1**. If, as part of your contract of employment, you receive any taxable benefits you will receive a P11D form every April.



IF YOU HAVE ANY QUERIES ABOUT TAX SPEAK TO YOUR PERSONNEL MANAGER WHO MAY BE ABLE TO HELP RESOLVE YOUR QUERIES.

RIGHT TO WORK IN THE UK

As a Company we are required to check that our people have the right to work in the UK. The documents of all colleagues who have visas with limited leave to remain and work in the UK will be checked at least once every twelve months.

If you have presented documents which indicate that you have limited leave to remain/permission to work in the UK it is your responsibility to ensure that your permission does not expire. Please make any applications for your permission to be extended well in advance of the expiry date, and ensure your Manager or Personnel Manager has copies of this application documentation and any new documents showing your leave to remain/permission to work in the UK has been extended.

If you have a Tier 4 Student visa, please be aware of the terms of your visa restricting your working hours during term times, which includes any ad hoc overtime and any work you do for other employers. You should be aware that if you are found to be working hours in excess of those permitted under your visa the Company will not pay you for those hours, and you may face disciplinary action.

We reserve the right to suspend you without pay if your permission to live and work in the UK expires, and your employment with Tesco could be at risk.

USEFUL CONTACTS

COLLEAGUE WEBSITE

www.ourtesco.com

Outlines the broad choice of excellent benefits available with Tesco.

TESCO BENEFITS HELPLINE

Email: tesco.benefits@uk.tesco.com

Tel: 01992 808 222

A helpline that allows you to ask questions about your care benefits.

PENSION

www.pensionwebsite.co.uk

User name: tesco Password: mypension

Helpline: 0845 070 1113

Open Monday to Friday 8am to 5pm and Saturday 8am to 12 midday.

Find out about the many benefits of being a member as well as using the pension calculator to check out your own pension package.

PROTECTOR LINE

Email: protector.line@uk.tesco.com

Tel: 0800 032 0786

If you have a concern about something happening at work, for example, a dishonest activity, a criminal offence or something endangering you, or other colleagues, the public, or the environment, you can call the Protector Line in confidence.

STUDENT TRANSFER SERVICE

www.studentsattesco.com

Designed especially for our colleagues who wish to continue their education and stay in employment. It also gives advice on training and interview techniques.

EQUITY (SHARES)

www.shareview.co.uk

Tel: 0871 384 2976

TRAINING AND DEVELOPMENT

www.tesco-careers.com

www.tesco-graduates.com

Both websites give more information about careers within Tesco and greater detail about the schemes available.

TESCO CORPORATE WEBSITE

www.tescopl.com

This website holds a wealth of information under the key sections 'About us', 'Investors', 'News', 'Corporate Responsibility', 'Careers', 'Videos' and 'Contacts'.

EVERY COMMENT HELPS

www.tescocomments.com

The feedback tool that lets our customers share their shopping experiences with us.

JOINING THE UNION

Usdaw **www.usdaw.org.uk**

Tel: 0845 60 60 640

Usdaw is the union that Tesco is in Partnership with.

REFERENCES

People Administration Department
Tesco Stores Ltd
PO Box 506
Cardiff
CF14 4TS

Email: externalenquiries.hsc@in.tesco.com

Tel: 01992 808 222

A helpline that allows you to ask questions about any forms the Company have completed for you.

PRIVILEGE CARD

Tel: 0800 591 688

PAYSLIPS

www.payslipview.com

THERE MAY BE TIMES WHEN YOU NEED TO CONTACT US

Please complete the following to help you get in touch quickly if the need arises:

FUNCTION:

STORE ADDRESS:

STORE TEL NUMBER:

DIRECTOR'S NAME:

PERSONNEL MANAGER'S NAME:

MANAGER'S NAME:

MANAGER'S TEL NUMBER:

Office address

Tesco PLC, New Tesco House, Delamare Road, Cheshunt, Hertfordshire EN8 9SL

