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.
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.
Serving Britain’s Shoppers
A Little Better Every Day

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 thank you 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 office-based colleagues working outside stores or distribution centres. It does however include Store Managers (excluding Express Store Managers) and Group Team roles in Stores and Distribution Centre General Managers and Group Team roles in Distribution.
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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, speed, trust, convenience, simplicity, honesty and value, 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, and is what we set out to achieve;
- 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

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 does not 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.

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. This is reflected in our Values, along with our commitment to create a productive and enjoyable working environment.
YOUR COMMUNICATION

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

TEAM TALK

We share a monthly communication with all Work Level 3’s and above to cascade to their teams. It is used to communicate the most important messages relevant to you and your role. It consists of three sections:

1. to help you to do your job
2. to help you to serve your customers even better
3. to keep you informed of news and information happening in your department, office and across the business and to help you to celebrate your performance.

THE HUB

The Hub is our first Group-wide intranet to connect office colleagues across the business. Together, we will be able to:

1. share knowledge and skills around the Group
2. connect with one another in countries around the world
3. keep colleagues up to date with the latest news.

OUR TESCO

Our site connects Tesco colleagues and allows us to share skills and experiences. You can read news about Tesco, view helpful documents to see what we are all doing and celebrate success.

COLLEAGUE PUBLICATION

We produce a quarterly 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.
The Big 6

The Big 6 focuses on what’s important for our customers, colleagues, suppliers and communities. Through our achievements here we can deliver against the key financial requirements of our turnaround, namely sales, profit and cash.

The Big 6
Customers recommend us and come back time and again
Colleagues recommend us as a great place to work and shop
We build trusted partnerships
Grow sales
Deliver Profit
Improve operating cash flow

These are the Big 6 measures at country level. For Stores, distribution and customer fulfilment they are slightly more specific in the areas of partnerships, profit and operating cash flow.

The Big 6 is for all Tesco Colleagues everywhere, no matter where you work.

The objectives we set together in our teams and as individuals will support the Big 6 and ultimately help us to deliver great service to our customers.

Not everyone will have the same objectives or cover all six areas but what is important is that all our actions add up to deliver The Big 6.

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.

Internet Use and Social Networking

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.

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.

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 facts established and the nature 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 or via The Hub).
Guidance on responsible use of social networking sites, internet forums, blogging and posting information on the Internet

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

1. You should make it clear that any posts or comments you make are yours and not comments of or on behalf of Tesco, or any other Tesco colleague.
2. 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
   - defamation or libel
   - bullying, sexual, religious or racial harassment.

3. 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.
4. You should not make comments about customers or colleagues which could cause offence, even where names are not mentioned.
5. You should not use any recognisable Tesco logos, specifically signs, photographs or pictures in your posts.
6. 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.
7. 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.
8. 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).
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.

My Performance Review
At least twice a year you will have a performance review with your Manager, which will:
- let you know how you are performing in your role and specifically your approach to your role
- recognise the contribution you make to the team
- allow you to spend quality time with your Manager
- give you an opportunity to talk about further training or roles you want to progress towards.

Your Manager may have discussed areas of concern regarding your performance, before your review. These issues may be discussed as part of your review so that we can provide you with the appropriate level of support.

Career Discussions
Every year you will have the opportunity to discuss your career with your Manager, whether your ambitions are for a bigger role, new experience or simply to continue in your current role.

Development
Development takes many forms: on the job is often the most effective way to develop.

Options
If you have ambition and have been identified for a bigger role, our Options programme will support you every step of the way.
Options is a training and development programme which is designed to be flexible and help you reach your next role.

There are a number of other development programmes available at Tesco to help build your career, including apprenticeships, graduate programmes, A level programmes and foundation degrees. Some of these also provide you with the opportunity to gain a qualification.

More information can be found at our careers website www.tesco-careers.com
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 Hours of Work**

**Working Arrangements**

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.

If a particular change affects your department, we will hold a meeting with you to discuss the forthcoming change and how this may affect you or your current working arrangements.

**Working Flexibly to Meet Business Needs**

Being part of a retail business means from time to time you will need to work flexibly. For example you will be asked to support in stores or asked to temporarily work at an alternative location or alternative hours. In all cases we will sit down and discuss this with you.

**Working Time Regulations**

The legislation aims to protect the health and safety of colleagues by restricting working hours. We do not expect you to work more than an average of 48 hours per week over a reference period of 52 weeks. If you find you are regularly working in excess of 48 hours a week please talk to your Manager to review your working arrangements.

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

We offer all 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**

The Tesco 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 excluding any overtime or ad-hoc payments. A day’s holiday pay is calculated by dividing the contractual weekly earnings figure by the number of days worked in a week.
NEW STARTERS

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

A new starter example:

A Marketing 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.

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.

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:

$$\frac{22 \text{ days}}{365 \text{ days}} \times 7.35 \text{ days} + \frac{25 \text{ days}}{365 \text{ days}} \times 16.64 \text{ days} = 23.99 \text{ days rounded up to 24 days total entitlement}$$

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.

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 Buying 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.

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.

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 our recognised trade union. Please note that in Scotland and Northern Ireland Bank Holidays may be different.

<table>
<thead>
<tr>
<th>Number of days worked per week</th>
<th>Bank holiday entitlement in days</th>
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</thead>
<tbody>
<tr>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
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<td>3</td>
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<td>2</td>
<td>3</td>
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<td>2</td>
</tr>
</tbody>
</table>
HOW CAN I BOOK 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.

To request a holiday, talk to your Manager. Ensure your holiday is authorised by your Manager before making any arrangements.

Please speak to your manager if:

- you need to make a change to your holiday dates as we do understand that you may have an emergency, your plans may change, or an unexpected event arises. We will work with you to try and accommodate your request, or work with you to agree a solution.

- if you need to take more leave than your holiday entitlement, there are a number of options to support. This also includes any additional time off work you need for religious reasons.

- you do not take all of your holiday within the holiday year. Unfortunately you are not able to carry any outstanding entitlement at the end of the holiday year into the new holiday year or have your holiday paid in lieu. If you are on Prolonged Absence or Maternity, Adoption or Additional Paternity Leave over the end of the holiday year, please discuss with your Manager what will happen to your holiday entitlement.

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 your Manager and if you are absent for more than one working week, you will also need to provide a Fit Note from your Doctor.

If you are sick after your holiday has started, please contact your Personnel Manager who will discuss this with you.

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.

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 the 1 December and 31 January, or outside of these dates if agreed with your Manager.

WHAT BREAKS AM I ENTITLED TO?

A full-time colleague will usually have a 45 minute unpaid lunch break each day. If you work more or less than eight hours per day, please speak to your Personnel Manager or Manager.

<table>
<thead>
<tr>
<th>WORK LEVEL 1 HOLIDAY TABLE</th>
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<tbody>
<tr>
<td><strong>Length of service</strong></td>
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<tr>
<td></td>
</tr>
<tr>
<td>15 years or more</td>
</tr>
<tr>
<td>10 years but less than 15 years</td>
</tr>
<tr>
<td>5 years but less than 10 years</td>
</tr>
<tr>
<td>More than 12 months but less than 5 years</td>
</tr>
<tr>
<td>12 months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WORK LEVEL 2 AND 3 HOLIDAY TABLE AND ALL STORE MANAGERS (EXCLUDING EXPRESS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length of service</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>15 years or more</td>
</tr>
<tr>
<td>10 years but less than 15 years</td>
</tr>
<tr>
<td>12 months but less than 10 years</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WORK LEVEL 4 AND ABOVE HOLIDAY TABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length of service</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>12 months or more</td>
</tr>
</tbody>
</table>
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.

Your attendance

We care about your health and wellbeing. If you are ill please be aware of 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. Company Sick Pay is the amount (including any SSP) equivalent to your normal contractual week’s pay. Any payment is subject to completion of a Statement of Absence Form and authorisation by your Manager. Please note: Company Sick Pay is paid at the discretion of your Manager.

Full details of your sick pay entitlement are included below. 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. We have the right to withhold Company Sick Pay, and if appropriate take disciplinary action for any of the following reasons:

- there is a reasonable belief 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.

Note: Directors and Business Leaders should speak to their Personnel Manager for information regarding Company Sick Pay. Depending on when you joined, your Company Sick Pay may be different to the above table and specific information will be detailed in your contract of employment.

Category 8/9/10 Store Managers, Express Area Managers and Store Operations Managers have an annual sick pay of 26 weeks at full pay. Category 5/6/7 Store Managers and Customer Service Centres follow the Stores sickness entitlement which can be found in the stores colleague handbook.

Company Sick Pay for Work Level 1–3 Colleagues

<table>
<thead>
<tr>
<th>Period of continuous service</th>
<th>Number of weeks’ sick pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 12 weeks</td>
<td>Nil</td>
</tr>
<tr>
<td>12 weeks but less than 52 weeks</td>
<td>3 weeks at full pay</td>
</tr>
<tr>
<td>52 weeks or more</td>
<td>6 weeks at full pay plus 3 weeks at half pay</td>
</tr>
</tbody>
</table>

Note: Directors and Business Leaders should speak to their Personnel Manager for information regarding Company Sick Pay. Depending on when you joined, your Company Sick Pay maybe different to the above table and specific information will be detailed in your contract of employment.

Category 8/9/10 Store Managers, Express Area Managers and Store Operations Managers have an annual sick pay of 26 weeks at full pay. Category 5/6/7 Store Managers and Customer Service Centres follow the Stores sickness entitlement which can be found in the stores colleague handbook.
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 will 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 and conduct home visits for colleagues with prolonged absence.

WHAT IF I CAN’T COME TO WORK?

As soon as you know you cannot come to work, please phone your Manager directly and explain the problem. If possible, you should make the call personally.

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

When you are able to come back to work, phone your Manager as soon as you know when you are planning on returning to work. You should let them know whether your Doctor has issued you a Fit Note recommending adjustments to your duties or hours.

When you return to work, you should meet with your 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 reduction in your daily hours.

If you don’t let us know that you can’t come to work, we will contact you on the first day that you are absent from work.

WHEN SHOULD I PROVIDE A STATEMENT OF FITNESS FOR WORK (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 sick on a Monday and 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.

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?
Your Manager will have a Welcome Back meeting with you 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.

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, and 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.

If we don’t agree on any appropriate next steps or reasonable adjustments, continued absence above the absence review level may result in disciplinary action up to and including dismissal.

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.

“IF YOU ARE ABSENT FROM WORK WE WILL ALWAYS TRY TO PROVIDE SUPPORT IN TIMES OF GENUINE NEED.”
YOUR PAY

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

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 a 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 contract of employment and on subsequent pay review communications.

Saturdays, Sundays, Bank Holidays, Overtime Payments

If you opt to work overtime you may be entitled to an additional payment. Alternatively, you may be able to take time off instead of pay. Speak to your Manager who will be able to advise if this is possible.

Pay review

Our pay rates are subject to review annually and pay is based on performance. Your performance rating will be given at your end of year review and the relevant percentage increase if applicable will be applied to your salary from the annual review date in July of each year. If you join the Company or receive a salary increase between 1 April and 1 July you will not be included in that year’s Pay Review process. Please note that an annual pay review does not necessarily mean that your pay will increase.
TESCO RETIREMENT SAVINGS PLAN

As many of us are living longer, saving for the future is even more important to make sure you’re still able to afford to do the things you want to when you retire. Our Tesco Retirement Savings Plan is designed to be as simple, flexible and competitive as possible for all our colleagues, so it’s a great way to save for the long term.

The Plan is open to all colleagues (subject to HM Revenue & Customs rules).

BENEFITS OF THE PLAN

The earlier you begin to save, the more you’ll have – and it’s never too late to make a start and take advantage of the extra contributions Tesco will pay and the tax relief you’ll receive.

- When you save into the Plan, Tesco will contribute to up to certain maximums.
- You save on income tax when you pay into the Plan and also National Insurance, if you pay through SMART (salary sacrifice).
- You also get valuable life cover at five times your pay, so you can protect your family and loved ones if you die while you’re paying into the Plan. If you are not a member of the Plan your life cover reduces to one times your pay.

JOINING THE PLAN

When you join Tesco, you will automatically be enrolled into the Plan, as described below.

- All colleagues will automatically join the Plan when they are aged between 22 and 75 after they’ve been with us for three months. You don’t need to do anything and you’ll receive a confirmation letter in the post at your home address.

- If you are over age 75, we will not put you in to the Plan automatically, but you can apply to join, if you wish to join.
- If you’d like to join earlier, you can apply online at TheColleagueRoom.com. To do this, you’ll need your Employee Number and your one time passcode - ‘OTP’ code - from your payslip. Or you can request a paper form by calling 0345 070 1113.

LEAVING THE PLAN

If you don’t want to stay in the Plan, you can choose to opt out once you’ve joined. You’ll receive details on how to do this in your enrolment letter. You should think carefully before you make a decision because if you leave the Plan, you won’t receive contributions from Tesco and your life cover will be reduced to one times your pay.

THE PLAN IS OPEN TO ALL COLLEAGUES

- The information in this handbook sets out Tesco’s policy on enrolling you into the Tesco Retirement Savings Plan.
- Legislation may require us to put you into the Plan sooner than set out here. 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 Plan.
- If you are aged 16 to 75 you have a right under the law to join a retirement savings plan. To join our Plan at any time, you can apply to join online at thecolleagueroom.com or call our helpline (details below) for paper copy. 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 Plan and earn more than the government’s lower earnings limit, (£5,824 a year in 2015/16). 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 Plan you could lose your protection.

IMPORTANT NOTES:

CONTACT DETAILS

Log on to thecolleagueroom.com, where you can find out all the information you need about the Plan and download booklets and forms. We also have a dedicated helpline where you can discuss any questions.

Helpline on 0345 070 1113
9am to 6pm Monday to Friday. 9am to midday Saturday. Not open on Sundays, Bank Holidays or the Saturday directly before a Bank Holiday.

If you want more information on pensions and saving for retirement, visit www.direct.gov.uk/workplacepension
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.ouretesco.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 RETIREMENT SAVINGS PLAN AND LIFE COVER

At Tesco, we think planning for retirement is important. That’s why we have a competitive retirement savings plan that provides all our colleagues with a simple and effective way to save for the future, which includes contributions made from Tesco as you save. If you become a member of the Plan you also have access to Life Cover worth five times your salary, providing financial protection for your family in the event of your death.
PRIVILEGECARD

Your exclusive colleague discount

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

Privilegecards 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 Privilegecard 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 Privilegecard.

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 Privilegecard 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 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 customer service, hard work and commitment by awarding eligible colleagues a percentage of 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 details about the Tesco Retirement Savings Plan. 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”
YOUR CONDUCT

In order to provide high standards to our customers and to provide an enjoyable working environment for our colleagues, it is important that we all behave in accordance with our Values. This section outlines the Code of Business Conduct and what to do if you want to raise any concerns.

ABOUT THE CODE OF BUSINESS CONDUCT

The Code covers some of our most important individual responsibilities and obligations as we go about our work and, as a colleague, you must follow it. The Code can help guide us when we face complicated or sensitive issues and is one of the ways we can put our Tesco Values into practice at work.

Following our policies and best practice, and always acting within the law, will help ensure that we do our best for customers and for each other. The Code provides guidance on fourteen key issues that may arise as you work for Tesco, and indicates who you should contact if you think that you, or another colleague, may have broken these rules. Of course there will always be other challenging situations that are not presently covered by the Code. If you are unsure how to act, please speak to your Manager.

Whatever the situation, the best course of action is the open and transparent one. By making sure the way we do business is fair and ethical, we live the Tesco Values and can be proud of the Company we work for. The following pages contain a summary of the Code. If you would like to read the Code in full, please speak to your Manager or Personnel Manager or visit our corporate website at www.tescoplc.com

WHAT IS EXPECTED OF ME

You should:

✔ always follow the law and demonstrate that you ‘know your stuff’ when it comes to doing your job
✔ ensure that your Manager has briefed you about the Code and you have asked any questions you may have.
✔ report any breach of the code to your Manager, Personnel Manager or alternatively by contacting Protector Line on 0800 032 0786 or by emailing protector.line@uk.tesco.com

The following is a summary of the fourteen key areas of the Code:

✔ Fraud, bribery and corruption - Any act of fraud, bribery or corruption is treated extremely seriously by Tesco. You should report any attempts to offer you a bribe or get you to act in a way which could be to the disadvantage of Tesco to your Manager or the confidential Protector Line. Any breach of our Group Bribery and Corruption policy and procedures will be considered an act of gross misconduct.

✔ Gifts and improper payments - From time to time, individuals may be given gifts by customers, suppliers or contractors. These must never influence how we behave at work and any breach of this will be treated as a serious disciplinary matter. You must tell your Manager if you receive a gift (including free services) or if you pay for any private work to be done by a supplier or contractor who you know works for Tesco, and please log this on the gift register.
Political activity - All employees have the right, like any other citizen, to be politically active, as long as this is kept separate from our work duties and does not influence how we behave to customers, colleagues or anyone else, or in any way affect the reputation of the business.

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. And 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, depots 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.

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 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 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.

ALCOHOL AND DRUGS
Drinking alcohol or using unprescribed drugs and/or controlled substances is not allowed on Company premises. We reserve the right to send you home if we believe you are under the influence and not fit for work. If you are found with, or have been using these substances during working hours, it will lead to disciplinary action and may result in dismissal. There is support available for anyone who believes that they have a problem with either alcohol or drugs.

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.
However, if it is not possible to resolve problems informally there is also a formal process. 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, such as theft, fraud or physical assault that are serious enough to make it impossible to continue the contract of employment.
These cases of ‘gross misconduct’ may result in the colleagues being 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.

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.

SECURITY

As a Company we have guidelines in place to safeguard your interests and to protect you from suspicion of any wrong doing. We have extensive closed circuit television across most of our premises. Information captured on CCTV could be used as part of an investigation. 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 entrances you were shown in your induction, except:
- when security asks you to use another exit; or
- in an emergency.
Your pass is exclusively for your own personal use only and it should not be used by others.

WHAT IF I SEE A SUSPICIOUS PACKAGE?

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

LOST PROPERTY

If you find an item of lost property, take it to Security, who will record it in the Found Property Book. If it is not claimed within 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 offices will be kept for one year and then the same process will be followed as above.

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 location. Absence of a representative or colleague is not justification for refusing a search.

The search will be carried out by two people in accordance with the colleague and visitors’ search policy. In offices 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 desk or 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.
HEALTH AND SAFETY

It is everyone’s responsibility to ensure we manage the health, safety and welfare of our colleagues and ourselves. The safety arrangements in place are explained in the Health and Safety Policy.

ACTING SAFELY

Help to keep your workplace safe by observing the following:
1. Keep your workplace area clean and tidy - slips and trips account for most accidents
2. Use all equipment safely by following the instructions provided
3. Don’t interfere with electrical equipment - only someone authorised and trained to do this should carry out mechanical equipment repairs
4. Lifting and carrying can cause injury - learn to lift correctly, get help or use a lifting aid such as a trolley
5. Learn the safe way to do your job and observe safe working practices provided for you
6. Wear suitable clothing and footwear for the jobs you do
7. Report any problems or concerns to your Manager immediately.

ACCIDENT AND INJURIES

Records of all accidents must be kept, including injuries resulting from acts of violence involving colleagues or visitors (for example, contractors). You should tell your Manager straight away about any accidents or injuries no matter how minor they are so they can be investigated and recorded in the Accident Report Book.

INSURANCE

If you have an accident at work it is your responsibility to notify the Company as soon as possible so that the details can be recorded. We reserve the right to use any means to fully investigate any accidents that involve or may have involved personal injury.

FIRE AND EMERGENCIES

For your own safety you need to know the procedures for evacuating the building. Get to know the fire exits and fire alarm call points. Never block fire exits or the routes leading to them for any reason. The Company’s general fire and emergency procedures are on the notice boards and at the fire alarm call points in colleague areas. Your Manager will tell you what the procedures are in your area.

FIRST AIDERS

It is important that you identify the location of the first aid box closest to you when you start working for Tesco. Next to this box you will find the names and locations of the First Aiders in your area. If you have any health concern such as epilepsy or asthma, which you feel a First Aider should know about, please make yourself known to them. Should you require a First Aider and yours is not available, please contact reception by dialling zero and ask reception to call for a First Aider. We arrange approved First Aid courses and appoint First Aiders from those colleagues who successfully complete the course and receive a certificate. First Aiders are paid a premium in addition to their normal wage.

Certificates must be renewed every 3 years by taking a refresher course. Please speak to your Manager if you are already a qualified First Aider or if you would like to become one.

SMOKING

There are designated areas for smoking and e-cigarettes at Office sites. We feel that a smoke free working environment is more comfortable for everyone. Smoking in non-designated areas is a dangerous practice and will be treated as a serious breach of Company policy.

WORKING WITH COMPUTERS (DISPLAY SCREEN EQUIPMENT – DSE)

If you use a computer as part of your job, you need to make sure that it is set up for your personal comfort. You should carry out a self-assessment of your workstation and ensure that you can make adjustments to best suit your needs. Once you start with us, please make sure you read the ‘Working with Display Screen Equipment – Guidance for Employees’ booklet available from the hub.

EYESIGHT TEST

If you are a DSE user you are eligible for a free eye test. A ‘user’ is defined as any colleague (or temporary colleague) ‘who operates Display Screen Equipment for continual periods of more than one hour, and who in a normal working day will operate the equipment for cumulative periods of three hours’. The Company provides vouchers that contribute to the cost of your eye test. To request an eye test please go to www.tescoopticians.com, click on ‘Corporate Eyecare’, then ‘Register Now’. Enter your details using Company Name: Tesco, Password: tesco and follow the on-screen instructions to print your eye test voucher.

MEDICAL REPORTS

If we need medical advice on your fitness to work, we may ask your Doctor for a medical report. If we do, you will receive written details of the Access to Medical Reports Act 1988 and guidance on your rights. We may request that you have a medical examination by a Doctor appointed by the Company at the Company’s expense. All medical reports go to the Occupational Health Department. If you become unfit to do your current job, we will always try to find you an alternative job.

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 do 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.

TRAVEL AND EXPENSES

Please ensure you refer to the Expenses Policy which is available from your Manager or Personnel Manager.

If you have any questions or difficulties, please email occupational.health@uk.tesco.com
This section outlines what you need to know if you leave the business.

**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 relevant amount of notice, in writing, to your Manager. You will find your notice period in your contract of employment. In cases of Gross Misconduct you will receive no notice and notice pay will not be given.

**Leaver pay**
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. Your Personnel Manager will advise you about when you will receive your final 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)
- personal protective clothing and name badge
- Privilegocard
- Company credit card
- computer equipment
Please note that the above list is not 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@en.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.

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.

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 documentation. 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.

SECURITY PASS PHOTOS

There may be times when your picture that was taken for your security card may be used on a database. If you have questions about this, please contact your Personnel Manager.

DRESS CODE

Colleagues are expected to dress smartly and in appropriate office attire. Remember, to visitors you are Tesco. Casual dress is acceptable on Fridays. Please speak to your Manager or Personnel Manager if you require further guidance.

Note: Colleagues at Daventry Distribution Support Office must wear the Tesco uniform. Casual dress is acceptable on pay day.
USEFUL CONTACTS

COLLEAGUE WEBSITE
www.ourtesco.com
Outlines the broad choice of excellent benefits available at the key milestones of your time 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 core 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.

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.

PRIVILEGECARD
Tel: 0800 591 688

PAYSLIPS
www.paylipview.com

TESCO CORPORATE WEBSITE
www.tescoplce.com

EVERY COMMENT HELPS
www.tescocomments.com
The feedback tool that lets our customers share their shopping experiences with us.

JOINING THE UNION
We recognise SATA (Supervisory, Administrative and Technical Association) who are a division of USDAW (Union of Shop, Distributive and Allied workers) for collective representation. Membership of SATA is available for both full and part time colleagues.
You will receive further details during your induction, or contact your Union Representative, Manager or Personnel Manager for more information.

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.

EQUITY (SHARES)
www.shareview.co.uk
Tel: 0871 384 2976

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:

OFFICE ADDRESS:

OFFICE 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