

**TESCO**



**WORKING  
WITH COMMUNITIES  
IN SCOTLAND**



Our Tesco train reduces carbon emissions by transporting goods between Daventry and Livingston

# SERVING CUSTOMERS AND COMMUNITIES

In 2008, we launched our five Community Promises in the UK to engage staff and build their understanding of the Community Plan. Each page of this booklet outlines work we have been doing to bring each of our Community Promises to life in Scotland and across the UK.

- Creating good jobs and careers
- Buying and selling our products responsibly
- Actively supporting local communities
- Giving customers healthy choices
- Caring for the environment



From humble beginnings, Tesco has become Scotland's most popular retailer.

Our success has helped other businesses too. As we've grown, many of our suppliers have grown with us.

We believe our size is a force for good in local communities. As well as offering customers a better deal, we provide good jobs and careers for more than quarter of a million people across the country.

Our success depends on listening and responding to customers and to changes in society. This means taking a lead on the issues that touch all our lives, such as the environment and health. Today that also means doing what we can to help customers and communities weather tougher economic times.



# WE OFFER GOOD JOBS AND CAREERS BECAUSE OUR SUCCESS DEPENDS ON OUR PEOPLE.

Tesco is Scotland's largest private sector employer with over 26,000 staff working in more than 130 stores across Scotland from Edinburgh to the Orkney Islands. Our staff members get a highly competitive pay and benefits package, including an award-winning defined benefit pension and a discount card.

We have opened a number of Regeneration Partnership stores in Scotland which revitalise disadvantaged areas, working in partnership with local agencies. Across the UK we have opened over 20 such stores creating over 8,600 jobs, 3,000 of which went to long-term unemployed people.

One in 30 of all staff at Tesco in the UK are on our Options development programme, learning the skills they need to apply for a job at the next work level. In 2008 we appointed 3,741 new managers for stores and 149 distribution centres in the UK, 86% from within Tesco.



## Did you know?

- In addition to our store staff across Scotland, around 1,700 staff work at our distribution centre in Livingston and 700 staff work in our call centre in Dundee.
- When we opened our Rutherglen store near Glasgow, we recruited a quarter of the new jobs from the long-term unemployed, providing secure, permanent work for people who really needed it.
- Our banking business, Tesco Personal Finance, has its headquarters in Edinburgh and employs 250 people. Our garden centre chain, Dobbies, has its head office in Midlothian.

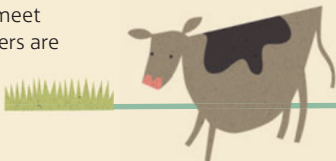


# A STRONG BUSINESS NEEDS A STRONG SUPPLY CHAIN.

Our customers want the best choice, quality and value for money. To provide this we aim to build long-term relationships with our suppliers, growing their businesses as we grow ours. We work with over 150 Scottish suppliers, many of whom work with growers, farmers, creameries and distilleries across the country who supply our stores with over 1,500 products.

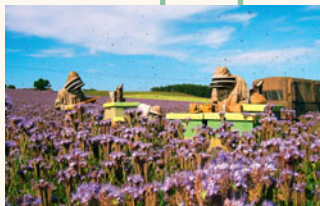
Across the UK, we sell over £2 billion of Scottish products each year and we sell £5.1 million per week or £267 million per annum of lines from Scottish-based suppliers in Scottish stores.

We offer our customers products which match their values, from Fairtrade to organic and all our suppliers around the world must meet robust standards to ensure their workers are treated decently.



## Did you know?

- Tesco was the first supermarket to establish a dedicated Scottish regional office with resource in Technical, Buying and Marketing.
- In 2008 we launched over 230 new lines from local Scottish suppliers and started working with 16 new Scottish suppliers including 12 island suppliers.
- Over the last four years, our 'Enjoy the Taste of Scotland' sampling tours have distributed over one million samples of Scottish food and drink at our stores.
- Twenty-five years ago Castle MacLellan pâtés (pictured) were developed in a small delicatessen. The company now supplies all the pâtés for our Scottish deli counters and produces a range of Tesco *Finest\** pâtés sold throughout the UK.
- Each year, we hold a Scottish supplier conference to share our expertise on consumer insight and effective merchandising.
- We work with local food groups to promote Scottish food and drink and participate at local events and shows such as The Royal Highland Show and The Taste of Grampian.



**OUR STORES ARE  
OFTEN IN THE  
HEART OF  
COMMUNITIES,  
SO IT'S IMPORTANT  
THAT WE ARE A GOOD  
NEIGHBOUR.**

We donate at least 1% of our pre-tax profits to charities and good causes and we support charities at both the local and national level. Over the last 16 years, our Computers for Schools programme has donated around £118 million worth of equipment to over 30,000 schools and in 2008, staff raised more than £6 million for Marie Curie Cancer Care, our Charity of the Year.

We are introducing Community Champions into many of our stores to work with local people to make a positive difference in the area. These staff members organise litter picks, get involved with local charities and councils, and support community events.

We strive to bring good quality, affordable products to our customers and recently launched a Discount range to make it easier to manage on a budget.

We consult local communities on potential new store openings and listen and respond to feedback throughout the planning process.

## Did you know?

- In 2008, our Computers for Schools scheme provided 1,807 schools in Scotland with 17,500 computers and items of computer equipment worth £584,600.
- Scottish customers helped raised over £400,000 for Marie Curie Cancer Care, Tesco's Charity of the Year, 2008.



- Staff from Irvine Extra in Ayrshire raised more than £1,500 by climbing Ben Lomond together.
- Amongst other activities, Rhona Brindle, the Community Champion at Inverness Extra, donated prizes for a coffee morning at the Nairn British Legion and helped raise over £2,600 for the local Cardiology Children's Unit.
- Anne Williamson, Community Champion at our Edinburgh Colinton store, worked with a local primary school to create an environmentally friendly greenhouse by reusing over 2,000 empty plastic bottles.



# **OUR CUSTOMERS WANT GOOD VALUE, HEALTHY FOOD – AND WE CAN HELP PEOPLE GET ACTIVE.**

We offer a wide range of healthy products at affordable prices. Each week, for example, we run up to 100 promotions on fresh produce, and over a quarter of what we sell is sold on promotion. Almost all Tesco packaged food in the UK, over 7,000 lines, carries Guideline Daily Amounts on the front of the pack, so that customers have all the information they need to choose products that are right for them.

Tesco is a proud sponsor of Cancer Research UK's Race for Life. In 2008, over 680,000 women took part, including more than 18,000 Tesco employees. Together, we raised more than £40 million.

Last year, 750,000 children from more than 3,000 UK primary schools took part in the Tesco Great School Run.

## Did you know?

- Last year, almost 50,000 women took part in 14 Race for Life events across Scotland, including 1,800 Tesco staff members.
- The Tesco Cup helps to keep young people fit by encouraging them to take part in sport, as well as supporting grass-roots football. In 2009, Tynecastle won the U13s Boys competition, Celtic Girls won the U14s and Hibernian Girls won the U16s.
- Tesco has sponsored the Tesco Great School Run since 2005. Last year, more than 100,000 children from 479 schools in Scotland took part.
- Tesco works with the Royal Highland Educational Trust which creates opportunities for each child in Scotland to experience the countryside and to learn about food, farming and healthy eating. 'Tesco Supported Farm Visits' assist schools who find it difficult to raise funds for transport (pictured).



# WE ARE MAKING IT AFFORDABLE TO LEAD A GREENER LIFE.



We are committed to helping and encouraging our customers to go green. Our customers have saved more than three billion carrier bags since we introduced green Clubcard points. They are now using half as many as they were before we launched our campaign.

We have introduced a Greener Living brand of low-energy, recycled and environmentally friendly products which are proving very popular with our customers and we have permanently halved the price of energy-efficient light bulbs.

To help our customers make greener choices we have worked with the Carbon Trust and key suppliers to develop a universal carbon footprint label, which is now on 100 products.

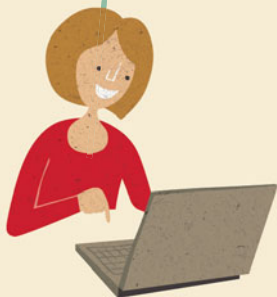
Since 2006, we have built a series of environmental stores, each achieving significantly lower environmental impacts than the previous one. Many of their innovations are now incorporated in our standard stores.

## Did you know?

- Since we introduced green Clubcard points in August 2006, our customers in Scotland have saved over 312 million carrier bags.
- Our Livingston distribution centre has a range of environmentally friendly features. We recycle rainwater to flush toilets and wash trays, which helps to reduce our main water usage by 70%.
- We opened our environmental store in Wick (pictured) in 2006. In the summer of 2009, we will open an environmental store in Dumfries which will have a carbon footprint less than half the size of a normal UK supermarket.
- We have extended the train link between Daventry and Grangemouth, which saves us 4.2 million road miles a year and have introduced a train operating between Grangemouth and Inverness, removing more than 13,000 road trips off the main A9 route.



**WANT TO  
KNOW MORE?**



For a fuller picture of what we are doing to support our staff, customers, local communities and the environment, please read our Corporate Responsibility Report at: **[www.tesco.com/cr-report09](http://www.tesco.com/cr-report09)**

To learn more about our approach to regional sourcing, visit: **[www.tesco.com/regionalsourcing](http://www.tesco.com/regionalsourcing)**

If you would like to run Race for Life, you can find out more at: **[www.tesco.com/raceforlife](http://www.tesco.com/raceforlife)**

To find out more about how you can lead a greener life, visit: **[www.tesco.com/greenerliving](http://www.tesco.com/greenerliving)**

To see what we are doing to support schools, visit: **[www.tesco.com/schools](http://www.tesco.com/schools)**

If you would like information on anything else, please contact our Customer Services team on: **[Customer.Services@uk.tesco.com](mailto:Customer.Services@uk.tesco.com)** 0800 50 55 55





## **Tesco PLC**

New Tesco House  
Delamare Road  
Cheshunt  
Hertfordshire EN8 9SL



Published June 2009

Designed and produced by **35** Communications