

# Self Regulation....?

Michael Wood  
Operational Standards Manager

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# So - what am I going to talk about?

- What motivates Tesco to comply with the law?
- How do we go about it?

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# Background

- 1900 Trading Stores in the UK
- 34 Depots
- 5 formats
- 250,000 UK employees
- 14 countries

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# Core Purpose

To create value for customers  
to earn their lifetime loyalty

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# Responding to customer demand



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# Putting staff and customers first



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# Looking after our people



- No-one tries harder for customers
- Treat people how we like to be treated

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# Putting the environment first



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# Carbon labelling

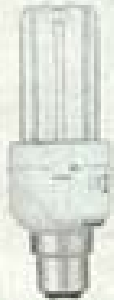
<p><b>working with the Carbon Trust</b></p>  <p><b>850g</b> <b>CO2</b> <b>per wash</b></p>	<p>The carbon footprint of this product is <b>850g</b> per wash and we have committed to reduce this</p> <hr/> <p>By comparison the carbon footprint of non-biological washing liquid is <b>600g</b> per wash</p> <hr/> <p>Help to reduce this footprint. Washing at <b>30°C</b> rather than <b>40°C</b> saves <b>160g CO2</b> per wash</p>
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**Turn lights  
into flights.**



Earn a

**£2.50**

Clubcard Voucher at Tesco and turn it into



Airmiles.

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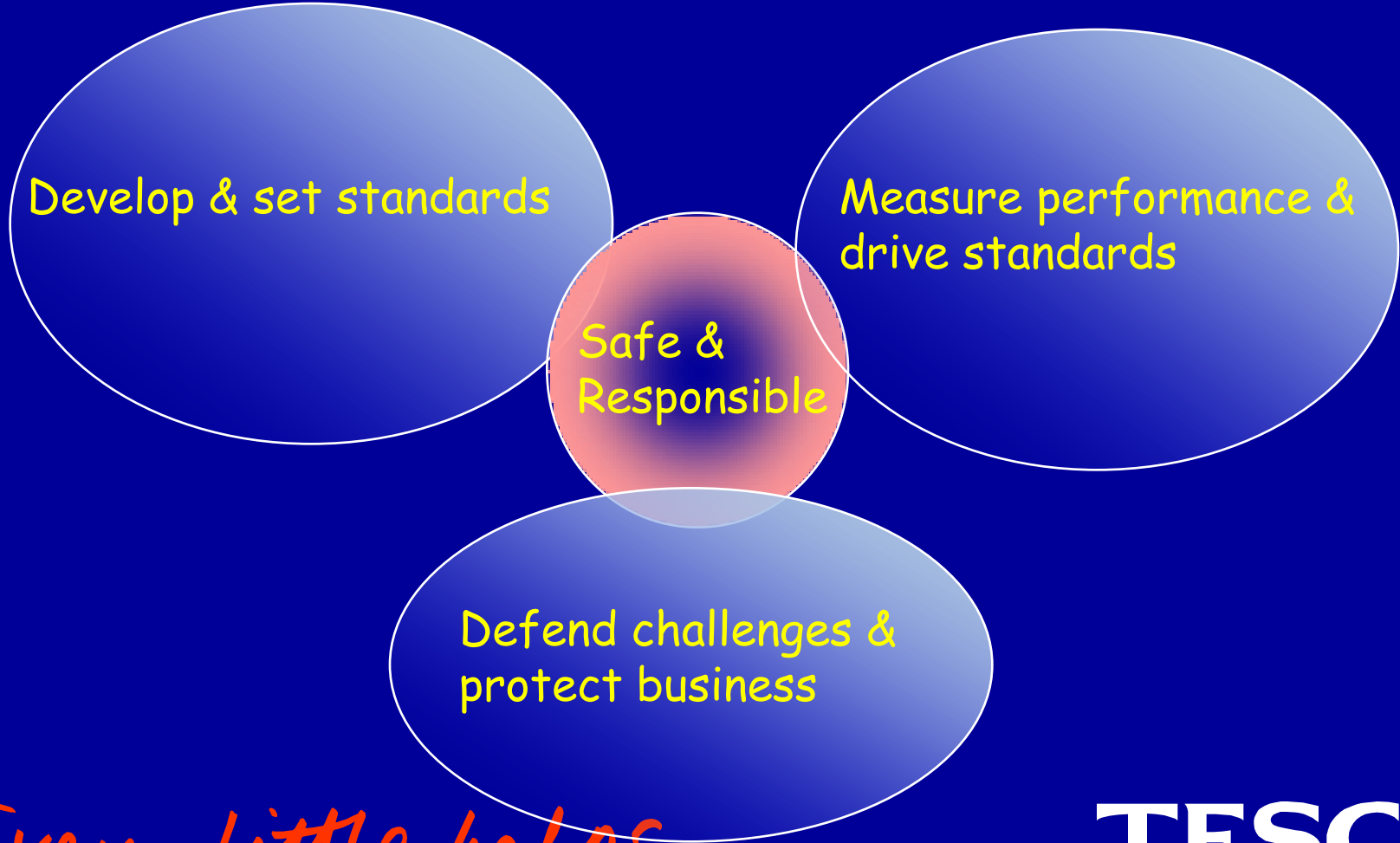
# Trading Law & Technical

- Product Integrity
- Quality
- Regulatory policy
- International
- Ethical
- Operational standards

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# Trading Law Ops Standards



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# Develop and set standards

- Policies
- Routines
- Guides
- Training
- Safe & Legal Logbooks
- Risk assessment
- Safe systems of work
- HACCP
- Awareness campaigns

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# Measure Performance and Drive Standards

- Safe & Legal audit
- Accident trend analysis
- Compliance committee
- Director updates
- H&S liaison group
- Enforcement challenge trends
- KPI development and reporting

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# Respond to Challenges and Protect the Business

- Legal challenges
- Enforcement notices
- Prosecutions
- Accident investigation
- Crisis management
- Pest control
- Lead/home authority partnerships
- Product withdrawals and recalls
- Legal & technical advice

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# Feedback

- Protector line
- Customer feedback - e.g. every comment helps
- Store forum
- Enforcement activity

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The lengths some customers will go to.....



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And finally.....new line for  
Christmas....?



Thank you

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