



Neighborhood Market

Hugh Cousins

Chief Human Resources Officer

Mock Store/Training Center, Hawthorne

27 November 2007



A great place to work

- Treating people with respect
- Embedding our values
- Attracting the right people



Treating our people with respect

- Best practice communication and consultation
- “Viewpoint” staff satisfaction survey
- We value our relationship with all our employees
- Supported by universal Tesco values

Attracting the right people

- Mass-recruitment campaign
- Experienced HR managers
- Telephone screening
- Up to 50% of employees within three miles of stores



Rewards

- Base pay and bonus:
 - Competitive base rate – \$10 hour in California
 - Quarterly bonus linked to performance
 - Annual bonus and share options for managers
- Competitive retirement plan



Rewards

- Healthcare - affordable for our people and affordable for the business
 - Preventative approach
 - Access for all employees from \$10 per week
- Paid time off for all employees
 - Additional day off for volunteering



Developing our people

- Leadership training for all our people
- Core skills training
- Operational training:
 - Job specific
 - 5 week programs, 3 locations, 30 trainees
 - Moving to 'shoulder to shoulder' training



what our people think



Tesco in the united states 2007

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