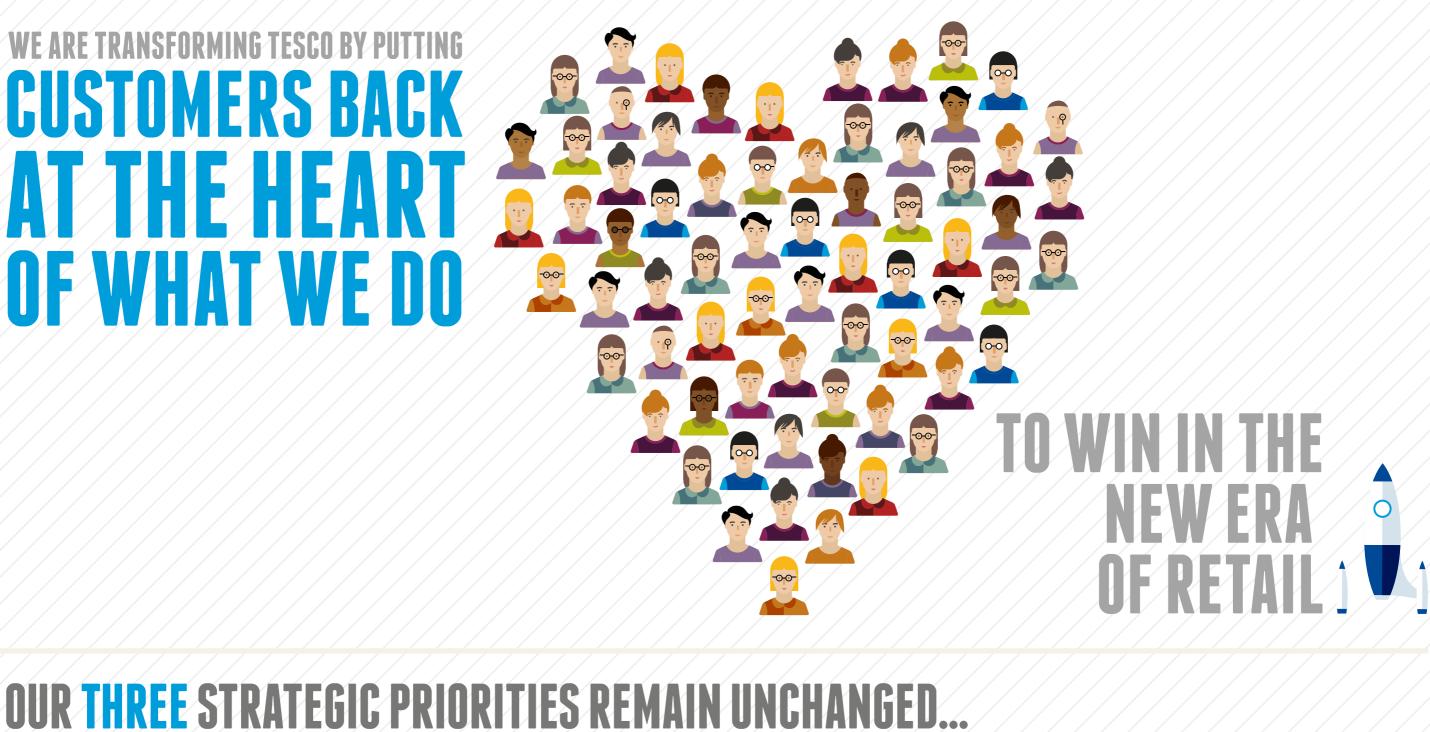
# 002013/14 FULL YEAR RESULTS

### 2013 / 14 KEY FACTS



CONTINUING TO INVEST IN A STRONG UK BUSINESS

### WE'RE INTO THE SECOND YEAR OF OUR 'BUILDING A BETTER TESCO' PLAN.

HERE ARE JUST A FEW HIGHLIGHTS OF WHAT WE'VE ACHIEVED...

**COLLEAGUES & SERVICE** 

250,000 More than 250,000 colleagues have completed Making

**Moments Matter training** 



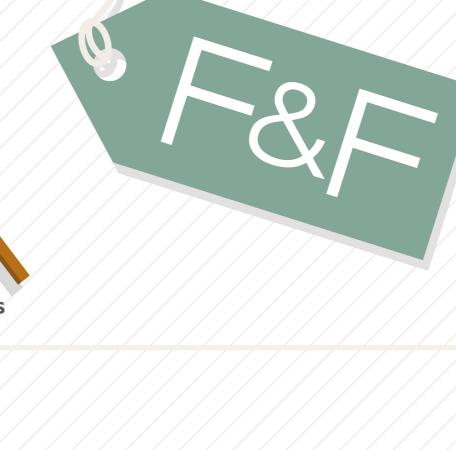




STORES & FORMATS



PRICE & VALUE

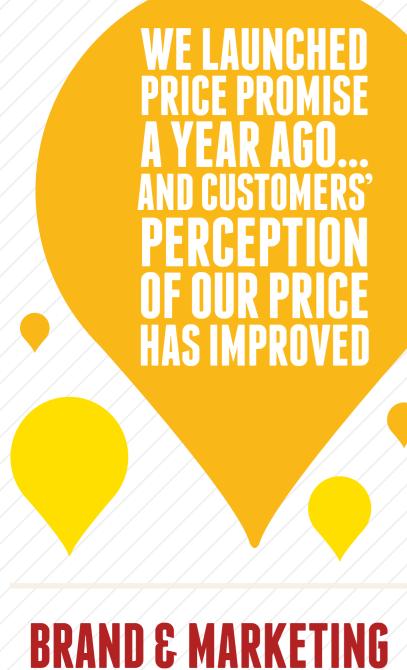


**Next generation F+F departments** 

introduced to 104 stores this year with another 140 planned in the year ahead



be the best convenience retailer in town









RANGE & QUALITY









Click & Collect









accounts for credit cards, loans, mortgages and savings up 14%

### In the UK we have over 200k At Tesco Bank we've seen customer

TESCO Bank blinkbox

579 convenience stores opened across our markets

**Delivery Saver subscribers** 





blinkbox books launched

with hundreds of thousands of

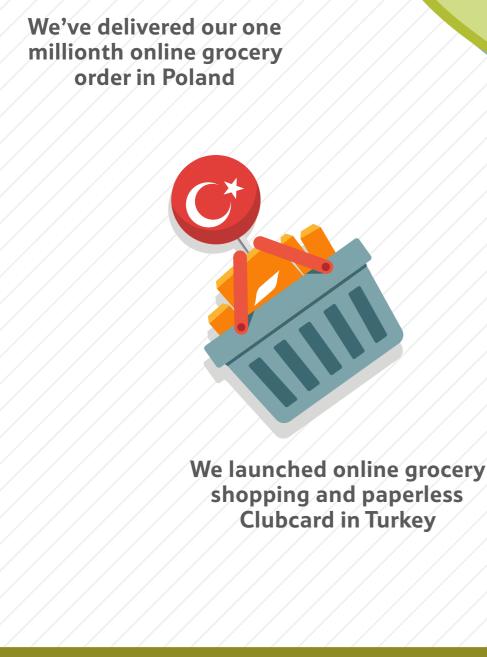


More than 500k hudls

sold in the UK

**Grocery home shopping** launched in five countries

> Refreshed seven larger hypermarkets in Korea

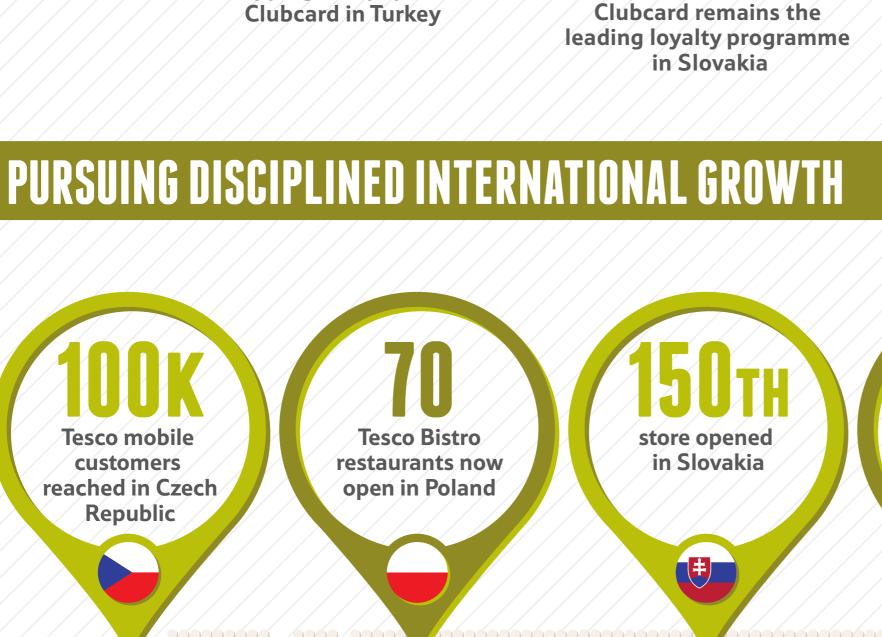


Tesco mobile

customers

reached in Czech

Republic



97% of our customers in Czech Republic rated our online grocery service as good or excellent stake in the largest food retail business in China when our partnership with China **Resources Enterprise** Ltd. is completed







**Almost 1,400** convenience stores in **Thailand** 

**Improved market** share year-on-year in Malaysia

**Grocery home** shopping now available in 11 markets



£3.3BN

**Group Trading Profit** 

Asia trading profit

exc. China



£48BN

DOWN

**Europe trading profit** 



DOWN

1.3%

**Tesco Bank** trading profit

## **OUR VALUES**

**UK trading profit** 

ONE TRIES HARDER FOR CUSTOMERS. WE USE OUR SCALE FOR GOOD.

WE MAKE WHAT MATTERS BETTER, TOGETHER.