

Colleague health, safety and wellbeing.

Why It Matters.

Our colleagues and customers rightfully expect nothing less than a safe place to work and shop. We are committed to developing and maintaining a culture where safety is inherent in everything we do. Beyond creating a safe workplace, colleague health and wellbeing is equally important. The impacts of COVID-19 are wide-reaching, and studies indicate that 10 million people in England will need support for their mental health as a direct result of the pandemic over the next three to five years¹. Our priority is to support colleagues, helping them to feel at their physical and mental best.

Relevant Sustainable Development Goals (SDGs).



SDG 3 Good Health and Wellbeing is focused on promoting health and wellbeing for all. We want our colleagues to be at their best, physically and mentally, both while at work and at home. Health, safety and wellbeing are central to how we do business, and we believe that no one should ever be hurt while working or shopping at Tesco.



SDG 17 Partnership for the Goals aims to strengthen global partnerships for sustainable development. Across our sustainability agenda, we work in partnership with NGOs, suppliers and the wider industry to progress and contribute to the SDGs and build the resilience and sustainability of our business. Specifically addressing health and safety, our collaboration with the Tesco Union, USDAW, has brought about enhanced protection for our retail colleagues. By working with health and wellbeing partners, we are providing colleagues and their families with access to health and wellbeing resources.

Highlights.

11,000 colleagues signed up to wellbeing programme Vitality since launch.

74% colleagues believe Tesco supports their health and wellbeing within our Every Voice Matters survey.

Working with the UK and devolved governments to ensure that retail workers are protected from abuse.

¹ Centre for Mental Health

Our Approach.

Looking after the health, safety and wellbeing of our colleagues is a responsibility that we all share at Tesco and is central to how we do business. Our priority is to ensure a safe and healthy environment for our colleagues, customers and the communities we serve.

We believe that no one should ever be hurt while working or shopping at Tesco. Beyond safety, we are committed to making Tesco a healthier place to work.

Ensuring health and safety in the workplace

Whilst we face different legal obligations on health & safety in the various locations in which we operate, we aim to go beyond compliance through our safety standards to:

- **Implement effective risk management:** Health and safety is a principal risk, and our business-wide, risk-based safety framework defines how we implement and report on safety controls to ensure that colleagues, contractors, and customers have a safe place to work and shop. Our robust governance structure, with oversight in each business, is managed through a Safety Committee and chaired by a senior director with delegated responsibility.
- **Adhere to external frameworks:** For example, all our largest distribution centres in the UK are certified by British Standards Institute (BSI) to the international safety standard OHSAS 45001.
- **Monitor our performance:** We identify, monitor, and escalate safety breaches through our Risk and Compliance Committees in each business unit, and we report on our regional performance annually.
- **Identify root cause:** We ensure visibility of avoidable incidents to our Risk and Compliance Committees and put in place steps to prevent recurrence.
- **Safety specialists:** ensure the implementation of our Safety Standards at a local level.
- **Collaborate with USDAW:** We have supported USDAW's campaign to protect retail workers from abuse, threats and violence and our colleagues have been key in helping us to raise the issue up the political agenda. The Police, Crime, Sentencing and Courts Bill (PCSC) received Royal Assent in May 2022 and will bring protection for our colleagues into line with the protection of emergency service workers. We have also invested in new equipment to keep our colleagues safe, including body cameras.
- **COVID-19 safety measures:** We've also continued to consult USDAW on safety measures in relation to COVID-19 throughout the year as part of our risk assessment process. For colleagues who have needed to self-isolate, the provision of enhanced sick pay was rolled out, ensuring that all store colleagues were fully supported during the pandemic.



Read more about our health and safety policy and performance [here](#).

Promoting physical and nutritional wellbeing

We run health events for colleagues across the Group which focus on the little steps to wellbeing that colleagues can take to help lead healthier lives. To promote physical and nutritional wellbeing we have:

- **Launched Vitality:** Partnering with Vitality in the UK, this points-based reward programme gives colleagues a wealth of ideas on how to incorporate physical activities into their day and build health habits through reward incentives. Over 11,000 colleagues have enrolled since its launch in 2021.
- **Supported colleagues by working with expert partners** like Nuffield to deliver health events for colleagues in the UK. For colleagues in Central Europe, we provide access to free packages consisting of fruits and vegetables to help improve diets. At Tesco Bank, we have rolled out “Be well building blocks” to all colleagues to help drive healthier working practices and healthier living. The blocks of learning are intended to set out helpful working practices, highlighting the importance of movement and taking regular breaks,
- **Championed women's health** in the workplace by signing up to the Everywoman Promise in the UK. The promise means that we are committed to making resources and materials available to build more understanding and awareness around women's health.
- **Launched our menopause programme In Central Europe** and during the past year we have delivered five dedicated menopause training sessions to store managers.



Read more about how we are promoting wellbeing and collaborating with our Health Charity Partners [here](#).

Supporting mental health

We are committed to reducing the stigma attached to mental health and we are helping to build a better understanding of ways to improve mental wellbeing.

We continue to enhance our health and wellness programme, ensuring colleagues get the support they need, when they need it. We have a wide range of mental health and wellbeing resources available to colleagues, including:

- **Wellbeing champions and mental health first aiders:** In the UK we have over 1,000 wellbeing champions. These voluntary champions promote and encourage wellbeing activities in the workplace and help colleagues find wellbeing resources and support. For our colleagues in the Republic of Ireland and Tesco Bank, we have enrolled Office, Distribution Centre, and Store Manager colleagues onto mental health first aid courses.
- **Access to online mental wellbeing tools:** As part of our Vitality offer, colleagues have access to the Headspace App for more help with managing their mental wellbeing. Our partnerships with Mind and Green Cross also provide mental health awareness training to enable managers to support their team.
- **Promoting the Wellbeing in Retail Guide:** Created with the Samaritans and six other retailers, the guide helps support those struggling with wellbeing issues. This online guide provides information to help workers look after their own mental health, gives advice on how to support others who may be struggling and signposts where to go for extra help.



Read more about our approach to supporting mental wellbeing [here](#).

Providing tools to support our colleagues

- **Employee Assistance Programmes (EAP)** across the Group provides free and confidential advice and support on a range of topics.
- **Workplace adjustments policies:** We continue to review our policies and provide guidance for managers who support colleagues. In the UK, through an independent health services provider, we provide adjustments to colleagues on an individual, unique basis.
- **Tesco Angel Charity support in Central Europe:** Tesco Angel is a charity project established to help and support colleagues in Central Europe, especially those with health problems or those experiencing difficult situations. First launched in Slovakia, colleagues in Czech Republic and Hungary can now access this health and wellbeing support.
- **Financial wellbeing:** Over 150,000 colleagues have engaged with our free online financial education content since 2019, helping to develop money management skills.

Awards and Benchmarks.

Great Place to Work

Tesco Ireland received the Great Place to Work accreditation for the fifth consecutive year in 2021.



Workforce Disclosure Initiative

In 2021 we achieved our highest score of 88% in recognition of our enhanced workforce disclosures.



Performance.

		Group data			
Commitment	KPIs	2018/19	2019/20	2020/21	2021/22
Supporting colleagues to be at their physical and mental best	Percentage of colleagues that believe Tesco supports their health and wellbeing within the “Every Voice Matters” survey	N/A different survey	72%	74%	74%

Health and safety work related injuries			
	2019/20	2020/21	2021/22
Tesco Group	45,183	36,946	36,748

Methodologies.

How we measure our progress

To track our progress in supporting colleagues to be at their physical and mental best, we rely on the direct feedback we receive from them through our “Every Voice Matters” (EVM) survey to set our KPI. This gives us an annual result for performance reporting, which we supplement internally with more frequent surveys to gather more regular feedback.

Percentage of colleagues that believe Tesco supports their health and wellbeing within the “Every Voice Matters” survey

Defined as the percentage of colleagues that agree with the following survey statement: “Tesco supports my health and wellbeing (nutrition, mental and physical)”

“Agreement” is determined by the selection of “Agree” or “Strongly agree” in the EVM survey, which is conducted with colleagues annually. The survey is distributed to all divisions and markets. Confirmit collate all responses and data is given to a third party who conduct detailed analysis.

In addition to the above colleague wellbeing KPI, we also track health and safety metrics including number of work-related injuries.

Definition:

- An accident is a separate, identifiable, unintended incident, which causes physical injury. There must be an identifiable external event that causes the injury, e.g. a falling object striking someone.
- A work-related injury is when any of the following played a significant role:
 - the way the work was carried out;
 - any machinery, plant, substances or equipment used for the work; or
 - the condition of the site or premises where the accident happened

When we report, we always report on the number of injured persons (i.e. one accident with three injured persons would be logged as three injuries). Calculations include colleagues, customers, contractors, and visitors.

Looking ahead.

We believe that no one should ever be hurt while working or shopping at Tesco. We will continue to support colleagues with their wellbeing, focusing on ensuring all our colleagues are supported inside and outside of work. We will continue to raise awareness to health, safety and wellbeing issues and will encourage our colleagues to make use of the health and wellbeing resources available to them.

Read more about our approach

- [More information](#)
 - [Our approach to colleague health, safety and wellbeing](#)
 - [Health Charity Partnerships](#)
 - [Keeping shopfloor colleagues safe](#)
- [Policies](#)
 - [Our Health and Safety in the Workplace Policy](#)

Highlights of our journey to date.

