

# How our business is set up.

## Customer

Customer

## Product

Food  
Quality  
Supply Chain  
Home & Clothing

## Channels

One Stop  
Large Stores  
Convenience Stores  
Online  
Tesco Hospitality  
Telecoms  
Fulfilment

## Functions

Finance  
People  
Property & Maintenance  
Technology  
Legal  
Communications  
Business Services  
Tesco Pension Investment  
Business Support  
Business Planning

## Country teams

Europe  
Republic of Ireland

## Other Businesses

Tesco Bank  
dunnhumby  
Booker



# Customer.

## Customer

Customer is a fast-paced, exciting and creative place to work. We help to 'serve Britain's shoppers a little better every day' by truly understanding our customers, so we can make positive differences to their lives. We create iconic brands and bring them to life. We help us have the right conversations in the right place, at the right time and lead all campaigns across the year - from Valentine's Day to Christmas.

We sit at the very heart of the business, leading many Tesco's biggest projects. These include many recent launches you may have seen in your local store. We work with some of the biggest and most exciting agencies in the UK to create inspiring and innovative marketing campaigns for customers, including the adverts you see on TV and in the press.

**Functions within Customer include: Insight & Foresight, Group Brand (Own Brand, Loyalty & Membership, Brand Design, Proposition), Marketing Communications and Online Customer Proposition.**



# Product.

## Food

It's where we began and it remains the most important part of what we offer customers every day. The Food Buying and Customer team aims to serve Britain's shoppers a little better every day by making great quality food accessible to customers. We cover everything from working with local producers through to global sourcing. Every day offers a different challenge as we focus on our shared passion of offering fantastic quality, innovation and value for money.

**Functions within Food include: Meat, Fish, Poultry & Eggs, Trade Planning & Strategy, Beer Wines & Spirits, Bakery & Dairy, Commodities & Capability, Household & Pet, Beauty Baby & Toiletries, Grocery, Prepared Foods, Produce, Health & Wellness and Impulse & One Stop.**

## Home

In Home, we work as one team to bring great products to our customers across five different markets in Europe. We cover a range of products, which appeal to many different customers – from the latest “craze” toy, to funky tableware to eco-friendly light bulbs!

We need to know our customers and understand what they love, which is why we work hard to develop our ranges, working on own brands and with some of the most recognised global brands to get what's right for our new and loyal customers.

**Functions within General Merchandise include: Home & Seasonal, Papershop Toys & Nursery, Merchandising, Electrical & Entertainment, Sourcing and Stock Planning.**

## F&F

F&F aims to be Britain's leading affordable fashion retailer – and our ambition doesn't end there.

F&F is a truly global brand, sold in 2,100 stores across 26 countries. With our size and scale we are able to use insight from customers to offer fashionable ranges at amazing prices and with great quality at the heart.

**Functions within F&F include: Buying, Merchandising, Operations, Design & Marketing and Sourcing.**



# Product.

## Supply Chain

The Supply Chain Team is a global operation responsible for getting hundreds of millions of products from farms and factories to our millions of customers each and every day.

The demands on Tesco's supply chain have never been greater. Our customers want more flexibility in the way they shop and demand an ever-growing range of products.

The team are continually looking at new ways to meet the requirements, simplifying processes, working closely with suppliers and using data science and analytics to improve efficiencies for the business.

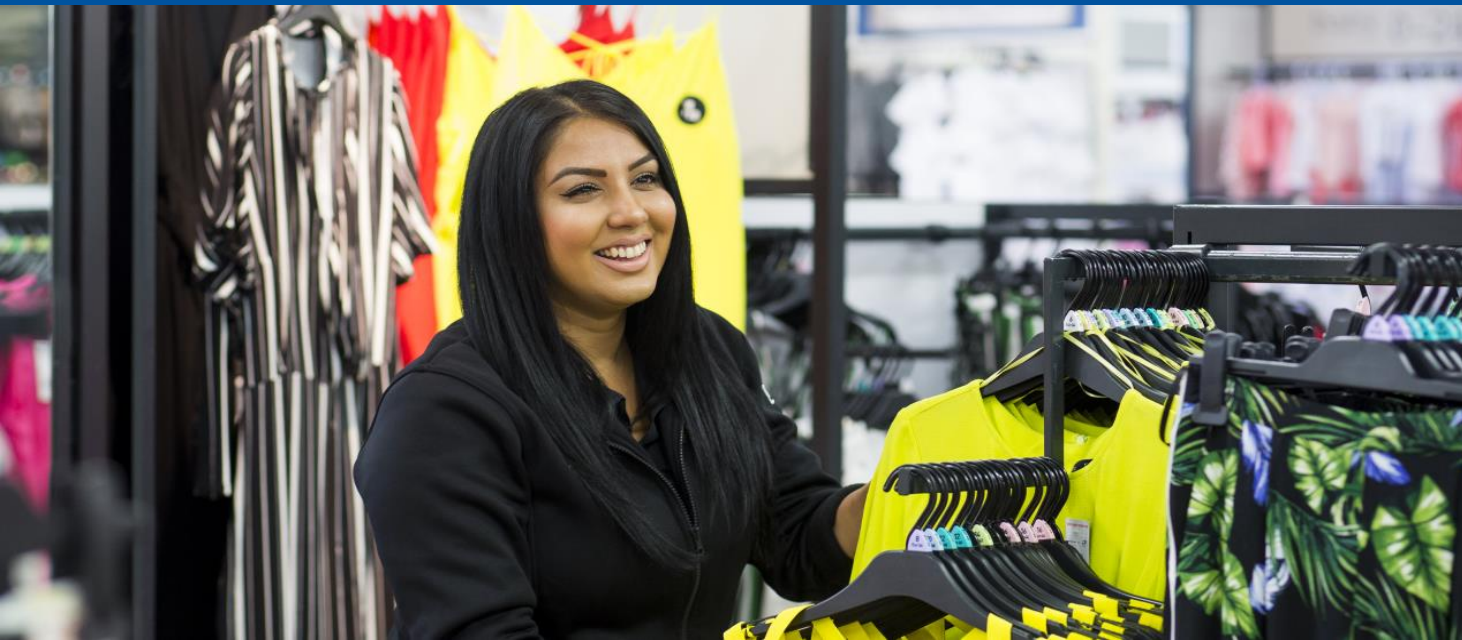
**Functions within Supply Chain include: Supply Chain Operations, Supply Chain Development and Space, Range & Merchandising.**

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# Channels.

## Stores

From convenience to large format stores both within the UK and internationally, stores are what Tesco is famous for. Regardless of where you are, our stores have a number of things in common, including range of products, quality and our passion to deliver great customer service.

**Throughout our stores you will find Team Supports, Shift Leads, Duty Leads, Team Managers, Lead Managers, Store Managers and Store Directors all dedicated to supporting our colleagues and customers.**

## Online

The Online channel team's role is to grow and develop a seamless online experience for our customers, aligned with the overall Tesco brand. The team stretches across the Grocery, with the ability to improve the online shopping trip for millions of customers.

**Functions within Online include: Online Operations & Transformation, Strategy & Development, Online Trading, Whoosh, Urban Fulfilment Centres and Click & Collect.**

## Fulfilment

Our distribution teams make sure our products reach stores in great condition, in full and on time.

The Customer Fulfilment team is responsible for every part of the operation, from when the customer clicks to confirm their order to the point we are handing it to them at the door or store. Be it the layout of buildings, the methods we use, the way we meet customers in their homes or answering customers' queries.

**Functions within Fulfilment include: Packaged Distribution, Transport, Fulfilment Operations, Distribution Transformation and Global & Primary Logistics.**



# Channels.



## Northern Ireland

A local office which is primarily focused on the uniqueness of Northern Ireland, ensuring that we source, sell and market the best of NI product. Through our relationships with local suppliers we support NI customers to buy the best the region offers.

**Functions within Northern Ireland Support Office include: Product, Marketing, Finance, People, Store Operations.**

## Business Support

The Support Office team enables stores and colleagues to create the best shopping experience for our customers, whenever and however they choose to shop with us.

**Areas within Business Support include: Response, Shrink & Security, Store Transformation, Operations Support, People Safety and Channels Business Planning.**





# Functions.

## Finance\*

Our Finance team has one of the broadest perspectives in the business, touching every part of Tesco PLC.

The size and reach of our business, not to mention our focus on value for customers, means it's vital for us to have exceptional financial management and planning strategies. But it's much more than numbers and analysis. Good decision-making requires the team to really understand Tesco customers' needs, work as trusted partners with colleagues throughout the business and create a working environment where our values thrive and everyone has the opportunity to develop and get on.

**Functions within Finance include: Tesco Pension Investment, Group Strategy, Business Plan, Audit, Tax, Treasury, Group Planning & Reporting, UK Finance, International Finance, Procurement, Asset Management and Investor Relations.**

*\* not included as part of the Business Graduate and Internship programmes, Finance has its own specialist programmes.*

## People

Creating an environment where all our colleagues can be their very best every day is at the heart of everything the People team does. From driving cultural change and looking at how we reward and recognise colleagues, through to building the skills needed to deliver our business objectives, there are lots of opportunities to make a difference.

**Functions within People include: Resourcing, Colleague Relations, Organisation Design, Talent, Business Partnering, Learning, Reward & Benefits, Diversity & Inclusion, Colleague Experience and Development Programmes.**

## Property & Maintenance

The Tesco Property team works collaboratively with colleagues across our business, as well as other stakeholders, to understand how our customers like to shop now, and in the future. This ensures we create value and deliver a great place to work and shop.

**Functions within Property include: Assets & Estates, Property Acquisitions & Disposals, Malls, Group Engineering & Maintenance, Development, Facilities Management and Strategic Partnerships.**

# Functions.

## Technology\*

The Technology team is responsible for driving change and delivering value by building great technology products and infrastructure for our customers and colleagues – from the systems in our stores, to the websites our customers use, to the applications our office teams interact with every day. Technology ensures that as the retail environment is changing, we're able to focus on serving Tesco's shoppers wherever, whenever and however they want to shop with us.

**Functions within Technology include: Data & Analytics, Engineering, Retail, Security, Customer and Infrastructure.**

\* not included as part of the Business Graduate and Internship programmes. Technology has its own specialist programmes.

## Legal\*

The Legal team provides commercial advice on a variety of legal issues faced by global retailers – drafting and negotiating commercial contracts, advising on strategic matters, contract interpretation, e-commerce, intellectual property, data protection, dispute resolution and competition law.

**Functions within Legal include: Property, Finance, Litigation, Ethics & Compliance and Company Secretarial.**

\* not included as part of the Business Graduate and Internship programmes.

## Communications

It's no longer just price, quality and convenience that matter – customers want to know exactly what Tesco stands for, and how we have a positive impact on local communities.

The Communications team is here to tell the Tesco story in a new, compelling and relevant way.

**Functions within Communications include: UK & ROI Communications, Europe Communications, Strategy, Planning & Insights, Campaigns, Media Relations, Corporate Affairs, Community & Local Media and Government Relations.**





# Functions.

## Business Planning

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**Functions within Business Planning  
include: XXXXXXXXXXXXXXXXXXXX.**

