

# INTRODUCING THE MODERN WORKPLACE

LCBB4003

*02.04.2023*



- **ROXANA BANEA** – TEAM LEADER – 2124856 – DISCUSS TASKS AND SKILLS THAT A MANAGER USES TO RUN THIS ORGANIZATION.
- **MARIA ALEXANDRA CHESOIU** – 2123374 – DESCRIBE THE ORGANIZATION’S PROFILE (EX. BACKGROUND, PERFORMANCE, COMPETITION, ETC.)
- **LILIA TRIBOI** – 2027089 – DISCUSS HOW LEADERSHIP THEORIES CAN BE APPLIED ON THIS ORGANIZATION.
- **EMANUEL GEORGIAN PUIU** – 2130778 – EXPLORE THE RELATIONSHIP BETWEEN THE ORGANIZATION STRUCTURE AND ITS PERFORMANCE.
- **PETRE AMARILDO** – 2133169 – DISCUSS THE FACTORS WHICH INFLUENCES GROUP AND TEAM BEHAVIORS.

The logo for RESKO. The word "RESKO" is written in large, bold, red capital letters. Below the letters, there are five blue diagonal stripes of varying lengths, creating a sense of motion or a stylized underline.

## BACKGROUND



Returned from the war, back in 1919, Jack Cohen began selling groceries from a stall in East London and made £1 during the first day of his business. (Tesco, 2023)

In 1924 Jack Cohen has sold the first own-brand product called "Tesco Tea." This product was the inspiration for creating today's successful corporation. (Tesco, 2023)

In 1929, in Burnt Oak – Edgware, Jack Cohen opens the first store featuring branded products, dry goods and "Tesco Tea." (Tesco, 2023)

In 1930, Cohen buys more land and prepares to expand his stores. 20 years in the business the brand sees rapid growth and in 2000, Tesco goes global. (Tesco, 2023)

- In 2020, Tesco's group sales have tipped £49.9 billion pounds whilst 2022 has brought an extra £3.5 billion pounds in revenue. Tesco has opened over 3,800 stores in the United Kingdom, and it's known to be one of the largest groceries provider within the country.
- More than 13,000 people are employed by Tesco Ireland whilst Tesco UK hires 326,000 employees.
- In 1995, Tesco Hungary represented the first European market that Tesco penetrated. Currently, in Hungary, there are 200 stores open.
- In 1996, Tesco Slovakia was opened through acquiring K-Mart stores.
- In 2011, Tesco acquired the Zabka and Koruna stores which later become Tesco stores. (Tesco, 2023)

# PERFORMANCE



## UNITED KINGDOM & ROI

- In 2020 Tesco group has seen a growth of £(843)m from £44,909m in 2019 to £45,752m.
- As the restrictions were easing, in 2022 Tesco saw growth in sales of +58.9% in the retail business and overall group sales of +3%. (GlobalData plc, 2022)
- IN 2021 the year of COVID-19, tesco sales growth reached 8.8%. In the first quarter of the year, the sales grew to 9.4% with sales accelerating in the 4<sup>th</sup> quarter of the year. – in ROI the sales have been even higher hitting 13.7% in the 4<sup>th</sup> quarter of the year.

## ASIA

- In Asia, Tesco has seen a significant growth of £(345)m from £4,873m in 2019 to £5,218m in 2020.
- 2021 was the year of change – the pandemic changed people and their shopping habits. Tesco has decided to sell its business stores opened in Thailand and Malaysia for the enterprise value of £8.2 billion pounds out of which £5.0bn have been returned to shareholders via special dividends. (GlobalData plc, 2022)

## CENTRAL EUROPE

- While UK & ROI has seen growth in 2020, Tesco's annual report shows a loss of £(698)m from £6,030m to £5,332m.
- In 2021 during the Covid-19 pandemic Tesco found challenges from its European customers changing habits and trading laws. Sales declined by (0.6)% as people were encouraged to buy from local markets and supermarkets.
- In 2021 Tesco stores from Poland have been sold to Salling Group. Like-for-like sales grew by +2.9% with strong growth in Slovakia and Hungary. Czech Republic was still facing COVID related restrictions which have been affecting the trading conditions and implicitly affecting overall growth. (GlobalData plc, 2022)



## STRENGTHS

- MULTI-FORMAT STORE NETWORK
- OVER 3,800 STORES OPEN IN UK INCLUDING CONVENIENCE STORES, LARGE STORES, SHOP OUTLETS, BOOKER STORES.
- GREAT SUPPLIERS NETWORK
- WIDE RANGE OF PRODUCTS: FOOD AND BEVERAGES, CLOTHES, SCHOOL SUPPLIES, MOBILE NETWORK AND FINANCIAL SERVICES.
- CLUBCARD SERVICE – LOYALTY PROGRAM THAT GIVES CUSTOMERS POINTS WHICH CAN BE TURNED INTO CASH & DISCOUNT CODES. (GLOBALDATA PLC, 2022)



## WEAKNESSES

- IN 2022 TESCO HAS RECORD ITSELF E DECLINE IN ITS LIQUIDITY.
- LOW LIQUIDITY CAN PLACE TESCO AT DISADVANTAGE AND THREATEN STOCKS BOUGHT. THESE STOCK SHARES MAYBE BE DIFFICULT TO SELL. (GLOBALDATA PLC, 2022)

**TESCO** PLC

# SWOT ANALYSIS

## OPPORTUNITIES

- ACCESS TO UK'S ONLINE RETAIL MARKET – PREDICTION SHOW THAT ONLINE RETAIL SECTOR IS SET TO GROW TO US\$106.1 BILLION BY 2025.
- PARTNERSHIP WITH WITH TRIGO IN OCTOBER 2021 TO OPEN THE FIRST CHECK-OUT FREE STORE CALLED **GETGO** IN LONDON. CUSTOMERS CAN DO SHOPPING WITHOUT SCANNING THEIR PRODUCTS OR USING A CHECK-OUT TILL. (GLOBALDATA PLC, 2022)



## THREATS

- INTENSE COMPETITION WITHIN UK AND IN EUROPE ESPECIALLY IN COUNTRIES SUCH AS FRANCE AND GERMANY.
- MANPOWER COSTS IN UK ARE IMPLICITLY INCREASING THE OPERATIONAL COSTS. IN 2022 THE MINIMUM WAGE RATE FOR WORKERS AGED 25 OR ABOVE WAS OF £8.91 /HOUR.
- AS TESCO OPERATES IN OTHER COUNTRIES, THE BUSINESS IS IMPACTED BY FLUCTUATIONS OF THE CURRENCY EXCHANGE. TESCO REVENUE IS EXPOSED TO VOLATILITY OF THE BRITISH POUND AGAINST OTHER FUNCTIONAL CURRENCIES SUCH AS THE EURO. (GLOBALDATA PLC, 2022).

## TESCO PLC COMPETITORS



- **W**ithin United Kingdom and the Republic of Ireland, Tesco has constant and intensive competition. The company's competition is represented by budget, premium retailers and online entrants.
- **T**esco's main competitors are ASDA Stores Limited, J Sainsbury plc, Marks and Spencer Group plc, Morrisons Supermarkets PLC, Lidl UK GmbH and within Europe, Carrefour S.A.
- **T**esco recognizes that some competitors have better access to merchandise, stronger financial resources, and greater market penetration. All these competitors are engaged in means of expansion, innovation, alliances, mergers and new store openings. (GlobalData plc, 2022)

## TESCO'S ORGANIZATIONAL STRUCTURE



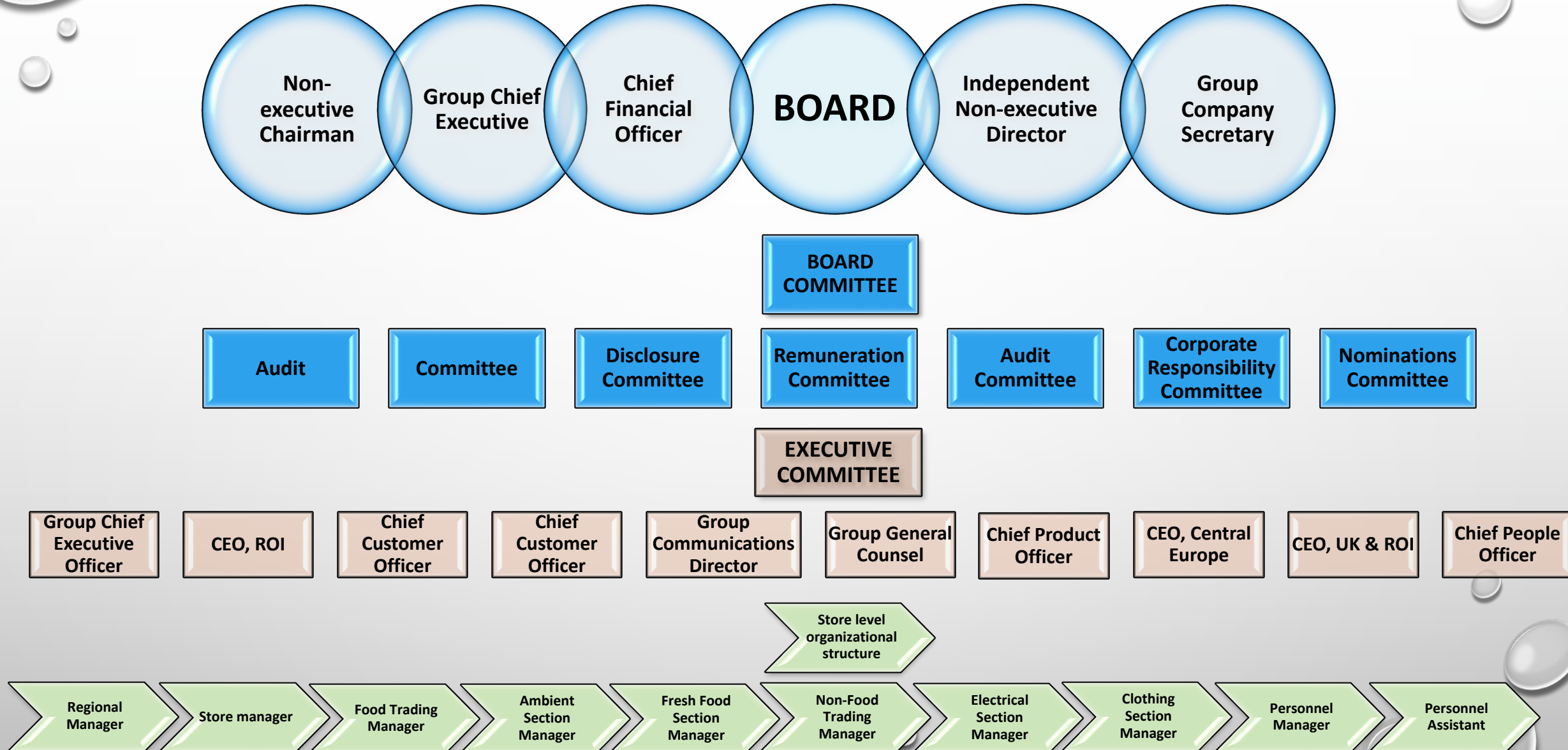
**Organizational structure** is in essence examples that show how companies are being managed and how information is spread and flown between various levels of hierarchy within a business. It is a chart or a layout that shows how a company is organized logistically, how each role impacts the business, power, level of authority and how responsibilities are assigned and governed. (Ferdows, 2021).

**Performance** of any business it is reflected in the business model adopted, the level of innovation and technology, strategic management knowledge, development process and value creation. Moreover, the level of performance of any business is heavily reflected in the outputs and outcomes, and as well the financial aspects related to the business model adopted. (Nielsen, 2019).

- EMANUEL GEORGIAN PUIU – 2130778 – Explore the relationship between the organization structure and its performance.

## TESCO'S ORGANISATIONAL STRUCTURE

TESCO PLC



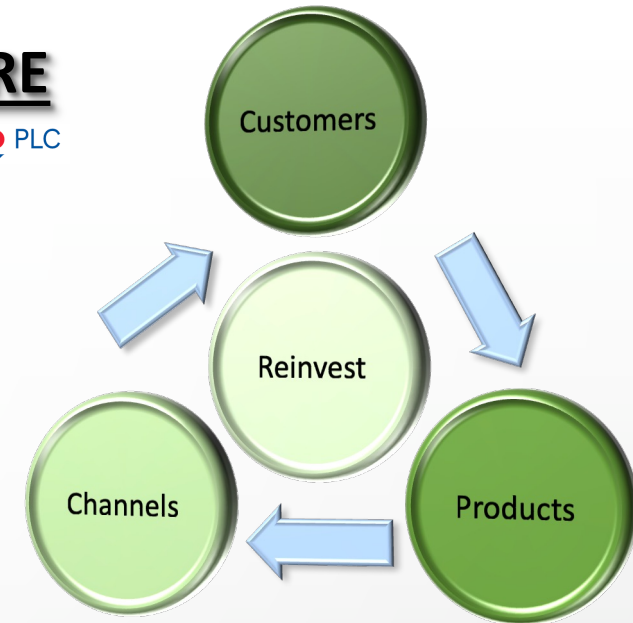
- **EMANUEL GEORGIAN PUIU – 2130778** – Explore the relationship between the organization structure and its performance.

## **TESCO'S ORGANISATIONAL STRUCTURE**

**TESCO** PLC

- Common goal shared by the Board is to build a sustainable, long-term success of the company, generating value for the Group's shareholders and contribute to the wider society.
- The Board gives the Group (company) a purpose, helps create business strategies, keeps the company's core values alive, ensures the Group is well managed and helps achieve business objectives.
- During COVID-19 pandemic, the Tesco PLC Board has strongly advised in continuing the business plans whilst offering support to Tesco customers during troubled times with taking into consideration the safety and health of customers and staff and their well-being. (Acquisdata Pty Ltd, 2020).
- The Board is responsible of ensuring that the Group is adequately resourced to complete strategic objectives through a common culture that sets an example born out of right behaviors. (Acquisdata Pty Ltd, 2021).

### ***TESCO'S BUSINESS MODEL***



- In the 2021 Annual Report, Tesco describes **customers** as the reason why the company exists, and its purpose is to serve customers is the most important.
- Building strong and close relationships with suppliers, allows Tesco to fill the shelves with the best possible qualitative **products** to match customers expectations and needs.
- A range of **channels** for customers to use for their shopping's is made available by Tesco. Customers can shop in large stores, Tesco Express stores and online store.
- The company is eager on improving sales through continuous innovation and through means of **reinvesting**. (Acquisdata Pty Ltd, 2021).

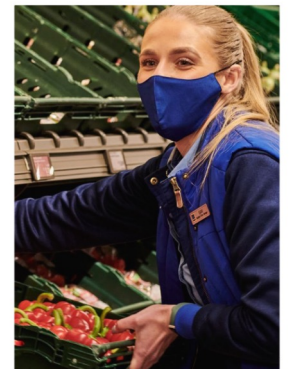
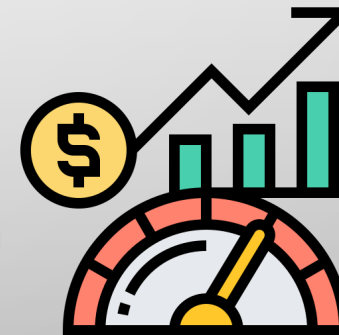
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**TESCO PLC**

## **BUSINESS PERFORMANCE**

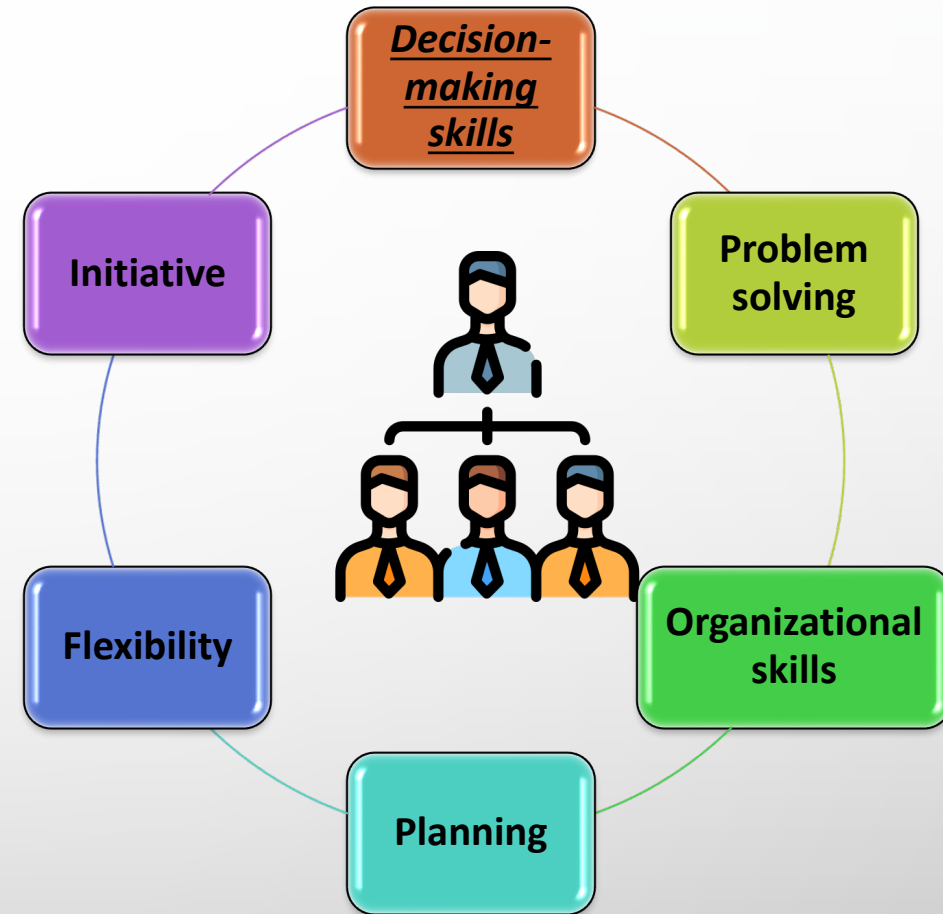
- **Weekly**, Tesco serves millions of customers in UK & ROI and Central Europe.
- **Tesco Group** doesn't only offer groceries, electrical items and clothing products to the customers but also banking services, insurance and money services. Moreover, Tesco Mobile is one of the largest mobile network operators within UK. (Kuching, 2020)
- In 2019/2020 TESCO stores in UK, ROI, ASIA, Central Europe together with Tesco Bank have had a total group Sales of £50,788m (billions). Despite the unforgiving pandemic, the company saw a growth of £843m in comparison with 2019 but had to give up and dispose of the business in Asia and the Tesco stores in Central Europe – Poland.
- The well-known campaign “Aldi Price Match” had Tesco’s groceries market position strengthen even more and customers have enjoyed buying the “more for less” products.
- In ROI, customers were attracted by the “You won’t pay more” value campaign through which Tesco saw increased sales for fresh food, bakery and produce. (Kuching, 2020).
- In the first 3 months of 2020, Tesco’s online sales jumped by 50%, whilst in May alone, sales almost doubled jumping to 90%.
- **During** the pandemic, unlike its competitors, due to exceptional growth, Tesco was looking to hire 16,000 new staff – the surge in the online shopping, had Tesco advertising for 10,000 roles for assembling customer orders, 3,000 roles for delivery drivers and 3,000 other various roles. (Nagarajan, 2020).
- In 2020/2021 the business started to become affected by the ongoing pandemic, but sales tipped £53,445m with a growth of 2.2 billions, including fuel.
- **Despite** this growth, the company found increasing incremental costs related to health and safety, the Booker service which caters for the hospitality customer's and businesses saw a drop in sales.
- **Online** shopping increase was continuous, and Tesco looked quickly in expanding its online business. Delivery slots were almost doubling to 1.5m slots/week and sales jumped to over 77% adding a total of £2.8bn in sales.
- In ROI sales were fast growing, reaching 13.7%. Strong growth was felt in ROI large stores but as well demand was felt from online shoppers. (Kuching, 2020).



## MANAGING TESCO



- ❖ Managing people requires specific abilities and skill sets a manager should have to be able to ask a team of people or less to perform functions related to work.
- ❖ A skill set is a combination of skills which are necessary to complete all tasks related to a specified function. Managers must be able to delegate task in an efficient and correct manner, with having full knowledge of the staff's skills and limitations.
- ❖ Managers not only should own skill sets, but they should be able to hire people with skill set which are required for a job.
- ❖ A manager's responsibility is to ensure that staff members are able to perform their jobs within a specific time frame, assess potential conflicts between staff and stop it before happening, communicate clearly and effectively with the staff and other management departments. (Fitsimmons, 2009).



- **ROXANA BANEJA** – TEAM Leader – 2124856 – Discuss tasks skills that a manager uses to run this organization. and

## MANAGING TESCO



- ❖ Tesco's business model has at the top of the pyramid, the CUSTOMERS.
- ❖ Recruitment for managers is a long-winded process due to high requirements and expectations.
- ❖ Managers are expected to have leading and organizational skills, effective resource management, set targets, motivate and lead others.
- ❖ Additionally, Tesco managers are required to be comfortable with planning, target reaching and reporting. Furthermore, creating purpose, knowing TESCO Plc values are a must together with retailing experience and knowledge, strategy and customer service. (**The Times 100 Business Case Studies, 2008**).



- **ROXANA BANEA** – TEAM Leader – 2124856 – Discuss tasks and skills that a manager uses to run this organization.

## MANAGING TESCO

**TESCO** PLC



- ❖ In 2021 Tesco decided to restructure the way the larger stores are ran.
- ❖ The company has decided to scrape department roles and replace them with team manager or lead manager positions.
- ❖ For department managers this meant that the new title would have even more responsibilities than before meaning that some of the lead managers could be in charge sometimes of the entire store. (Grocer, 2021).

- ❖ Fast forward to year 2023, Tesco has announced its intention to continue what was started in 2021.
- ❖ This restructure attempt was made with the intention of giving customers better shopping journeys in the stores.
- ❖ A total of 1,750 workers were impacted because of this change but Tesco quickly put workers minds at ease by introducing shift leader roles which will be responsible of overseeing and leading the operational duties on the shop floor. (Saker, 2023).

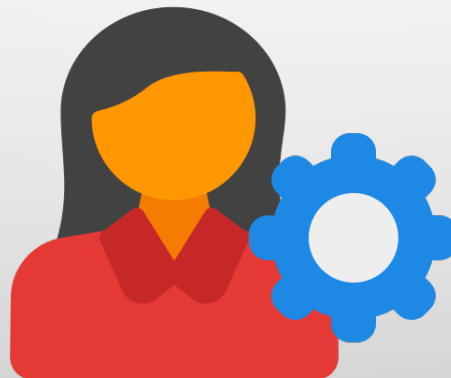


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## MANAGING TESCO



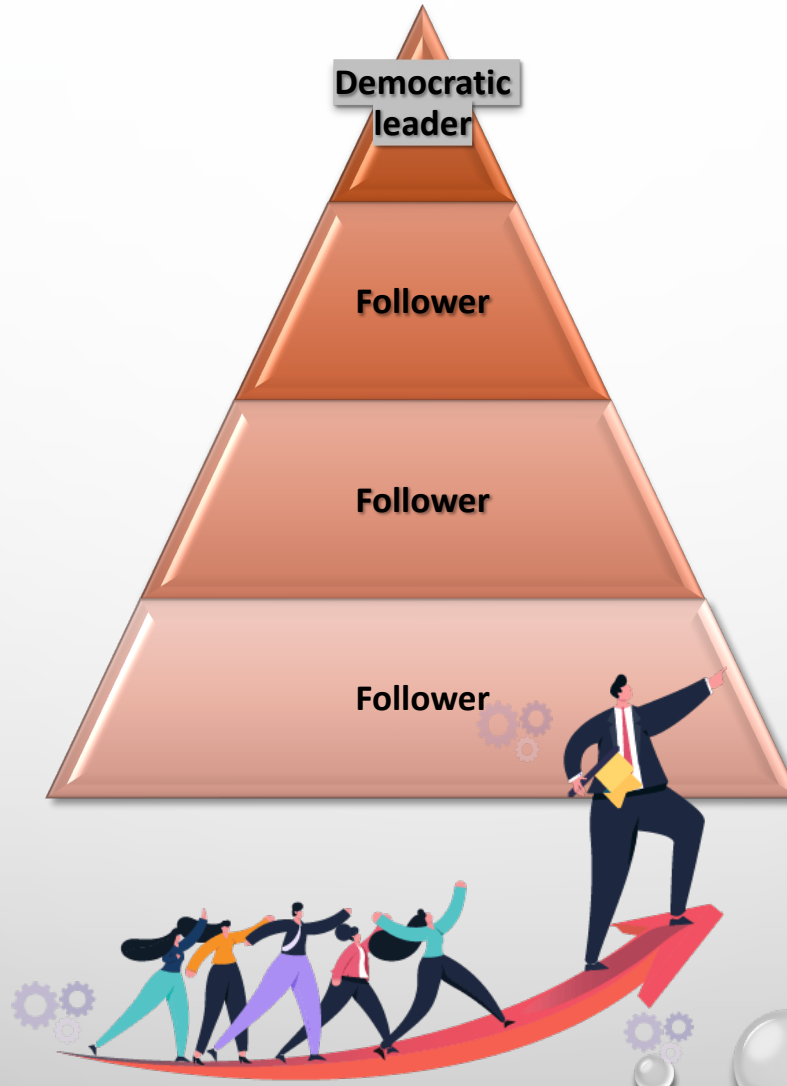
### MANAGEMENT ROLES, MALE TO FEMALE RATIO



- ❖ Like many other nowadays corporations, Tesco has a low number of women who are owning management positions. Although the number of Tesco female managers are growing, the overall number in comparison with male managers is small.
- ❖ Huber, 2022 in *"Setting adequate wages for workers: Managers' work experience, incentive scheme and gender matter,"* argues that studies cannot show the influence of women managers working at Tesco because of the limited jobs occupied by them. Despite this issue, Huber conducted its study in 2022 and managed to conclude that women managers in comparison with men managers, were preferred due to improving the work atmosphere and wages paid to employees.
- ❖ At Tesco, managers decide what is the adequate compensation for workers, up to a maximum amount. (Huber et. al, 2022).

- ❖ In 2021 Tesco PLC Annual Report, the company was pleased to share that the Gender Pay Gap has decreased for a third consecutive year. The percentage reached was 6.7% and it is half than the UK GPG national average which is tipping at 15.4%.
- ❖ Tesco attributes its finding on two key points – having a higher number of males occupying male managers positions and the other factor is that there is a higher number of male managers working on Sundays, night shifts and public holidays in comparison with women managers. The second factor means that all these employees receive premium pays which automatically increases the GPG pay. If removing the premium payments from the entire calculation, the median pay gap is greatly reduced to 2.9%. (Kuching, 2022).

## TESCO – WHAT IS LEADERSHIP?



- There is no particular definition of leadership that could be universal. It can simply be described as the power to lead and persuade. In the context of a business, leadership represents the processes used to persuade others to take part to organizational objectives and use efforts to achieve them in a fruitful and efficient way. Due to its wide nature and use, leadership is considered critical to any organization for its success. This practice has been widely studied but research differs, and results were inconsistent.
- According to various studies, successful leadership traits are honesty, confidence and as well a combination of experience, education and trainings followed by the need of critical thinking. (McVey, 1995).

- In the view of Igbaekemen, leadership derives from leading which is a process of directing, coordinating and influencing the activities of a particular group who's driven by a collective goal that needs accomplishing.
- Leadership is very important for employee performance and as well for the success of a corporation.
- In general, each organization tends to spend considerate amounts of money in their search for effective leaders and for training and teaching them successful leadership behaviours. In the *Impact of Leadership Style on Organization Performance: A Strategic Literature Review*, Igbaekemen describes 3 types of leadership behaviours: Autocratic or Authoritarian, Democratic or participative and Laissez-faire. (Igbaekemen, 2014).

# TESCO & LEADERSHIP

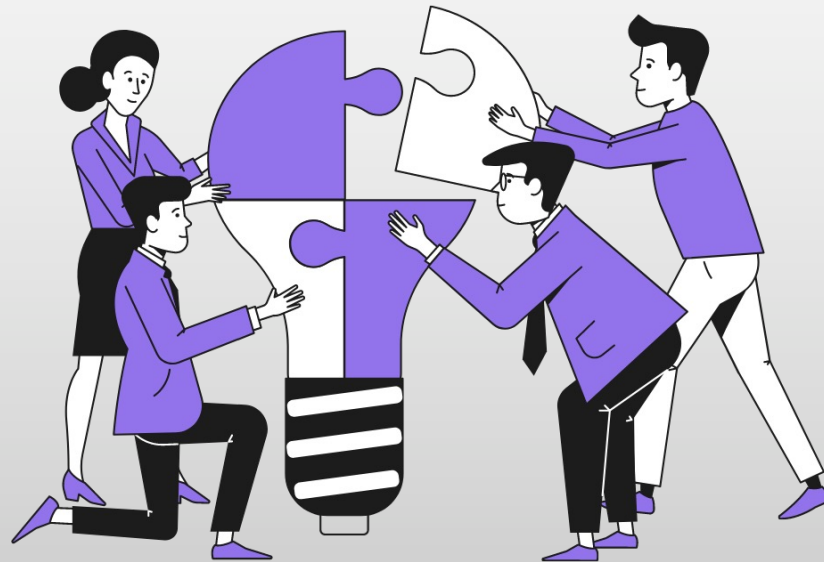


## DEMOCRATIC LEADERSHIP

- There are 3 known leadership styles: autocratic leadership, democratic leadership and Laissez-fair leadership.
- Tesco's leadership style is democratic. This means that the leader seeks to obtain the participation and input of the team members before adopting any new rules or making new decisions. This style encourages constant collaboration, communication within the team, approachableness and ownership.
- Adopting this style means that the leader acts as a facilitator who offers support to its team, encourages team members to have initiative in with their work, decision making and leverage the group knowledge collectively. (Igbaekemen, 2014).



# TESCO & LEADERSHIP



For Tesco, culture and leadership are strong key points for running the business, keep customers satisfied, increase revenue, maintain good relationships with stakeholders and shareholders, investors, etc.

The Board is responsible of overseeing the company's diversity, inclusion, management talent and quality of existing management.

In addition to the Board's input, the Governance Committee and the senior management are responsible of championing the benefits of having a diverse team, weather is based on religion and beliefs, sexual orientation, gender and ethnic diversity.

The Board is the main body that leads the whole TESCO plc business; their leadership is encouraging decision-making on the rest of the teams, strengthen relationships with stakeholders and praise delivery and performance.

The Board is lead by the chairman who is responsible of offering qualitative leadership, while ensuring that the core believes of the business are met. These are related to transparency and openness during Board meetings, communication between the Non-executive and the Executive Directors. (Kuching, 2021)

With as little as 3 values, Tesco has built an important a dominant and strong culture which encourages work integrity, teamwork and collective purpose. *"No one tries harder for customers," "We treat people how they want to be treated," and "Every little help makes a big difference."* (Kuching, 2021, p.51)

These simple values are not short of a strong impact for customers, colleagues and communities. Through these values, Tesco is encouraging respect, teamwork, transparency, customer service, compassion and great work standards. (Kuching, 2021).

## TESCO & LEADERSHIP



Ken Murphy, CEO Tesco plc

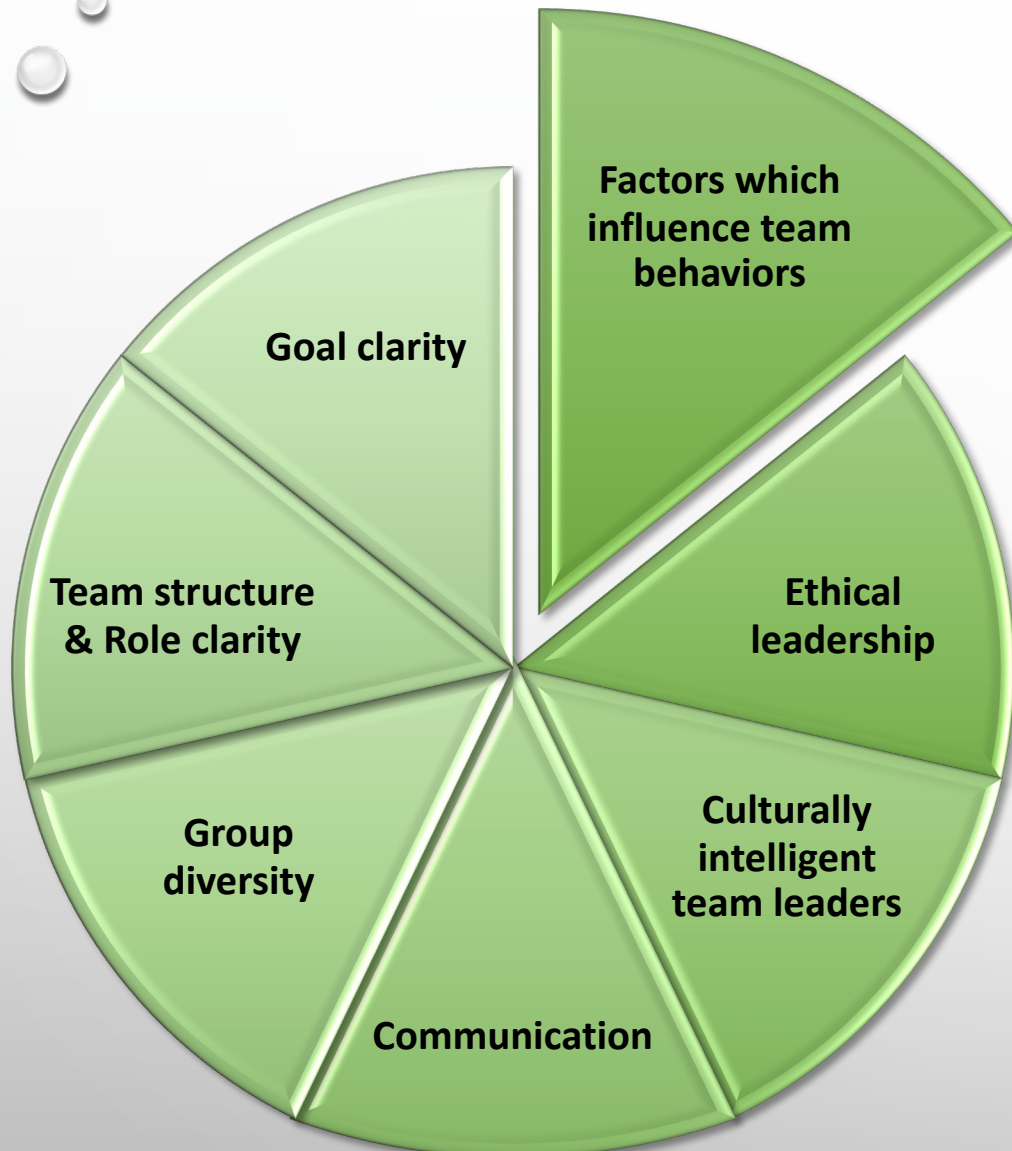
- In 2020 the CEO Dave Lewis has announced his resignation and fast-forward to 2021, the role has been occupied by Ken Murphy.
- **M**urphy joined Tesco plc during the troubled times of COVID-19 pandemic.
- **T**he CEO's responsibilities were to deliver successful business strategies that would improve customer satisfaction, drive sales and revenue, brand innovation, etc.
- **M**urphy had to go through an extensive induction which lasted 6 months and during with he was introduced to the depth of Tesco plc business, met senior leaders within the business and as well, met suppliers, stakeholders, business partners outside the business, and stakeholders.
- In 2021 he has conducted the lengthy sale of the Tesco stores from Asia for US\$10.6bn; At the same time has met and outperformed the sales targeted for the first quarter of 2021. He has voluntarily decided to repay the COVID-19 business rates relief worth of £2 million which were given during the pandemic to support businesses in need for a short period of time. **(Kuching, 2021).**
- **T**he role of CEO is expected to be met with high levels of corporate governance, ensure the Board has all necessary resources in order to carry out their duties, focus on important areas that require leveling. **(Kuching, 2022).**



- PETRE AMARILDO – 2133169 – Discuss the factors which influences group and team behaviors.

## FACTORS WHICH INFLUENCE GROUP AND TEAM BEHAVIORS

**TESCO**



(Savelsbergh *et. al.*, 2010).

- We call a **team** as a two or more people who are easy to distinguish and who are orientated towards the same common goal and who each hold particular roles or are required to perform precise functions. (Savelsbergh *et. al.*, 2010).
- Ethical leadership is a demonstration through which ethical behavior is shown through appropriate personal actions, behaviors and communication. This type of leadership focuses on treating an individual belonging to a group or a team, with fairness, morality and impartiality. Research has shown that individuals lead with ethicality, at work, are more positive about their work tasks, more confident and more positive. Ethical leadership motivates team members to go the extra mile whilst working, are more satisfied with their leader and their decision-making.
- Developing skills such as 'culturally intelligence' for a leader is a vital and necessary must within work environments and businesses which are trying to become global and expand on foreign grounds. Global leadership was born with the beginnings of globalization, and it requires leaders to be able to manage people of different cultures and backgrounds whilst respecting their believes, differences, cultural values, religion, etc.
- Cultural intelligence is the capability that a global leader should posses in order to perform their work in an effective manner despite the presence of various cultures concentrated within the same place. (Widmann, *et al.*, 2018).

## FACTORS WHICH INFLUENCE GROUP AND TEAM BEHAVIORS



- **B**usinesses and organisations are expected to adopt innovations that could solve reoccurring problems and challenges risen from constant global competition, customer expectations or changes in the market. **S**uch challenges require employers and businesses to find solutions that could help tackle these challenges. **T**hese solutions are related to innovations, the need of new products and processes that can be useful for employees, organisations, teams to tackle challenges, to work together effectively, to co-operate with their team, senior management, stakeholders and shareholders. (Widmann, *et al.*, 2018).
- **E**ffective communication is one of the most successful processes that a team should develop and cultivate. **C**ommunication serves as a learning behaviors through the means of asking questions, summoning assumptions, analyzing alternatives, searching for feedback, reflecting on outcomes, identifying errors and correcting them and reflective communication. (Savelsbergh *et. al.*, 2010).
- **E**ach project requires a leader or a manger who is responsible of communication effectiveness, cohesiveness and good levels of collaboration amongst team members. **F**or a project to develop, there must be a defined scope, knowledge about time implications and costs, customer acceptance, commercialization, etc. Performance within a team is achieved when everyone knows in detail what their tasks and goals are – research shows that the quality of work and results drops significantly when goals are not clearly communicated, when people lack vital information or when focus shifts away from tasks and loss of interest and implication happens. (Razil *et. al.* 2018)
- **R**ole clarity can be a successful tool for a team member to perform well at work or a terrible disaster if it is missing, it is unclear, lacks information and causes confusion. **A** clearly defined role starts with the leader of the team that knows exactly how to describe expectations to each member. **T**eam performance and behavior is measured by how well a team is structured, with people knowing who is responsible for what, access to information, knowledge sharing and task interdependence. (Widmann, *et al.*, 2018).

- **PETRE AMARILDO** – 2133169 – Discuss the factors which influences group and team behaviors.

## FACTORS WHICH INFLUENCE GROUP AND TEAM BEHAVIORS



### COMMUNICATION WITHIN THE BOARD TEAM

#### INCLUSION & DIVERSITY

- Tesco actively works in diversifying its teams across all departments and has programs in places through which are supporting young, talented and as well unskilled people who are looking for a career.
- In 2020 Tesco carried a survey through which employees were asked if they are happy at work and if they can be themselves whilst at work without feeling fear of judgment. 81% of the employees responded positively to the survey. **(Kuching, 2021)**

- Tesco take pride in ensuring that communication runs smoothly amongst the numerous departments that the business has.
- Communication and information spread is being done through the CEO, the Board, the Committees, senior management, etc.
- Tesco PLC has a dedicated company secretary who through the CEO, has the responsibility of guaranteeing that the Board is adhering to all procedures in place, rules, regulations and the company's best practices. **(Kuching, 2022)**



#### TRAININGS & INTERSHIPS

- Employees are often provided with courses and informed of trainings they should follow, and which are related to Health & Safety, Data privacy and any other Regulatory practices. **(Kuching, 2022)**.
- The company launched in 2021 a unique "Business Diversity Internship" through which was seeking of giving business opportunities to disadvantaged communities such as: Asian and Black communities, ethnic groups, disabled, LGBTQ+. **(Kuching, 2021)**



## FACTORS WHICH INFLUENCE GROUP AND TEAM BEHAVIORS



Shema was nominated for the award of Retail Frontline Hero in Tesco's Annual Report of 2021 for her support towards local communities in need due to the COVID-19 pandemic. (Kuching, 2021)

- Tesco has in place for its employees a project called "Everyone is Welcome" through which employees are actively encouraged to achieve their full potential, get recognized and receive rewards for working in teams.
- The Board is aware of the importance of culture inclusivity, equal opportunities and support for employee's development for which they actively advocate. (Kuching, 2022)
- Employees efforts do not go unrecognized by the company, and often, they are mentioned in the Annual Reports for their achievements and dedication. (Kuching, 2021)



### COMMUNICATION, CULTURE and EMPLOYEE SUPPORT

- During the COVID-19 pandemic, Tesco's has carried out a satisfaction survey called: "Every Voice Matters" which scored 82% and which makes Tesco a great place to work. The survey was up by 7% in 2021 in comparison with 2020.
- In 2021, Tesco has awarded floor employees 3 bonuses during the length of the entire year through which work efforts during hard times were recognized and applauded.
- The company offered free access for 1 year to "Headspace" application and "Silver Cloud" in order to help support mental health wellbeing. (Kuching, 2021)

# CONCLUSION



- **We** can conclude that overall Tesco PLC is a strong corporation that is constantly growing and developing into one of the largest corporation within the UK.
- **Although** it was impacted by COVID-19 pandemic in 2021 all through 2023, the company saw revenue growth, customer service improved satisfaction and employee satisfaction.
- **Upon** the election of Ken Murphy in 2021 as CEO, the company quickly decided to repay its relief funds taken from the government in 2020 worth of £2 million pounds and continue focusing on the business performance.
- **Moreover**, the company is looking to offer support for its employees by introducing campaigns meant to assess and improve employee satisfaction, make Tesco a better workplace, reduce the Gender Gap pay, build diversity and culture.
- **Tesco** has adopted a democratic leadership system through which the CEO together with the Board and the Executive Committee are running the business, creating structure, supporting business growth and innovation.

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***Thank you very  
much for watching  
and for listening!***