Lessons in Resilience

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Why is this important to Tesco?

Core Purpose: Serving Britain’s customers a little better everyday

Our Values:
• Every little help makes a big difference
• We treat people how we’d like to be treated
• No-one goes further for customers
Impact on the individual in our system of systems.

Customers
- 80m shopping trips a week

Colleagues
- 440k colleagues across the group

Suppliers
- Loads
- Even more people work for our suppliers
As an example – Terrorism 2017
Shareholder perceptions

“The impact of catastrophes on shareholder value” Knight and Pretty, University of Oxford

Resilience

/rɪˈzɪliəns/

Noun

c the ability of a substance or object to spring back into shape; elasticity.
VIDEO
Questions to help improve our resilience

1. What are the things that could harm me/us?
2. How would they harm me/us?
3. How can I stop them harming me/us?
4. If they did happen, what must I/we have?
5. What is the best way to act if it happens?
6. Where am/are I/we going to recover/rebuild/restore/rebound/regenerate to?
Is one more resilient than the other?
PREPARE

/prɪˈpɛər/

verb

make (someone) ready or able to do or deal with something
Additional support....

Twitter: @TerrorismPolice, @Metpolice
Facebook: counterterrorism.police.uk
Online: www.gov.uk/ACT, www.MI5.gov.uk/threat-levels
RESPOND
/rɪˈspɒnd/
verb
do something as a reaction to someone or something.
2017 – Reaction to Grenfell

• Water

• **Not asked for, didn’t know where to deliver it, traumatised colleagues.**
  • Better liaison with Local Authority

• Mobile phones

• **No control, fraudulent claims.**
  • Centralised co-ordination of what we’re doing

• Biggest issue for colleagues in London

• **Tesco largely unaffected**
  • Closer link between local and central leadership

• Charity Partnership

• **Ready to provide aid abroad, not to the UK.**
  • Building links with British Red Cross.
Recover
/riˈkʌvər/

verb

return to a normal state of health, mind, or strength.
An example of recovery VIDEO

Storm Desmond 2015, Carlisle Tesco Superstore
QUESTIONS?