

# 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

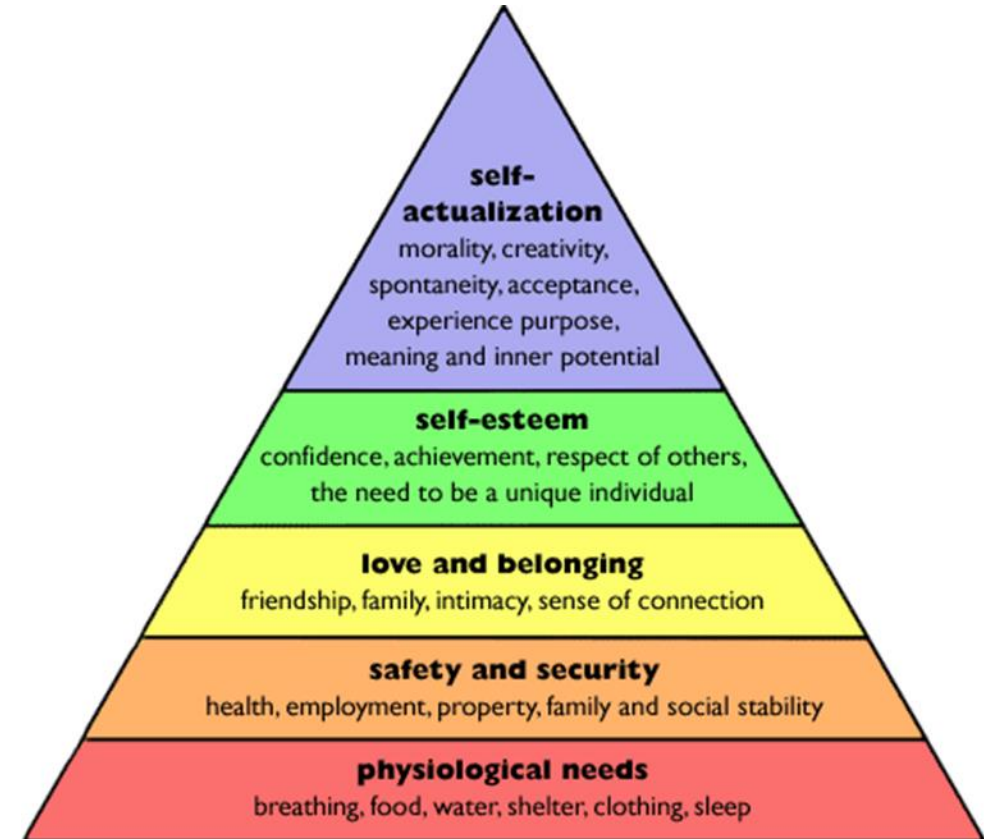
- 80m shopping trips a week

## Colleagues

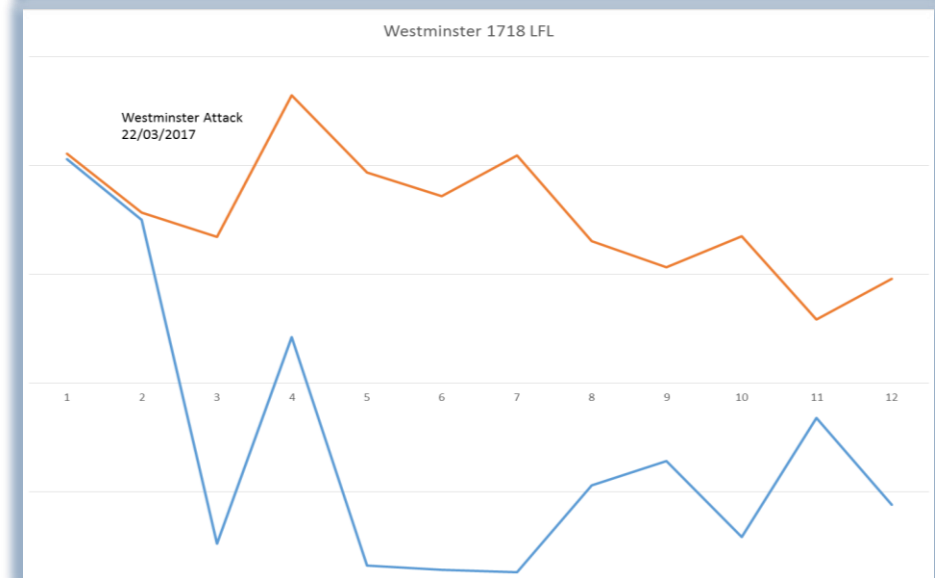
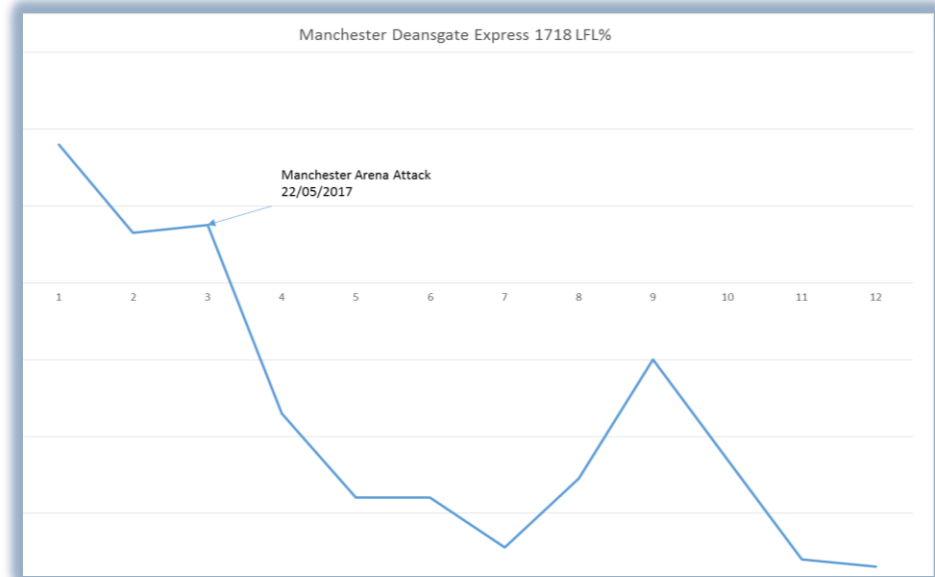
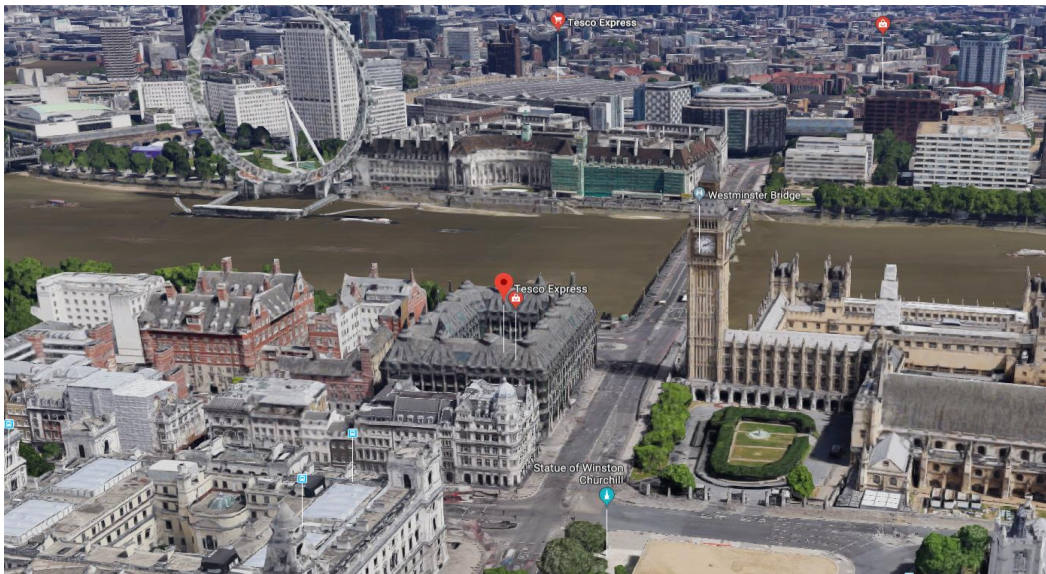
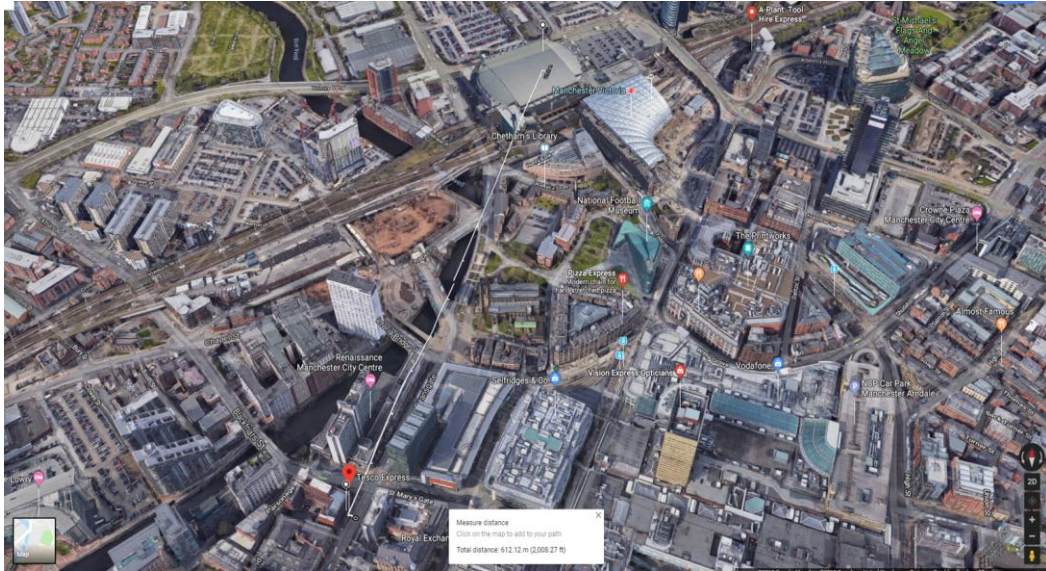
- 440k colleagues across the group

## Suppliers

- Loads
- Even more people work for our suppliers

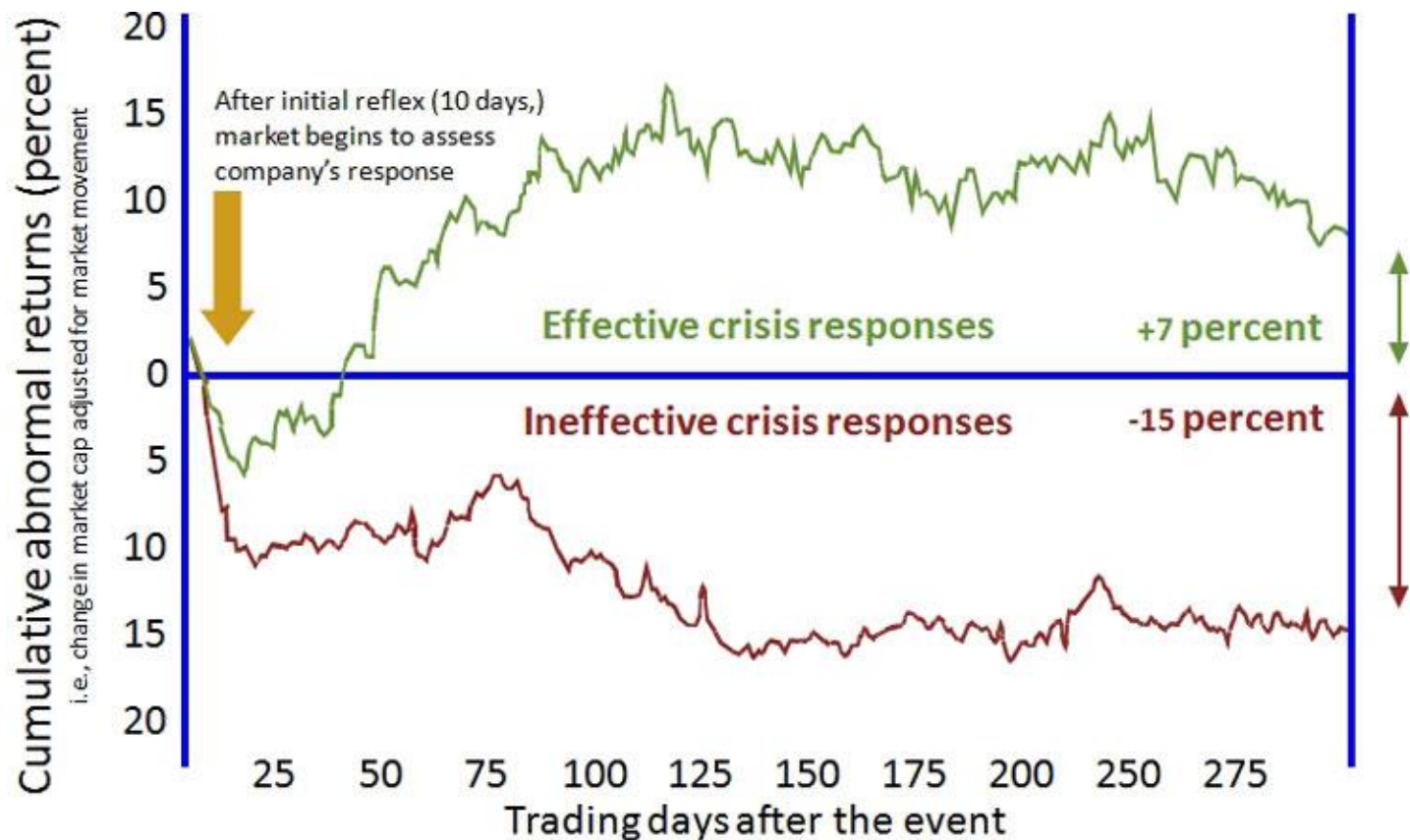


# As an example - Terrorism 2017



# Shareholder perceptions

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



Source: “The Impact of Catastrophes on Shareholder Value,” Rory F. Knight & Deborah J. Pretty, Templeton College, University of Oxford, p. 3.

# Resilience

/rɪˈzɪliəns/

*Noun*

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

/prɪ'pɛː/

*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](http://www.gov.uk/ACT), [www.MI5.gov.uk/threat-levels](http://www.MI5.gov.uk/threat-levels)

**Stay safe.**  
In the unlikely event of a firearms or weapons attack  
**Run. Hide. Tell.**

Run. to a place to negotiate.  
Hide. It's better to be silent and finally and.  
Tell. the police. 0345 6050

**UNATTENDED ITEMS: LOST... or SUSPICIOUS?**

**H** Hidden?  
• Has it been concealed or hidden from view?  
• Bombs are unlikely to be left in locations such as this - where any unattended item will be noticed quickly.

**O** Obviously suspicious?  
• Does it have wires, circuit boards, batteries, tape or putty-like substances?  
• Do you think the item poses an immediate threat to life?

**T** Typical?  
• Is the item typical of what you would expect to find in this location?  
• Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

**NaCTSO**  
National Counter Terrorism Security Office

**BRITISH TRANSPORT POLICE**

**UK Retail Security Crisis Management Guide.**

**TESCO**

**citizenAid**  
Public Immediate Actions  
For multiple casualties from a shooting, stabbing or a bomb

Contents

- Preparation
- Active shooter
- Knife attacker
- Suspect bomb
- Exploded bomb
- Follow Control then ACT
- Treat the injured
- Shortcuts
- Incident report >>
- Casualty message (patient report) >>
- Stop the bleeding >>

Follow **Control** then **ACT**  
Start with **Casualty first look**

Shortcuts

- Incident report >>
- Casualty message (patient report) >>
- Stop the bleeding >>

999  
MIST

# 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

/rɪ'kʌvə/

*verb*

return to a normal state of health,  
mind, or strength.

# An example of recovery VIDEO

Storm Desmond 2015, Carlisle Tesco Superstore



# QUESTIONS?