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Introduction

I am a consultant who have been placed by a company to form a report that assesses the HR policies of the company. In this report, I need to recommend the beginning salaries of three newly created positions and formulate guidelines regarding the safety, health, and wellbeing of the employees of the company.

In this report, the company selected is Tesco Plc (Tesco, 2023). Tesco is one of the biggest retailers of the UK and in terms of ranking, it is the third biggest retail shop in terms of revenue throughout the world. Tesco began its journey from 1919 and headquarter of company is in London. Around 450,000 employees work in Tesco (Tesco, 2023). All kinds of grocery, electronics, household, vegetable, fresh food, and kids' food are accessible in Tesco. Tesco is a global company and it has its own mobile or bank network (Tesco, 2023).

Critique the company's HR policies.

The main difficulty facing Tesco's HR strategy is advancing equity and diversity in the retail sector. In this circumstance, the person finds it difficult to coordinate and collaborate with the entire crew. Employee disputes are more likely to occur in this setting, which affects productivity (Legge, 2014). It is difficult for HR to foster employee communication because people from different cultures and languages operate in various ways and speak various languages. HR finds it challenging to maintain control over the effectiveness of professional interactions amongst employees due to complex difficulties and severe cultural variations.

Another criticism regarding the HR practices and policies of Tesco is based on the changing environment of the company. The changing environment is the key problem that block the operations of business. Tesco has a number of organizational, organizational, and personal issues. In a similar vein, human resource management is responsible for ensuring that the company has complied with all relevant labor rules. Also, all adjustments to plans and regulations must be communicated to the workforce. In addition, Tesco HR frequently has to modify employee policies to suit new legislation, such as those pertaining to worker compensation, equality and diversity, and health and safety (Kehoe and Wright, 2015).

Another critical point of HR policies of Tesco is technological advancement. Another human resources concern that has increased the demand for training is the development of new technical tools, which require retailers to impress their staff with the proper use of technology. Tesco claims that the biggest negative impact of technology advancement is an increase in workplace distraction. The use of cellphones for social media and other purposes aside from work is the main issue with human resource management. Other problems associated with development include high maintenance expenses, an increase in staff sluggishness, and the influence of professional ties at work (Ortega-Parra and Ángel Sastre-Castillo, 2013). Yet, the use of technology reduces worker productivity and calls for costly maintenance.

Globalization is another problem that create problem towards HR policies and practices of Tesco. The main goal of increased globalization is to reduce competition. Managers now give priority to selecting people with varied backgrounds, cultures, and other qualities as a result of growing globalization in the UK. This method aids in introducing innovation into services, but it

also increases the risk of conflicts, bad work management etc. (Leekha Chhabra and Sharma, 2014). As a result of globalization, Tesco's HR department is now faced with a dilemma because the corporation needs to place a heavy emphasis on staff training in order to create official connections that will support work performance. Cultural differences are the fundamental challenge that human resource managers face in today's increasingly globalized and multinational organizations.

New HR policies for Tesco

Improve employee retention.

Prioritize work-life balance.

The idea of work-life balance is real. Nevertheless, remote work and flexible scheduling policies won't help much if employees just have more work than they can reasonably do or if the company culture expects them to check their email long into business hours. Managers should often check in with their team to make sure they do not have more work than they can handle and to encourage open discussion about workloads. An employee may also lessen the stress by cutting back on the number of ineffective meetings and administrative chores that eat up time without adding much of value (Das and Baruah, 2013). In the event that workloads become excessive, Tesco should ultimately weigh the cost of recruiting more employees against the cost of increasing turnover.

Improve organizational culture.

Corporate culture may seem random, but there is no disputing its impact on retention. Actually, company culture has a significant impact on job happiness. Good corporate cultures share important traits such as having and enforcing clearly stated principles, valuing and seeking out employee feedback, being strongly committed to diversity, equity, and inclusion, and exhibiting supportive leadership. But the essential components of a robust corporate culture differ slightly from one company to another (Cloutier et al. 2015).

Support employee wellbeing

Given the rising expense of living, complicated personal lives, and political and economic worries, it is reasonable that more than half of workers feel burned out and that little progress has been accomplished. Tesco must put into practice the most efficient methods for minimizing burnout, including making sure that workers have fair workloads, open lines of communication with management, and a supportive work environment (Tereraand Ngirande, 2013). Employers should consider adopting additional measures to assist the physical and emotional health of their staff members. Benefits like wellness reimbursements for massages or gym memberships, insurance coverage for counselling and other mental health treatments, or even access to online platforms for meditation or wellbeing are available to Tesco employees.

Effective customer service practices

Hiring the right people

Tesco's HR strategy begins with recruitment, which is a crucial initial step. As a result, there is a thorough and rigid selection procedure involved in employment at the airline. Tesco seeks candidates that are upbeat, amiable, and modest as well as able to empathize with customers. A lot of thought should go into the hiring process. The organization will swiftly become exposed if the incorrect people are hired (Shahzad et al. 2012).

Training service champion

A lot of thought should go into the hiring process. Tesco will swiftly become exposed if the incorrect people are hired (Nold, 2012). The goal of this training is to provide Tesco personnel with the skills they need to serve customers with grace, assurance, and love. Together with safety and practical topics, the training modules also teach students how to appreciate fine wine and cuisine as well as the art of conversation. Transforming Customer Service (TCS), a Tesco internal program, attempts to foster teamwork among employees in crucial operational areas. This aims to remind employees of their significance to the company as a whole and that everyone plays a part in providing excellent customer service (Nold, 2012). Investment in training can produce excellent service champions if the right people are in place.

Empowerment of quality service

Many service organizations struggle to put the empowerment into effect since it is a tough concept to grasp. Make it the management's obligation to communicate and explain the staff's empowerment constraints after first ensuring that the personnel has a clear understanding of the limits of their authority (Bigliardi et al. 2012).

Rewarding Experience

After the necessary staff and training are in place, the next step is to ensure that the teams can provide service excellence. Strong performance rewards are not only a potent motivator but also a successful retention strategy. Tesco utilizes a variety of rewards, including as symbolic forms of recognition, performance-based share options, and tying elements of variable pay to individual employee performance and business performance.

Tesco's evaluation process evaluates an employee's grooming, customer-handling skills, product knowledge, safety education, and working connection with coworkers in order to promote good service behavior. Employees who go above and above in providing excellent customer service are recognized and rewarded. Tesco makes sure that these award recipients receive a lot of internal attention. According to Tedla (2016) Tesco also recognizes the teammates of the award recipients for their contributions, thus fostering a culture of teamwork. Communication is another effective motivator. This makes sure that everyone on staff is informed of what is happening within the company and instills a feeling of pride in their work. When their compensation structure is rigid, many service organizations struggle. Make excellent use of all of the benefits that are offered.

The use of technology to improve interoffice communication.

Instant messaging platform

The employees may connect with one another in real-time by using instant messaging tools to transmit text, videos, links, or photographs, whether they are seated next to one another or halfway over the world. Instant messengers are a highly helpful tool for connecting with remote coworkers. If a worker needs a coworker to answer a fast question, it is a terrific method to connect immediately (Johnson and Johnson, 2013). Compared to transferring emails back and forth, communication is speedier and less disruptive with instant messaging platforms.

Video chat tools

Video is very useful for internal communications in large firms or corporations with several locations. Even if they are on opposite sides of the world, it is one of the finest ways for coworkers to chat with each other in person. Coworkers can continue to interact face-to-face one-on-one utilizing video chat software when working remotely or when it is impossible or inconvenient to meet in person. Because video chat reduces travel expenses and commute times, people can be more productive. It is more adaptable than usual gatherings and promotes a culture of greater teamwork (Waghmareand Mahaparale, 2017).

Social media platforms

For many employees who are accustomed to utilizing social media to communicate information with friends in their personal life, using it for work-related purposes is a logical next

step. Information can be quickly shared via social media (Maestre et al. 2016). The potential for free or inexpensive social media integration is a further important advantage. Information can be quickly shared via social media. The potential for free or inexpensive social media integration is a further important advantage (Al-Shorbaji, 2021). Enabling social media use at work runs the risk of abuse as well. Tesco should not have any influence over the platform, and the terms and conditions might change at any time.

Create/revise employee performance appraisals.

Responsibilities of Management teams/HR department

To help employees understand how employee performance evaluations operate, the HR department should develop a suitable template for a performance management policy. The management team or HR department should collate the self-assessment records created by the individual employees as well as the grades awarded by their respective managers. Tesco's HR department will disclose any necessary pay raises, bonuses that employees might be entitled to, and performance-based bonuses that might be added to specific employees' base pay after data collecting (Daoanis, 2012).

Guidelines to Conduct Performance Appraisal

Every employee at Tesco must be aware of the rules and follow them in order to build a fair performance evaluation procedure. Every employee has a fundamental right to comprehend performance standards, so efforts should be made to make sure they are informed of their particular

job responsibilities. It is the management's or manager's duty to provide the resources necessary to increase employee productivity (Cappelli and Conyon, 2018).

The company's performance management policy applies to each and every permanent employee. Each worker has the right to ask for criticism of their job. The process of reviewing performance should be thoughtful and meaningful, not just a thoughtless "check box" activity. Managers should recognize ability in their employees and encourage them to progress in their positions. The specific job competencies should be the main topic of the performance assessment. Job skills, teamwork, additional competencies, contribution to the organization, results of given tasks, special accomplishments, social skills, and organizational citizenship conduct are the main considerations for performance evaluation (Cappelli and Conyon, 2018).

Schedule of performance appraisal

The organization will conduct performance reviews twice a year. Performance reviews are scheduled to take place in March and September. The management or HR team will inform you of the exact date by which the team and self-appraisal forms must be submitted (Rudman, 2020).

Performance grading

In the performance appraisal system, employees are graded based on their overall performance. The performance score will be compared to the ideal points given to the employee once the defined goal has been accomplished. Other key scores that are taken into consideration for evaluation include the behavioral score and conformance with essential skills. The overall performance evaluation score is made up of the performance score, the behavioral score, and the

compliance with critical skills. Based on the findings of the overall performance evaluation, Tesco's management will make additional compensation hikes, incentive changes, and bonus decisions (Selvarajanand Cloninger, 2012).

Salary increments bands

The compensation rise will be put into effect twice a year, based on the findings of the thorough performance evaluation. Tesco employees are qualified for a wage increase if they successfully meet the 75% overall performance review cutoff score. Workers who received less than 50% of the desired score may be given warnings or memoranda for performing below expectations, as well as skill enhancement training. Workers will be eligible for performance bonuses if their ratings are 90% or better (Cappelli and Conyon, 2018). How the bonus is distributed among the workforce will depend on how much each employee contributed to the company's profit margin.

Job listing including starting salary information.

For secretary

Responsibilities:

- Responding to the phone calls and redirect them when compulsory.
- Regulating the weekly/daily/monthly agenda and organize new appointments and meetings
- Preparing and distributing memos, correspondence, and forms

Job Brief:

In order to streamline office workflow processes, you will assume the responsibility of providing clerical and administrative support as a secretary. You will support coworkers and executives with their planning and information distribution. You will be a crucial member of the team and the point of contact for any questions, concerns, or issues.

Responsibilities:

- Answer calls and redirect them when compulsory.
- Regulate the weekly/ daily/ monthly agenda and conduct new appointments and meetings
- Make and circulate memos, forms, and correspondence
- Update and file contact information of customers, employees, suppliers and external partners
- Facilitate and support the completion of ongoing reports.
- Maintain and develop a filing system.
- Assess regularly the stages of office supplies and place suitable orders.
- Make suitable travel arrangements.
- Undertake duties of occasional receptionist

Requirements and skills:

- Proven work experience as an Administrative Assistant or Secretary
- Knowledge with office optimization and organization techniques
- High level of time management and multi-tasking capability

- Excellent verbal and written communication skills
- Professionalism and integrity
- Proficiency in MS Office

Starting salary: £3500 per month

For Marketer

Duties and responsibilities:

A Marketer works collaboratively with other members of marketing and sales team to execute, plan, and monitor successful campaign of marketing. Their responsibilities and duties comprise of:

- Planning promotional marketing strategies in conjunction with the sales, marketing, advertising, product design, and product development teams
- Establishing editorial and content creation schedules for different media channels and platforms
- Helping with the creation, negotiation, and positioning of billboards, traditional media advertisements on TV and radio, social media advertisements, and email blasts
- Creating a brand style guide that best reflects the voice and objectives of the organization or client
- Assisting team leaders to establish, allocate, and track each project's budget

Marketer skills and qualifications:

A marketer utilizes different industry knowledge and soft skill to implement and create marketing plans for their clients and company comprising:

- Effective speaking, writing, presenting and proper listening skills
- Good interpersonal skills, comprising the capability to coordinate with team members, management, and customers, where applicable
- Familiarity with systems of content management, customer relationship management, and webpage analytics
- Data analysis, problem-solving, critical thinking, and decision-making
- Understanding of best practices

Marketer salary expectations:

Marketers earn an average of £4500 per month. The pay depends on experience, education, and location.

For operation manager

Responsibilities:

- Making sure all the operations are conducted in a cost-effective and appropriate manner.
- Enhancing systems of operational management, best practices, and processes
- Assisting the processes of company and remain lawfully compliant

Requirements and skills:

- Proven work experience as Operations Manager or similar role
- Knowledge regarding operation management and organizational effectiveness
- Experience forecasting and budgeting.
- Familiarity with financial and business principles
- Excellent skills of communication
- Leadership ability
- Outstanding skills of organization

Salary offered: £10,000 per month along with fringe benefits

Health, safety and wellbeing guide for the company

Obligations under the Act

The Health and Safety in Employment Act enforces key duties on Tesco and the company is based on regular volunteers and paid employees (Shana felt et al. 2017). It also enforces duties on self-employed people, paid employees, contractors, volunteers, and others.

- Employers have to take all types of practical steps to make sure that all employees work safely, irrespective of where the workplace is.
- Employers have the responsibility for finding, mitigating, and including all probable hazards.

- Employers, employees, and unions are needed by law to form an agreed safety and health plan, comprising the election of safety and health representatives who are permitted to take part in two days approved training.
- Employees have the right to deny to do unsafe work, but can conduct on performing other work while these are catered.

Managing stress at workplace

A healthy and safe work environment is largely a result of effective stress management at the places of employment. Stress brought on by uncontrolled workplace risks, whether they are physical issues like inadequate workplace safety or intangible issues like unsustainable workloads, may seriously hurt employees and the organizations. Healthy employment is a shared responsibility. The same abilities and behaviors are needed to manage stress and exhaustion issues as they are for any other job relationship issue (Armstrong and Taylor, 2020).

Employers must take their responsibility to reduce the caused stress to the employees following so many techniques such as meditation, deep breathing exercises, and mindfulness (a state in which you actively observe present experiences and thoughts without judging them) can help melt away stress.

The employees are a very critical part of any entity's assets.

Supervision

One of the main ways an organization fulfils its obligation to ensure that workers are well-supported and well-resourced and to recognize when job stressors and workloads are becoming an issue is through supervision (Goetzel et al. 2014).

Volunteer Health and Safety

Volunteers are assessed under the Health and Safety in Employment Act by duties when:

- The volunteer is carrying out work for an employer who has provided consent or has knowledge regarding voluntary work.
- The volunteer carries out the work on a regular and ongoing basis for that employer and regular basis for that employer and
- The work is an important portion of the business of that employer.

Conclusion

According to the study presented above, Tesco can reduce stress by reducing the number of meetings and administrative tasks that are time-consuming but offer no value and being as unneeded pressure and reducing the productivity. Tesco employees can take advantage of perks like wellness reimbursements for massages or gym memberships, insurance coverage for counselling and other mental health treatments, or even access to online platforms for meditation or wellbeing. Tesco looks at an employee's appearance, customer-handling skills, product knowledge, safety training, and working relationships with coworkers in order to promote good service behavior. Instant messengers are a highly helpful tool for connecting with remote coworkers. If a worker needs a coworker to answer a fast question, it is a terrific method to connect immediately. Information can be quickly shared via social media. The potential for free or inexpensive social media integration is a further important advantage. These tools are significantly used by Tesco for internal communication. The employee must be considered and treated as the main resource of the entity which should be maintained carefully to grow up to not to fix when the needs come up. To create the loyalty and find the creativity of each and so getting the maximized result with love.

Investment in your employees is saving so many costs such as losing their skills, recruiting new staff and getting them trained and all other costs of employee's turnover. To prevent the staff turnover, Investment in employees should be well studied and executed as it is a long term with a long life. Investing in your employees takes some money, time, and effort, but it's an investment

worth making. Implementing any of these suggestions can give you real financial returns and benefit your company in the long run.

Employees satisfaction and loyalty are an unpaid advertising tools carrying the and improving the entity's image in the market and reputation as well. And here are the key reasons for employee dissatisfaction: Low compensation, lack of Career growth, poor Management, poor relation with co-workers and managers, lack of appreciation and recognition and poor work-life balance.

A positive work environment doesn't only mean the organizational structure. It is the overall experience an employee shares with his/her co-workers, immediate supervisors, and company culture.

Ultimately, investing in employee development is vital to success no matter the industry or company size.

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