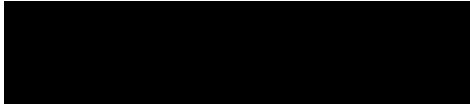


BY EMAIL

Tesco Stores Limited
Tesco House
Shire Park, Kestrel Way
Welwyn Garden City
AL7 1GA

FAO: Coroner ME Hassell, Senior Coroner
Inner North London, St Pancras Coroner's Court



21 October 2025

Dear Coroner,

RE: Regulation 28: Report to Prevent Future Deaths – Gabriella Omolabake Torisheju JAIYESIMI (Deceased)

We refer to the Regulation 28 Report for the Prevention of Future Deaths, dated 26 August 2025 (the “**PFD Report**”).

We note that the PFD Report was issued to the Chief Executive of Tesco Plc, although the interested party at the Inquest to which the PFD Report relates was Tesco Stores Limited (“**TSL**”). TSL is the relevant UK trading entity of the Tesco group of companies, and it is that entity which therefore provides this response.

1. I am [REDACTED], Group & UK People Safety Director for Tesco Plc, the parent company of TSL. TSL is the UK trading entity of Tesco Plc, which owns and operates its retail stores throughout the UK. I have held this position since July 2018, having worked for Tesco since 2009 in a number of health & safety related management roles in the UK and across the Tesco Group. I am authorised to respond on behalf of TSL.
2. May I first take this opportunity to express my personal condolences and, on their behalf, to repeat those of the senior leadership team and colleagues at TSL, to Ms Jaiyesimi's family.

Coroner's concerns

- I.
3. We note the matters giving rise to your concerns in Section 5 of the PFD Report. We note specifically in relation to TSL, that you identify that the TSL colleagues who attended to Ms Jaiyesimi (who were not trained first aiders) lacked sufficient understanding of

Ms Jaiyesimi's then medical situation to relay relevant information to Ambulance Control, so that effective first aid (as directed by Ambulance Control) could be rendered pending arrival of paramedics. You conclude *"it is surely in the public interest that at least basic first aid can be offered to shoppers as well as to staff, and I heard that Tesco is committed to looking after its shoppers."*

4. At Tesco we care about the health and safety of our colleagues, customers and anyone else impacted by our businesses. It is at the heart of how we do business and our guiding principle in everything Tesco does is "Everyone, Every day, Home safely". This applies as much to our customers and visitors (non-employees) as it does to our colleagues (employees).

5. We are always, as a business and as individuals, extremely sorry to hear of any incident occurring in our stores where the outcome is serious, as in these tragic circumstances. Whilst we regularly review our systems and procedures to ensure safety, we welcome the opportunity to consider whether we can do more, as we have done since becoming aware of the incident and following receipt of your PFD Report.

The Regulatory Framework

II.

6. The Health and Safety (First-Aid) Regulations 1981 (the "**Regulations**") provide the relevant regulatory framework for the provision of first aid by businesses such as TSL. The Regulations do not require employers to provide first aid for anyone other than their own employees and there is no legal duty on employers to make first aid provision for non-employees such as the public, as confirmed by paragraph 28 of the Health and Safety Executive's (HSE) Guidance on the Regulations (L74) (the "**Guidance**").
7. Notwithstanding the absence of any legal duty to provide first aid to non-employees, paragraph 28 of the Guidance also acknowledges that *"many organisations, such as schools, places of entertainment, fairgrounds and shops, provide a service for others and it is strongly recommended that employers include non-employees in their assessment of first-aid needs and make provision for them"*.

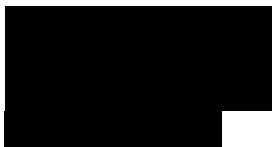
III.

Provision of first aid in Tesco stores

8. In our retail stores, we have first aid trained colleagues who may provide treatment or assistance, as required, to colleagues, customers or visitors.
9. There is no requirement, or indeed necessity, for all colleagues to be first aid trained, and as you identified in your PFD Report, this means that some colleagues may not be in a position to understand how to respond to a medical incident in terms of a first aid response.
10. Store colleagues will, however, through their training, know to call for a Duty Manager and a trained first aider, as the evidence in the Inquest demonstrated.

11. In the majority of cases our trained first aiders will respond promptly to incidents, but on a small number of occasions (and as was the case here), if a first aider is unexpectedly unavailable, colleagues without first aid training may be required to attend to manage the situation and liaise with Ambulance Control if required. (A situation which is recognised and provided for by the Regulations, and recognised by the HSE as the role of an “Appointed Person”.) In all cases, it is Tesco’s policy that a store’s duty manager (being the team or lead manager who is on duty for a particular shift) attends all incidents in a store (even if a first aider is present).
12. In light of your remarks at the Inquest and as set out in the PFD Report, we have identified an opportunity to deliver additional training to our store management teams (including shift leaders, team managers, lead managers and store managers - i.e., those who will perform the role of duty manager from time to time and may, therefore, be required to perform the role of an Appointed Person). We will be delivering internal “Appointed Person” training to c. 30,000 UK store management colleagues, commencing 1 December 2025, with a proposed completion date of 28 February 2026. This training will ensure managers have the requisite skills to provide information to, and follow the instructions of, Ambulance Control and administer basic first aid when specifically directed by the call operator (we note that the HSE is clear in its guidance that those who are not first aid trained, including Appointed Persons, should not attempt to render first aid). This is mandatory training that store management colleagues will be required to complete.
13. It is hoped that this both reassures you that we have taken steps to address your concerns and also provides reassurance to our customers of TSL’s commitment to having in place adequate arrangements to properly assist with first aid incidents when required. We also recognise, as you did during the Inquest, that our store colleagues who assisted Ms Jaiyesimi tried their best in difficult circumstances and we hope this new training better supports them in the future.

Yours faithfully



Group & UK People Safety Director
For and on behalf of Tesco Stores Limited