

Transcript: Q3 – thoughts from the Exec

This video formed part of the Q3 update published on 11 October 2018.

What was your highlight during quarter three?

Steve Murrells, Chief Executive

The food festivals have been absolutely unbelievable. Dead-simple, great to watch, really enticing and appealing to young people.

Ian Ellis, Chief Finance Officer

The completion of the Bank splitting of the Pension Scheme. To actually get that finally done in August and get it legally separated, that's great!

Chris Whitfield, Chief Operating Officer, Retail

How much the competition were talking about the Co-op. They we're so fed up of hearing about the Co-op. Every time they turned the radio on they heard about the Co-op. We really won 'summer'.

Helen Webb, Chief People Officer

Our apprentices, because we are going to hit our commitment of a thousand for this year and in a period in time when apprentice numbers are going down in the country, roughly by about 54%, we're going up.

Helen Grantham, Group Secretary and General Counsel

In Funeralcare we've been leading the conversation on death and dying. Difficult subject but one where we are taking a real lead in the market.

Pippa Wicks, Deputy Chief Executive

My highlight of Q3 is rolling out Guardian across the whole of our Funeralcare network. It's digitally enabled. We get superb management information which allows us to give better care for deceased. It's better for colleagues. It came in under budget. It's really stable. No one else in the world has got Guardian. We're so lucky to have it.

Matt Atkinson, Chief Membership Officer

You cannot believe those food numbers. The like-for-likes are unbelievable.

What frustrated you during quarter three?

Helen Grantham

I think we need to learn to empower our colleagues more so that they can do what's right for our members and customers.

Matt Atkinson

We are just too slow. Gotta find a way to get faster and quicker and make it easy for all of us to get stuff done.

Ian Ellis

We've traded really really well, and we're very very busy. However what we do see is only a small amount of profit fall into the bottom line.

Steve Murrells

For all of our successes, people just don't quite yet get what we're all about - our differences.

Helen Webb

I think I'm frustrated that our colleague recruitment system hasn't quite landed in the way that we expected it to, because we've had a few problems and a few issues.

Chris Whitfield

The increase in retail crime. So, the number of incidents in stores, violent incidents, robberies, physical assaults, etc. Despite all of the efforts from the team, all of the investment and the innovation, we have seen an increase.

Pippa Wicks

I want to take every single minute we spent this year on Fuel for Growth and put it into driving our businesses and our Co-op difference next year.

What made you feel proud during quarter three?**Helen Grantham**

The work we're doing on the Academies. I recently visited the Co-op Academy in Blakely and it was fantastic to see and how far that Academy had come and the fantastic students they've got there.

Ian Ellis

The Inclusion Day that I spent at Castlewood Depot. It was great to see all the people there taking time out to actually think about inclusion and what that meant in the workplace but also in the communities that they live within.

Helen Webb

That we delivered Inclusion Week, demonstrating how important it is that our teams for the future are as inclusive as possible.

Pippa Wicks

Jasmine Joynt, an apprentice in our Insurance business, won a UK-wide award for being Apprentice of the Year.

Chris Whitfield

The job that the logistics team did. We'd only ever done 11 million cases twice before. Throughout summer we shifted between 11.5m - 12m cases every week, which was an outstanding performance.

Steve Murrells

The amount of change in quarter three has been significant, and actually watching everybody coming together and working on projects has been the proudest moment for me so far.

Matt Atkinson

Do you know, we've had a million people choose a cause, and that's a million people who have chosen to make a difference to their local communities, reinforcing: Stronger Co-op and Stronger Community.

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