

# Our Ways of Being - All Colleague Code

We want Retail to be a great place to work for everyone, where we feel safe, included and can freely speak up.

The code gives clarity (adding on guidance) on what's OK and not OK on a day-to-day basis.

It reminds us of who we are, what we stand for and how to show up.

**We all have a part to play in creating a fairer workplace. It's down to us to take responsibility for our behaviour and to feel empowered to recognise positive behaviour and call out poor behaviour where we see it.**



SEE IT

CALLING IT  
OUT:



SAY IT



STOP IT

We know some of these behaviours might take a little bit of time to get used to, and initially colleagues may not be aware of the impact their behaviour has on other colleagues, so we'll take this into consideration for any incidents that occur. ER Services will support managers with these conversations. In some cases, support and education might be more appropriate than a disciplinary sanction.



## Do What Matters Most

**At Co-op we're all part of something meaningful, and everything we do helps make a fairer world for us all, as well as our members and communities.**

Creating an environment where everyone feels valued, welcome and included, no matter who they are.



## Be yourself, always

**At Co-op we want everyone to feel they belong and are included. We value each other's differences and contribution.**

We are confident to be ourselves, and see the difference and value we each bring. We feel like we belong and we're respected for who we are.



## Show You Care

**At Co-op we all treat each other with kindness and empathy, whilst valuing, supporting and championing everyone.**

Kindness and compassion are at our core - demonstrated towards ourselves, colleagues, customers and clients. We champion and support the progress of others.



## Succeed Together

**At Co-op, co-operating is what makes us different. We're better and stronger when we work together.**

Creating a safe and trusting environment in which we can all work cooperatively and collaboratively. We celebrate diverse thinking to create the best output for our clients, customers, members and communities.

## What we permit, we promote.

## Where to go for more support

Key Contact

We have a confidential colleague helpline that you can contact for advice on

**0800 640 9088** or

**[BHD@healthassured.co.uk](mailto:BHD@healthassured.co.uk)**

Call Our Employee Assistance Programme - Lifeworks 24/7 on **0800 069 8854**



More details on the code can be found by scanning this QR Code.

