

## **1. How did our Co-op perform financially in 2020?**

- Our revenue was £11.5bn with growth of 3.5% for our Food business and Funeralcare revenue flat year-on-year.
- To learn more about our financial performance, please see our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)

## **2. What is our Co-op's approach to remuneration of its colleagues?**

- We have made a commitment to improving our hourly pay rates to align with the Real Living Wage in 2021, boosting pay for 33,000 colleagues with an investment of £53m per annum.
- The Report of our Remuneration Committee (covering director and executive remuneration) on page 85 of our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)

## **3. How has our Co-op supported communities during the Covid pandemic?**

- In many ways, including with over £12m of funds given to charities and community causes, and a further £15m shared with 4,500 local causes from our Local Community Fund in 2020.
- To understand more about our support overall, please read from page 27 in our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#), and from page 25 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

## **4. What commitments has our Co-op made to reduce climate change?**

- We have committed to reduce absolute greenhouse gas emissions from our own operations by 50% by 2025, and our product-related absolute greenhouse gas emissions by 11% by 2025.
- To understand more about our commitments, please read from page 61 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

## **5. What is our Co-op doing to address diversity and inclusion?**

- In September, we launched our inclusion commitments to reduce racial inequality; a holistic set of commitments across colleagues, customers, membership and communities, which includes a pledge to publish our ethnicity pay gap every year.
- We've also set up an Equality and Inclusion Think Tank. A group of independent experts to guide and challenge us
- To learn more about our commitments and our approach to diversity and inclusion, please read from page 36 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

## 6. How is our Co-op going to build back better?

- In a nation ravaged by the social and economic scars of the pandemic, we take extremely seriously the role the world's oldest Co-op can play in helping Britain build back better and different.
- Our strategy is underpinned by key pillars including 'Improving our Operational Effectiveness', 'Being Convenient' and 'Growing our Co-op'. For more, please read from page 31 in our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)

## 7. How has the membership offering changed?

- During 2020, we carried out research to help us re-design Co-op membership so it better supports our Vision of Co-operating for a Fairer World and tackles some of the inequalities our communities are facing, whilst also giving our colleagues greater benefits with exclusives deals and discounts for members. Our colleagues also engaged with an advisory team to get their input too.
- For more information, please see page 24 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

## 8. How has our Co-op supported young people during the pandemic?

- We want to be able to provide joined up, sustainable solutions that will make a difference for the next generations.
- To read about our work with the Damilola Taylor Trust, the Hope 2020 collective and the National Citizen Service to empower young people, see page 29 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)
- To help around 6,000 Co-op Academy pupils most in need, we provided over £3m in Co-op Food vouchers and technology, including 1,000 Chrome devices. See pages 10 and 28 in our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)
- Also this year, we launched a major initiative to support under-represented groups achieve apprenticeships and created a first-of-its-kind programme that offers paid work experience to BTEC students. Read related articles on our Media Centre [here](#) and [here](#).
- Our [Young Members' Group](#) paused their projects when the first UK lockdown hit in March 2020, to focus their attention on young people's wellbeing through the crisis. Working with Co-op colleagues, our Young Members developed Boost, a free online skills programme that provides opportunities for 16-25 year olds to connect and learn with Co-op online through podcasts, virtual get-togethers and playbooks, to help build motivation, resilience and other practical skills. Over 200 young people signed up to Boost, totalling over 100 hours of participation

## **9. How did our Co-op keep colleagues and customers safe throughout the pandemic?**

- No part of our business operations was left untouched by the pandemic. Our aim was to adapt as quickly as necessary and ensure we could continue to serve our members and customers while keeping them and our colleagues safe.
- To see how all our businesses responded to the pandemic and the measures they introduced, read from page 18 in our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)
- For an update on our 'Safer Colleagues, Safer Communities' campaign, to protect our colleagues and others from violence, see page 42 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

## **10. Does the Co-op have any affiliations with any political parties?**

- Like many other businesses of a comparable size, our Co-op engages with a wide range of political opinion formers and decision makers, designed to protect, promote and enhance our corporate reputation and to deliver our campaigning ambitions.
- To read more and learn about our relationship with The Co-operative Party, please see page 113 in our 2020 Annual Report and Accounts, available here: [Reports - Co-op \(co-operative.coop\)](#)

## **11. How has Brexit affected Co-op Food?**

- Like the major supermarkets, we're facing new challenges in supplying products to Northern Ireland from mainland Great Britain, such as the new border arrangements and added bureaucracy.
- We've overcome this by having a dedicated Brexit team in place to prepare the business, our suppliers and stores in Northern Ireland for the changes.
- We are well prepared and committed to helping serve our shoppers in Northern Ireland.

## **12. How has our Co-op supported global suppliers and communities, including our Fairtrade producers?**

- In June 2020 we launched our Global Wellbeing Charter, a new initiative which provides close to £1m in monetary support to help support global projects and people in our supply chain through the Covid-19 emergency.
- For more details, including how we grew our Fairtrade range in support of our suppliers, please see page 45 in our 2020 Co-operate Report, available here: [Sustainability reporting - Co-op \(co-operative.coop\)](#)

- For more detail on our Future of Food ambition, which commits us to ensuring the people in our supply chains are secure and supported from end to end, please visit here: [Sustainability - Co-op](#)