

ACCESS TO PEACE OF MIND AND WELLBEING



MAKE COMMUNITIES SAFER, KINDER AND MORE INCLUSIVE



SUPPORT PEOPLE AT DIFFICULT TIMES



SUPPORT GLOBAL DEVELOPMENT, PEACE AND CO-OPERATION



BRING PEOPLE TOGETHER AND REDUCE DIVISIONS IN COMMUNITIES



SUPPORT EFFECTIVE ACTION TO TACKLE RETAIL CRIME AND ITS CAUSES



3M

3 million conversations around mental wellbeing through Time to Talk Day 2025

ETHICAL

Strengthened our sourcing policy to stop sourcing from countries where the international community has identified serious risks of human right abuses



£1.4M

£1.4m in funding to DEC¹ since 2020

¹ Disasters Emergency Committee.



↓21%

Crime in our stores has reduced by 21%² thanks in part to our safer colleagues safer communities Campaign

² vs 2024.

Make communities safer, kinder and more inclusive

BRINGING COMMUNITIES TOGETHER TO TALK ABOUT MENTAL WELLBEING

Our members have shared their concerns about rising international conflict and the growing divisions within communities across the UK. That's why we're supporting grassroots efforts that strengthen community safety, resilience, and cohesion—both here at home and around the world.

In 2025 we partnered for the fourth year with Mind, SAMH (Scottish Action for Mental Health) and Inspire on Time to Talk Day, the UK's largest conversation about mental health and wellbeing.

There were lots of ways people got involved, from sharing on social media using #TimeToTalk, to organising events in the community and supporting conversations between colleagues in the workplace. In 2025, we saw over 3 million conversations happen around mental wellbeing as a result of Time to Talk Day. The campaign also supported more conversations with ethnic minority communities

(440,000), young people (440,000) and people struggling financially (575,000). Our members had over 440,000 more conversations around mental wellbeing thanks to the campaign and 42,000 members got involved and shared their views through Join In throughout 2024 and 2025.



WARM WELCOME

We announced that Co-op is supporting the Warm Welcome Campaign pledges, to help build public awareness of Warm Welcome Spaces and grow the number of spaces available. We pledged to help our member owners find their local Warm Welcome Space, and to work with our community partners and local causes to help everyone in the UK have a Warm Welcome Space within a 30-minute walk of where they live. We've also supported thousands of Local Community Fund causes to sign up to provide a Warm Welcome Space in their community. The number of spaces had grown to 5,300 by the start of Warm Welcome Week 2025 (a 31% increase), including the Canalside Café at Co-op Live. 68% of the UK population is now within 30 minutes of a Warm Welcome Space, up from 62%.

Co-op pledges to help increase the number of spaces to 6,000 by the end of Warm Welcome Week 2026, as well as increase the opportunity for our members to participate in a Warm Welcome Space, from using services to volunteering. We will use our stores and digital space to drive awareness, as well as supporting our members to participate in a Co-op Cuppa campaign.



Make communities safer, kinder and more inclusive

TACKLING THE ROOT CAUSES OF YOUTH VIOLENCE

Over the last four years Co-op has supported the Peer Action Collective (PAC), along with Youth Endowment Fund and #iwill fund. PAC has impacted and transformed the lives of over 12,000 young people across England and Wales and provided paid employment for 250 young people.

Preventing youth violence and crime is something our members care about, and programmes that create opportunities and put young people in the lead are vital to building safer, fairer communities for everyone. The PAC model puts young people in the lead, giving them the skills and resources to conduct peer research, enabling thousands of young people to have a voice and take action on the issue of youth violence. Our Member Activators engaged with the local PAC partners, connecting our members with the peer research and social action taking place.

The programme culminated in a [national report](#) which identified key themes and made a set of recommendations on the systemic changes needed for all young people to live a life free from violence.



Positive impacts

12,000 young people positively impacted
and 250 young people employed since 2021



108

PEOPLE BENEFITTING
IN 2025



IMPACT:
TRANSFORM

Support people at difficult times

MOBILISING COMMUNITIES TO SUPPORT GRIEF

Our partnership with Cruse Bereavement Support aimed to help people talk about death and grief more openly, empowering people to provide everyday bereavement support to those who've experienced a loss. Our partnership, which came to an end over the summer of 2025, raised awareness about grief, helping to break down the taboos surrounding death and dying. Over the duration of the partnership, 9,000 people were engaged in community-led bereavement support, against a target of 5,000. Plus, 97% felt better able to support others because of the training; attendees of the training supported an average of 5 people within the first few months of attending.

Learn more about our enhanced policies supporting colleagues through challenges like neonatal care and pregnancy loss [here](#).

5,937 PEOPLE BENEFITTING IN 2025

IMPACT: IMPROVE

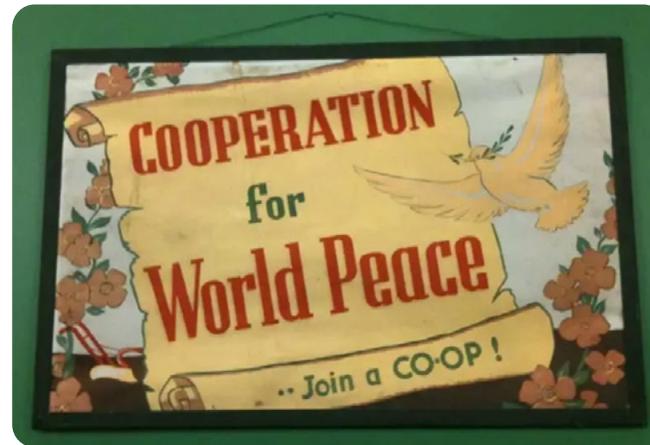


CAMPAIGN: PEACE AND CO-OPERATION

Co-operatives have been great advocates of peace for more than 100 years. We're showing how co-operatives rebuild lives after conflict by delivering practical solutions on the ground. We're using our trading power to create sustainable markets for co-operatives in conflict zones like Palestine.

In February 2025, we launched our Peace and Co-operation campaign to ensure co-operation becomes a core part of how communities affected by conflict and division, both overseas and in the UK, are supported. Thousands of members backed stronger action on peacebuilding and community cohesion, leading to a five-point plan:

- **Aid** - Supporting humanitarian responses through partners like the Disasters Emergency Committee (DEC)
- **Campaigning** - Campaigning with politicians, parliamentarians and policy makers to deliver the campaign outcomes through policy and legislative change. We are asking the Government to double the funding of co-operatives in the development budget
- **Trade** - Backing co-operatives in conflict-affected regions
- **Education** - Helping members understand conflict and champion dialogue
- **Development** - Investing in international co-operatives and UK initiatives.



In just nine months, we've been firmly established as a key voice on this issue, and are regularly approached by Government for engagement, alongside interest from a wide range of organisations. Key highlights include:

- **International Co-operative Development Fund:** The new member-led Fund launched in late 2024, and is now mobilising co-operative finance for crisis response, long-term development and co-op-to-co-op trade as UK aid budgets decline.
- **Petition for Co-operative Development:** Launched in May, the petition for stronger co-operative development in UK foreign policy gained nearly 6,000 signatures, 2,000 MP letters and 12,000 Join In interactions - clear evidence of strong member support.

- **Sun & Stone Lager:** In September we launched Sun & Stone Lager with Brewgooder and Taybeh Brewery. Proceeds support community projects across Palestine and the Middle East, while sparking wider member conversations about co-operation through food and drink.



- **Partnership with Wahat al-Salam - Neve Shalom:** Announced at our AGM, this partnership with a co-operative village where Israelis and Palestinians live and work together showcases how shared ownership can support co-existence and offers learning for UK communities. You can see the story of Wahat Al Salam Neve Shalom [here](#).
- **Policy Influence:** We submitted evidence to the International Development Committee's inquiry on the Future of UK Aid, highlighting the impact of the UK no longer meeting the 0.7% ODA target¹ and the role co-operatives play in building resilient, long-term development models. Despite the reduced UK Government commitment, Co-op continues to contribute over 0.7% of pre-tax profits to international development. We were also the only UK business invited to the Wilton Park international summit on Gaza reconstruction, with Department of Business and Trade (DBT) and Foreign, Commonwealth and Development Office (FCDO) continuing to engage with us since.

¹ The UN has a target for countries to spend 0.7% of their gross national income (GNI) on official development assistance (ODA). ODA is aid intended to promote the economic development and welfare of developing countries.

Support global development, peace and co-operation

- **Updated sourcing policy:** In June we strengthened our sourcing policy to stop sourcing from countries where the international community has identified serious risks of community-wide human rights abuses and violation of international law.
- **CM50 and ICA:** We have successfully influenced the global co-operative movement to prioritise the role of co-operatives in building resilient communities, with our CEO Shirine Khoury-Haq chairing the group and taking it forward globally.

Our 2026 goal is clear: to show that co-operation is a powerful tool for rebuilding trust, dignity and hope - whether tackling violence abroad or rising polarisation at home. We'll drive progress by bringing communities of different faiths together, creating opportunities for children from divided communities to connect, and engaging members on issues of conflict and co-operation.

PEACE AND CO-OPERATION CAMPAIGN: 2025



OWNED BY YOU

Members took action in support of our Peace & Co-operation campaign by asking the Government to focus on co-operatives when providing relief to countries rebuilding from conflict.

DISASTERS EMERGENCY COMMITTEE

Beyond our Peace and Co-operation campaign, we support in times of international humanitarian crises through our longstanding partnership with the [Disasters Emergency Committee](#) (DEC). The DEC brings together [15 leading UK aid charities](#) to raise funds quickly and efficiently at times of humanitarian crisis overseas, and the Co-op is part of their Rapid Response network. This means we launch an appeal to enable members and customers to donate in store or online, if they wish to, when a humanitarian crisis overseas meets the [DEC's strict criteria](#) for an appeal launch.

In 2025, we made a corporate donation of £100,000 to the Myanmar Earthquake Appeal, with members and customers donating a further £35,003. We also donated £50,000 to the Middle East Humanitarian Appeal after the ceasefire announcement in October, raising a further £7,181 from colleague, member and customers donations in 2025. This adds to the £67,672 fundraised and £100,000 corporate donation since the appeal began in 2024.



Bring people together and reduce divisions in communities

BIG LUNCH

Co-op partnered with The Big Lunch, an annual campaign run by the Eden Project, to encourage members across the UK to connect with their communities over food.

Our members have shared concerns about communities being divided and have generated over 30,000 ideas on tackling key challenges, including rising living costs, limited resources and growing social division. The Big Lunch helps address these issues by creating opportunities for people to come together with their neighbours to foster meaningful local connections.

In 2025, 10.5 million¹ people participated across Great Britain and Northern Ireland, including an estimated 1.07 million Co-op Members and 1.67 million first-time attendees.

Looking ahead to 2026, we'll continue to work with Big Lunch to increase Co-op member participation and further strengthen connection and wellbeing in UK communities. Participation enhances members' perception of Co-op's commitment to community, ethics and sustainability. Next year also brings new opportunities through our partnership with *The Big Help Out*, enabling members to explore volunteering locally. Additionally, The Big Lunch will continue to support fundraising for local causes and our charity partner, Barnardo's.



¹ Beneficiaries not included in headline beneficiaries target for 2025.

CAMPAIGN: SAFER COLLEAGUES, SAFER COMMUNITIES

Since 2018, Safer Colleagues, Safer Communities has been our campaign to protect colleagues from rising levels of violence and abuse – something no one should face at work. Throughout this campaign, which was championed by our National Members Council, we've invested heavily and worked tirelessly to secure police support and consistently lobbied for stronger legal protections for shopworkers.

Between 2022 and 2024, crime in our 2,400 Co-op stores rose by 44%, and physical attacks increased by 24%. However, 2025 shows a positive shift: compared to 2024, overall crime has fallen by 21%, and violent incidents are down by 31%.

We believe that this has been driven, in the main, by three factors – our ongoing investment, improved police response and partnerships.

Investment. Co-op invests nearly £40m annually – three times the sector average – on technology, store layouts and guarding. This sustained investment makes our stores harder targets, where risks for offenders often outweigh potential rewards.

One example is tackling kiosk breaches, where offenders force entry behind tills to steal high-value goods like spirits, cigarettes and vapes – often trapping and terrifying colleagues. In 2023, Co-op stores faced three breaches daily, totalling over 1,150 incidents. To address this, we invested £4m in hundreds of more secure kiosks, making them harder to breach. As a result, breaches fell by 13% in 2024 and a further 30% in 2025.

Improved Police Response. We've also seen improvements following a significant shift in police response, driven in part by the Retail Crime Action Plan, introduced in October 2023. The plan commits police to attend more frequently in cases involving violence, a detained offender, or where evidence needs to be collected.

Partnerships. Beyond financial investment, we've invested time in building deep and meaningful partnerships with police forces in areas with high crime levels. We now have more than 20 such partnerships, and since 2023, the number of offenders managed through these partnerships has increased by 16%, while sentences have risen by 17%.

A key focus of our campaign is tackling the root causes of retail crime to prevent reoffending and keep colleagues safer in the long term. Many prolific offenders – responsible for over 70% of the crime we see – struggle with vulnerabilities, often linked to substance abuse. Encouragingly, rehabilitation orders through our partnerships have increased by 33% since 2023.

We've seen excellent examples of how addressing root causes prevents reoffending, such as the Offender to Recovery programme in the West Midlands.

We continue to engage with Government and Parliamentarians. Around 20 MPs visited stores during USDAW's Respect for Shopworkers Week in November 2025, including the Policing Minister. Co-op was the only UK retailer to give evidence to the House of Commons Public Bill Committee for the Policing and Crime Bill and has provided briefings to both the current and previous Policing Minister, most recently in October 2025.

You can see more about how we're supporting the health, safety and wellbeing of our colleagues [here](#).

