

OUR COMMUNITIES

EQUAL
ACCESS

PEACE
OF MIND

We're not owned by a wealthy few, we're owned by our member-owners who have a say in how we spend a share of our profits to support local communities across the UK. Through member participation, co-operation and bringing communities together, we're delivering lasting social value for our member-owners and their communities.

It's important that we hold true to our [Co-operative Values and Principles](#), so investing in our local communities remains at the heart of our membership. We do this through local community participation, our Co-op charity partnership, and our national partnerships that deliver on a local level.

LOCAL COMMUNITY PARTICIPATION

Co-operation and collaboration are key to helping us deliver social value to our member-owners and their communities. Our Local Community Fund supports causes in all our members' communities, while our new Member Activators are championing membership locally and encouraging participation on local issues.

Supporting local causes across the UK

[Our Local Community Fund](#) supports projects across the UK that help to create sustainable futures for people and our planet. Since it launched in 2016, the fund has shared £114.5m with more than 36,500 unique community projects, with the share of funds for each cause driven by the choices of our members.

The fund continues to support grassroots organisations, with over half of causes supported in 2024 having an annual income of £25,000 or less. The hyper-local nature of the fund means we're able to support a diverse range of beneficiaries including low-income families (65%), people with disabilities (61%), ethnic minorities (49%) and LGBTQ+ communities (38%).

£114.5m

shared with Local Community Fund causes since 2016
(2023: £107m)

1.5m

members chose a Local Community Fund cause in 2024
(2023: 1.19 million)

Over 1m

people supported by Local Community Fund projects
in 2024 (2023: 1 million)

In April, the 'Winners Share It All' prize draw was launched, to help boost Co-op's support for local communities and reward members and their chosen Local Community Fund cause when they shop with us. Our member-owners and their Local Community Fund causes shared over £495,000 thanks to the prize draw. ['Winners Share It All'](#)

has been extended for 2025 with over £660,000 to be shared by our member-owners and Local Community Fund causes.

Co-operating in our communities

At the start of the year, we announced our new Co-op Vision, and to achieve this, we needed to review the way our local teams worked to support our connection between membership and local communities.

After 5 years with some fantastic work delivered by our Member Pioneers, we evolved the role and in September 2024, our team of 90¹ full-time and part-time Member Activators was launched. They're working closely with our member-owners, leading the charge in raising awareness of our membership value, whether it be economic, social or ownership value.

¹ Number of member activators at any one time



Since the team was launched, [Member Activators](#) have been hosting local forums, showcasing our sustainability commitments through Fairtrade Fortnight and promoting membership value through Community Celebrations with member-owners and local groups.

76,000 member engagements since the member activator programme began

COMMUNITY PARTNERSHIPS AND CAMPAIGNS

We know that co-operation is vital in tackling the key challenges in our members' communities. We partner with like-minded organisations who can help to deliver positive and lasting change on the big issues our members care about and create social value in their local communities.

Bringing communities together to support young people

More than a third of young people don't feel

positive about their future¹. We want to help by raising [£5m for our partnership with Barnardo's](#) to support positive futures for 750,000 young people. Since it launched last year, members, colleagues, and customers have raised £4m and we've supported over 200,000 young people so far. In 2024, our colleagues smashed fundraising targets by holding walkathons, car washes, raffles, cold water swims and more.

All our partnership support is co-produced by young people for young people, with 12 young people sitting on a Youth Advisory Group for the partnership. We're supporting young people online through advice and information on TikTok, Instagram and YouTube. In 2023, 12,000 Co-op Members helped shape our online support by sharing their thoughts on the types of content young people want to see.

We're also delivering face-to-face support services in 20 communities, including:

- **Hurlford Helping Hands:** A community pantry, providing local residents with access to 12 essential items weekly for £4.50, as well as transforming a disused space.
- **Magic Minds in Rhyl:** Weekly sessions and holiday activities focusing on wellbeing that young people help plan and deliver, including games, sports and getting outside, as well as confidence-building activities.
- **Burslem Youth Connect in Stoke-on-Trent:** Weekly and holiday sessions focused on food, wellbeing and skills like anti-bullying sessions, cooking skills, and volunteering.

In September, we launched our policy report, [Recipe for Success](#), which highlights the challenges

young people are facing in accessing food in their communities. Nearly four in five (79%) respondents reported skipping a meal due to money being tight.

As part of our partnership with Barnardo's, we're influencing the Government to bring about change. The report is co-designed by a team of young people and features views of over 45,000 9-25 year olds from across the UK, including young Co-op member-owners².



¹ 'Youth Opportunities Tracker: Fairer Futures' - Co-op and Barnardo's, May 2023

² Aged 16-25



OWNED BY YOU

Our [Co-op Young Members' Group](#) has been working alongside our membership team and with young members and their families across the UK to develop our ideas around a new young membership proposition. Made up of six member-owners aged 16-25, our Co-op Young Members' Group (CYMG) acts as an advisory panel to make sure young people are better represented in our Co-op.

Tackling the root causes of youth violence

Supporting young people is a big part of our Vision and we've been part of the [Peer Action Collective](#) (PAC) for three years now. PAC is a network of 10-25 year olds bringing young people together, listening to what they have to say and turning what they learn into action. It's a great time to reflect on the difference we're making, alongside our partners - the Youth Endowment Fund and #iwill Fund - and

to share how PAC is growing by connecting with the broader Co-op movement.

In this current cohort, PAC has employed 90 young people who have experience of youth violence, as Peer Researchers and Social Action leads. To help us find the root cause of youth violence, they've been trained by experts and are speaking to thousands of other young people to find out about their experiences and what can be done to make their communities safer and fairer.

Supporting early childhood

This year, we announced our support for Her Royal Highness, The Princess of Wales' Business Taskforce's Case for Change report, which sets out the need for focusing on early childhood³ within businesses, local communities, and wider society for a happier, healthier society.

Our [Co-op supports under-fives](#) in several ways, including within the 20 primary schools in our Co-op Academies Trust, and by helping baby banks through the Local Community Fund.

Along with other Taskforce members, we're also working to address a lack of sufficient numbers of early years professionals by funding apprenticeships through our unique [Co-op Levy Share Scheme](#). The Taskforce has committed to raising £5 million over the next 5 years, with a starting pledge of £1m to help fund over 600 apprenticeships.

1,568

young people reached by PAC by the end of 2024

We've strengthened connections with key stakeholders and decision makers

Including: Police and Crime Commissioners, Members of Parliament, Department for Education and Violence Reduction Units

£94,000

provided in grants supporting 47 baby banks since 2016

£900,000 pledged supporting 111 apprentices

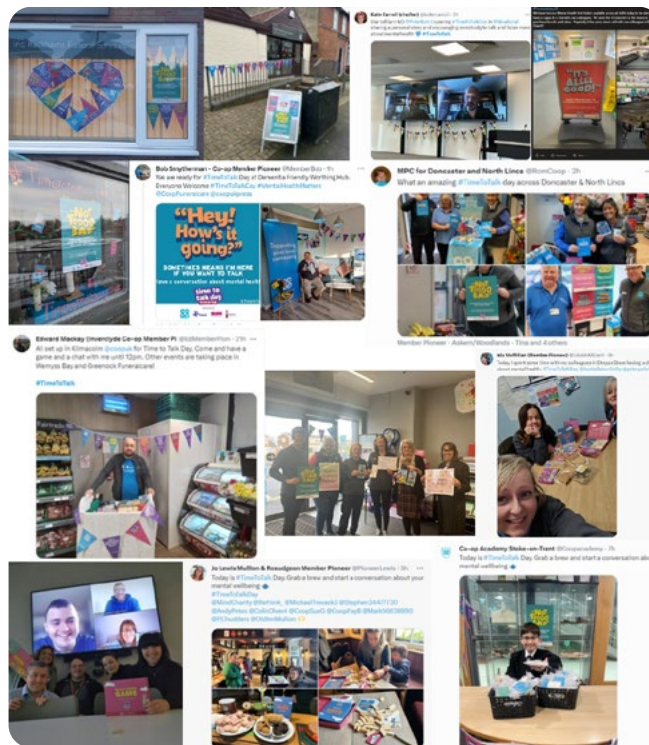
through the Co-op Levy Share Scheme since May 2024

³ Children under 5

HELPING PEOPLE ACCESS THE SUPPORT THEY NEED

Mobilising communities to support grief

Our partnership with [Cruse Bereavement Support](#) aims to help people talk about death and grief more openly, empowering people to provide everyday bereavement support to those who've experienced a loss. We're working in communities to raise the awareness of grief, helping to break down the taboos surrounding death and dying. By the end of 2025, we will have engaged 5,000 people in community-led bereavement support.



Bringing communities together to talk about mental wellbeing

For the third year, we partnered 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, supporting conversations between colleagues in the workplace, and organising events in the community. In 2024, we saw **2.5 million** conversations happen around mental wellbeing as a result of Time to Talk Day.

Over 3,000

engaged in community-led bereavement support since 2022

Over 2.5m

conversations around mental wellbeing took place in 2024

Over 16,000

member-owners helped us shape Time to Talk Day activity in 2024



Accessing community warm spaces

In November 2024, we announced that [Co-op is supporting the Warm Welcome Campaign](#) to help grow the number of Warm Welcome Spaces and help people stay warm in the winter months.

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.

SUPPORTING PEOPLE AND PLANET

Sustainable solutions for food redistribution

In 2024, we continued to reduce food waste and improve food redistribution with our partners Hubbub and Your Local Pantry. As cost of living pressures continue, our partnerships with [Hubbub](#) and [Your Local Pantry](#) promote sustainable and dignified approaches to reducing food insecurity.

Since 2021, we have helped to double the size of the Hubbub Community Fridge Network, which now has more than 700 locations that were visited over 631,000 times in the last 12 months.

Since July 2023 we have funded 44 new community fridges across the UK, allowing local residents to come together to learn new food cooking and growing skills, access affordable food and connect with their neighbours. We also distributed 189 investment fund grants.

Since June 2022, we've supported Your Local Pantry to open 71 new pantries, growing their network to more than 121 pantries. In 2024, 58,614 people across 21,607 households were supported by Your Local Pantry.



More than 700 locations

now in the Hubbub Community Fridge Network that were
visited by 300,000 people in the last 12 months

Communities supporting nature locally

Nature Neighbourhoods is our partnership with RSPB, the National Trust and WWF and is co-funded by the National Lottery Community Fund. The project is supporting 18 local community organisations to help them bring together local residents, businesses and decision makers to create long-term grassroots action plans for nature restoration and climate action.

Easy Come, Easy Grow in Newton Heath, Manchester, was created after residents connected with the local authority, the Mayor's office, National Trust and local Co-op Member Activators to discuss what could be done for nature and wildlife on their patch. Easy Come, Easy Grow MCR was born to help engage with local residents, access funding and to create a plan for the future of nature in the community.



More than 121 pantries

in the Your Local Pantry network, serving
58,000 people in 2024

HELPING COMMUNITIES CO-OPERATE

The Co-op Academies Trust (CAT) is one of the largest multi-academy trusts serving the north of England, with 38 primary, secondary, special, and post-16 academies. The Trust provides an education based on Co-operative Values and Principles as well as supporting careers education and encouraging social action for over 20,000 young people.

By providing education and opportunities for the youngest in our society, our Academies aim to inspire a new generation of high-achieving, ambitious, skilled, and confident co-operators and are helping us deliver our social value priorities.



We've enhanced our contribution to our Co-op Academies, enabling greater support for the students who need it most by providing enrichment activities and removing social mobility barriers. We provide £1m of funding annually, which is targeted at supporting pupil premium students, as well as meeting the cost of CAT's community team.

CAT and its pupils get involved in key social value moments throughout the year, including Time to Talk Day. In 2024, Belle Vue Academy hosted their 'Community Lunch' to have an open discussion about mental wellbeing, while every Co-op Academy student took part in Time to Talk Day in February 2024.

Our Careers Programme, including Careers Uncovered and the Primary World of Work Week ensures that every year group in our academies, from Reception through to Post-16, receives some form of careers support.



Academies Trust

2,637

students developed their knowledge of different careers through Careers Uncovered

23

suppliers and colleagues supported our academies through careers support

7,620

students celebrated Fairtrade Fortnight by holding community coffee mornings and Fairtrade bake-offs, with the produce being donated to their local homeless shelters

82

Co-op colleagues providing governance expertise as sponsor governors

1,480

primary school children took part in Funeralcare's Be Safe, Be Seen campaign with fluorescent snapbands donated to keep them safe during the winter months

Building communities of the future together

Our charity, the [Co-op Foundation](#), is building communities of the future together. Through funding organisations across the UK, the Foundation is helping create kinder, more inclusive communities with fair opportunities for everyone.

The Foundation involved youth voice across their work in 2024. This included 32 young people from across Co-op Foundation and Co-op's youth networks getting involved in an online Hackathon to find out what meaningful youth participation looks like.

The Young Gamechangers Fund - a £4.5m partnership between Co-op Foundation, Co-op, and the #iwill Fund - awarded 33 grants to youth-led organisations and young people aged 10-25 who are transforming their communities into safer, more sustainable and more inclusive places to live.

Funding Futures is a £1.4m fund launched in 2024 to support social entrepreneurs aged between 16-30 with impactful ideas to help those sidelined by the financial system. A total of £50k was awarded to five applicants.

Over £576,000

awarded to young people and youth-led organisations through the Young Gamechangers Fund.

£933,000

awarded to seven organisations working to protect peatlands across the UK through the Carbon Innovation Fund

The Co-op Foundation's work also supports organisations driving systemic change. During the summer of 2024, the Foundation provided additional funding of £50,000 to Refugee Action to support their response to the far-right racist riots.

The Carbon Innovation Fund – a £3.5m partnership between Co-op and the Co-op Foundation to help reduce carbon emissions in food and farming – continued in 2024, to support organisations finding sustainable ways to create a thriving food and farming sector.

In 2024, the Co-op Foundation was announced as Co-op Live's Official Charity Partner, with the venue donating at least £1m to our charity every year. Co-op Live will also give tickets for every show to the Co-op Foundation, to enable those doing amazing work in their communities the opportunity to visit Co-op Live at no cost.

Colleagues supporting social value in their communities

Our colleagues are encouraged to take an active role in their local community by getting involved in our social action campaigns and activations.

At the start of 2024, colleagues across all business areas had mental wellbeing conversations during Time to Talk Day, while Funeralcare colleagues have been embracing our partnership with Cruse Bereavement Support and helping clients with their grief.

At a hyper-local level, colleagues are working with our new Member Activators to celebrate and support our Local Community Fund causes, Live Local Membership Engagement events and more.

Through our Community Donations Policy, our stores, depots and funeral homes can support groups and activities in their local community where it matters most by giving small, one-off donations of product or money. In 2024, over 2,785 activities were supported with over £455,000 donated. We also introduced a new process by which colleague time could be donated through our Food stores, resulting in 149 hours donated in the year.



COMMUNITIES DATA



Target Achieved



On Track



Close to Target



Behind Schedule



Target not Achieved





Restatement



In-depth assurance

Key Performance data icons

Issue	2024 Target	Performance against Target	KPIs	2021	2022	2023	2024	2025 Target	SDG		
Total Community Investment			UK community investment (£m) Cash	20	18.7	14.2	13.4 A				
			Co-op's commitment to supporting our member owners' communities remained strong, with over £13m invested in supporting both local community causes and national partnerships.								
			UK community investment (£m) Colleague Time	7.1	14.7	16.6	13.7 A				
			Colleague community activity in work time reduced slightly against 2023, with mid-year changes to our community field structure made to provide focused support to members, enabling them to benefit from the social, ownership and commercial value that Co-op Membership generates.								
			UK community investment (£m) Gifts in Kind	1.3	0.2	0.1	0 A				
			Change to scope of reporting resulted in exclusion of Gifts in Kind reported in 2023.								
			UK Leverage (donations by members, customers, partners and suppliers)	9.2	6.1	12.3	8.1 A				
			Investment through leveraged funding reduced after the 2023 peak driven by reporting of several significant match funding partnerships. Co-op customers, members, colleagues and suppliers continued to play their part in supporting UK communities through many channels, including donating to our National Charity partnership and through contributing to funds raised by sales of compostable shopping bags.								
			Total investment in UK communities (£m) Cash + Colleague Time + Gifts in Kind + Leverage	37.6	39.7	43.2	35.2 A				
			Total investment in international communities (£m)	3.6	5.2	3.1	3.1				
			Total investment in UK and international communities (£m)	41.2	44.9	46.3	38.4 A				
			Total community investment decreased from the peak driven by leveraged match funding reported in our 2023 report.								
Investment in community funding and broader Community plan	We will invest £20m in communities in support of our Vision and our broader Co-op principles.	 Partially achieved: £18m invested through the Local Community Fund, community partnerships and our broader Community plan	£ invested through the Local Community Fund (£m)	13.5	12.4	10.5	7.1				
			Total community investment decreased from the peak driven by leveraged match funding reported in our 2023 report.								
			£ invested through partnerships and our broader Community plan (£m)				10.9				
			More than £10m was invested in partnerships and our broader Community plan in 2024. Notable investments included support for charity partners such as Barnardo's, Hubbub, Your Local Pantry and The Peer Action Collective, the operating costs of our Member Activator programme, and funding for Co-op Academies and the Co-op Foundation. Figure includes carrier bag levy of £2.2m.								
			Total investment in community partnerships and community plan LCF + Investment in partnerships (£m)				18				



COMMUNITIES DATA



Target Achieved



On Track



Close to Target



Behind Schedule



Target not Achieved



Restatement



In-depth assurance








Key Performance data icons

Issue	2024 Target	Performance against Target	KPIs	2021	2022	2023	2024	2025 Target	SDG		
Local Community Fund			Number of causes supported by LCF ¹	4,561	4,468	3,955	2,547				
			More than £7m was shared between 2500 local community projects, according to our member’s priorities in 2024.								
			Number of Cause selections made by members	1,007,800	1,051,227	1,347,492	1,725,019				
			2024 saw Local Community Fund cause selection at its highest ever level, with Co-op members making their choice of local cause more than 1.7m times through the course of the year.								
			Projects supporting Access to Food welcomed into the LCF	569	586	457	-				
			Projects supporting Access to Mental Wellbeing Support welcomed into LCF	2,122	2,064	1,430	876				
			Projects supporting young people to fulfil their potential welcomed into the LCF	1,791	1,137	488	1,010				
			Projects tackling climate change, reducing waste and resource use, or protecting nature welcomed to the LCF		236	173	224				
			Projects helping older people feel connected welcomed to the LCF				389				
People supported in our member-owner communities	Our social activity will create value for 4m people in our Members’ communities, on issues member-owners care about	<div>✔</div> <div>We’ve created value for over 4m people in 2024</div>	Number of people supported by Community fridges and Local Pantries				382,359	Our activity will create value for 3.6m people in our Members’ communities, on issues member-owners care about			
			Number of conversations held through Time to Talk Day				2,522,500				
			Number of young people engaged and supported through PAC ²				1,568				
			Number of young people supported to improve their mental wellbeing and create opportunities for their future				207,710				
			Number of Co-op Academy students offered opportunities to engage with community activations				21,052				
			Number of beneficiaries supported through LCF	958,806	994,985	1,094,656	1,013,495				
			Total Beneficiaries				4,148,684				




¹ Local Community Fund

² Peer Action Collective

COMMUNITIES DATA

 Target Achieved
  On Track
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Key Performance data icons

Issue	2024 Target	Performance against Target	KPIs	2021	2022	2023	2024	2025 Target	SDG
Co-op Academies			Number of Academies	27	31	32	38		
			Number of governors	83	85	82	84		
			Contribution to Co-op Academies (£)	1.1m	950,000	635,000	1m		
Charity Partnership	We'll raise £5m by 2025 to bring communities together to support 750,000 young people.	 We've raised £4.1m by the end of 2024	£ raised in support of our National Charity Partnership with Barnardo's since 2023 (£m)			1.3	4.1	We'll raise £5m by June 2025 to bring communities together to support 750,000 young people.	
Community and member participation			Number of members engaged by Member Activators to enhance member participation and engagement with community organisations connected to the Co-op				76,000 ¹	We will enable 2.9m member engagements in our Co-op	
			Number of members supporting their communities by selecting local causes				1.47m		
			Number of member actions through 'Join In'				1.1m		
Colleagues involved in community activity during work time			Number of colleagues involved in community activity	6,622	11,194	12,231	9,952		
			Number of days (hrs)	47,518 (356,390)	97,945 (734,587)	107,135 (803,513)	84,917 (636,879)		
			Value of colleague time (£m)	6.1	14.7	16.6	13.7		

¹ Since programme began, not for the whole of 2024