

January Council Newsletter



Hello from Nick

Council was back in full swing for our January meeting with some fantastic updates on future plans for our Co-op and the performance of our businesses last year.

This update provides an overview of the key topics we covered over the weekend. Please share your comments and feedback at council@coop.co.uk

Co-op Ambition

Steve Murrells joined us to present the new five-year plan to grow our Co-op and make the communities we serve great places to live, 'Stronger Co-op, Stronger Communities'.

We reflected on some of the achievements of the past few years. Revitalising our Co-op brand, putting our colleagues and members at the heart of our Society and the impact of our campaigns on loneliness and modern slavery. With growing awareness of our Co-op difference and gathering impetus, the next 5 years will be all about growth, innovation and new opportunities.

To best serve our members and your communities our Co-op needs to be competitive, innovative and commercially successful. We heard the plan to make our Co-op more efficient and agile, removing costs and investing to grow our businesses, giving them the fuel they need to succeed.

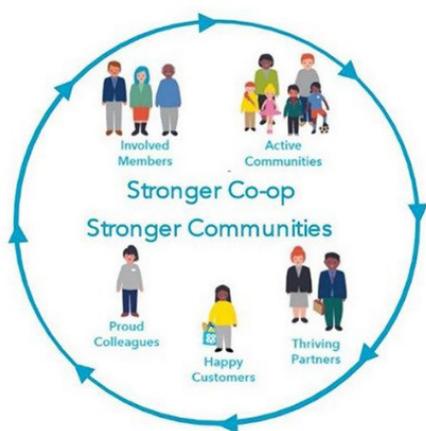


Council welcomed the commitment shown to our Colleagues, recognising the amazing work they do, particularly the move to raise pay for our store colleagues and improved colleague benefits and plans to support colleague health and financial wellbeing.

Steve and his team talked us through the plans for our family of businesses. We plan to get closer to members and customers in the Food business and bring down prices, make things simple in Later Life Planning,

lead the way in Funeralcare to help celebrate and make sure we've got the best Insurance products for members. Key to all of this will be our Community Plan and Council is working alongside colleagues to make sure our Co-op works to strengthen the communities we serve.

The next few years present a golden opportunity for the Co-op to serve our members and the communities where they live by sharing the value we create through our commercial success. Council members will be working hard to explore new opportunities for Co-op to make a difference and make sure our members, colleagues and Co-op values are at the heart of what we do.



Food Update

Jo Whitfield (CEO Co-op Food), Michael Fletcher (Commercial Director) and Chris Whitfield (Retail and Logistics Director) provided an update on how our Food business had performed in 2017 and the focus areas for 2018.

Last year saw some great developments in Co-op Food, our support for British farmers with our commitment to sell 100% British meat across our products, great new Co-op products including increased free from, vegetarian and vegan ranges, new stores and the roll out of our new brand. The business had performed ahead of the market and had done amazingly well over Christmas.

This year's focus will be all about making Co-op a great place to work for our colleagues, as well

as getting close to our members, through new stores and partnerships expanding the reach of our Co-op products and services.

We heard how Food were updating and growing our logistics network and stores and working with Co-op digital and other partners to bring through some exciting new ways of shopping Co-op, their plans to tackle some of the biggest problems facing food supply such as access to water, recyclability and Fairtrade. Council also welcomed the investment being made to [bring down prices for members and customers](#) at a time when we are all feeling the pinch. This year is set to be an exciting one for our Food business.

Forum with Directors

We were joined by Gareth Thomas, Hazel Blears, Sir Christopher Kelly, Margaret Casely-Hayford and Ian Ellis for our Directors' Forum.

Council members raised questions on the recent sale of Co-op's stake in NOMA, the re-development project in Manchester, the collapse of Carillion and Co-op's approach to outsourcing, new Co-op scratch cards supporting the British Red Cross, debt levels, plastic pollution and the recyclability of packaging and ways to support members financially.



This dialogue between Board and Council is key to Council's role of representing members' interests at the highest level holding the Board to account and influencing the business.

Council Business

As well as hearing updates from our Council Committees who work with colleagues on a number of business and ethical issues, we agreed to hold more member events this year in communities across the UK after 3,000 members took part in our Shape Your Community events in 2017. There will be more news about local events in the near future.



We also agreed changes to our Council Election regulations which lay out the rules for our election by members. If you are interested in standing for election to Council, nominations are currently open. Find out more and [submit your nomination by the 16 February 2018](#).

A handwritten signature in black ink that reads "Nick" with a long horizontal line underneath.

Nick Crofts

President of the Council