



You said, we did

Update on our 2019 AGM motions

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Here's an update on the motions you voted for last year. More details on these motions and other initiatives are on our website: coop.co.uk

Motion 9 - Safer Colleagues, Safer Communities

This AGM notes with great concern the unprecedented levels of violent, weaponised attacks on Co-op colleagues in stores throughout the UK. This level of violence reflects that in wider society which has been so tragically highlighted in recent months.

We welcome the campaigning position taken in December 2018 by our Co-op through the Safer Colleagues Safer Communities and the commitment to both protect colleagues and address the root causes of crime in society.

We ask members to support our Board in the actions it is taking to maintain and strengthen this position specifically to:

- maintain levels of investment in technology and security measures to keep colleagues safe which has seen £70m invested in the previous three years; and
- build on increased support to community groups who tackle the root causes of violent crime to help individuals in those communities to reach their full potential.

BACKGROUND

The Safer Colleagues Safer Communities campaign aims to make colleagues and their communities safer and feel safer through three specific campaign strands:

- operational investments to make our stores as safe as possible for colleagues, members and customers;
- lobbying for violence and abuse directed at shopworkers to be taken more seriously by Government, law enforcement and the courts and society; and
- supporting community groups who develop place-based initiatives especially for the young, which address the underlying causes of crime in communities.

Safer Colleagues Safer Communities has been the Co-op's principal campaigning priority in 2019 and led personally by Jo Whitfield, CEO of Co-

op. We have achieved a great deal since May 2019 which gives us confidence we can deliver for our colleagues and their communities.

WHAT HAVE WE DONE?

We're helping colleagues in our stores be and feel safer:

In line with the commitment at our 2019 AGM, we are maintaining the level of funding of **£70 million over the next three years on equipment, training and innovation** We are doing all we can to help colleagues in our shops both be and feel safer including:

- **headsets** that connect colleagues especially when not everyone is on the shop floor - every single colleague has access to a headset;
- **tablets** to all our stores enabling colleagues to spend more time on the shop floor rather than in the back office which provides a better service to our members and customers and helps our colleagues feel more connected;
- we've rolled out further **Intelligent CCTV** (iCCTV) which allows stores to be monitored by a central monitoring station that colleagues can talk to, that can talk to potential offenders live in-store and allows us to proactively target persistent shoplifters and work with the police to reduce the impact on our colleagues - now iCCTV is in 1,000 of our stores
- we want to **make it clear to everyone who visits our shops, that verbal and physical abuse is not part of our colleagues' job** and won't be tolerated so we have put eye-catching point of sale notices in prominent places in all our stores.

There's so much **new technology and equipment** out there to choose from, we want to make sure that when we're investing in our colleagues' safety, we are spending our money on the right things and putting it into the shops that need it most including monitoring our Assisted Serve Tills, Body Cameras, Fog Cannons and SmartWater fog systems.

Our colleagues have had training to help them with the increase in abuse and anti-social behaviour. This

has included launching crime support tool kits for our area managers to assist them with shoplifting issues. We are following up with further training during 2020 and beyond, including post incident support and anti-social behaviour.

We're lobbying to ensure the issue of violence and abuse targeted at shopworkers is taken more seriously:

It is critical for the success of the campaign that Government takes more seriously the issue of violence and abuse targeted at shopworkers and to achieve **this the scale and the reality of the issue needs to be understood**. Therefore, we have shared publicly levels of violence and abuse in our stores more transparently than any other business and provided real leadership and insight through research we commissioned, carried out by Dr Emmeline Taylor from City, University of London published under the title 'It's Not Part of the Job'.

We have driven awareness through **media coverage** throughout the year on major broadcast, print and online media. Jo Whitfield has continued to call for the Government to take action, through appearing on BBC Breakfast, speaking at the Labour and Conservative party conferences and writing to all party leaders on the issue during the General Election campaign.

An important part of our campaign has been to help our colleagues and members become **an army of advocates and campaigners** on the issue and they have responded in their thousands:

- in April 2019, hundreds of colleagues across the UK supported the launch of the #AlwaysReportAbuse campaign and created a storm on social media;
- in June 2019 more than 600 colleagues provided powerful, personal testimonies to the Home Office's Call for Evidence on the issue of shopworker violence and abuse; and
- in January 2020, over 6,000 colleagues, members of the National Members Council and other members wrote to their MP asking for a reply from the Minister responsible on when the Government would respond to the Call for Evidence.

The whole Safer Colleagues Safer Communities campaign has at its heart **partnership**. It was working with USDAW, trade bodies including the Association of Convenience Stores and Rt Hon David Hanson that together we successfully persuaded Government to issue a Call for Evidence on the issue in April 2019 which closed in June 2019. Similarly, it was working with the Home Office and the Association of Convenience Stores

We are very proud to stand with USDAW and support their Freedom from Fear campaign and

their Respect for Shopworkers Week. In November 2019, we co-hosted a summit with USDAW to launch their Respect for Shopworkers Week 2019 bringing together over 30 leading businesses. Jo Whitfield was one of the keynote speakers on a platform with Mayor of London, Sadiq Khan and USDAW.

In a busy political year we have successfully kept the issue of shopworker violence prominent for **Parliamentarians across the UK**. The Government's Call for Evidence was a key success and has created a requirement for Government to address the issue. We continue to support a range of Parliamentarians who raise the issue including Alex Norris MP and Mike Amesbury MP in Westminster and Daniel Johnson MSP in Holyrood.

We have provided briefing and information to dozens of MPs and have seen legislation proceeding in Scotland, several Westminster Hall debates, questions at PMQs and a Parliamentary launch of Dr Taylor's research Its Not Part of the Job as well as debates at both Labour and Conservative party conferences.

We're supporting our communities:

In nearly every community in the UK, every day we see the problems that communities face first-hand and it's right that we have to try to do something to support these communities, to keep them safe. We don't have all the answers, but community partnerships will help. We believe that businesses have assets that can be used to address the issues communities and societies face.

Since we launched our **Local Community Fund**, we have provided significant levels of community investment to local causes directly targeting crime or supporting activity that we know addresses its causes. To date, we have given over £5.5m to over 1,600 causes across the UK who are tackling the causes of crime. The current round of the Local Community Fund will see us build on this investment, with a further 650 projects that support activities tackling the causes of crime.

As part of the Safer Colleagues Safer Communities campaign, we want to see how we can tackle the causes of crime and violence in communities by working with others in the area who may be facing the same issues as us and potentially working on making a difference. It's clear that **skills based programmes** are an invaluable way to make a difference to people's lives.

We are running three of these programmes with the **Damilola Taylor Trust**, the Archway Project and the Edge Theatre Group.

The partnership of with the Damilola Taylor Trust was announced at our 2019 AGM, and the first cohort have just finished their programme. It was run by the Trust to help young people to acquire skills to help

them find employment. More than 30 young people went through this project attending four different sessions and we are delighted that 2 are now Co-op colleagues.

The Damilola Taylor Trust has invited the Co-op to be part of the Year of Hope programme which will culminate in a service to mark the 20th anniversary of Damilola's passing in 2020. We will be the business partner for the 2020 Year of Hope national poetry/spoken word competition which would be judged by a panel of national figures. The winner will read their piece at the anniversary service.

A further announcement at the 2019 AGM was our partnership with **Steel Warriors**. This multi-million pound investment was launched following our decision to stop selling single pack kitchen knives in stores. We donated our existing knives to Steel Warriors so they could be used for these gyms. The Steel Warriors gyms focus on promoting calisthenics, on teaching skills as well as improving mental and physical health. They're designed to give young people a free space where they can develop confidence. We have now opened 2 Steel Warriors gyms in London, with plans to build a further 6 this year.

We have gathered insight and understanding from the hundreds of local causes we have helped, from our academies and from the partnership with the Damilola Taylor Trust and others. We have already played that insight back into Government and we were the only retailer to be invited to the Prime Minister's Tackling Youth Violence Summit at 10 Downing Street in 2019 through the Home Office. The insight is also informing our plans for 2020 when we build on the skills programmes which are central to helping the best choices to be made by those at risk of being dragged into crime and violence.

Full detail on the campaign and action we have taken can be found here: <https://www.co-operative.coop/campaigning/crime-campaign>

Motion 10 - Increasing our Commitment to Fairtrade

This AGM is proud to acknowledge that due to our members' commitment to Fairtrade, our Co-op continues to outperform the market in sales and lead on our Fairtrade range. We applaud our Co-op's decision to sign up to the **International Fair Trade Charter** at a time when some retailers are reducing their commitment to Fairtrade.

At this critical and highly challenging time in the history of the Fairtrade movement, we recognise that a fairer distribution of wealth globally will also strengthen communities in the UK where members live and our Coop trades.

Working with Fairtrade groups and our members, this AGM wishes to further strengthen support for Fairtrade Producers.

This AGM calls upon the Board to:

- Campaign and communicate about the Fairtrade difference, helping shoppers appreciate 'Gold standard' certification like the Fairtrade mark and continue to support the world's Fair Trade bodies to unify standards and maximise producer benefits.
- Increase visibility of Fairtrade products in our shops and promote them year round, coupled with Fairtrade stories and product messages, so that busy shoppers can quickly and easily choose Fairtrade.
- Whilst maintaining Co-op's welcome commitment to the existing 7 core Fairtrade categories, review the possibilities for strengthening and extending the range thus allowing customers to increase their support for Fairtrade producers.
- Fully explore how best members can support and contribute, through financial and non-financial means, to the growth of co-operative Fairtrade projects through their Co-op, recognising that we are all part of a global community as well as local, regional and national communities.
- Make our Co-op web site the "go to digital hub" to find local, national and internationally available Fair Trade products and businesses, that we are unable to stock, thus growing resilience and product diversity in Fair Trade producer communities. Promote this to those members already buying Fairtrade from their Co-op, as well as to non-members.
- Fully report our financial support of Fairtrade, including the value of Fairtrade and its impact on producer communities, in a transparent way allowing a better understanding of different retailers' claims in comparison to our own.

BACKGROUND

We're committed to building on our Fairtrade leadership and strengthening producer communities around the world, as set out in our Future of Food ambition. 2019 was a milestone year; it was the 25th anniversary of the Fairtrade Mark, and we're proud that the Co-op has been pioneering Fairtrade since the beginning thanks to the passion and commitment of our members. Given this important milestone, this AGM motion was pertinent to call on Co-op to increase our commitment to Fairtrade. Our actions against the motion asks are detailed below.

WHAT HAVE WE DONE?

We've been campaigning and communicating the Co-op difference

- We circulated extensive communications around

Fairtrade 25 and Fairtrade 2020, highlighting the Fairtrade difference. Fairtrade Fortnight 2020 included a CEO blog and video and with coverage in the magazine, instore radio and offers in store. Extensive new videos and content can be found at www.coop.co.uk/fairtrade

- We launched an advertising campaign in Easter 2020, focussing on the difference Fairtrade chocolate makes to people and the planet.
- We also issued two press releases around the coffee crisis with Director and CEO support at industry conferences supporting Fairtrade.

We are increasing the visibility of Fairtrade products in store

- We have established a Fairtrade Forum with our category teams to maximise cross business engagement.
- Increased visibility for Fairtrade 25 and Fairtrade Fortnight with coverage in the magazine, instore radio and offers in store.

We are reviewing opportunities for strengthening and extending the range

- We have built on our 2017 commitment of sourcing all cocoa in Co-op own brand products on Fairtrade terms and from 2020, have started to label Fairtrade cocoa where its used as an ingredient on our products.
- Individual categories have reviewed opportunities including where we can give greater support to Fairtrade brands, including coffee, wine, chocolate and tomatoes.
- We are currently undertaking a major review of sales opportunities including range and depth of distribution.

We've explored how members can support financially and non-financially

- We held Join in Online and Join in Live events encouraging all members to make a pledge to support Fairtrade.

We've created a page to help find Fairtrade Products and businesses

- Fairtrade brands have been consulted and a webpage sharing this information can be found at coop.co.uk/our-suppliers/fairtrade/fairtrade-businesses.

We're reviewing how to fully report our financial support of Fairtrade

- We have discussed the appropriate way to report with leading Fairtrade brands. Proportionality of commitment (what % of is Fairtrade) and innovation are the strongest indicators of support for Fairtrade.

- We are also reviewing our reporting of Fairtrade in 2020.

Motion 11 - Responsible Sourcing

This AGM notes that the world is experiencing a climate crisis, that food and agriculture represents a large percentage of Green House Gas (GHG) emissions and is a leading cause of biodiversity loss globally. Furthermore, the stability of food supply chains, and the livelihoods of farmers and growers are under threat by increasingly erratic weather patterns, caused by climate change and also challenges of biodiversity loss, soil health and water supply.

This AGM supports the Future of Food 2030 framework launched in September 2018 and applauds the achievement of meeting our GHG target 3 years early and the progress made on responsible sourcing to date.

To ensure a natural environment we are proud to pass on to future generations, this AGM calls upon the Board to accelerate action to mitigate and reduce the impacts of the Co-op on the natural world.

This AGM calls upon the Board to:

- Pursue ambitious science based plans for direct and indirect carbon and GHG emission reduction
- Publish plans for the responsible sourcing of key ingredients and resources used across the Co-op
- Promote and develop digital tools that measure the environmental and ecological footprints of our Co-op products
- Work with respected partners on key projects to restore nature in agricultural supply chains
- Support the call on international governments for a 'Global Deal for Nature and People' to reverse nature's decline by 2030.

BACKGROUND

In 2019 we marked the 175th anniversary of the birth of the co-operative movement. We're a business founded on the need to address urgent social issues. Throughout our history we've continued that radical tradition of using business endeavour to address injustices. The Climate Emergency is the most serious challenge of our age and it's already creating injustice and unfairness around the world.

As listed in our response we are taking leading action on the climate emergency and the responsible sourcing of our ingredients which encompass the majority of our impact. Our actions taken against the motion asks are detailed below.

WHAT HAVE WE DONE?

We're pursuing science based plans

- We have published leading targets which have been reviewed and approved by the Science Based Targets initiative (coalition of leading NGOs including WWF, WRI, UN Global Compact).
- We will reduce our Scope 1 and 2 Green House Gas (GHG) emissions by 50% from 2016 to 2025 in line with the pathway to limit global warming to no more than 1.5C above pre-industrial temperatures.
- We will reduce our product-related (priority Scope 3) GHG emissions by 11% from 2016 to 2025 in line with leading and ambitious best practice as defined by the SBTi.
- We have published (in a UK retail first) our full end-to-end GHG footprint and shown how we have begun to reduce this.
- We are sharing our experience in developing this new insight as members of the Gold Standard 'Value Change' working group, which seeks to share best practice and develop common guidance and approaches in the emerging field of full value chain GHG reporting, particularly for food and agriculture businesses.

We've published plans for Responsible Sourcing

- We report on our key impacts as part of the Annual Report 2020.
- Information on our Key 30 ingredients and activity around them can be found on our [website coop.co.uk/environment/sustainability](https://www.coop.co.uk/environment/sustainability).

We're promoting digital tools

- We are exploring the impact of Co-op products as part of GHG benchmarking and investigating the best route for communicating this.

We've identified key Projects to restore nature

- We are working with Chester Zoo to replant 5,000 trees on a former palm oil plantation. We will be undertaking Phase 2 of this work in 2020.
- We are investigating the nature of plant based solutions as part of Climate Change work and in other supply chains.

We support the call for a Global Deal for Nature and People

- On 6 May 2019 supported the call for a Global Deal for Nature.
- Steve Murrells signed up to the UN's Campaign for our Only Future on Climate Change.



Co-operative Group Limited

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