



News from your Council

April 2017 Issue 12

We had a full agenda at this April's Council Meeting, and we kicked off a busy day by welcoming our new CEO, Steve Murrells, who shared his vision for our Co-op and his priorities for the immediate future. Here's a flavour of the meeting and an overview of some of the key topics that we covered over the weekend. As ever, please share your comments and feedback by emailing us as at council@coop.co.uk.



Nick Crofts, President of the Members' Council

We were delighted that Steve Murrells our new CEO dropped in to add to the proceedings Steve is pictured with Louise Walker and Richard Boudier.



Ian Ellis - Annual Accounts

We had an update from Ian about our Annual results which came out earlier in April. Ian shared some of our achievements over the last year, reporting on our significant growth in membership since our re-launch in September. Our commercial performance saw turnover climb 3% to £9.5 billion, other highlights included:

- Food rose 3.5%
- Funeralcare saw a 69% increase in sales of prepaid funerals
- Insurance saw a rise of 28%

Ian explained the cautious approach on the valuation of our 20% stake in The Co-operative Bank that has created a statutory loss of £132m. Despite this, each of our own businesses is performing strongly.

Remuneration Report - Stevie Spring

This was the second remuneration report that Stevie has brought to our Council meeting. We had an open and honest conversation with Stevie about the priorities for remuneration which included a reward strategy for all colleagues that is transparent, visible and fair, the importance of linking reward to strategy and how we treat and pay Co-op colleagues for the great job they do.

Stevie confirmed that we continue to pay above National Living Wage and apply this rate to all colleagues. This means that we have chosen not to reduce rates for younger colleagues or Apprentices.

We heard more from Stevie on our progress against the goal set by members of being a living wage employer (as set by the Living Wage Foundation). We questioned Stevie on the additional challenges that would face the business of paying this higher rate. It was pleasing to hear that as part of our review of overall reward we are looking at how and when this could be achieved in a highly competitive Food retail market.

Forum with Directors

We were joined by our Directors Paul Chandler, Margaret Casely-Hayford, Victor Adebawale and Ian Ellis, who answered various questions posed by our Council Members on subjects including:

- **Ongoing discussions about the Group's stake in the Co-operative Bank.**
- **Board input into the Government green paper on corporate governance reform**
- **How the Board reviews its effectiveness on an annual basis - both on a personal and collective basis.**

2017 AGM

Our AGM takes place on Saturday 20 May at Manchester Central, it's a great opportunity for you to find out how what's going on at the Co-op, have your say and meet your Council representatives. If you can't make it to Manchester, we'll be streaming throughout the day, with plenty of opportunities for you to get involved from the comfort of your home. Visit the AGM website for more information on how to get involved.

100% British Beef

Over lunch, Council Members were asked to help paint a cow which will be displayed at the AGM to promote the fact that our meat is 100% British (see below). The cow symbolises our unique proof point that we are the first retailer to ensure all meat is 100% British in our own brand ready meals and sandwiches.



Great Things Happen - our new marketing campaign

We were pleased to have Gemma Kidd, Campaign Manager in our Brand team attend the Council meeting, to explain the new marketing campaign, "Great Things Happen". Gemma told us how we're using the 1% pay-out to our causes to show the impact of our ethos and show people how joining the Co-op makes it easy to make great things happen in their community.

We also got to see a preview of the new ad campaign which launched in April, with a 2 minute TV advert, bringing together the powerful films shot by BAFTA Award Winning Director, Shane Meadows and the inspiring words of George the Poet.

A handwritten signature in white ink that reads 'Nick' with a long horizontal line underneath.

Nick Crofts, President of the Members' Council