

- Safe, clean and hazard free environments for customers, suppliers and employees



SAFETY

- Warm, consistently friendly customer service
- Going the extra mile
- Value for money
- Quality guarantees
- Understanding your unique needs
- Putting ourselves in your shoes



SATISFACTION

- Smooth, stress-free shopping
- Competitive products and services
- Convenience and location
- Product knowledge
- Well presented stores
- Flexible payment, shopping and delivery options



MAKING LIFE EASIER

YOU ARE AT THE HEART



OF EVERYTHING WE DO

COMMUNITY



- Employing locals
- Showcasing local producers
- Supporting local groups and charities
- Working collaboratively with community partners
- Rewarding valued members
- Regular communication

LOYALTY



- One Co-op, 22 businesses
- Points every time you shop
- Valuing and rewarding shareholders and Co-op 100 members
- Welcoming new customers to the Co-op family
- Building relationships so you'll love visiting all our stores, time after time

EVOLVING



- Listening and responding to your feedback so we can continually improve
- Ongoing technology and process improvements
- Diversifying for the benefit of members, customers and employees