

# Our Blueprint for a Sustainable Future

Update September 2024



# Sustainability update

## September 2024

**When we released our blueprint for a more sustainable future in October 2023, we stated that this launch was only the beginning of a transformative journey for CI Coop. Our commitment to sustainability isn't a single destination but a continuous journey towards a better, more responsible future for our members, communities, and the environment.**

With this in mind, we're aware that our journey may take different directions as the world around us evolves. That's why we're committed to providing regular updates to keep our members informed of our progress, achievements, and any adjustments to our strategy.

In the year since launching our blueprint, we've taken concrete steps to turn our vision into reality. To enhance our approach, we've partnered with the consultancy Simply Sustainable, helping us build a robust roadmap to reach our net-zero goals. Additionally, through two rounds of our Community Fund, we've been able to support local charities and causes, reinforcing our role as a community-centric organisation.

Notably, our partnership with Olio has resulted in the distribution of 85,007 meals, helping to reduce food waste and providing much-needed resources to families in our community.

Additionally, our efforts to reduce plastic have seen us sell 21,333 fewer shopping bags, a direct action toward minimising single-use plastics.

This report provides a comprehensive update on these actions and highlights our ongoing priorities. As we continue to build on these achievements, we aim to strengthen our environmental and social commitments in the coming years, guided by the blueprint we set out in 2023. We remain dedicated to transparency and accountability, as our journey to sustainability is one we share with our members, our partners, and the community at large.

Thank you for joining us on this path toward a brighter, more sustainable future.

**Contact our sustainability team:**

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# Half year update At a glance



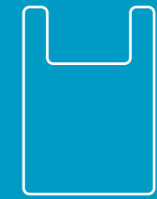
Food redistributed to Olio:  
**61,534** items donated,  
 equivalent to **38,911** meals  
 provided, feeding **667**  
 individual households



**39** in-store awareness  
 days benefiting **66**  
 different charities  
 and community groups



**£12.5 million**  
 in sales of Fairtrade  
 certified products



**21,333** fewer carrier  
 bags sold in 2024  
 compared to 2023



**14 free eye tests**  
 for colleagues



**93** colleagues  
 volunteered a  
 total of **309.5**  
 hours so far in 2024



**£668,600** discount given  
 to members and colleagues  
 via our colleague discount scheme  
 and member reward events



**£83,400** given back to the  
 local community groups and  
 charities in 2024 via donations  
 and sponsorship



**£2,120** spent  
 by our store colleagues  
 on Acts of Kindness



**£80,300** total discount  
 given to the elderly via the  
 Sir David Kirch vouchers



**£4.43 million**  
 spent with local producers,  
 helping to reduce food  
 miles whilst supporting  
 the local economy



**2,900**  
 lunchtime meals  
 provided for school  
 children in Guernsey

Half year figures are until the end of June 2024.

# Progress on our aim to be net zero by 2050

**Since launching our blueprint, we commenced a search for an external expert to support our journey to net zero using a science-based approach.**

In June 2024, we partnered with an ESG & Sustainability consultancy called Simply Sustainable, who will support us in creating our net-zero strategy and our decarbonisation plans. Simply Sustainable have the experience and knowledge from working with other member owned retail Cooperatives who have similar structures and supply chains.

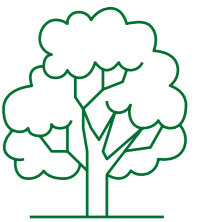
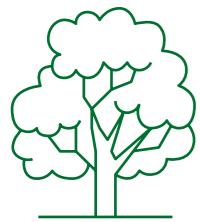


# Carbon Reporting

**We have calculated our unverified carbon footprint for some of our scope 1 and 2 emissions since 2021. This data enables us to track progress and helps us to create our future plans and hotspots for reduction. In early 2025 we will have our full carbon footprint report (Scope 1, 2 and 3) and that will inform our future decarbonisation plans and our net-zero strategy.**

## Carbon reductions

- Our target was to complete the installation of energy meters across all trading stores by the end of 2023. At the end of 2023 there were only three food stores without meters, plus the new pharmacies that were purchased in November. The remaining locations will be complete by early 2025, which will mean all our store teams have a live view of electricity and water usage.
- A full energy reduction audit was completed across on all trading locations in early 2024 and the findings from the report will inform our investment in new energy efficient technologies and where to prioritise our efforts.
- Subject to planning applications and site surveys, we hope to install solar on at least one site in 2025.
- We have replaced 50% of our pharmacy vehicles with electric alternatives.
- We have further reduced our carbon footprint from refrigeration gases by switching more stores to the lowest global warming potential (GWP) gas we have available. We have two stores left to switch over and they will be complete by early 2025. We continue to work with local contractors to explore options to make further reductions in carbon emissions and with advancements in refrigeration gas technology we are currently exploring options such as CO2 and A2L which have a much lower GWP.
- We made some changes to timers and circuits for our St Helier car park lighting in Feb this year, which has saved us 10,000 kwh per month. That's a saving of approx. £16k per year.
- 100% of soy in our Coop products, including that embedded in animal feed, will be deforestation-free and sustainable by 2025.
- We supported climate action awareness campaigns throughout the year such as The Big Green Week in June 2024.
- Our Eco Active business return was reviewed earlier this year and we were delighted to continue our membership for a further 12 months
- We sent six colleagues on a two-day carbon literacy course to help improve environmental practice within CI Coop and to help colleagues identify opportunities for carbon reduction.
- Our Jersey online delivery drivers undertook driver training to learn to drive more economically and reduce our carbon emissions for fuel.
- Our finance team have recently gone live with an OCR (Optical Character Recognition) solution that allows us to streamline expense and invoice processing, with an estimated annual saving of 120,000 pages of paper a year. That equals 15 average size pine trees.



# Reduction of plastic and food waste

**We're striving to reduce the use of plastic packaging and eliminate food waste, both factors have a huge impact on the environment on a global scale. Below is a little insight of what we've achieved at this stage.**

## So far in 2024 we have:

- Sold 21,333 fewer shopping bags to customers as of June 2024.
- We introduced a reusable produce bag with the intention to phase out the single use produce bags by the end of 2025.
- We are currently exploring options to facilitate the recycling of soft-plastics now that all Coop own brand products are now fully recyclable.
- We introduced paper bands on all organic bananas.
- All our PET bottles for water, soft drinks, mixers and juices contain are 100% recycled content and we're committed to using a minimum of 50% recycled content in PET bottles, pots, tubs, trays and punnets, and HDPE bottles.
- Coop tissue boxes are fully made from FSC paper, without plastic so they can be recycled.
- Tomato trays of Coop UK cherry and baby plum tomatoes have been removed into cardboard.

## World Wildlife Fund

We are proud to be a part of the coalition of retailers for World Wildlife Fund's (WWF's) Commitment for Nature, committing to play our part in supporting the WWF's ambition to halve the environmental impact of UK shopping baskets by 2030. In November 2023, the second-year report 'What's in Store for the Planet 2023' launched and illustrated the need for faster action.

## Food waste reduction

We set a food waste reduction target to reduce food waste by 50% by 2030. In order to reach this target, here are the steps we've taken so far:

Over the last 12 months we have implemented new IT systems which have resulted in improved availability and less waste at store level. This is down to a combination of better ordering logic and improved store controls and processes.

We continue to support local charities by donating any excess food approaching its use-by or sell-by date, and where charities are unable to collect, we donate any surplus to Olio who redistribute locally.

Using the new technology, our food waste reporting and analysis will improve and will highlight further opportunities to reduce our food waste.



# Community Fund

**When you shop at your local Coop, you're directly funding local suppliers, charities, causes and initiatives that benefit our Islands' communities. Co-operatives exist to put purpose over profit for their members. See these values in action by looking back over the last nine months of CI Coop in the community.**



## Community Fund Recipients (Jersey)

Cause	Project	Description	Amount
Jersey Heart Support Group	Rebrand and public engagement	The charity is expanding its services and public engagement so we funded merchandise and other equipment to allow the charity to attend events and to encourage heart awareness.	£1100*
Family Nursing & Home Care	School nursing resources	Funding for over 50 items to be used by school nurses, like communication aids, emotional support toys such as worry monsters soft plush toys and educational books.	£1000*
Enable Jersey	Raising awareness of our services	Enable Jersey are a 50-year-old charity who support anyone living with a disability, their family, friends and carers. We helped them purchase several pieces of marketing equipment including a branded gazebo to help with fundraising efforts.	£900*
Le Clos Mourant Community Group	Le Clos Mourant community room	We provided funding for a fridge and bean bags that will be used in a community room at Le Clos Mourant, targeting 150 Andium Homes.	£600*
Pathways	The sustainable apprentice challenge	We're supporting this challenge for younger members of the charity that will involve the children making outfits and other items out of recyclable materials.	£700*
Art in the Frame Foundation	Graffiti week	We're assisting with funding advertising, admin costs, materials and operational costs for Graffiti Week when graffiti artist Vincent Talcone will create professional wall art and hold an exhibition in the school holidays targeted at disaffected teens.	£450*
Ollivro family and friends battle team	Ma'at	CI Coop gave funding to help produce a junior and senior float for the summer and Christmas parades. Funds helped build the models and pay for things like beans, split peas and costumes.	£750*
Jersey Cricket Limited	Cric-KIT exchange	Grainville, the home of Jersey Cricket, is creating a stock of cricket kit which can be accessed by new and existing young players who find cost a barrier to trying the sport or playing regularly.	£500*
Jersey Trees for Life	2024 volunteer equipment	Money was given for new equipment including secateurs, loppers, handsaws, spades, a wheelbarrow and gardening gloves for the volunteers to use.	£1500
Carry in Cloth	Free sling hire for newborns	Provided funding so that Carry in Cloth could offer more free sling hire for newborn babies up to 6 weeks. We funded the purchase of 8-10 slings for parents to hire out for free.	£500
Acorn Enterprises	Sander for our benches	The benches project provides work and training for Islanders who have a disability or long-term health condition. The funds will go towards a Bosch Professional Sander plus sanding discs to refurbish 200 benches around the Island.	£350
Trinity 'Three in One'	Senior citizens social club	This monthly club for Parishioners aged 65+ (most are 80+) run by a small group of volunteers needed funding for new tablecloths, tea towels, hire of a coach and some extra funds to buy the Parishioners an ice cream at the seaside.	£640

\*=partial support

Community Fund Recipients (Jersey)			
Cause	Project	Description	Amount
Brook Jersey	A lending library and toiletries	We've provided funding for books on various topics such as healthy relationships, sexual health and mental health as well as providing money for essentials that some young people can't afford like deodorant and shower gels.	£250*
St Saviours Parish Church	Summer fete	We've paid for games and toys for children as well as healthy drinks and snacks for this community outreach-focused fete.	£200
Jersey Brain Tumour Charity	Counselling room	We've provided money for the change of use of the rented office into a welcoming counselling room for clients and their families. Including the purchase of table and chairs, blinds, pictures, lamps, coffee machine and a leaflet information stand.	£1800*
Brighter Futures	Summer breakfast club	Children have the right to be healthy no matter where they live, but their chances of being healthy depend strongly on finances in the family unit. We've funded a summer breakfast club, that gives families the opportunity to attend five days a week, play and eat with their children while putting healthy options at centre stage.	£1100
Jersey Lifeboat Association	Lifeboat	This Jersey run search and rescue organisation run by volunteers helps to keep Jersey waters safe. The funds will be spent on crew training and equipment for their two boats.	£2000*
EYECAN	Better places book initiative	Funds will provide signed copies of Nicky & Candy's Street to all Primary Education providers and settings supporting children and young people with visual impairment. They've ordered a total of 36 books via the author and funds will go to purchase books and postage to Jersey.	£380
St John Ambulance Jersey	Volunteer open day	For an awareness event that was promoting the work St John Ambulance, Normandy Rescue and States of Jersey Ambulance do, we funded the hiring of toilets.	£155
Pain Support Jersey	Members spring lunch event	Helped to fund an event that gathered 40 attendees to enjoy a meal prepared, cooked and served by culinary arts and hospitality students.	£500*
3rd Jersey (St Saviour) Scout Group	MasterChef's!	We provided funds to buy safe cooking equipment that can be used by all sections of the group during weekly meetings and overnight camping experiences. Allowing them to run cooking skills classes as encouraging our young people to cook meals at camp.	£600

\*=partial support

Community Fund Recipients (Jersey)			
Cause	Project	Description	Amount
The McGugan Family Trust	Le Pre Arthur meadow restoration project	Le Pre Arthur is a wet meadow in Grouville that the McGugan Family Trust has been working to restore to encourage a rich meadow flora and attract wildlife, providing an immersive nature experience for meadow users. Funds covered the rotational management of willow and managing damage from Storm Ciaran.	£1400
Jersey Kenpo Karate	Kenpo connections 2024 - Spark	We're helping to fund a 3-day event with an opening event at Mont Orgueil Castle and 2 days of Kenpo Karate at Fort Regent.	£500
Brightly	Crisis funding	Brightly supports children and young people aged between new-born to 25 years, we also support the children of care leavers regardless of the parent's age. The funds will be put towards "crisis funding" to buy baby monitors, electricity/food vouchers, clothing, prams, toys, nappies etc for the children and young people that they support.	£1000*
Jersey Hospice Care	Bereavement support for children and young people	Books and learning materials are the best way to provide support for young people outside of counselling sessions so we funded 26 books (across four titles) to support this work.	£270
Jersey Mencap	Respite House - garden project	Jersey Mencap have a property which is used to provide a regular and reliable respite service to young people with a learning disability. The garden is not accessible, and the Coop Community grant will help to fund the installation of accessible pathways in the back garden.	£1000*
Grouville Juniors Battle of Flowers Committee	Float entry 2024	We helped fund the cost of their Battle of Flowers float entry for 2024 'Walking on Sunshine'. Funds will help towards the cost of materials for float decorating.	£150*
All Matters Neurodiverse Jersey	Parents support groups	We've provided funds to help run three parent support groups per month for parents who are raising neurodivergent children, including a dad-only session. This money will be used to provide parents with refreshments and a monthly activity for the dads.	£500

\*=partial support



Community Fund Recipients (Guernsey)			
Cause	Project	Description	Amount
Sark School	Sark School wildlife garden	We funded the creation of a wildlife garden at Sark School to use for outdoor education and nature clubs, improving practical and social skills as well as creating an outdoor classroom area.	£500
Health Connections LBG	Talking cafe	The Talking Cafe hosts work in local cafes enabling people to meet new people, make new friends and get connected to support that matters to them in our community listed on our online directory of support.	£825
Les Bourgs Hospice	Bereavement support services	Les Bourgs Hospice identified a growing need for bereavement support in our community and this project is expanding on the support that it already provides. We're helping to fund a more child-friendly environment with a book and toy storage unit, children's table and chairs and books.	£715*
St Sampsons High School	Gardening club	Funding went towards equipment, raised beds, seeds and plants, encouraging young people to get hands on in building a school garden and learn about cultivating and growing produce to sell to the local community.	£500
Paws for Support	School bags	This charity offers a "Reading to Dogs" scheme where qualified Therapy Dogs and their owners go into various schools to provide a one-to-one reading service. We've provided money to buy School Dogs a "School Bag". Each dog will get a bag filled with items they will need for each visit, including pens, stickers, reward card and a Puppy Talk book all in a branded bag.	£800
10th Guernsey Scout Group	Back on the water and camping out	The funds we've given will be spent updating and replacing old tents that have fallen into disrepair.	£1200*
Charity CH-680	Jigsaw evening	We've helped fund and cater a fundraising event for 50 people at a local community centre to raise money for the charity. The money went towards the cost of the food (ploughman's supper) for 50 people, the cost of hiring the hall and the jigsaws for the evening.	£250
Rohais Methodist Church	Vestry re-flooring	We helped to fund a replacement floor in the Vestry to avoid it becoming a tripping hazard.	£1962*
St Martin's Primary School	Infant bike shelters	Over 90% of our St Martin's Primary School children and families actively travel to school and we funded a sheltered bike rack for the infant children.	£1500*
Rosaire Community Association	Love to recycle	To support the current gardening project and to increase recycling and reducing waste we're funding composters around Rosaire Court & Gardens to create their own compost for the future from food, garden and paper waste.	£600

\*=partial support

Community Fund Recipients (Guernsey)			
Cause	Project	Description	Amount
Butterflies Preschool	Outdoor activity area	Our funding will go towards mud kitchen equipment, planting troughs and gardening equipment. The children can plant, water and care for plants as well as harvest and teach them to chop and cook healthy meals.	£1000*
The Ron Short Centre LBG	Accessible shopping bus	Our funding will contribute towards the purchase of an accessible Peugeot Boxer which will provide a twice weekly shopping bus service to enable people with disabilities to shop independently.	£1000*
Friends of KGV Limited	Accessible toilet facilities	Provided money towards the cost of converting the existing lady's toilet facilities on the ground floor into accessible toilets for everyone.	£500
Orthoptic Dept, Princess Elizabeth Hospital	Funding for children's glasses	Children's glasses are not free in Guernsey and cost approximately £100 a pair so all funds will be used to provide glasses for children.	£1000*
Sixth Form Centre, Guernsey	Active travel resourcing	The funds will go towards one professionally constructed bike shelter with parking rings outside the sixth form centre.	£2000*
Clean Earth Trust	Repair cafe and beach clean	We're putting money towards a small second-hand electric van which is essential for the charity's weekly community activities.	£1000*
Guernsey Friends of Maggie's	Cancer support	Maggie's basic aim is to help provide cancer support through the Centre located in the grounds of University Hospital Southampton, which is available, at no charge, to cancer patients (and their carers/family) from Guernsey and the other Channel Islands. Our funds will go towards warm drinks to welcome visitors to the Centre and introductory specialist advice and a session with a clinical psychologist.	£1260
GSPCA	Bike Shelter	We're funding a bike shelter at the GSPCA for the team and visitors to use.	£2000
St Saviours Community Centre LBG	Developing a mindful garden	We're partially funding the creation of a mindful garden in the grounds of our very busy Community Centre, paying for a proper pathway through the field which leads to this garden.	£1070*
Autism Guernsey	Sleep counsellor	Providing funding for an occupational therapist to undertake specialist sleep training to support individuals with additional support needs.	£1200

\*=partial support

# Helping to tackle food insecurity

**This year we funded a school lunch project in Guernsey making nutritious food accessible to students that have been identified as nutrition/food insecure. The project was implemented by the Guernsey Health Improvement Commission in collaboration with States of Guernsey Secondary Schools.**

During the 2023/24 academic school year, CI Coop helped to provide a total of 2,900 meals that were distributed across four Guernsey schools. In Jersey, we continued to provide funding for free school breakfasts at two secondary schools up until the end of the 2023/24 school year.

Throughout the year we have partnered with local community groups and charities to provide funding and support to help tackle food insecurity for families with children. We provided Caring Cooks with £2000 in vouchers for their food and fuel campaign at Christmas and a further £1000 for their Holiday Hunger campaign during the school summer holidays

# Children's Day

**We attended the Government of Jersey Children's Day in July to recognise and celebrate Jersey's children and young people as advocates of their wellbeing and rights.**

Our commercial team volunteered throughout the day from our Coop gazebo and provided fun activities, competitions and free product giveaways for everyone in attendance.



# Acts of kindness

**All stores and teams at the Coop have access to a budget to carry out their own community acts of kindness throughout the year.**

It empowers individuals to make a real difference in their community, store or workplace. From giving a bunch of flowers or a box of chocolates to a customer, to one off gestures, like donating a gift for residents of a local elderly care home, the money is there to put a smile on people's faces.

This year, the governance and risk team at Coop House donated their Act of Kindness budget to Jersey Brain Tumor Society and along with a payment from Coop's Community Fund, they are changing the use of some office space into a consultation room.

In June, our store manager at St Sampsons, Craig Abbot, heard that the Priaulx Premature Baby Foundation were helping a mum and her adorable triplets.

Craig decided to offer support via his act of kindness budget and delivered 16 tubs of baby follow-on milk.

**"We were delighted to be able to provide the PPFB with a donation of formula as part of the Coop's acts of kindness initiative. We're always keen to help local charities wherever possible. The charity offers essential support to premature babies in the island, we are thrilled to be able to assist them on this occasion."**  
- Craig Abbott, Store Manager

Our store manager at Five Oaks decided to support St Saviour's Primary School with £150 to purchase new books for the youngest pupils in nursery and reception. Whilst our property and sustainability team showed their appreciation of our Jersey and Guernsey bus drivers during the Big Green Week in early June and turned up to the depots with morning treats.

Our People team donated magazines to the children wards at Jersey and Guernsey Hospitals over Christmas.



# Awareness Days and fundraising in our stores

Giving back is at the heart of our values. We support various charities and community groups through our awareness days and fundraising in stores. So far during 2024 we have hosted 39 awareness days and helped charities raise much needed funds through bag packing, food and pet food donation boxes and charity collection tins which we operate on a rota basis.

**"Thank you so much for allowing the GSPCA the opportunity to receive donations from your valued customers at all the local stores here in Guernsey. During October, November and December 2023. The total that we received was £664.68. We are fortunate to have your community support and appreciate the funds which were donated."**

- Libby, GSPCA

**"After our 3-month rotation for Headway this year we had a tin count of the pennies collected.. The grand total was £391.14. We are, as ever, so grateful for the Coop's support for our charity and so many others like us. You help us raise awareness and funds for our vital work. For us, in particular, because we receive no States funding, being involved in the tin collection scheme is so very important."**

- Philippa, Headway Guernsey

**"Just a note to say thank you so much for allowing Young Lives versus Cancer to have a flag day/bucket collection at two branches of the CI Coop on 13 April. We had two other venues too and altogether we raised an amazing £1,652.97 to help support children and young people with cancer. In particular, with Guernsey families the charity can assist with them being able to stay at one of the 'homes from home' near to the UK hospitals whilst undergoing treatment."**

- Rachel, Young Lives versus Cancer

# Supporting Fairtrade

**We continue to make a positive impact through our sourcing of Fairtrade products and in 2024 we are celebrating 30 years of supporting Fairtrade.**

During 2024 we have supported various Fairtrade events with colleague support and donations of Fairtrade products.

We have hosted groups of young people from local schools, Scouts, Beavers and Brownies, including the 23rd St Lawrence Beavers at our St Peter Grand Marché to help them learn about Fairtrade. The scout group had a tour of the store, followed by a classroom session in our training room which included some Fairtrade tastings.

Here's what their scout section leader had to say, "I just wanted to get in touch to say thank you so much for accommodating us at the Grand Marché St Peter.

The staff were fantastic with our young Beaver Scouts and the training room was the perfect base for us to start the session, then to have our tasting session there at the end too worked really nicely. Mylie and Maria on the tills were very kind and patient with our young people as they were making their purchases"

In September, we celebrated 30 years of Fairtrade and as part of the celebrations, we held several events over Fairtrade Fortnight including stands in our Jersey and Guernsey Grande Marchés to educate customers on the work of Fairtrade.

We held a stand at Charing Cross, St Helier offering free Fairtrade coffees and the opportunity to sample some Fairtrade wine. We also partnered with the Government of Jersey Eco Active Team to have a presence on King Street, St Helier, for an afternoon to raise awareness of Fairtrade and the impact that buying Fairtrade products can have on the communities in which they are produced.

In Guernsey, our Cooperative Group's lead wine buyer, Edward Robinson, hosted a wine tasting with Fairtrade Guernsey, which was also attended by Walter Carol, La Riojana's wine export manager who made a huge impact on attendees with his first-hand accounts of the impact of Fairtrade in Argentina.



# Bolstering our Community Loneliness Awareness Week

**For us, belonging is everything, and we want to ensure islanders feel they belong to the communities where they live. This year's Loneliness Awareness Week took place in June.**

The theme was Random Acts of Kindness and encouraged everyone to increase those simple, everyday moments of connection which helps us feel happier, less lonely and increase our sense of belonging.

This year, we hosted a number of in-store events with local charities and encouraged islanders to get involved with our Meet Your Neighbours campaign, helping our local communities reach out to those in need of a helping hand.



# Supporting the next generation

**In November 2023, we launched a pilot scheme in conjunction with Haute Vallee School in Jersey.**

The scheme introduced business students to a career at the CI Coop. The project lasted 6 months, covering four modules, and was supported by our colleagues from trading, operations, and our people team.

At the end of the project the students presented at our Annual Members Meeting in May.

Due to the pilot being a success we will be repeating the scheme in 2024 and have extended the project to include a Guernsey secondary school.

**“Project retail has many advantages, one advantage is to change people’s views of the retail industry and seeing behind the scenes can help with attracting people for future jobs. Having learnt these things at the Coop, it can give me a head start in having a retail job in the future and is great for my CV, as it shows I have an interest in retail. My commitment to the project could put me above other candidates for the job. All the modules in the project were very fun but our favourite was module 1 because it was very interesting listening to how a large organisation like the Coop runs and what roles there are within the Coop.”**

- Quote from a student.



# Commitment to people

**Our colleagues provide fantastic service to our members and customers, so it is important that we recognise our colleagues in their pay and rewards. Over the last 12 months, we have been conducting a full review of pay and benefits across the Society with the aim to offer fair, equitable and competitive remuneration to all colleagues.**

It is important we capture the views of our colleagues and so we encourage honest feedback via regular pulse surveys. This feedback helps us to make changes and adapt to ensure we are creating a positive and fulfilling work environment for all. As a result of these surveys, we have held a number of 'lunch and learn' events on employee related topics as well as updating a number of our policies.

### This year:

- We released our wellbeing policy in late 2023 and in May 2024 we held a Wellbeing Week which was dedicated to learning about importance of mental health in the workplace. This resulted in greater awareness of how to maintain positive mental health, this is evidenced in feedback received from colleagues across the society.

- We have continued to ensure that the CI Coop is represented on the UK Cooperatives Ethics and Sustainability Group. This representation helps us to tap into a wider network of professionals and resources to support our progress against the sustainable blueprint.
- We created an eLearning module to help support our colleagues and their general awareness of hidden disabilities and neurodiversity. This supports a range of initiatives we have in selected stores to help make shopping easier and more manageable for customers and colleagues who are neurodivergent or have a hidden disability.
- In May, we introduced a monthly sustainability award for colleagues who are contributing to our sustainability aims, with an annual winner being announced at the end of the year.

**Coop colleagues pride themselves on utilising their Coop supported hours of volunteering within the community, with 2024 providing some wonderful volunteering opportunities.**

**“Just a note to say a big thank you for all your help at the BeachAbility card and tea afternoon on Thursday. It was so nice of you and Carl to give us so much support it made a big difference to us all. The hot-cross buns were delicious and every single one you and Carl buttered got eaten! The mini eggs were a lovely Easter treat and the raffle prize went down really well. The afternoon made just over £1500 which is fantastic. I do hope you enjoyed the afternoon and thank you so much for all your support.” – Jane, BeachAbility.**

**“On behalf of the three St Martin Churches I wanted to thank you very much for the vouchers towards our lent lunches. We held them on three consecutive weeks and served approximately 160 people. Our profit was £1077 which will be divided equally between each church to donate to their chosen charity.”**  
– Joan, St Martin Churches”

**“We raised a total of £181 profit for the Youth Project and this was only possible due to your very kind donation. This will be used to provide Summer activities for our young people. Many thanks again for your kind support”.**  
– Peta, St Lawrence Youth Project Committee



# Partners

## Promote local sourcing

We continue to support local where we can and so far in 2024 we have generated £4.43m in sales with 54 local producers. By buying local products from the Coop you are helping to support local producers and in turn supporting the local economy.

## Encourage healthy living

At a time when household budgets are stretched and we all live busy lives, it can sometimes be hard to make healthy meal choices. We are committed to providing accessible and affordable healthy meals, increasing the amount of fruit and vegetables in Coop brand products and reducing the levels of salt, sugar and calories.

**95%** of Coop own-brand products met their calorie reduction targets.

Inspiring healthy changes is paramount, and we have been working with Public Health for Food & Nutrition in Jersey and the Health Improvement Commissions for Guernsey and Alderney LBG to encourage healthier swaps.



In August we launched our lunchbox friendly campaign, to support families in making healthier choices before the new school term. The initiative aims to encourage healthier purchases and improve the nutritional quality of packed lunches being sent to schools. Products have been analysed by health professionals in government and deemed to be nutritionally appropriate for consumption by primary aged children.

Throughout the year we donate healthy refreshments for community and charitable events, often providing Fairtrade bananas to help fuel participants of endurance challenges in our islands.

## We will continue to purchase and trade ethically

The rise of responsible retailing: In 1994, the Coop undertook a first-of-its-kind research, asking shoppers for their views on the ethics of the food industry. At the time the message was clear, customers couldn't rely on the food industry to give them the full facts about the goods they were buying. In 2024, we are now celebrating 30 years of responsible retailing. The consumer landscape now looks very different, but shoppers are still hungry for great quality food, produced ethically, with care for people and the planet. At CI Coop, we are constantly challenging ourselves to put ethics at the heart of our decision-making, whether that's the products you see on our shelves or the services and products we procure.



## So far in 2024....

- All Coop brand fresh chicken is breed with a lower stocking density, giving the birds 20% more space to roam.
- Coop is the first UK & CI retailer to move its entire range of fresh cut roses to be 100% Fairtrade, in a major milestone following the 100% commitment on Coop own brand chocolate, tea, coffee, bananas, cocoa and bagged sugar.
- Coop celebrates raising £20 million over 15 years for the One Foundation for water, sanitation and hygiene products globally through sales of own brand water, reaching over 3 million people.



Channel Islands  
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