

Co-operative Retail Conference

De Vere Cranage Estate, Holmes Chapel
8-10 March 2019



RETAIL
CONFERENCE

PROUDLY SPONSORED BY

vme

Together we will reach new heights

Our co-operative IT solution includes everything needed to run a consumer co-op. Our mission is to help the independent co-op movement thrive. We do this by reducing your society's costs and helping your co-op be as efficient as possible through technology. We are truly co-operative – with lower prices for all consumer societies as more co-ops use VME technology.



vmecoop

Foreword

I am delighted to welcome you to this year's Co-operative Retail Conference – the annual event for you, the leaders of the UK's co-operative retail societies.

This conference truly is a highlight of the co-operative calendar with a real focus on the opportunities and challenges for co-operative retail societies. As we stand on the brink of Brexit, in whatever form it may take, the future perhaps seems less certain than ever. What is certain is that our values, the fact we are owned and run for the benefit of our members, continues to differentiate us from our competitors. These values will shine through over the course of the next few days!



We will enjoy insight into a range of retail society's successful new initiatives. There will be lessons on democracy from outside the retail sector and, as always, this event is a fantastic opportunity to learn from and network with peers. This year's conference also turns the spotlight on technology and its impact on sustainability, telecommunications and the way we pay for goods and services – with our headline sponsor VME Coop delivering an illuminating session on payment systems of the future.

We will also examine how retail societies' needs are best served by co-operative institutions including, of course, Co-operatives UK. As this is a co-operative conference we want your input to help shape and inform the debate. It is your conference and I hope you take maximum value from the weekend.

A handwritten signature in black ink, appearing to read 'Ed Mayo'.

Ed Mayo
Secretary General
Co-operatives UK

Competition law compliance:

UK competition law regulates formal and informal agreements and understandings that may result in the prevention or distortion of competitive markets. Exchanges of confidential business-sensitive information between competitors may constitute such an agreement or understanding, and the possibility of trade bodies becoming a forum to facilitate these exchanges is also well understood by the competition enforcement agencies. Business sensitive information includes, but is not exclusive to, current and future prices, pricing intentions and strategies, customer data and strategies, current ad budgeted store or branch performance, product formulations, supply and purchase terms, and advertising and promotional policies and plans.

If you find yourself in a situation where business sensitive information is being disclosed you should not take any further part in the discussion. Just being present when such discussions are taking place may be sufficient to involve you and/or your co-operative in an investigation by the Competition and Markets Authority, even if you did not participate in the discussions.

Programme

Friday 8 March

15:00 **Registration opens**
The registration desk is located in the hotel lounge

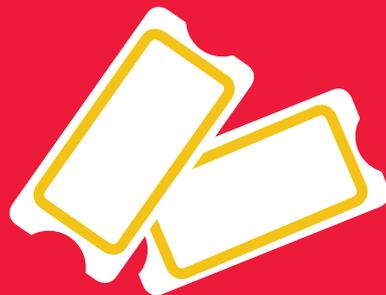
18:30 **First timers' session**
An opportunity for delegates to learn more about the weekend. Taking place in the **Stephenson** room, attendees will also meet fellow first timers and Co-operatives UK staff

19:00 **Drinks reception**
Held in the foyer outside Baird Suite

19:30 **Dinner**
A buffet style meal served in the **Baird Suite** with accompanying wine, sponsored by The Channel Islands Co-operative Society

Don't forget to buy your raffle tickets...

Co-operatives UK has once again organised a charity raffle to which societies have kindly donated a range of wonderful prizes. Proceeds will go to The Channel Islands Co-operative Society's Helping Hands fund. We encourage all delegates to give generously before the raffle is drawn on Saturday evening. Tickets can be purchased from members of the Co-operatives UK team.



Useful information

 [#CoopRetail](#)

Hotel address: De Vere Cranage Estate, Byley Lane, Holmes Chapel, Cheshire, CW4 8EW.
Telephone: 01477 536666

The **event registration desk** should be utilised for all conference enquiries. For venue enquiries please use the **hotel reception desk**.

The **swimming pool** and **health and fitness centre** are free to use for delegates. **Spa treatments** can be booked and paid for at reception.

Free wifi is available onsite. The **network name** is *De Vere Cranage Estate*. Delegates should register for wifi with an email address when prompted. **Taxis** can be booked through the hotel reception or direct on 01565 632632 (Tatton Cars) or 01477 551442 (Andrews Private Hire).

Delegates can **check in from 3pm** on day of arrival and must **check out by 11am** on departure day. **Luggage** can be stored onsite via arrangement with hotel reception. Delegates are responsible for settling all **personal accounts**.

Tweet your views during the Co-operative Retail Conference using: **#CoopRetail**



The Helping Hands Fund

OVER
140
applications
received in
2018

OVER
£18,000
donated to more
than 30 charities
& organisations
last year

Supporting
the Channel Islands
community for over
20
YEARS

The Channel Islands Co-operative has been making a real difference to local charities and community groups through our Helping Hands fund for over 20 years.

Our annual Helping Hands fund is open to Channel Island charities and organisations to provide financial help in order for them to continue the brilliant work they do.

In 2018 we received over 140 applications. Each and every application is reviewed to ensure that smaller charities and causes aren't overlooked. We were able to donate over £18,000 to support 30 local charities and organisations with their initiatives.

The Channel Islands
co-operative
Society Limited

Belonging is everything

www.channelislands.coop/HelpingHands

Grand Marché **locale** **enroute** **travelmaker** funeral care **medical care** pharmacy *locale*

Programme

All Saturday and Sunday sessions are held in the Stephenson Suite

Saturday 9 March

09:00	Refreshments	In the foyer
09:30	Welcome note Ed Mayo, Co-operatives UK	Introduction to the conference from Co-operatives UK's Secretary General
09:45	Remaking retail James Walton, Institute of Grocery Distribution (IGD)	How will UK retail be affected by Brexit – and is there specific impact on co-operative retailers? Alongside Brexit-focused analysis and exploration of the grocery market, IGD's Chief Economist will focus on cultural shifts including increased demand for healthier options and changing views on animal ethics. There will be a further focus on how technology advances are changing the way we address sustainability, resources and labour
10:45	Refreshment break	In the foyer
11:15	Who makes the decisions in a co-op? Gareth Swarbrick, Rochdale Boroughwide Housing (RBH)	RBH – the UK's first tenant and employee owned mutual housing society – has produced its first corporate strategy in a radically different way. Discover how a pioneering organisation is using traditional ideas around member-ownership and democracy. Who sets the strategy? What's the role of members and how does the democratic process work? This interactive session lifts the lid on a pioneering approach inspired by the original co-op pioneers
12:15	Innovations and new initiatives Phil Ponsonby, Midcounties Hannah Gallimore, Central England Simone Connolly, FareShare East Midlands Lee Hammond, East of England	Three co-operative societies will share three unique initiatives. From a fresh approach to food waste, to sourcing your food, to developments in personal security services, there's plenty to take inspiration from in this truly collaborative session
13:15	Lunch	Tempus Restaurant
14:15	Funeral sector challenges and opportunities Alison Close, The Co-op James Blackburn, Scotmid Jon Levett, National Association of Funeral Directors (NAFD)	How are digital marketing, pre-pay funerals and increased government interest impacting on the sector? Industry experts will examine how the funeral market is changing and how a range of co-operative societies are meeting new challenges and opportunities

Programme

All Saturday and Sunday sessions are held in the Stephenson Suite

Saturday 9 March

- | | | |
|-------|--|---|
| 15:15 | An American (grocery market) tale
Stephen McDow, Keystone Development Center | Large retailers like Walmart, Whole Foods, Trader Joes and Target are all competing in the United States' grocery sector. In the face of fierce competition, grocery co-ops are leaning on their co-op difference and/or developing innovative ways to attract a younger custom base. With examples including Durham Co-op Market and Weavers Way Co-op, delegates will benefit from insight into an American response to challenging retail conditions |
| 15:45 | Refreshment break | In the foyer |
| 16:00 | Show me the money – the future of payment systems
Stephen Gill, VME Coop
Richard Bridges, VME Coop | VME Coop, whose software runs in nine of the 13 independent coops, will take delegates on a journey taking in the payment systems of the future. From fintech (financial technology) apps, which can eliminate fees and allow payment via a phone swipe, to checkout free shopping through Amazon Go, the payment landscape is changing – and the co-op movement needs to stay up to date. This session will also examine reward-based shopping and promotions as well as consumer payment trends, with a focus on Millennials and Generation Z |
| 16:40 | BT's worst kept secret will change your business forever!
Nick Thompson,
The Phone Co-op | Businesses throughout the UK are reliant on phone lines that were invented in the 1800s. These will become obsolete in 2025 when BT switch off all PSTN and ISDN lines. This effects everything in your business that is reliant on telephone lines and broadband – from POS tills to card readers and from phones to payroll systems. You need to be prepared for this change and this session will cover what the BT IP Transition means; how it effects you; how to future-proof your stores; and how this change can help your society save money |
| 17:00 | Close of day one
Ed Mayo, Co-operatives UK | Co-operatives UK's Secretary General reflects on the opening day |
| 19:00 | Drinks reception in the Tempus Bar and Lounge, followed by a three-course dinner with accompanying wine, sponsored by The Channel Islands Co-operative Society. The evening's musical entertainment will be provided by rock and pop cover band Dexter, with songs from the 60s right through to the present day | |

Programme

All Saturday and Sunday sessions are held in the Stephenson Suite

Sunday 10 March

09:00	Refreshments	In the foyer
09:30	Welcome note Nick Matthews, Co-operatives UK	Introduction to day two of the conference from Co-operatives UK's Chair of the Board
09:45	Associated benefits – how national bodies adapt to meet member needs Doug O'Brien, National Cooperative Business Association (NCBA) Robin Fieth, Building Societies Association (BSA)	What do other national bodies do to support their members? Delegates will hear from the CEO of the apex body for co-operatives in the United States. Closer to home, the BSA's Chief Executive will examine how 'the voice of the UK's building societies' engages with its members and caters for their needs
10:45	Refreshment break	In the foyer
11:00	How do we evolve to support the changing needs of the movement and our members? Facilitated by Nick Matthews, Co-operatives UK	We recognise that our oldest and largest members are facing competitive pressures in the retail sector. We also recognise the role movement-wide organisations play in supporting co-operative success. This participatory session will share early work between the Co-operative College, Co-operative Heritage Trust, Co-operative Press and Co-operatives UK to explore new ways of working together to best meet future member and movement-wide needs. The session will provide the opportunity for delegates to input and support this work as it develops
12:30	Lunch	Tempus Restaurant (eat in or take away)



RETAIL
CONFERENCE

PROUDLY SPONSORED BY

vmeCOOP

Speakers



James Walton | Session: Remaking retail
Institute of Grocery Distribution (IGD)
@comms_IGD

James' role at IGD is to help businesses anticipate and cope with strategic events, including economic pressures; geo-political change; social developments; and environmental stress. James is well known for speaking at both UK and international events and provides interviews for TV, radio and the press. He also creates original reports and articles for the expert grocery market analysts. James has worked with clients across the grocery industry as well as non-industry groups, including government departments, financial businesses and NGOs. He joined IGD in April 1999 and became Chief Economist in 2004.



Gareth Swarbrick | Session: Who makes the decisions in a co-op?
Rochdale Boroughwide Housing
@rbhousing

Gareth has been Chief Executive of Rochdale Boroughwide Housing since December 2008. He has led a process which has seen RBH's transformation from local authority-owned Arm's Length Management Organisation (ALMO) into the UK's first tenant and employee owned mutual social landlord to which the Council transferred its 13,700 homes on 26 March 2012.



Phil Ponsonby | Session: Innovations and initiatives
The Midcounties Co-operative
@PonsonbyPhilip

Phil took up the role of Group CEO for the UK's largest independent co-operative in August 2018 having originally joined Midcounties to run its food business in 2015. Prior to joining, Phil was at the Southern Co-operative, where he was Chief Operating Officer for seven years. He is a Board member of the Association of Convenience Stores and a Director for Federal Retail Trading Services, which binds the relationship between the UK's co-operatives involved in food retail. Phil is a member of the Happerley Advisory Board which is a scheme focused on improving traceability and allowing consumers to verify the origins of their food and ingredients.



Hannah Gallimore | Session: Innovations and new initiatives
Central England Co-operative
@HanGallimore

Hannah gained a degree and post-graduate qualification in law before working for Bass Breweries and then KPMG for 16 years in various resource management roles. Since joining Central England Co-operative in 2015 as Corporate Responsibility Manager, the society's responsible business programme has grown in strength and reputation – gaining five stars in Business in the Community's CR Index in January 2018. Hannah has project managed significant deliverables including the deployment of 300 community defibrillators and the roll-out of the food redistribution programme in partnership with FareShare East Midlands.

Speakers



Simone Connolly | Session: Innovations and new initiatives
FareShare East Midlands
@FareShareEMids

Simone has led the FareShare East Midlands team for the past four years. FareShare East Midlands is part of a network of regional centres with a common vision that no good food should go to waste. Simone is a passionate believer that FareShare's simple but impactful vision is crucial to improving the lives of millions of people in the UK who go without good food on a daily basis. Outside of work Simone is a mum to two boys and spends the majority of weekends stood on the sidelines at football matches!



Lee Hammond | Session: Innovations and new initiatives
East of England Co-operative Society
@EoECoop

Lee has 13 years' experience in retail management and security operations, working for a variety of retailers and security providers. He has worked for the East of England Co-op for the past seven years and was lead investigator, completing varied investigations for both the society and other clients, before taking on the role of Head of Co-op Secure Response. Lee is a strong believer in the ethics and values of the co-operative movement, with those principles instilled into the whole team. He believes co-op ethics and values are integral to the operation of Co-op Secure Response and the service offered to clients.



Alison Close | Session: Funeral sector challenges and opportunities
The Co-op
@coopuk

Alison is a Senior Executive with over 10 years' board experience operating in a variety of finance, commercial and strategic roles in the funeral sector for The Co-op. She is a Chartered Accountant who joined the funeral business in 2005 after completing an Executive MBA at Manchester Business School. Alison has a proven track record in delivering significant growth, driving business expansion and leading transformational change, having successfully led a number of mergers, acquisitions, organic growth programmes and divestments. Alison is also a Director for Coop Legal Services. She is married with two young daughters who keep her busy and share her passion for dance.



James Blackburn | Session: Funeral sector challenges and opportunities
Scotmid
@jamescblackburn

James joined the funeral profession in 1989, gaining his Diploma in Funeral Directing in 1993 and is a member of the British Institute of Funeral Directors. After a 15-year career working for Dignity Funerals in London he moved to Scotmid in December 2008. James is a former President of the National Association of Funeral Directors and is a member of the Cross Party Group for Funerals and Bereavement at the Scottish Parliament.

Speakers



Jon Levett | Session: Funeral sector challenges and opportunities
National Association of Funeral Directors (NAFD)
@NAFDCEO

Jon is Chief Executive of the National Association of Funeral Directors (NAFD). Jon joined the NAFD in October 2018. Prior to joining NAFD he enjoyed senior roles for a number of professional bodies and regulators including the British Psychoanalytical Society, Quality Assurance Agency for Higher Education, General Optical Council, and Architects Registration Board.



Stephen McDow | Session: An American (grocery market) tale
Keystone Development Center
@stephenmcdow | @McCooperator

Stephen has over eight years of outreach and marketing experience and is dedicated to bringing together rural and urban America to achieve an inclusive economy. He previously managed membership and stakeholder relations for the National Cooperative Business Association (NCBA), turning around a five-year decline in membership by recruiting 20 times the amount of members. Prior to NCBA Stephen handled membership outreach and retention for the Montgomery County Medical Society (MCMS) and The Maryland State Medical Society (MedCH). Before joining MCMS and MedCh he worked on the Ward Four City Council campaign of Dr Edwin Powell in Washington.



Stephen Gill | Session: Show me the money: the future of payment systems
VME Coop
@StephenGillCoop

Stephen is the CEO of VME Coop. He has been working with co-ops for over 23 years and in that time has helped 18 different UK consumer co-ops solve their technology problems. He designed the 'FRTS Link' software that is used in nine of the 13 independent coops. Stephen is passionate about seeing consumer coops grow market share; by helping the independent coop movement thrive, opening new stores, and hopefully new independent coops. He believe that all co-ops, regardless of size, should pay the same price per store to help smaller co-ops grow and larger co-ops benefit by spreading the cost of new technologies. Stephen strongly believes that if co-ops do not co-operate to beat competitors the competitors will co-operate to beat co-ops.



Richard Bridges | Session: Show me the money – the future of payment systems
VME Coop
@RichardBridgesCoop

Richard started his career in 1996 at Clydebank Co-op. In 2003 he joined VME Coop, where he started in customer support. He quickly progressed up to management level and now sits on VME's executive team. As VP of Sales, he is responsible for bringing new co-ops on board. Richard travels regularly, but still lives in Clydebank with his wife and two-year-old daughter.

Speakers



Nick Thompson | Session: BT's worst kept secret will change your business forever!

The Phone Co-op
@phonecoop

Nick is CEO of The Phone Co-op, the UK's only telecoms co-operative. A true telecoms expert, Nick has paved the way for others to excel in this arena and happily advises on cloud, connectivity and communications. Nick is at the forefront of The Phone Co-op joining Midcounties Co-operative, one of the largest co-operatives in the world, with annual turnover in excess of £1 billion.



Doug O'Brien | Session: Associated benefits – how national bodies adapt to meet member needs

National Cooperative Business Association (NCBA)
@NCBACLUSA

Doug has been with NCBA since 2016, where he has served as the Executive Vice President of Programs before becoming president and CEO in January 2018. Prior to NCBA Doug led the work of the White House Rural Council and served in top positions at the US Department of Agriculture Rural Development. Doug has also worked in the US Senate, US House and for two Governors. Doug's experience in academia includes teaching, researching and writing at the University of Arkansas Agricultural and Food Masters in Law Program and Drake University Law School. He was raised on a diversified farm in Dubuque County, Iowa and currently lives in Takoma Park, Maryland, with his wife, Alisa, who works in policy and communications consulting. He enjoys biking, travel and spending time with his three children.



Robin Fieth | Session: Associated benefits – how national bodies adapt to meet member needs

Building Societies Association (BSA)
@BSABuildingSocs

Robin joined BSA – the voice of building societies in the UK – as Chief Executive in December 2013. Previously he was Executive Director, Members and Operations at the Institute of Chartered Accountants in England and Wales (ICAEW). Robin originally joined the ICAEW in 2002 as Director of Finance. He has also held a number of other senior positions in the corporate sector, including Group Finance Director and Company Secretary at AIM listed Transacsys plc. He spent the first 10 years of his career with PricewaterhouseCoopers (PwC). Robin is a Fellow of the ICAEW, a Director of Co-operatives UK, a member of the Executive Committee of the European Association of Co-operative Banks, a member of the CBI's Trade Association Council and a Trustee of the Chartered Accountants Benevolent Association. He is married with three grown-up children.

Delegates

David Alcock	Anthony Collins Solicitors	Judith Feeney	The Midcounties Co-operative
Jane Avery	Central England Co-operative	Jeremy Fricker	Radstock Co-operative Society
Matt Birch	Central England Co-operative	Jennifer Garnes	Scotmid
James Blackburn	Scotmid	Ian Gilchrist	Scotmid
Clive Booker	The Midcounties Co-operative	Russell Gill	The Co-op
John Boyle	Co-operative Party	Stephen Gill	VME Coop
Richard Bridges	VME Coop	Roger Grosvenor	East of England Co-operative Society
John Brodie	Scotmid	Jan Hale	The Co-op
Belinda Bulsing	East of England Co-operative Society	Rebecca Hamilton	The Co-op
Harry Cairney	Scotmid	Lee Hammond	East of England Co-operative Society
Paul Chandler	The Co-op	David Hampson	Co-op Insurance
Martyn Cheatle	Central England Co-operative	John Harrington	The Southern Co-operative
Sally Chicken	East of England Co-operative Society	Rebecca Harvey	Co-operative News
John Chillcott	Central England Co-operative	John Hawkins	East of England Co-operative Society
Jess Clarke	The Co-op	Gary Hayes	The Midcounties Co-operative
John Cook	East of England Co-operative Society	Chris Henderson	Scotmid
Martin Cook	The Midcounties Co-operative	Steve Hughes	Lincolnshire Co-operative
Nick Crofts	The Co-op	Jonathan Jackaman	TPT Retirement Solutions
Jason Crouch	The Southern Co-operative	Graham Jeffery	Radstock Co-operative Society
Dan Crowe	The Co-op	Ali Kurji	Heart of England Co-operative Society
Allan Davidoff	East of England Co-operative Society	Maria Lee	Central England Co-operative
Jenny de Villiers	The Co-op	Ursula Lidbetter	Lincolnshire Co-operative
Elaine Dean	Central England Co-operative	Angus MacLean	Scotmid
Pauline Dodd	Chelmsford Star Co-operative Society	Laura Marziali	Unicorn Grocery
Barry Dovey	Lincolnshire Co-operative	Nick Matthews	Co-operatives UK
Eileen Driver	The Co-op	Chris Matthews	East of England Co-operative Society
Dave Ellgood	Central England Co-operative	Marta Mayhew	Central England Co-operative
Mike Faulkner	East of England Co-operative Society	Ed Mayo	Co-operatives UK

Delegates

Claire McCarthy	Co-operative Party	Julia Romney	Lincolnshire Co-operative
Stephen McDow	Keystone Development Center	Mark Rumsey	Heart of England Co-operative Society
Jane Milbank	Chelmsford Star Co-operative Society	Sue Rushton	Central England Co-operative
Clive Miles	Heart of England Co-operative Society	Steve Shaw	East of England Co-operative Society
Cliff Mills	Anthony Collins Solicitors	Paul Singh	Central England Co-operative
Sandra Mitchell	The Co-op	Darryl Smith	Heart of England Co-operative Society
Don Morris	Radstock Co-operative Society	Mark Smith	The Southern Co-operative
Donald Morrison	The Midcounties Co-operative	David Stanbury	The Co-op
Paul Murphy	TPT Retirement Solutions	Ben Stops	Chelmsford Star Co-operative Society
Sue Neal	Lincolnshire Co-operative	Alan Tattler	Miles Smith Insurance Group
Claudia Nel	Lincolnshire Co-operative	Michael Tavener	Central England Co-operative
Chris Newbury	East of England Co-operative Society	Gareth Thomas	The Co-op
Tanya Noon	Central England Co-operative	Nick Thompson	The Phone Co-op
Jean Nunn-Price	The Midcounties Co-operative	Margaret Tranter	Lincolnshire Co-operative
Doug O'Brien	National Cooperative Business Association	Ellen Tredwin	Chelmsford Star Co-operative Society
Simon Parkinson	The Co-operative College	Amber Vincent-Prior	The Southern Co-operative
Dip Patel	The Phone Co-op	Scott Walker	East of England Co-operative Society
Bev Perkins	East of England Co-operative Society	Jim Watson	Scotmid
Kathy Petersen	The Midcounties Co-operative	Jim Watts	Central England Co-operative
Phil Ponsonby	The Midcounties Co-operative	Peter Westall	The Midcounties Co-operative
Ed Powell	The Co-op	Karen Wilkie	Co-operative Party
Karla Powell	East of England Co-operative Society	Rachel Wilkinson	Central England Co-operative
Jane Powell	Lincolnshire Co-operative	Barry Wood	Chelmsford Star Co-operative Society
Mark Ralf	The Southern Co-operative	Vivian Woodell	The Midcounties Co-operative
Debbie Robinson	Central England Co-operative	Richard Youngs	East of England Co-operative Society
Beth Rogers	The Southern Co-operative		



RETAIL
CONFERENCE

PROUDLY SPONSORED BY



Exhibitors

Thank-you to headline sponsor
VME Coop and all our exhibitors



VME Coop is the largest supplier of technology to the independent consumer societies; from the tills right through to head office. Since 1997, we have helped 18 different UK coops solve their technology problems. Our FRTS Link software runs in nine of the 13 independent coops, and 44% of the 1,400 stores run VME Coop software. Societies use us because our solution includes everything needed to run a consumer coop; because it's a proven system that is constantly keeping VME's coop customers on the latest technology; and because they know the more coops using VME, the lower the price for all consumer coops. VME Coop's purpose is to see consumer coops grow market share; by helping the independent coop movement thrive, opening new stores, and hopefully even help new independent coops to be created. We do this by reducing their costs, and helping them be as efficient as possible, by using technology.



We are an educational charity dedicated to the promotion of co-operative ideas, values and principles within co-ops, communities and society. 2019 is a land mark moment for us here at the College as we celebrate our centenary. The College was established in 1919, we're proud of our strong heritage and very excited to be forging an incredible future. We're building on the strong foundations of the past and creating a new, vibrant, innovative and relevant heart for co-operative education, learning and development. Visit www.co-op.ac.uk



Co-op Insurance is part of Co-op Group, one of the world's largest consumer co-ops, owned by millions of members. Alongside Co-op Insurance we have the UK's fifth biggest food retailer, the UK's number one funeral services provider and a developing legal services business.

As well as having clear financial and operational objectives, the Group is a recognised leader for its social goals and community-led programmes. Visit: www.co-opinsurance.co.uk



As the political party of the Co-operative Movement, we work to ensure a political voice for Co-operatives, and to make the case for co-operative ideas in our economy and wider society.

We believe in giving people a voice in the services they use and the companies they work for, and a fairer share of the wealth we create together.

Visit: www.party.coop



Part of The Midcounties Co-operative

The Phone Co-op is the only co-operative telecoms supplier in the UK. A champion of fairness and experts in business, we provide trusted telecoms to businesses of any size, even in the most rural of areas. Our calls are answered in 80 seconds or less from our office in Manchester and our teams are experts at finding the best telecoms solution for co-operatives and the third sector.

Contact us: T: 01608 434 084 | E: business@thephone.coop
W: www.thephone.coop

Thousands of businesses, one network

Co-operatives UK is the network for Britain's thousands of co-operatives. We work to promote, develop and unite member-owned businesses across the economy. From high street retailers to community owned pubs, fan owned football clubs to farmer controlled businesses, co-operatives are everywhere and together they are worth £36 billion to the British economy.

www.uk.coop



RETAIL
CONFERENCE

PROUDLY SPONSORED BY