

OUR YEAR 19/20

Lincolnshire



In a year like no other, **we were there** for our communities.

Our determined **colleagues** kept going, providing vital services.

We **listened** and we **reacted** - from collaborating and creating community support networks to helping local suppliers and businesses.

This year has been about the power of working **together**.



"Your staff are absolutely wonderful. They can't do enough for us customers, they are nothing but kind, smiling and helpful. I can't thank them enough."

"Through this desperately difficult time the caring attitude was apparent from the receptionist to the funeral director and every staff member inbetween."



"The excitement of bookings turned into a quest to change arrangements for holidays that could not happen. With the emphasis on 'stopping' instead of 'going', the service remained first-class."





Colleagues were redeployed and we recruited **276** new people in just two weeks to help our frontline **valued services** stay open.



We paid a **double colleague bonus**, equivalent of an **extra week's wages**, and every one of our **3,000 team members** was given a £25 Colleague Award to recognise their outstanding



Together, we raised over **£17,000** for local **NHS charities** with a virtual quiz, rainbow-themed dress up days and a 'donate your dividend'



To support colleagues, we operated a **help centre** which was open for seven days a week. We've offered counselling services, plus coaching, and almost **100 colleagues** have taken this up.



We were named as one of the country's top employers when we achieved **Investors in People Platinum** status. It's the highest level, held by under 150 organisations internationally.

INVESTORS IN PEOPLE™
We invest in people Platinum

We worked with **110 community groups and voluntary organisations**, linking them with our outlets. Volunteers were given passes so they could access essential groceries and pick up prescriptions for those isolating.

Food poverty is a big issue and we've been working with local **food banks and community larders**. We collect donations through our 92 food stores and offered temporary emergency accommodation to food banks in Collingham and Heckington.



"The store was so supportive from the start. They set essentials aside, they gave donations. They were part of the community"

Our **Love Local** suppliers stepped up when shortages hit- helping us to keep stocked with essentials like meat, fish, cheese, bread and eggs. Sales are up **23%** this year, worth **£4.6m** to the local economy.

When hospitality venues shut, many producers lost vital income. We took on **extra products** to help, including butter bound for farmers' markets and crisps poised to be sent to pubs.



"We lost 80 to 90 per cent of our income. The best thing to do is look at it as challenge and get stuck in. Thank you for having us in stores, it's the income we've been relying on."



Our pharmacies care for your health and wellbeing. We've kept our home delivery prescription service for those in need **free-of-charge**. Demand for this has shot up this year with over **18,500 deliveries** in



We spent **£14m** with contractors from our area, building and maintaining our services and boosting the **local economy**.

This included the new Springfield Road Food Store in Grantham, which started serving customers during lockdown, and Lincoln's Cornhill Quarter, where new outlets and



There are **600 commercial tenants** in our properties and we've been talking to them throughout the pandemic, offering support including rent-free periods, discounts, deferments and payment plans, as well as support with marketing, training and implementing social distancing measures.



Our Community Champions scheme raised **£468,256** for **315 good causes** this year, including local animal sanctuaries and a host of community groups.

Lockdown saw demand for mental health and domestic violence services rise so **over £99,000** of the total is going towards organisations tackling those issues.

We also put **helpline numbers** on receipts and on posters in stores in a bid to reach people in need.



Our colleagues and local community groups sewed over 200 cushions for local refuges. People arriving at refuges often have few personal possessions and these will be a keepsake for them when they move on.



THANK YOU

- ...for **all you've been doing** for your community
- ...for trying to keep everyone **safe**
- ...for **being kind** to our colleagues
- ...for supporting **local producers**
- ...for knowing we're in this **together**

TOGETHER, WE'RE STRONGER.

Watch out for your dividend bonus – it's being paid onto your dividend card on Saturday 28th November. Happy spending!



Get involved

We're holding an online members' meeting this year. You'll be able to hear from our President and our Chief Executive, ask questions and vote on important issues. Find out more at:

www.lincolnshire.coop/amm2020

We also publish a formal report and accounts which will be available on our website from 18th November.

Go to www.lincolnshire.coop/financialreports or get in touch with our Membership team to request a copy – 01522 781135.

