

# Our Year 2020/21

There's a theme  
that stands out in  
everything we've  
achieved this year –  
*collaboration.*



We're in a unique position to help bring about positive change locally because we're so **connected to our communities.**



Our **2,870 colleagues** in 223 outlets, the **296,264 members** who use our services, the community groups and charities we work with, local producers and suppliers, our partners in the NHS, education and public sector.

We were *in it together* as the pandemic continued to dominate.



Two lockdowns and regularly changing restrictions meant our team faced new challenges.

In April, we gave every one of them a **Colleague of the Year** award and **£50** to treat themselves. It was part of an ongoing programme of support to say **thank you**, including over a week and a half's extra wages in bonuses.



As part of the national **NHS Covid Vaccination programme**, we set up two vaccination centres in our pharmacies in Lincoln and Boston. During the year,

***we administered 11,361 vaccines.***

Our pharmacists also provided their expertise at mobile clinics and our community team co-ordinated volunteers to support with tasks like marshalling.

**We were proud to play our part in this historic effort.**



Mental health issues affect many of us. We offer our colleagues **free counselling**, with **144** of them taking up this service this year.

We also have **106 Mental Health First Aiders** across the business who can help fellow team members and support customers.



**Local**

There are **145 products** from 45 suppliers in our **Love Local range**. Sales were worth **£3.3m** to the local economy this year.



# Community Champions

Together, we raised **£648,684** for **586 local charities and community groups** through our Community Champions scheme.

We supported a wide range of good causes including school breakfast clubs, first aid and emergency care organisations, plus the installation of defibrillators in local communities.

Every time you shop with your **dividend card**, you're supporting a Community Champion near you –

## thank you!



New food stores opened in **Keelby** and **Whittlesey** – our first in Cambridgeshire. Our **Boston** travel team relocated to new premises. To keep investment in our area and

### boost the economy

we work with local contractors and suppliers on these projects, and on property development schemes, such as the **Cornhill Quarter** in Lincoln city centre.

Our employer-supported **volunteering programme** was able to offer support to local groups and organisations as and when restrictions eased.

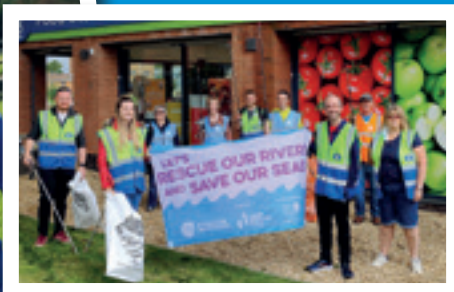
Our colleagues helped sell **poppies** for the Royal British Legion as many of the charity's normal collectors were isolating.

We took part in **nine community clean ups** across the area, helping gather over **70 bags of litter**.



We're an **Investors in People Platinum employer** and we want to give people the chance to **develop their skills and careers** with us.

This year we took part in the Government's **Kickstart scheme**, employing 26 people in food stores and our pharmacy warehouse.



## KICKSTART SCHEME



[www.lincolnshire.coop](http://www.lincolnshire.coop)

**Registered Office:** Stanley Bett House, 15-23 Tentercroft Street, Lincoln LN5 7DB  
No. 141R