

## Thank you, and Merry Christmas from the Exec - transcript

### **Pippa Wicks, Deputy Chief Executive**

I just want to thank colleagues in Funeralcare for Guardian and rolling out that across the whole of our network. For the academies and their expansion plans and the progress they're making there. And Insurance for our great new disruptive travel product.

And these are the best products this year in our range [*holding up Co-op Free From Cranberry & Orange Tiffin Bites, and Co-op Free From Mince Pies*]. I'm dairy / gluten intolerant and I can eat mince pies and chocolate tiffin for the first time - I am so excited.

### **Jo Whitfield, Chief Executive, Food**

Merry Christmas everybody. I just wanted to say a huge thank you for all your hard work this year. The way you've worked together as a team has been fantastic and you've done a fabulous job for all of our customers.

By the way have you tried Ruby the Reindeer [*cake*] yet this Christmas? Great product for all the kids. Thanks everybody.

### **Ian Ellis, Chief Finance Officer**

[*Singing*] "It was on a starry night."

That's my favourite Christmas Carol so what other product could I pick for you to try at Christmas than the Irresistible Shortbread Stars - absolutely fantastic product.

But as you're trying it, all I wanted to do is say thanks for all the efforts this year, you know it's been really great and have a great time with your family at Christmas. Thanks ever so much.

### **Helen Webb, Chief People Officer**

Hi everyone. I just wanted to say a big thank you for everything that you do in and for our communities.

Have you tried the Roast Potato crisps? They're amazing.

### **Matt Atkinson, Chief Membership Officer**

I just wanted to say thank you and Merry Christmas. It's amazing what you've done throughout the whole of the year to support community, and also the most recent community payout. Just think about it - £39m we've raised over the last two years, and that is down to you. So thank you.

What I also wanted to do is share my Brie and Cranberry Christmas trees. As far as I'm concerned, crisps in the shape of Christmas trees, that's got to be good. Thank you very much.

### **Helen Grantham, Co-op Secretary and General Counsel**

And we're going through quite a bit change at Angel Square, and I wanted to thank our colleagues for the care and support that they're showing to each other.

Well, maybe not wholly Christmassy, but something that I really love to eat at Christmas time is our Posh Prawn Cocktail crisps. They'll be coming out and we be enjoying them, they're really tasty.

**Steve Murrells, Chief Executive**

And whether you're in the contact call centres taking calls on Christmas Eve, whether you're in our Food stores making sure that people have their wine and their Christmas pud available, or whether you're in our funeral branches or our Insurance businesses serving customers right up to that last moment.

For you, who are trying to provide that service all year round, the silent heroes at the end of the year, I want to say thank you. Thank you for what you do every day, but even more so the effort you put on at this time of the year is amazing.

**Co-op Leaders**

*[Shouting together]* Thank you, Merry Christmas.

*[End]*