**Annual results 2018**

### Stronger Co-op

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>Change</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-op revenue</td>
<td>£10.2bn</td>
<td>↑</td>
<td>£8.9bn</td>
</tr>
<tr>
<td>Debt</td>
<td>£792m</td>
<td>↑</td>
<td>£775m</td>
</tr>
<tr>
<td>Food</td>
<td>£7.3bn</td>
<td>↑</td>
<td>£7.0bn</td>
</tr>
<tr>
<td>Funeral and Life Planning</td>
<td>£317m</td>
<td>↓</td>
<td>£320m</td>
</tr>
<tr>
<td>Insurance</td>
<td>£485m</td>
<td>↓</td>
<td>£496m</td>
</tr>
</tbody>
</table>

### Food

- **£7.3bn**↑ total sales, with 4.4% like-for-like sales increase

### Funeral and Life Planning

- **£317m**↓ sales down 1% (2017: £320m)

### Insurance

- **£485m**↓ gross written premiums down 2% (2017: £496m)

### Stronger Communities

- **£60m** given back to our members from Co-op Membership
- **4.64m** active members
- **1100** young people supported by Co-op Foundation
- **6** new Co-op Academy Schools

- **35k** products donated each week to 400 local food charities and community partners helping people in most need through Foodshare, our food re-distribution programme
- **£19m** paid to over 4,000 local community projects from our Local Community Fund and the sale of carrier bags
- **£50m** is being invested by our Co-op pension trustees over the next 12 months into the social and affordable housing market

- **Compostable carrier bag**

- **UK’s first compostable carrier bag**
Food
Annual results 2018

Stronger Co-op

4.4%  
like-for-like sales increase

£204m  
underlying profit - 12% increase  
(2017: £182m)

£7.3bn  
total sales (2017: £7.1bn)

Stronger Communities

Supplying 4,000 extra independent stores
Following the acquisition of Nisa and supply arrangement with Costcutter Supermarkets Group

£75m  
invested in more than 100 new food stores creating 1,600 new jobs

4 pop up shops
at major summer festivals. Reaching 200,000 younger customers

Fairtrade
6.3% increase in Fairtrade sales compared to 2017

100% British meat
All of our Co-op branded fresh meat is British including the meat used in our sandwiches, ready meals and frozen products.
Funeral and Life Planning
Annual results 2018

Stronger Co-op

£317m  sales down 1%

£25m  Underlying profit (2017: restated £42m)

15.7%  at need market share down 0.5% YoY

24,804*  number of legal cases opened up 27.2% YoY from 2017. Probate cases have increased 45.6% YoY

95,363*  funerals conducted down 5% YoY

55,593*  funeral plans sold down 19.4% YoY

*2017 was a 53 week accounting year

Stronger Communities

Bereavement clubs
Our work in supporting clients following bereavement continued and over 360 activities, such as coffee mornings, were carried out through our 90 bereavement groups in 2018.

Improving our technology
We launched Guardian, enabling easier funeral planning and launched the Estate Planning Assistant (EPA) to support our legal teams.

Expanding our Probate and Estate Planning business
We finalised our acquisition of Simplify Probate, making us the largest single provider of probate services in the UK and the only national provider of Estate Planning.

Cremation Without Ceremony
We launched a direct cremation service across England, Scotland and Wales called Cremation Without Ceremony, which went online later in the year.
## Stronger Co-op

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>£485.1m</td>
<td>Gross written premiums down 2% in-line with the market</td>
</tr>
<tr>
<td>23%</td>
<td>Increase in members buying their home insurance with us</td>
</tr>
<tr>
<td>16,592</td>
<td>Travel Insurance policies sold</td>
</tr>
<tr>
<td>+8%</td>
<td>New business premium growth</td>
</tr>
<tr>
<td>1.3m</td>
<td>Policies in force</td>
</tr>
</tbody>
</table>

## Stronger Communities

### New products

Launched in early 2018, the travel insurance product was designed with our members and offers cover for any age and any medical condition.

### Carbon offset

We have continued to offset 10% of the car’s or home’s CO2 emissions for the first year of a customers’ policy by investing in the manufacture of Gyapa stoves in Ghana. The stoves help to create cleaner and more efficient cooking in the home as well as saving families money on fuel.

### Rewarding Young Drivers

Helping young people access affordable insurance and giving them tools to become better drivers is the reason we launched our telematics-based Young Driver insurance in 2011.

Since launch we have given back over £13m to our Young Driver policyholders for driving well.