



Thank you for Being Co-op

A guide for colleagues



What is 'Thank you for Being Co-op'?

We want to build a culture which is unique to the Co-op, where all colleagues feel appreciated and recognised for their individual contribution to our purpose:

'A better way of doing business for you and your community'



We know there are thousands of colleagues across all our Co-op businesses who are doing more than just their day jobs - and we think it's important to sing their praises.

What is it NOT?

It's not about colleagues meeting performance targets or achieving good business results. Nor is it about recognising people who have worked here for a long time, or who are retiring after many years.

Those are all important events to celebrate - and celebrate you should - but they're not the focus of Thank you for Being Co-op.

Thank you for Being Co-op is about recognising those colleagues who are bringing to life our Ways of Being Co-op, with colleagues, customers, members and communities, which are:

Be yourself, always

Show you care

Do what matters most

Succeed together

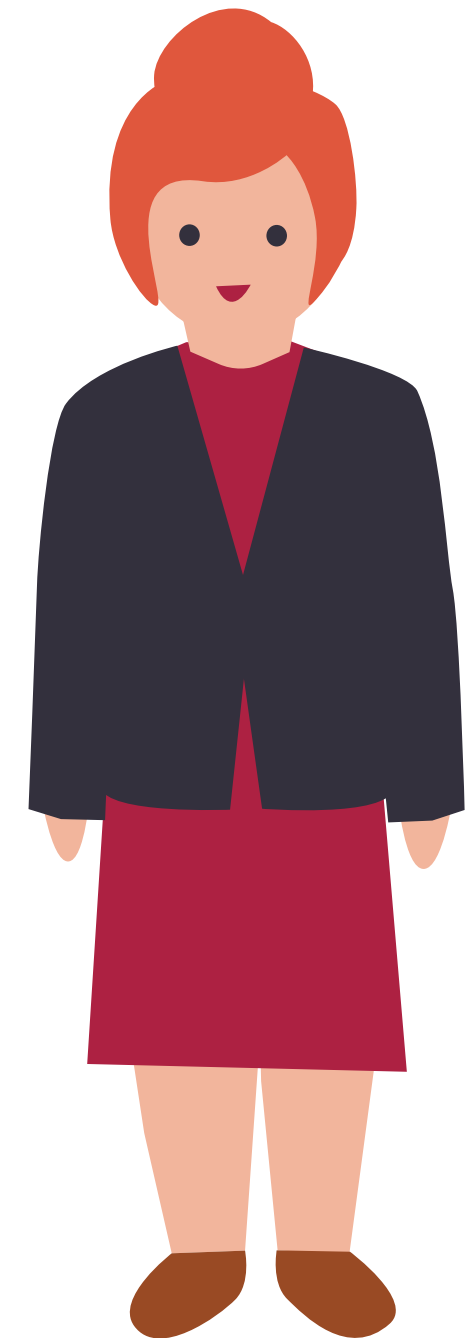


How we do it

We want to build a culture of thanks at the Co-op. That means each and every one of us should look for opportunities to say thank you.

- Has someone helped you work out how to update a spreadsheet?
- Have you seen a colleague explaining the Co-op difference to a customer?
- Has a team raised money for charity?
- Has a colleague volunteered to swap shifts so you could make it to the school play?

To build a Co-op culture of thanks, we can't just leave it to managers to give people a pat on the back. There's no 'us and them' when it comes to saying thank you. We need everyone to own it and take part.



Tools to do it

We've created a variety of tools to help you say thank you.

Thank you boxes

Most teams across the Co-op have got access to one of these boxes – full of fun things to help you say thank you to colleagues.



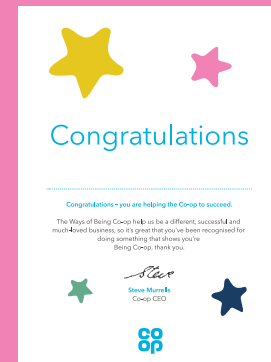
Electronic thank you cards

Choose from one of five designs and send it by email to your colleague.



Printable certificates

Print out a certificate so that you can hand it to your colleague in person.



Our Wall of Fame

You can use the 'Share a Being Co-op story' form on the Thank you for Being Co-op website to tell us about a colleague whose story you think should feature on our wall of fame. Their manager will be notified so they can spread the good news.



But really, any tool will do!

You know your colleagues best, so think about whether they'd appreciate something else – maybe a handwritten note, or the chance to meet up after work for a pint. Or perhaps just a nice email to their line manager would go down well. The more personal you can make your thank you, the more meaningful it will be.

Got a question?

How many thank you cards can I send?

There's no limit, and you don't need a manager's approval to send a card. Just remember to keep your message sincere and heartfelt.

What sort of message should I write in the card?

There's a 50-word limit, so it's best to keep it simple and to the point. You could start off with something like:

- I really appreciate...
- Thank you for your help today when...
- I think you're doing a great job because...



Will managers be told who's received a card?

If you nominate a colleague to appear on our Wall of Fame, their manager will be told. But if you're just sending a thank you card to a colleague through this website, their manager won't be automatically notified.

Can I give someone a gift to say thank you?

Sometimes when colleagues really go the extra mile, you want to show your appreciation by giving them a gift. Our thank you boxes contain some voucher holders, so ask your manager if you think it would be appropriate to order a voucher for someone. Or, you could think about buying some chocolates or flowers - just try to keep it Co-op where you can!

**We've answered a few commonly asked questions on this page, but please drop us a line if you want to ask us something else about Thank you for Being Co-op.
Email: thankyouforbeingcoop@coop.co.uk**

