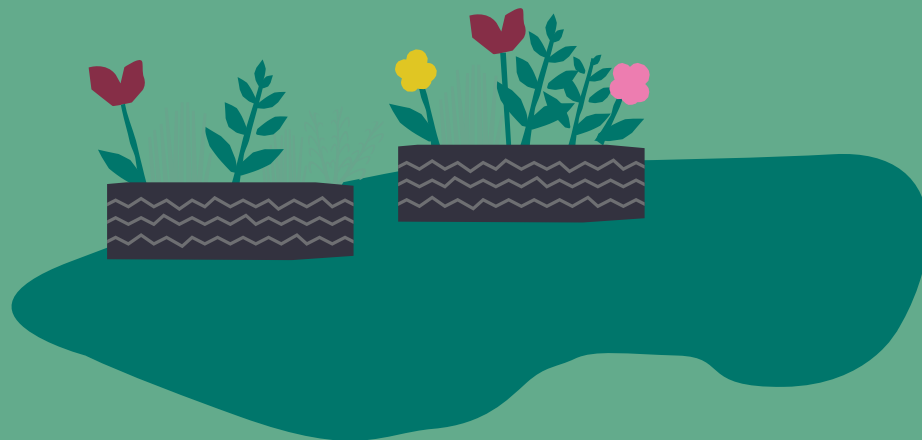
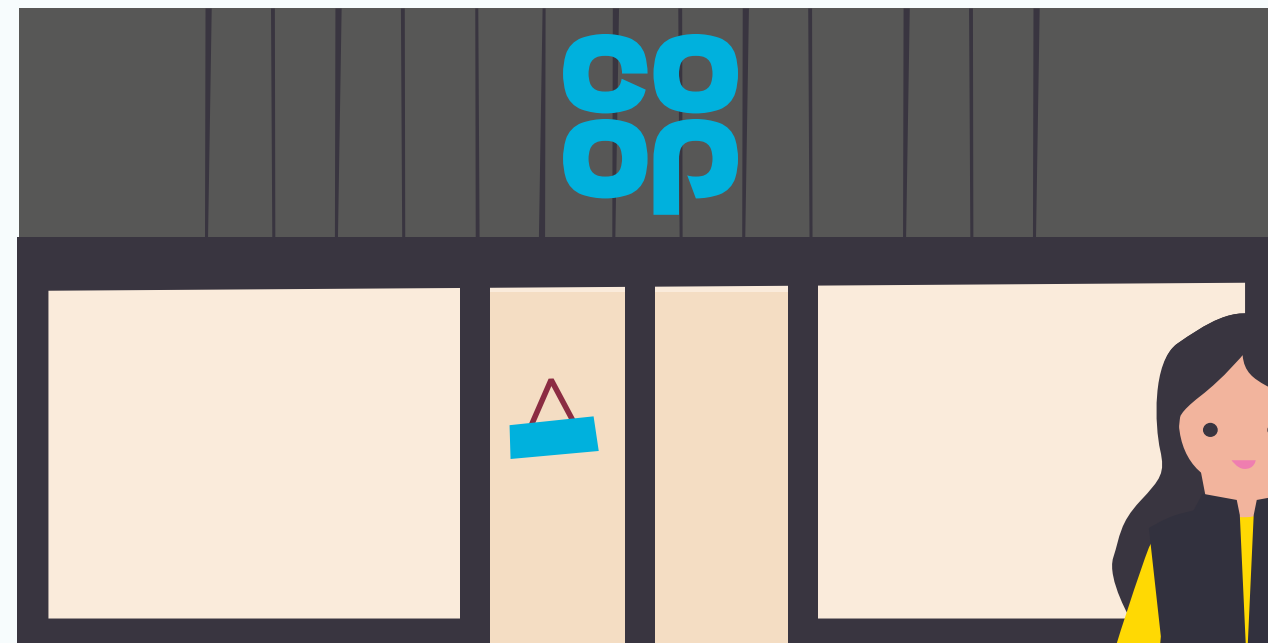




Thank you for Being Co-op

Saying thank you made simple



Why have I been given this box?

At the Co-op we're proud of our difference and we believe in a better way of doing business for our communities.

We do this by Being Co-op - doing what matters most; showing we care; being ourselves; and succeeding together.

We've created thank you boxes to make it easier for you to recognise and thank your colleagues the moment you spot the Ways of Being Co-op in action.



Thank you for Being Co-op is our way of thanking and celebrating colleagues for the difference they make to our customers, members, communities and each other.

Our colleagues have told us that a simple thank you goes a long way. It can work wonders when it comes to lifting morale, helping people feel more connected to the Co-op and motivating colleagues to do more for others and themselves.

It's not rocket science but it works!



How should I use it?

It's really up to you. What works for one team might not work for another. What matters is that you say thank you in the first place. Below are some ideas for you to try:

- Let everyone in your team use the box to say thank you.
- Make saying thank you a regular thing at your team meetings. Use the box to celebrate achievements.
- Build your own 'Wall of Fame' in colleague areas, showing what colleagues have achieved.
- Ask colleagues to nominate others who deserve a thank you and celebrate on a monthly basis.
- Invite a senior manager to your team to present an item from the box to colleagues who've shown the Ways of Being Co-op in their work.
- Make the thank you cards available and encourage your team to use them.

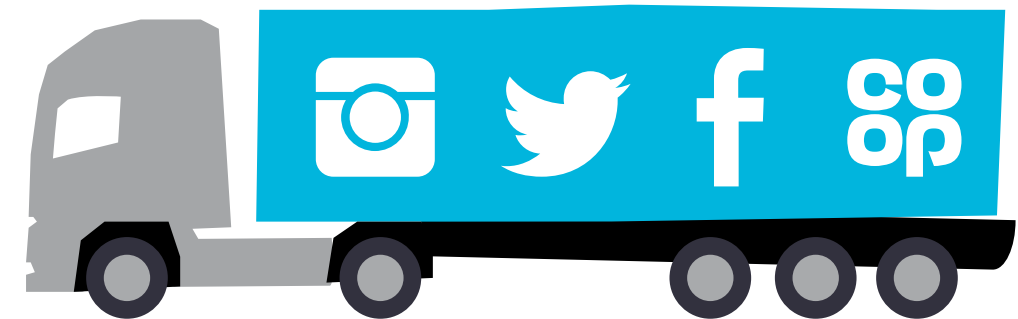
**If you want to order Co-op vouchers to use in your box
- email your order to giftvouchers@coop.co.uk**



Share your story

The Thank you for Being Co-op selfie frame and speech bubbles are a fun way to share great Being Co-op stories across the Co-op if the team or colleague is happy to share their story.

- Post stories on social media when there is a really great story to tell. Remember to smile - and don't forget to use all the other goodies from the box when taking the picture.
- We encourage you to share your #BeingCoop stories with friends on:
 - Instagram - @coopuk
 - Twitter - @coopuk
 - www.facebook.com/coopukcolleague
- You can also visit coop.co.uk/thankyou and share more details with us if 140 characters doesn't quite cut it!



Only share stories and images of colleagues on social media sites if it works for your team and the individual being thanked.

Thank you hints and tips

Be specific – share what you appreciate about your colleague's behaviour and actions and link feedback to the Ways of Being Co-op.



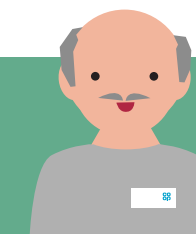
Tailor the thank you to the individual – everyone is different. Would public praise or a quiet chat be more appreciated?

Say it like you mean it – being authentic in your thanks will make a difference.

The whole team – saying thank you in front of the whole team strengthens team bonds.

Don't delay – saying thank you in the moment can be more powerful than saving it up for a formal chat.

Set out clear expectations – share what 'good' looks like so colleagues know what to aim for.



Examples of everyday great work

Our colleagues have told us they'd like more everyday examples of what the Ways of Being Co-op look like in action so they know when to recognise people for living them. Here are some real examples:

Be yourself, always

- Arranging a team event to celebrate success
- Enthusiastically helping a new colleague
- Having great conversations about the Co-op difference with customers

Do what matters most

- Helping other colleagues when their own work is finished
- Spotting new opportunities
- Leading performance and raising standards
- Great customer service

Succeed together

- Successful store refits
- Successful completion of a project
- Working with colleagues outside of your team to achieve a common goal
- Signing up new Co-op members

Show you care

- Helping colleagues through a difficult time
- Colleagues going out of their way to help customers
- Fundraising for the community
- Acts of bravery and selflessness
- Supporting last minute changes to help others

#BeingCoop

To reorder resources to continue to celebrate the success of our amazing colleagues
please email thankyouforbeingcoop@coop.co.uk