

Retail

Transformation

GETTING US FIT FOR THE FUTURE

NEWSLETTER

MARCH 2017
ISSUE 01

Hello and welcome to our brand new Retail Transformation newsletter, aimed at helping you keep up to date on the latest news and developments relating to our Retail Transformation programme.

This newsletter is designed to provide you with everything you need to know about the programme, such as details of key progress updates and colleagues' involvement, every month.

We'd love to know your thoughts on the first edition and if there are any queries or Retail Transformation programme-related topics you'd like us to cover in forthcoming editions. Let us know by emailing ideas@centralengland.coop.

What is Retail Transformation?

In a nutshell, Retail Transformation is a programme designed to look at key areas of our food stores and identify and deliver areas for continuous improvement.

Previously known as Simpler Operations, Retail Transformation is sponsored by our Head of Retail Food, Michael Spencer, and is the first of three transformation programmes taking place across Retail Food, Funeral and Shared Services.



Why is it happening?

As you know, getting better at what we do is one of our core values. It's what helps us to drive our success, take the Society's latest year-end performance (which was one of our best yet!), for instance.

The Retail Transformation programme will help us to further build upon the success we've achieved to date by enabling us to make our business simpler to operate and fit for the future. Simplifying our business will free up more time for customer and community interaction, which are at the heart of what makes us different.

What will it involve?

First and foremost, the programme will involve everybody. As with all transformation programmes, the most effective programmes are those that are delivered together by everybody across the organisation – and Retail Transformation is no exception.

Over the coming weeks and months, retail food colleagues will have a part to play in delivering our Retail Transformation vision and helping shape the future of our retail food offering across these four key areas:

- Store Operations
- IT and Workforce Management
- Product
- People



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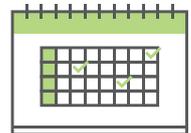
What's been happening so far?

While our Retail Briefing on 28 February may have been the first opportunity for Store Managers to hear about the Retail Transformation programme, it's certainly not the first piece of activity that's taken place.

A lot of work has been happening in recent months to get us to the point that we're at now, which includes building a core team, planning, developing a build programme, working on designs and carrying out initial workshops. That's just a snapshot of the story so far!

What's next?

The next six months is when the Retail Transformation programme will really start to take shape. Here's an overview of what's planned across the four key areas:



AREA 1: Store Operations

- A retail capacity planner will be launched.
- Processes for the Age Restricted Sales Process, operational and customer checklist, reduced cash management procedures, removal of till supervisory function at checkouts and store replenishment, rumberling and facing disciplines, will be improved.



AREA 2: IT and Workforce Management

- The GOLD upgrade will be delivered over three phases – phase one to be delivered in June 2017, with support services working on the back-office function. Stores will see no changes.
- Colleague and guest Wi-Fi will be upgraded in-store, delivering improved connectivity for hand-held terminals. The first trial will take place in quarter one.
- A Workforce Management System supplier will be selected and plans made for roll out time and attendance, so that everybody can clock in and out.



AREA 3: Product

- A new approach will be taken to space measurement and capture, with a new space planning system being trialled in several stores.
- Work will take place to make sure labels are more store-specific, which will see product scanning and simpler selling being switched off before the end of 2017.
- A new approach to our bakery offer will be agreed and ready to trial.



AREA 4: People

- Regular communications that will detail what's going to change and why, as well as share progress updates, will be widely circulated.
- There will be a shift in focus, enabling Store and Operations Managers to spend more time with their teams and customers.
- There will also be plenty of opportunities for everybody to feed back and share any questions they may have.

Got any ideas or feedback?

We want to hear from you! Share your suggestions and/or feedback with your Store Manager or Operations Manager or email ideas@centralengland.coop.



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