



Get to know **OurCoop** Support Centre, Leamington

Orion House, Athena Drive,
Royal Leamington Spa, Warwick, CV34 6RQ.
what3words: ///when.crew.cone

Our
Coop
family

Food**Coop**

Travel**Coop**

Funeral**Coop**

Little
Pioneers
nursery **Coop**

Broadband**Coop**

Energy**Coop**
powered by deligata energy

Mobile**Coop**

Welcome to OurCoop Support Centre, Leamington

This guide will help you plan your journey, find your way around and feel at home in your new workplace.





Welcome

I am delighted to welcome you to OurCoop's Leamington Support Centre.

As OurCoop grows and serves more communities, our Support Centres play an important role in supporting our family of businesses and bringing colleagues together to connect and collaborate as one team.

Across Lichfield and Leamington, our workplaces are shaped by the people within them. Together, we can create a welcoming, respectful and enjoyable environment where everyone can do their best work.

I look forward to seeing you and to all that we will achieve together.

Debbie

Debbie Robinson
Chief Executive Officer

If you have a question that isn't answered in this guide, please email Clarity@centralcoop.co.uk.

We're here to help.

About OurCoop's Leamington Support Centre

OurCoop's Leamington Support Centre is located at Athena Drive, Royal Leamington Spa, Warwick, CV34 6RQ. You can also find it using what3words at [///when.crew.cone](https://www.what3words.com/when.crew.cone).

Phase 1 began with our Property team relocating on 29th July. All other departments are moving throughout August, with our final day at Co-op House on 31 August. Phase 2 will follow in the coming months, providing additional space and more room for colleagues.

We share the building with the British Pregnancy Advisory Service, a charity based on the first floor.

You can access the building from 5am to 10pm, Monday to Friday. The Leamington Support Centre is closed at weekends.



Finding your way around

Getting there: by car

There are currently 39 standard parking spaces and four accessible spaces on site, with more planned as part of Phase 2.

Two Pod Point chargers are available for electric vehicles. Download the Pod Point app to use them; charging costs 30p per kWh.

If the car park is full, free on-street parking is currently available on Athena Drive. Please park considerately and follow any local restrictions.

Visitors can use our space allocation or park on Athena Drive, though spaces cannot be pre-booked.

Your current access badge will also open the parking barrier at OurCoop Support Centre Leamington. If it doesn't work, please speak to reception.

Getting there: by public transport

The nearest train station is Leamington Spa, with a 25-minute walk; Warwick is a 50 min walk.

If you'd rather take a taxi, you can call 24/7 Leamington Spa Taxis on 01926 801901, A1 Spa Taxis Ltd on 07756 722794, or Sapphire Taxis on 01926 881313.

Getting there: by bike or on foot

A covered bike shelter is located near the entrance of the Support Centre and showers are available in both gender toilets.



Accessibility

We want everyone to feel comfortable and supported at OurCoop Support Centre Leamington. This section explains the accessible facilities available and what to do if you have an existing workplace adjustment or additional access needs.

The building has step-free access and a lift.

There are two accessible toilets on site, one on the ground floor and one on the first floor.

Your agreed workplace adjustments will move with you. If there is anything you are concerned about, please speak to your line manager. If you need specialist equipment after the move your line manager can request additional equipment as usual.

Two disabled parking spaces are available on site situated in front of the main entrance to the support centre.

If you need specialist equipment, such as a height-adjustable desk, screens or dual monitors, please speak to your line manager, who will contact the Facilities Management team. Let them know as early as possible, as some equipment may take time to arrange.



Building access and security

Your first visit [CLICK HERE](#)

Your existing access badge will work at the new Support Centre.

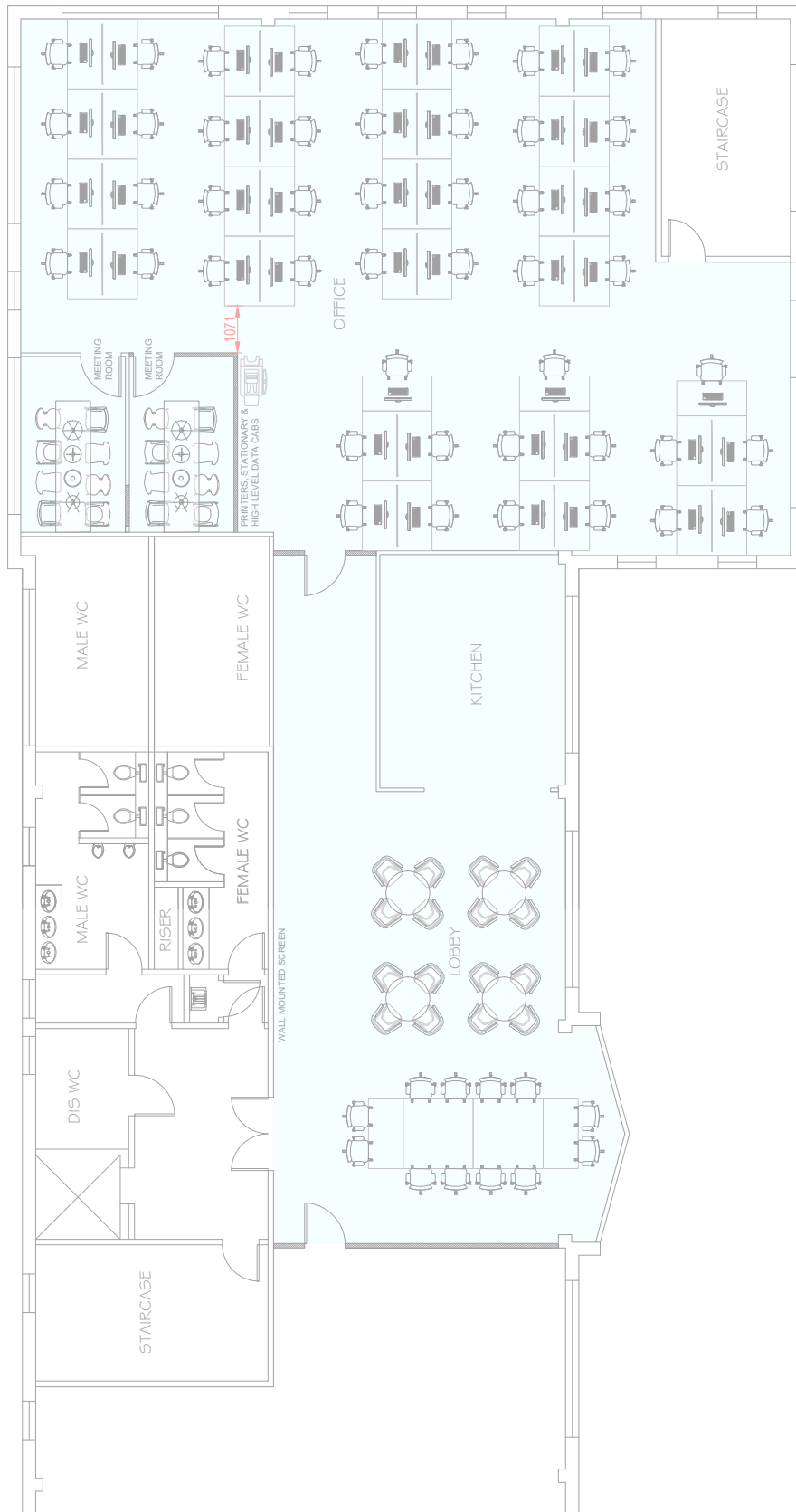
Reception will be located on your left as you enter the building.

Visitors will sign in using the same system as at Co-op House, with support from our reception team.

If you lose your badge or experience any problems accessing the building, please speak to a member of the reception team, who will be happy to help.

Floor plan - phase 1

Use the floor plan below to help you find your way around. It highlights the first aid kit location, accessibility points such as the lift, accessible WC and step-free entrance, and the fire exits and assembly point.



Health, safety and emergencies

Our fire wardens are Mark Redgrave, Anne Lee, Beth Robinson, David Hagley, Sat Bhurji, Julie Jones and Christopher Monteith. Please see the procedure below in event of a fire.

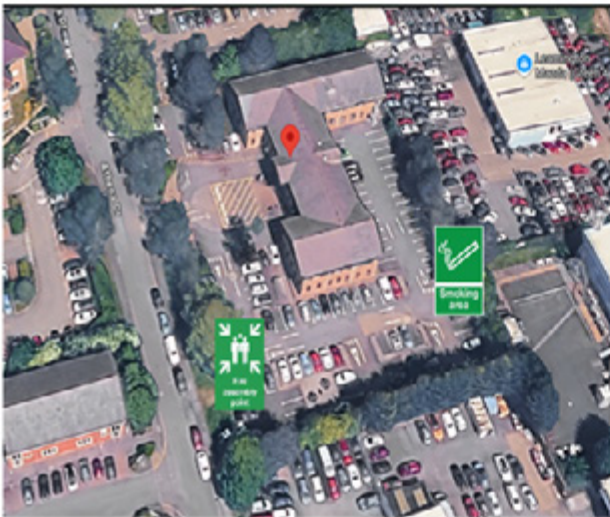
Our first aiders are David Hagley, Sat Bhurji, Julie Jones and Christopher Monteith.

Please record any accidents or near misses through Workjam.

If there's a building emergency, contact Christopher Monteith on 07511 875144, or MK2 on 0121 214 1970.

The nearest hospital is Warwick Hospital, Lakin Road, Warwick, CV34 5BW.

Fire Assembly Point and smoking shelter



In the Event of an Evacuation

- Remain calm and stop work immediately.
- Leave the building via the **nearest safe emergency exit**.
- **Do not use lifts under any circumstances.** Use the stairways provided.
- Follow the instructions of Fire Wardens, Marshals, or Emergency Response personnel.
- Do not stop to collect personal belongings.
- Proceed directly to the designated assembly point and remain there until instructed otherwise.
- Do not re-enter the building until the all-clear has been given by the appropriate authority.

Remember: Lifts must not be used during an evacuation as they may become inoperative, lose power, or open onto an unsafe floor level.

Hot desking and desk booking

The Support Centre operates a hot-desking system. There are 16 desks for colleagues who usually work on site four or five days a week, as well as 31 desks available to book.

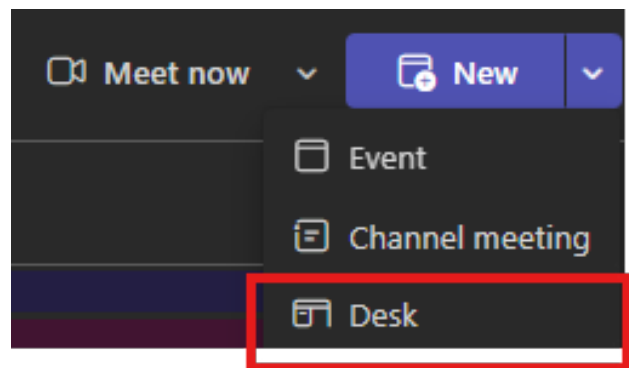
Teams can decide where to sit, subject to availability. We will keep these arrangements under review as everyone settles in.

If you need an allocated desk, please speak to your line manager or department head. Requests will be considered in line with existing workplace arrangements and any agreed adjustments.

Don't forget: If your plans change, please amend or cancel your booking so that another colleague can use the desk.

User Guidance: Booking a desk - Teams

Step 1: Go to Teams calendar, go to top right-hand corner and click on arrow next to new **Select Desk**



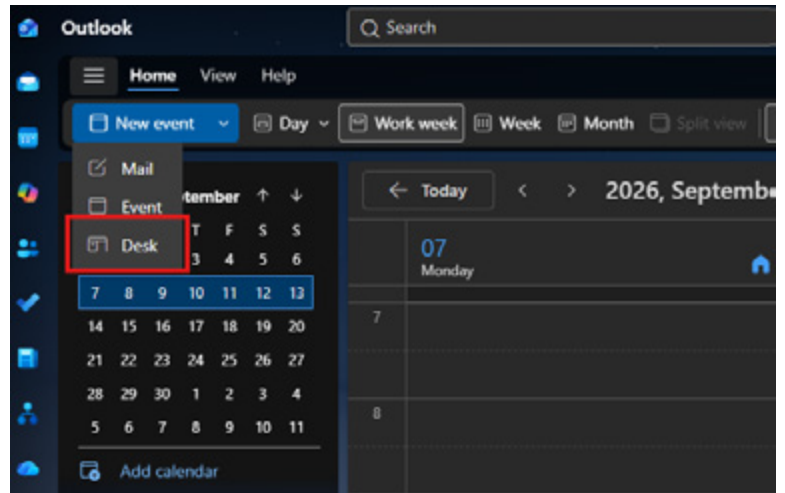
Step 2: Alternatively, you can click on the Places icon on the left-hand side of Teams bar.



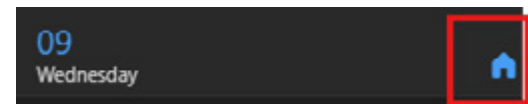
Web browser link - <https://places.cloud.microsoft/places>

User Guidance: Booking a desk - New Outlook

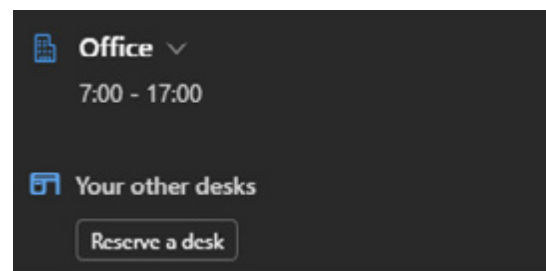
Step 1: Open the **Calendar** in **New Outlook**, click the **chevron** next to **New event**, and click **Desk**.



Step 2: Alternatively, you can navigate to a particular day on your outlook calendar and click on the **building icon** to book a desk using **Reserve a desk**.



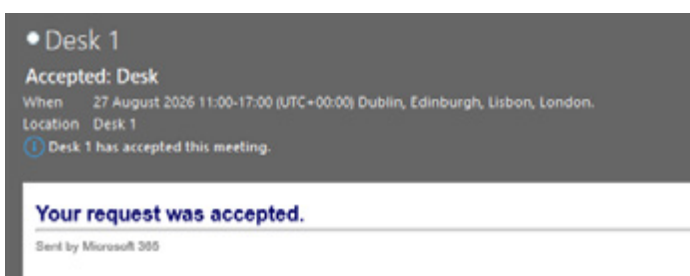
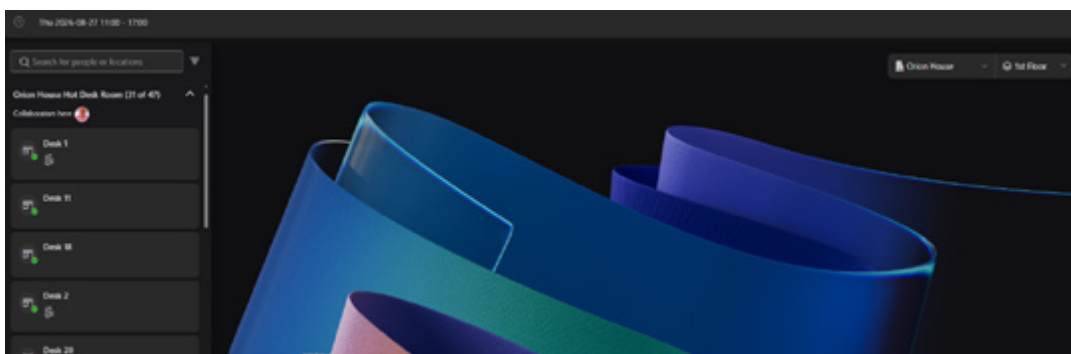
Note: If home icon is displayed, click on icon and change to office.



User Guidance: Booking a desk

Step 1: Amend date/time at top, Click **Apply**

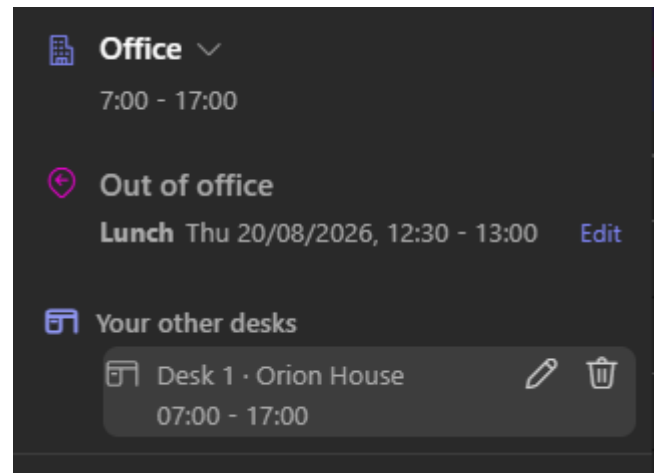
Step 2: Click on desk number you wish to reserve, Click **Reserve**



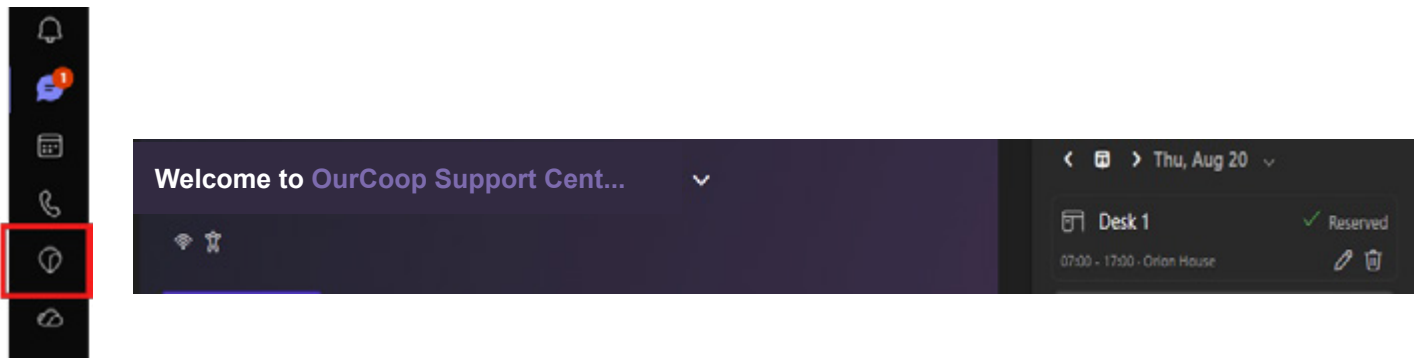
Email when then come through to mailbox confirming booking has been accepted.

User Guidance: Cancelling a desk booking

Step 1: New Outlook/Teams - In calendar find the date desk has been booked on, Click on building icon and click on bin icon.



Step 2: Alternatively click on places icon in teams, find booking day and delete.



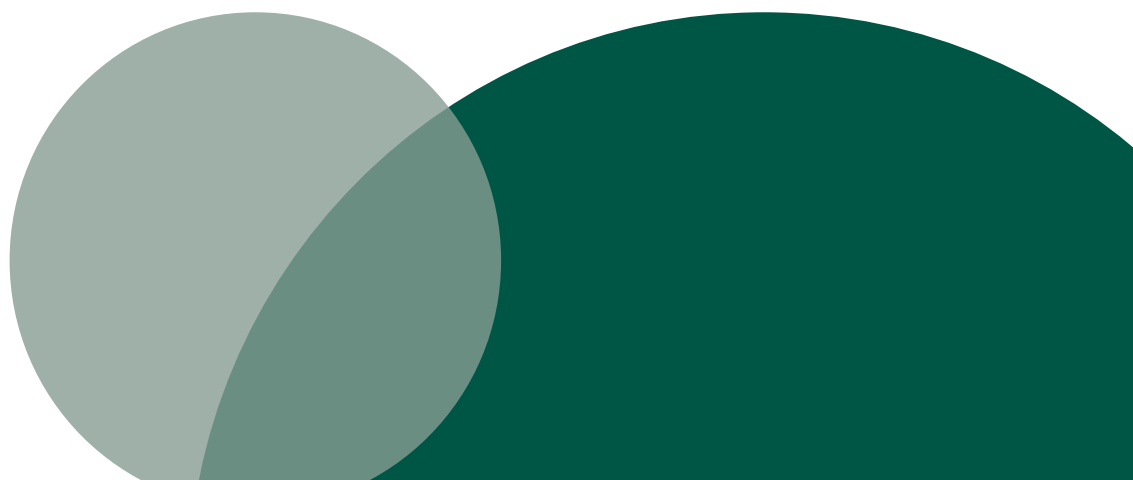
Looking after our shared space

We all have a role to play in keeping our shared workplace welcoming, safe and ready for others to use.

At the end of each working day, please clear your desk of personal belongings, store confidential materials securely and place used cups, crockery and cutlery in the dishwasher.

Please also leave kitchens, meeting rooms, shared areas and toilets clean and tidy for the next person.

Thank you for helping to make the Support Centre a pleasant place for everyone..



Clean Desk Policy

The Support Centre operates a clean-desk policy to help maintain a secure, professional and efficient working environment.

At the end of each working day, please remove your personal belongings and store or dispose of confidential documents securely. Leave your workstation clear and ready for the next colleague to use.

IT equipment and connectivity

Our Technology team has been working to ensure you can connect and work effectively from the Support Centre. The team will continue to make improvements over the coming weeks as colleagues settle into the building.

IT support will continue to be provided remotely, with additional support available on site during the move. If you need help during your first few days, please speak to a member of the on-site Technology team. After this, please use the usual route to request technical support.

Your email signature will be updated to include the new Leamington Support Centre address.

Meeting rooms

There are two meeting rooms available, each seating up to six people, with more space available once Phase 2 is complete.

You'll book a room via Outlook, in the same way as Co-op House.

Meeting rooms are Teams enabled and AV equipped.

Any existing Co-op House bookings will be cancelled when that office closes, so please remember to rebook any meetings you still need at OurCoop Support Centre Leamington.

To order lunch for external visitors, use the same Event & Meeting Catering Request Form introduced when the Orangery closed, which is moving with us to OurCoop Support Centre Leamington. For any problems or queries, contact Matt Dodd at Matt.Dodd@midcounties.coop, and please allow 10 days' lead time to make sure your order can be fulfilled.



Kitchen and refreshments

The kitchen has a fridge, freezer, dishwasher and microwave available for everyone to use.

Tea, coffee and milk will remain free, just as they are at Co-op House, and mugs will be provided.

A new Costa Coffee machine has been installed, with the price of hot drinks still under review.

There is currently no vending machine at the Support Centre. A kitchen area, cutlery and space to eat your lunch are available.

If you fancy a change, Leamington Retail Park is a five-minute walk away (leamingtonshoppingpark.co.uk).



Storage, files and stationery

Secure storage at the Support Centre is limited, so please move only those files that need to be retained. Dispose of anything no longer required using the appropriate confidential-waste process.

If you have files that cannot be scanned, please speak to your line manager to agree how they should be moved and stored securely.

Stationery can be ordered through reception as usual. Please store it in line with the clean-desk policy. If you have more stationery than can reasonably be moved or stored, speak to your line manager.

Existing furniture will be moved where it is needed. Any items not being relocated will be found an appropriate new home.

Post and deliveries

The outgoing post service and franking machine are relocating to our new reception.

Royal Mail redirection will be set up from the end of August, and your department will notify key suppliers.

Incoming deliveries and couriers will be signed for and stored with reception.

Each team is responsible for telling its own key suppliers and partners about the new address.

Wellbeing and additional space

We plan to provide a dedicated wellbeing space as part of a future phase of the Support Centre's development. Until then, if you need a private or quiet space, please speak to your manager or reception, who will help you find a suitable option.

We are also considering the future arrangements for the bees at our Leamington and Lichfield Support Centres and will share an update when plans are confirmed.

If you work from home and need additional equipment, please discuss your requirements with your manager.

Mental Health Champions

A wide network of Mental Health Champions is on hand across the business, grouped by area. To find out your local champion, visit your usual colleague channels.

Key dates and moving timeline

Colleague moves will take place in phases through to the end of August.

Royal Mail redirection starts at the end of August.

If a team is not mentioned below, it has already transitioned over.

Date	Day	Transition
25/08/2026	Tuesday	People
26/08/2026	Wednesday	Trading Team Food
27/08/2026	Thursday	Trading Teams Travel & Utilities
28/08/2026	Friday	Comms, CRM, Community & Legal
31/08/2026	Monday	Reception & Remaining teams

Key contacts

For Facilities Management, contact Christopher Monteith on 07511 875144.

Orion House is managed by MK2, who can be reached on 0121 214 1970.

Our health and safety leads and first aiders are Julie Jones, Beth Robinson, Shani Knight-Cross, James Lapworth, Reva Sreedev, Sat Bhurji and Chris Monteith.

FAQs and further information - [CLICK HERE](#)

Help us make this guide as useful as possible. If something is missing or unclear, please email Clarity@centralcoop.co.uk

Getting to know the local area

Settling into a new workplace also means getting to know the surrounding area. Below, you will find a brief guide to local places where you can eat, meet or take a break.

Right on your doorstep (2–5 min drive/walk, Tachbrook Park area)

- Royal Horse (Poseidon Way) — 4.1 stars, £ (cheap end). A big Wetherspoons-style all-day pub, breakfast to late, with a garden and play area. Handy for a quick lunch or an after-work pint, not fancy.
- The Windmill Inn (Tachbrook Rd) — 4.5 stars, ££. A proper step up: home-cooked pub food, a good Sunday roast, relaxed and quiet. Probably your best option nearby for taking a client or the team.
- The Urban Fox Pub (Tachbrook Rd) — 4.4 stars, though reviews are mixed on food and service lately. Fine for a pint, less reliable for a meal.

Leamington town centre (10–15 min drive, worth the trip)

- The Boiler Room (Victoria Terrace) — 4.7 stars, ££. The best-reviewed craft beer and real ale spot in town. Small, well-lit, good atmosphere, pints are on the pricier side.
- The Terrace (Victoria Terrace) — 4.6 stars. Bar, restaurant and live music by the river. Good for afternoon tea or evening cocktails, with a nice view.
- The Town House (George St) — 4.5 stars, ££. Retro American-diner vibe, burgers and pizzas, dog-friendly, reasonable prices.
- The House (Parade) — 4.3 stars, ££. Cocktail bar that gets lively (open mic, shuffleboard).

Good for a group night out.

- Fizzy Moon Brewhouse & Grill (Regent St) — 4.5 stars, ££. Big lively brewhouse, good for group bookings, though pints have been called pricey compared with neighbours.

Food worth a special trip

- Baserri (Park St) — 4.9 stars, £££. Basque tasting menu, exceptional but on the pricier side, good for a proper celebration dinner.
- Rustiq (Warwick St) — 4.7 stars. Mediterranean and tapas, lively with jazz nights, good cocktails.
- MTR 1924 (High St) — 4.6 stars, £. Excellent South Indian food, dosas and thali, very reasonably priced.
- Tavola (Clarendon St) — 4.5 stars, ££. Italian, popular for bottomless brunch.

Coffee (for the working from OurCoop Support Centre Leamington days)

- Blenz Coffee (Park St) — 4.9 stars, tiny and excellent, free oat milk.
- Caffeine Project (Regent St) — 4.9 stars, took over from the well-loved Lola, great cakes.
- Trof (Russell St) — 4.8 stars, brunch cafe with cosy upstairs seating, good for a change-of-scenery work session.

Green space / decompress

- Jephson Gardens — 4.8 stars, the standout park in town, riverside, cafe, glasshouse.
- Pump Room Gardens — 4.5 stars, central and pretty, right by the museum.
- Victoria Park — 4.6 stars, bigger green space, tennis, bowls, paddling pool.
- Foundry Wood — 4.4 stars, small