

Member TRUST Measures 2025/26



Member TRUST Measures targets 2025/26

Segment	Non-financial Measure	2025/26 Society targets
Remarkable Colleagues	Overall colleague satisfaction	79
	Internal development	300 (25 per month)
	Voluntary colleague turnover	25%
Uniquely engaged members	% trade with members	45%
	Members involved	70,000
	Number of new members recruited	100,000
Sustainable Impact	Energy saved (kwh) year on year	1.544 million
	Community support: % of total 'DGT' Grants distributed	75%
	Community support: Number of 'DGT' grants distributed	Aligned to the above
Thought-leading Pioneers	Number of innovations recognised externally	4
	Influencing policy changes: Number of submissions made as part of legal or regulatory consultations	3
	Number of awards shortlisted or won	12

Definitions for all Member TRUST Measures 2025/26

Member TRUST measures definitions

Segment	Non-financial Measure	Definition
Thriving Co-op	Growing sales (£K)	Gross sales vs budget (i.e. gross sales progress against the gross sales budget)
	Delivering profitability – EBITDA (£K)	Earnings before interest, taxes, depreciation, and amortisation
	Using our Assets efficiently (ROCE)	Achieved budgeted return on capital employed: calculated by dividing our Society's earnings before interest and taxes by our capital employed (capital employed = total assets of the Society minus all liabilities)
Remarkable Colleagues	Internal development	Number of colleagues who have moved to a different role within the Society. This does not include colleagues who have moved to the same role at a different location, or have taken a step down within their current job family
	Voluntary colleague turnover	% number of colleagues voluntarily leaving the Society
	Overall colleague satisfaction	The overall colleague satisfaction rate as measured through our regular pulse survey
Uniquely engaged members	% trade with members	The number of financial transactions made by our Members across our trading Groups as a percentage by period
	Number of new members recruited	Measuring the number of new members that join our Society, helping us continue to grow our membership
	Members involved	The number of members engaged in Co-operative activities, including member insights surveying and member events

Segment	Non-financial Measure	Definition
Sustainable Impact	Energy saved (kwh)	Measuring our reduction in energy usage across like for like sites in kwh's year on year, helping ensure that we continue to drive down our energy usage.
	% Doing good together Community Grants	% of total 'Doing Good Together' Community Grants distributed, measured as the value (£) distributed compared to the total community grants allocation (£).
	No. of Community Groups supported through Doing Good Together grants	Total number of community groups supported through our doing good together community grants
Thought Leading Pioneers	No. of innovations recognised externally	Total number of innovations implemented into our Society that positively affect our TRUST pillars, that are recognised externally. The recognition to include media coverage, external accreditation or award nomination
	Influencing policy changes	Number of submissions made as part of legal or regulatory consultations, helping influence policy change to help build a fairer future for all
	No. of awards shortlisted or won	Number of awards that the Society has been shortlisted for or won