



coopmidcounties

Period 5 Steering Wheel for Society

			Period Results		
			Actual	Target	
			Measure		
Co-Operation					
Trading with Members	% Trade with Members	1	20.9%	24.34%	
Supporting our Communities	Hours volunteered in community by colleagues	2	5,809	8,388	
Promoting Co-operation	No of Members involved in Coop Activity	3	7,132	5,000	
Trading Responsibly	% Reduction in controllable food waste across our food stores as close to zero as possible	4	5.9%	20%	
People					
Being an Employer of Choice	% of colleagues employed over 3 years	5	59.35%	57.00%	
Providing Opportunities for all	% colleagues who positively score the pulse survey question 'I have the opportunity to develop at Midcounties'	6	64.91%	75.00%	
Communicating Effectively	% colleagues who positively score the pulse survey question 'I am satisfied with the way the Society communicates with me'	7	68.44%	81.00%	
Performing at our Best	% colleagues who positively score the pulse survey question 'I have regular check-ins with my manager'	8	75.71%	95.00%	
Customers					
Creating Loyal Customers	C-Sat score	9	69.81	71	
Increasing Compliments	No. of compliments received	10	2,795	1,914	
Reducing Complaints	No. of complaints received	11	219	253	
Handling Complaints Better	% of complaints handled well when surveyed	12	89.25%	84.00%	
Delivery					
Promoting Innovation	No. of ideas implemented having a positive impact on another SW measure	13	15	2	
Working Safely	No. of injury/accidents reported as a MAT	14	528	692	
Saving Energy	% reduction in Greenhouse Gas (GHG) emissions across our operations	15	22.00%	2.00%	
Reducing Waste	% waste reduction across our operations	16	11.00%	4.00%	
Finance					
Growing Sales	Achieve sales vs budget	17	0	0	
Improving Profits	Contribution £k	18	0	0	
Using our Assets Better	Achieve budgeted Return on Capital Employed	19	0%	0%	
Improving Attendance	% absence hours against scheduled hours	20	4.0%	4.6%	

Year to Date Results		
Actual	Target	
Co-Operation		
20.9%	24.34%	
5,809	8,388	
26,504	15,000	
5.9%	20%	
People		
59.35%	57.00%	
64.91%	75.00%	
68.44%	81.00%	
75.71%	95.00%	
Customers		
72.08	71	
15,169	10,857	
1,210	1,179	
88.35%	84.00%	
Delivery		
19	10	
528	692	
22.00%	2.00%	
11.00%	4.00%	
Finance		
0	0	
0	0	
0%	0%	
4.0%	4.6%	