

# Inspiring business confidence – barriers, challenges and opportunities

Ben Reid OBE, Chief Executive, The Midcounties Co-operative

# A bit about us



- £1 billion turnover
- 9,500 colleagues



# New technologies driving real change

# Today's Customer Expects a combination of:

- The widest choice
- The cheapest price
- Conveniently delivered

# The High Street is struggling to deliver!

The **co-operative** food

Home delivery

The **co-operative** pharmacy

- On-line medication

The **co-operative** energy

Comparison sites

The **co-operative** travel

Everything available at all times





# Aldi voted Supermarket of the Year

# Grocer of the Year Aldi – not just a discounter

#### Jon Yeomans

Aldi pulled off a coup at this year's Grocer Gold Awards by beating Tesco, Sainsbury's, Waitrose and Ocado to the Grocer of the Year Award.

The discounter took the top gong in this week's prestigious ceremony at the Guildhall, London, in front of an audience of industry leaders. The win follows Aldi's triumph at

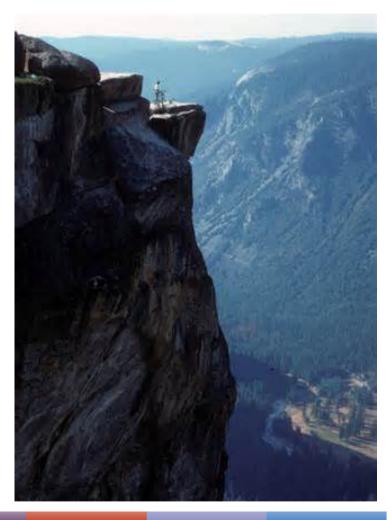


Aldi's Matthew Barnes, Tony Baines and Roman Heini

Achilles heel, by internal and external measures like the Grocer 33, we are industry leading," said group commercial director Mike Coupe,

Asda once more took the award for Britain's Favourite Supermarket, voted for by a panel of consumers, and was crowned the nation's cheapest supermarket again, claiming the

# Travel retailing is at the leading edge of change







# cooptravel.co.uk





# **Areas for Support**

- A Tourism Minister
- Review of APD
- Consumer Protection

# Tourism is a good industry but with support could be great!





# The co-operative travel