



COSTCO

Developing locally sourced and speciality products is a new focus alongside providing quality products at the lowest possible prices

Q What are your retail plans/priorities for the coming 12 months?

Costco Wholesale UK is in its 29th year in the UK and our mission statement remains the same: to provide our members with quality products and services at the lowest possible prices and continue to increase the value of the Costco membership card. Quality remains our focus within all aspects of Costco but is essential within our foodservice departments. We utilise our significant global sourcing programme and continue to develop local sourcing opportunities, bringing in speciality items that are unique to a given area of the country.

Q How do you intend to bring these ideas to life?

We continue to retrofit fuel stations within our UK warehouse locations, currently 18 out of the 29, with an expectation there will be another two by the end of 2022. We're improving the services we offer to our members to assist in their business and personal life and delivering the 'WOW' item to our members in the warehouses and online via costco.co.uk as well as maintaining

“ *Quality remains our focus within all aspects of Costco”*

“ *We are focussed on providing great prices and quality”*

our focus on providing great prices and quality to our members every day.

Q What are the biggest lessons your business has learned in the past two years?

The safety of our employees and members has been imperative while delivering day-to-day basic items to small businesses in the area who continue to be essential to their local community.

Q Sustainability is a big topic. Do you have any initiatives to reduce your business's carbon footprint?

Costco Wholesale UK recognises that we are well-known for our value and service, but we need our world to survive as well as our business. We are committed to doing our part.

Sustainability to us is remaining a profitable business while doing the right thing. We have adopted principles and responsibilities to help us navigate a dynamic and changing future, while striving to do the right thing and remain a low-cost and efficient business operator.