

ESS Opens First Co-op Store on the UK Defence Estate

10 months ago



[ESS Defence](#), specialist provider of foodservice and facilities management to military establishments across the UK, has partnered with Co-op to open the convenience retailer's first store on the UK Defence estate at HMS Collingwood.

The move is in line with ESS' commitment to enhancing the lived experience of service personnel and the wider Defence community, by mirroring what customers are used to seeing outside the wire.

Collaboration between ESS, Co-op, the Royal Navy and Defence Infrastructure Organisation (DIO) has delivered an enviable purpose-built, state-of the art new retail facility in the Junior Ranks Mess.

The product range has been tailored to reflect the population on site, which includes military personnel, civil servants and contractors.

The store, which operates as a Co-op franchise, provides hot and cold food to go options and an extensive food-for-later offer alongside the quality, fresh and healthy grocery lines for which Co-op is well known. Costa hot beverages are available via two self-serve machines, complemented by Co-op's bakery range. There are also non-food items including household essentials.

Customers will have access to a wide range of branded and Co-op own-branded products, promotions including meal deals and the benefits of Co-op membership which creates additional value with member-only price savings across everyday essentials, and personalised offers via the [Co-op Membership app](#).

The latest technology is included, with six self-service tills and large external digital media.

ESS operates a range of food service and retail outlets at HMS Collingwood and is predicting even greater customer satisfaction through the introduction of Co-op's established brand.

The company's partnership with the Co-op is founded on shared values, with both organisations committed to making positive contributions to the communities they operate in. Co-op is also committed to supporting UK farmers, growers and suppliers, with all of its fresh and frozen meat and poultry, including in its own-brand ready meals, pies and freshly prepared sandwiches, 100% British.

The new store is part of a wider retail investment programme which has seen ESS partner with high street brands in multiple locations.

Captain Tim Davey, Commanding Officer at HMS Collingwood, commented:

"I was absolutely delighted to be part of the opening ceremony of the new Co-Op store in HMS Collingwood. The combined teams from ESS, Co-Op and DIO, and many more here, have worked tirelessly to deliver an exciting new store with minimal disruption and it will certainly help to improve the lived experience and choices for the entire workforce in Collingwood."

Martin Rogers, Director of Partnership Development, Co-op, commented:

"We are delighted to be working with ESS, it forms part of our overall growth plans where franchise is a key priority for us as we work to bring Co-op to more communities. We are proud to open a store in HMS Collingwood – it is an exciting development and a first for Co-op, illustrating how we can achieve our franchise growth ambitions by working closely with quality partners and sharing our convenience expertise across a range of new and diverse sectors."

Louis Davies, Retail Director – Compass One, commented:

"The opening of the Co-op at HMS Collingwood will bring a range of benefits. We know this is a brand that resonates with our customers and supports our ongoing drive to constantly improve customer experience. Extended food to go, food for later, grocery and non-food ranges mean that service personnel will be able to fulfil a variety of shopping missions in store, whether they're popping in to grab their lunch or picking up ingredients to prepare a meal later."

Bob Gray, Managing Director – ESS Defence, Marine & Aerospace, added:

"Retail innovation is one of our primary focus points for clients and customers and we're delighted to have opened the first Co-op on the UK Defence estate. We're committed to giving our customers access to retail offers that align with what they see on the high street, and what better way than by partnering with such a well-established brand. Co-op brings with it specific associations around quality, value and community, and we're looking forward to bringing these to life for our customers at HMS Collingwood."