

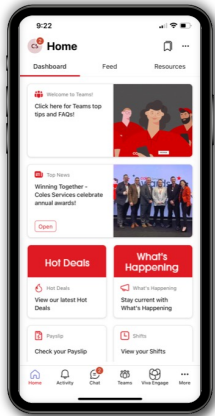
A woman with long brown hair, wearing a red polo shirt with a name tag, is smiling and looking towards the camera. She is standing in a supermarket produce section, with her hands near a display of avocados and tomatoes. In the background, there is a sign that says "AUSSIE FARMS FIRST".

**Sophie Wong – General Manager,
Supermarkets Transformation**

**Sam Muir – Internal Communications
Manager**

Creating our team member ecosystem

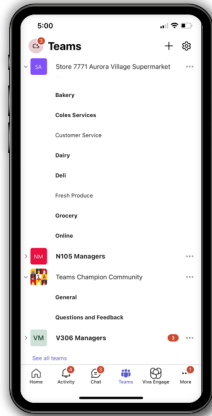
Home Dashboard



The team member dashboard

- View the latest team member benefits
- See click links to Intranet
- Keep up to date with what's happening across the business

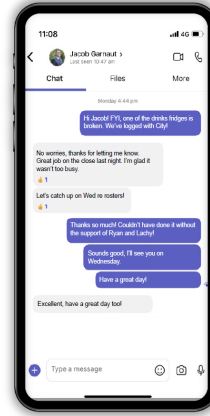
Teams Channels



Teams Channels are a dedicated space for team members to:

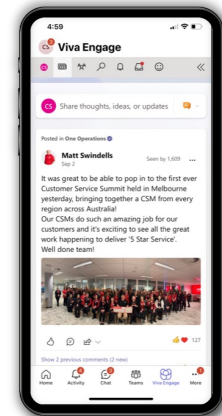
- Communicate to their entire store or department teams
- Celebrate success
- Share updates

Chat



Team members access private chat functionality where they can create a message or call a person or group.

Yammer



Yammer social feed of what's happening across the Coles Group.

- Follow groups that interest them
- Post, like, comment and engage with team members across the Coles Group

Top tips for engaging as a leader on Yammer

1. Build a **community** to increase reach
2. Understand what's important to your audience and **target messages accordingly**
3. Comment, Like and Share > Post
4. Don't be afraid to mix it up a bit and have fun – it's great to **build team morale and culture**
5. Visuals such as **photos or videos** can be very effective
6. You can never go wrong in **celebrating and recognising** the team
7. Be **consistent**
8. Yammer is a powerful feedback channel, but only if we **listen, respond and take action**
9. Build a **team of passionate Yammer leaders**
10. Stay **curious**, Yammer is a great way to learn new ideas and take advantage of resources such as the SWOOP Benchmarking Study to hear best practice thinking

Examples of engagement in action

Sophie Wong
Oct 14 · @4

Seen by 2,496 ...

Hi team,
We have seen some fantastic engagement with **5 Star Service** with launch parties held across the nation! Please watch our video below for a wrap up as well as some top tips on 5 🌟 success!
Thank you for really getting behind the program showcasing what great looks like in service for our team and customers! Please keep sharing your progress on Yammer so we can celebrate you!



Like Comment Share

👍👍👍 Shayne Heaton and 77 others

Show 13 previous comments

David Thomsson (Regional Mar) Oct 16

Announcement posted in Smarter Profit and Service

Kate French
Oct 31 · @8

Seen by 5,913 ...

New For You – Smart Stop!

With Phase 2 roll out commencing soon, check out the video from Kerry and the Smart Stop team explaining what Smart Stop is, and how to set your stores up for success after installation!
Special thanks to the team at 7719 Richmond Traders for assisting with filming.
#moneymakingminute #sellmoreloseless #smarterprofit #smarterprofitback #smartstop #service #theft



Like Comment Share

👍👍👍 You and 77 others

Show 31 previous comments

NG Nicole Gray Nov 10
Can not wait till it is rolled out at Marsden 4502.

CM Christine Mochon Thu at 6:06 AM
Love this about time ,can't wait hope coves can get these

Write a comment

Announcement posted in Smarter Profit and Service

Sophie Wong
Jul 16, 2021 · @5

5 shares · Seen by 3,968 ...

WIN YOUR VERY OWN COLES BEAR!

Meet George, our limited edition Coles Bear!
To support the launch of the **ACO Coach learning bite** on Monday 19 July, we will be awarding 3 'George' bears to 3 service team members!
To enter:
1. Complete the ACO Coach learning bite program on the Learning Hub - it takes 15 mins
2. Reply to this yammer thread with what your favourite golden rule is, and why
The competition starts on Monday 19/7 and concludes on Sunday 1/8. The 3 lucky winners will be announced on Monday 2 August.
Good Luck!



Like Comment Share

👍👍👍 Kylie Kemp and 118 others

Show 141 previous comments

JW Jacob Winn Aug 26, 2021
I'd suggest having a competition, whichever stores are doing the most Auror logs for lets say a month, gives the Auror leaders something to strive for, alongside DMs SMS etc; who can log when Auror person isnt there

SZ Susan Gezer Aug 27, 2021
Congratulations to all the winner 🎉🎉🎉🎉🎉🎉

Write a comment