



**Press Release**

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**Co-op Partners with Yoti and Diebold Nixdorf to Expand Age Estimation Trial**

MANCHESTER and LONDON, U.K., HUDSON, Ohio – The Co-op; together with Diebold Nixdorf (NYSE: DBD) and Yoti, have joined forces to extend their trial of innovative age estimation technology.

In the small-scale trial Co-op is testing [Vynamic® Smart Vision I Age Verification](#), a new Diebold Nixdorf solution that uses Yoti's Age Estimation technology, in five of its Manchester stores including its store located within its Customer Support Centre where it first trialed the technology last November.

The trial runs until June 30, 2022 and forms part of the [Home Office Digital ID Sandbox](#), which provides an opportunity for industry and retail companies to test innovative approaches to age estimation. The sandbox accepted proposals for technologies to improve or enhance compliance with the licensing objective to reduce the risk of under-age sales.

Co-op also believes that the technology could reduce abuse and anti-social behavior towards retail workers as asking for ID can be a flashpoint for frustration for some shoppers and a trigger for the unacceptable levels of abuse and anti-social behavior faced by frontline shopworkers. In addition, Co-op envisions the technology has the potential to make shopping quicker, easier and more convenient for customers, especially at busier times.

Diebold Nixdorf provided the solution by integrating Yoti's Age Estimation technology into Vynamic Smart Vision I Age Verification. It initiates automated age estimation when an age-restricted item is scanned. An algorithm estimates the customer's age in real time. If the system

estimates the customer to be over 25, they will be able to proceed with the purchase without requiring a store worker to verify the transaction. If a customer's age is estimated to be under 25, they will be prompted to show an ID to a member of staff.

The technology does not utilize facial recognition and does not retain images or customer information in the system. Customers can also choose not to use the age estimation technology.

**James Beane, Co-op's operations innovation and continuous improvement lead, explained:** "Co-op is carrying out a small-scale trial - which started last year in the store in our Customer Support Centre for colleagues to use innovative age estimation technology when purchasing alcohol at self-scan tills. The pilot forms part of trials aimed at further improving or enhancing compliance with the licensing objective to protect children from harm by reducing the risk of under-age sales."

**Yoti Chief Commercial Officer, John Abbott, said:** "We are excited to collaborate with Co-op and Diebold Nixdorf to help people prove their age direct to the self-checkout terminal in seconds, without store worker intervention. It is a privacy-preserving, GDPR-compliant solution that can be easily integrated to meet local regulatory requirements."

**Diebold Nixdorf Senior Vice President and Managing Director, EMEA Retail Sales Management, Ben Gale, said:** "At Diebold Nixdorf, we are continuously driving retail and customer improvements through the self-checkout experience. Vynamic Smart Vision I Age Verification is a win for everyone: The consumer is empowered to conduct the transaction themselves, resulting in an improved overall customer experience, while delivering better throughput, and an enhanced brand reputation."

### About Co-op

Co-op is the UK's largest consumer co-operative, owned by more than four million active members. We're a major food retailer and wholesaler, we're the largest funerals provider in the UK, a major provider of regulated consumer legal services, particularly probate and wills, and a major provider of life planning and insurance products. Employing over 60,000 people, Co-op has an annual turnover of over £11 billion. As well as having clear financial and operational objectives, the Co-op is a recognized leader for its social goals and community-led programs.

### About Yoti

Yoti is a digital identity technology company that allows organizations to verify identities and trusted credentials online and in person. Yoti's products span identity verification, age verification, document eSigning, access management, and authentication. The company's digital ID app is accepted as proof of identity in over 30,000 UK High street locations including cinemas, Post Offices and convenience stores. In 2021 Yoti partnered with Post Office to deliver

the UK's most comprehensive identity service. Post Office EasyID app is interoperable with the Yoti digital ID app. Over 11 million people have downloaded the free Yoti app globally (3million in the UK). Yoti is available in English, Spanish, French, German, Portuguese, Polish, Russian and Ukrainian. Additionally, it is certified to ISO/IEC 27001:2013 for ID Verification Services, ISAE 3000 (SOC 2) Type 2 certified for its technical and organizational security processes. For more information please visit [www.yoti.com](http://www.yoti.com).

### **About Diebold Nixdorf**

Diebold Nixdorf, Incorporated (NYSE: DBD) is a world leader in enabling connected commerce. We automate, digitize and transform the way people bank and shop. As a partner to the majority of the world's top 100 financial institutions and top 25 global retailers, our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers each day. The company has a presence in more than 100 countries with approximately 22,000 employees worldwide. Visit [www.DieboldNixdorf.com](http://www.DieboldNixdorf.com) for more information.

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