# Co-op Group cyber attack disrupts back-office operations but leaves supermarkets unaffected



The Co-op Group, a prominent UK retailer, has recently experienced a cyber attack that led to the temporary shutdown of certain back-office and call centre operations. Despite these disruptions, all Co-op supermarkets, e-commerce services, and funeral homes have continued to operate without significant issues. The company has stated that it is "not asking our members or customers to do anything differently at this point" and will "continue to provide updates as necessary." In response to the incident, the Co-op has "taken steps to keep systems safe" by "pre-emptively withdrawing access to some systems for the moment." ([reuters.com](https://www.reuters.com/world/uk/britains-co-op-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/?utm_source=openai))

This incident follows a significant cyber attack on Marks & Spencer (M&S), which disrupted its clothing and home orders for six days. The Metropolitan Police are currently investigating the M&S breach. As of now, it is unclear whether there is any connection between the two incidents. ([reuters.com](https://www.reuters.com/world/uk/britains-co-op-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/?utm_source=openai))

The Co-op Group operates over 2,500 supermarkets across the UK and also supplies food to Nisa shops. The company is collaborating with the National Cyber Security Centre to manage the situation, though it is unclear if the police are involved. The Co-op has emphasized that customer and member actions are not required at this time and is working actively to minimize disruptions and safeguard its systems from further unauthorized access. ([reuters.com](https://www.reuters.com/world/uk/britains-co-op-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/?utm_source=openai))

The Co-op Group has not disclosed specific details about the nature of the cyber attack or the extent of the data involved. The company has stated that it is "not asking our members or customers to do anything differently at this point" and will "continue to provide updates as necessary." The Co-op has also emphasized that customer and member actions are not required at this time and is working actively to minimize disruptions and safeguard its systems from further unauthorized access. ([reuters.com](https://www.reuters.com/world/uk/britains-co-op-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/?utm_source=openai))

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Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.reuters.com/world/uk/britains-co-op-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/> - This Reuters article reports that the Co-op Group experienced a cyber attack leading to the temporary shutdown of certain back-office and call centre operations, while supermarkets, e-commerce services, and funeral homes continued to operate normally. The company stated it is 'not asking our members or customers to do anything differently at this point' and is 'working with the National Cyber Security Centre to manage the situation.'
2. <https://www.reuters.com/world/uk/britains-ms-pauses-some-online-orders-after-cyber-incident-2025-04-25/> - This Reuters article details how Marks & Spencer (M&S) paused online orders in the UK and Ireland due to a cyber attack, leading to a 5% drop in its share price. M&S emphasized that its physical stores remain open and that it is working with cybersecurity experts to restore digital services.
3. <https://www.reuters.com/business/retail-consumer/britains-ms-says-cyber-attack-has-hit-food-availability-some-stores-2025-04-29/> - This Reuters article reports that M&S disclosed a cyber attack that disrupted food item availability in some of its stores, prompting the company to halt clothing and home orders via its website and app. M&S has not provided a timeline for resuming online order services.
4. <https://www.reuters.com/technology/cybersecurity/ms-tells-warehouse-agency-staff-stay-home-cyber-incident-continues-2025-04-28/> - This Reuters article states that M&S instructed approximately 200 agency staff at its Castle Donington distribution center to stay home following an ongoing cyber incident that has disrupted its online operations. The company has halted orders through its website and app, with no new updates provided since last Friday.
5. <https://www.reuters.com/business/retail-consumer/british-retailer-ms-discloses-cyber-incident-2025-04-22/> - This Reuters article reports that M&S disclosed a cyber incident that it has been managing over the past few days, implementing temporary adjustments to its store operations. Despite the incident, M&S confirmed that its physical stores remain open and that both its website and mobile app are functioning normally.
6. <https://www.reuters.com/world/uk/britains-ms-is-latest-retailer-be-hit-by-cyber-attack-2025-04-30/> - This Reuters article reports that M&S suffered a cyber attack that disrupted its clothing and home orders for six days, with the Metropolitan Police currently investigating the breach. The article notes that it is unclear whether there is any connection between the M&S and Co-op cyber attacks.
7. <https://www.talkingretail.com/news/industry-news/co-op-fends-off-hackers-following-ms-attack-30-04-2025/> - Please view link - unable to able to access data