

**Policy Handbook**  
**Brighton Food Co-Op Ordering Club, Inc.**

**Membership fees and dues**

1. Each member of Brighton Food Co-op signs a new member application annually.
2. Annual \$20.00 non-refundable membership dues are to be paid each year by January 31<sup>st</sup>. New Members joining after July 1<sup>st</sup> will pay half the membership dues. Any member unpaid after January 31<sup>st</sup> is considered inactive.
3. A one-time membership fee of \$25.00 is paid upon joining. This fee is refundable within 90 days of joining by taking the following actions:
  - a. notify the Secretary by email;
  - b. notify the Treasurer by email to request a refund of the \$25 fee.
4. Prior to 2005, members paid a refundable equity fee either when they joined the co-op or as a percentage of each order. Any member who was subject to that equity fee who decides to leave the co-op should:
  - a. notify the Secretary;
  - b. notify the Treasurer in writing to request a refund of the equity fee within 30 days of membership termination.

**Guest Order**

1. The prospective member (Guest) visits a distribution.
  - a. Guests are directed to the Secretary.
  - b. Guests can help work and can shop extras after active members have shopped.
2. The Guest fills out a member application and pays the applicable fees and dues.
3. The Secretary gives the Guest instructions for placing a guest order.
4. The Secretary sends Guest information to the Board and Batchers.
5. The Guest places an order.
6. The Secretary checks on the Guest to answer any questions.

**Board of Directors**

1. The Co-op's Board of Directors consists of President, Vice-President, Treasurer, Secretary, and Communications Director.
2. Elections are held in January of each year, with new officers taking charge of the order at the February distribution.
3. Board officers receive a discount based on their job descriptions.
  - a. President: \$25.00.
  - b. Vice President & Secretary: \$20.00.
  - c. Treasurer: \$50.00.

**Voting**

1. Each member family has one (1) vote at meetings.
2. A simple majority vote of the members present is needed for approving decisions.
3. Any purchase by the Board of an item over \$250.00 must be approved by a vote from the general membership.

## Member Payments

1. A surcharge of 3% is applied to each member order to help with operating expenses. This surcharge may be adjusted to meet changes in operating expenses.
2. Members are expected to pay their bill on Distribution Day. If the order is not paid at distribution, payment must be received by the Treasurer within three days after distribution or there can be a fine of up to \$15.00.
3. Any member whose check fails to clear the bank will be charged the bank fee for insufficient funds.
4. Any approved expense on behalf of Co-op business may be presented, with a receipt, to the Treasurer for reimbursement.
5. Mileage will be compensated at \$.25 per mile when a co-op worker has taken on a second job requiring extensive travel.
6. Any member ordering must pay for the order even if it is not picked up.

## Working

1. Each member is expected to tell the floor coordinator (normally the VP) which shift s/he will be working.
2. Each member placing an order must work a minimum of 6 hours. Family members are welcome to help, but it does not lessen the minimum 6 hour commitment. Upon arrival at distribution, each worker signs in at the front desk.
3. A 20% charge can be added to a member's bill if s/he cannot work and no prior arrangements have been made with the floor coordinator.
4. The building is locked at the end of distribution. Any member who cannot pick up his/her order by then needs to contact the coordinator in advance and make other arrangements for pickup.

## Extras Table

1. On Distribution Day, the Extras Table will open after the Distribution Meeting.
2. Perishable items on the Extras Table will be dated and may be marked down 10% to 50% after two months.

## Return Policy

1. If a member has a problem with any product from UNFI (United Natural Foods Inc.), s/he should call or email the President within **three (3)** days after distribution.
2. The member will arrange with the President to return damaged merchandise or returnable containers to the distribution site before the starting time of the following distribution.
3. The President will notify the member if credit can be given or an exchange can be made.
4. The member will not receive any credit or refund until the Brighton Food Co-op receives the credit from UNFI.
5. Outside Vendor problems or discrepancies are to be resolved through the Outside Vendor Batcher who placed the order.

**By-Laws**  
**Brighton Food Co-Op Ordering Club, Inc.**

**Article I: Name and Purpose**

The name of the food cooperative is the Brighton Food Co-op (BFC) Ordering Club, Inc. The BFC is a non-profit organization whose purpose is to provide an alternative method of obtaining and distributing food and goods at or near wholesale and to provide a forum for nutritional education and exchange of ideas. The membership is limited to 60 families. Our web site is [www.brightonfoodcoop.com](http://www.brightonfoodcoop.com).

**Article II: Affiliation & Membership**

The Brighton Food Co-op is affiliated with United Natural Foods, Inc. (UNFI), and the Frontier Co-operative in Norway, Iowa. The Brighton Food Co-op shall follow all policies of these organizations.

**Section 1**

Any person who believes in the principles of consumer cooperation, irrespective of race, color creed, political belief, or sex is eligible for membership.

**Section 2**

All immediate members of a family are included when the family pays the yearly membership dues and work regularly to meet the needs of the co-op.

**Section 3**

Members will pay a \$25.00 one-time membership fee upon joining.

**Section 4**

This initial membership fee is refundable upon withdrawal of membership within 90 days and written notification to the Secretary and Treasurer.

**Article III: Meetings**

**Section 1**

An annual meeting shall be held for the purpose of yearly reports and the election of officers.

**Section 2**

General meetings shall be held as needed for conducting business.

**Section 3**

The Board of the Brighton Food Co-op shall meet monthly. All members are welcome to attend. The President keeps agendas for these meetings on file, and the Secretary provides minutes to the membership upon request.

**Section 4**

A distribution meeting is held at each distribution.

**Article IV: Board of Directors**

**Section 1**

**A.** The administration of the Brighton Food Co-op Ordering Club, Inc. shall be vested in the Board of Directors.

**B.** Board members are elected by the general membership at the annual January meeting and shall hold office for one year.

**C.** The Board shall fill any vacancies by appointment until the next election.

**D.** No member may be on the ballot for more than one (1) position at a time.

## **Section 2**

The Board may be made up of the following positions:

- A.** President
- B.** Vice-President
- C.** Secretary
- D.** Treasurer
- E.** Communications Director

## **Section 3.**

The responsibilities and requirements of the Board of Directors are as follows:

### **A. President:**

1. Have a working knowledge of computer programs and e-mail used for BFC business.
2. Oversee the operations of BFC, distribution site coordination, and attend Distribution Day.
3. Chair meetings: Distribution, Board, Annual, and General.
4. See that required regional meetings are properly attended and that a report of those meetings goes to the Communications Director.
5. Resolve discrepancies with UNFI, process credits, review invoices, and credit members when needed.
6. Follow up with the Treasurer to confirm that members have been properly credited for returns.
7. Have knowledge of vendor policies for product discrepancies.
8. Establish new accounts with vendors.

### **B. Vice President**

1. Have a working knowledge of computer programs and e-mail used for BFC business.
2. Attend Board meetings and general meetings.
3. Attend Distribution Day.
4. Organize and compile the member invoices before Distribution Day.
5. Communicate shift times to the membership based on vendor delivery times.
6. Make distribution job assignments.
7. Have knowledge of vendor policies for product discrepancies.
8. Handle distribution problems as they arise.
9. Close and secure the distribution site.
10. Maintain a set of keys for distribution.
11. Communicate delivery issues to the President.

### **C. Secretary**

1. have a working knowledge of computer programs and e-mail used for BFC business
2. Attend Board meetings and general meetings.
3. Serve as the contact person for new members, and coordinate the guest ordering process as described in the Policy Handbook.
4. Work with Communications Director to maintain current membership listing and waiting list.
5. Attend Distribution Day.
6. Take minutes at all meetings, and publish them for the Board and General membership.
7. Make sure that new member information (e.g. name, phone, and e-mail address) is given to board members and batchers.
8. Establish UNFI accounts for all new members.

## **D. Treasurer**

### **SKILLS NEEDED:**

1. Have a working knowledge of QuickBooks, computer programs, and e-mail used for BFC business.
2. Maintain familiarity with all vendor products.

### **Duties**

1. Attend Board meetings and general meetings.
2. Keep an up-to-date record of all financial business in QuickBooks software program:
  - a. oversee account books;
  - b. maintain BFC checking account;
  - c. provide annual IRS reports.
3. Attend Distribution:
  - a. monitor vendor dividing/pricing operations;
  - b. monitor pricing of extras;
  - c. work on cashiering and checking members out;
  - d. gather all paperwork regarding distribution.
4. Present financial reports at the monthly board meetings.
5. Present a yearly financial report at the annual meeting.
6. Receive and keep the individual monthly member statements and monthly balance sheet.
7. Prepare and make bank deposits, and reconcile bank statements when received.
8. Establish accuracy of vendor bills, and pay and mail checks to vendors.
9. Establish accuracy of member statements. Enter member statements and bills into QuickBooks. Record bill payments and member payments into QB.
10. Prepare an updated list of products left on the Extras Table; send to the UNFI Batcher and Outside Vendor Batcher; and bring a copy to distribution.
11. Send a statement of member balances to the Vice-President
12. Provide copy of the year's activities (QuickBooks report) to Accountant for tax preparation.

## **E. Communications Director**

1. Have a working knowledge of computer programs and e-mail used for BFC business.
2. Attend Board meetings and general meetings.
3. Responsible for the distribution of all communications.
4. Maintain a historical collection of Co-op communications
5. Work with Secretary to maintain current membership listing and waiting list.
6. Maintain website and webmail @ [www.brightonfoodcoop.com](http://www.brightonfoodcoop.com).

## Article V: Home Workers

### **Section 1**

Home workers put in their work commitment, for the most part, from their home. They are chosen and may be released by the Board. Main factors considered in filling these positions are ability and seniority. It is expected the home workers will do their job every month, whether they order or not, because the membership depends on it. If a home worker is unable to perform his/her duties in a certain month, the board should be notified a month ahead so a suitable substitute can be found. It is expected that home workers spend some time working the floor to keep up with changes that go on at distribution. Home workers, if ordering, are to work distribution during any month when they are not functioning in their home job. Home workers may be asked to help on the floor if there is a need. Home workers are expected to attend at least one board meeting per year.

- a. UNFI Batcher
- b. Outside Vendor Batcher
- c. Frontier Batcher
- d. Nuts, Honey, and Syrup Vendor Batcher
- e. Pickup and Delivery Driver

### **Section 2**

The responsibilities of the home workers are as follows:

#### **A. UNFI Batcher**

1. Must have a working knowledge of computer programs & e-mail used for BFC business.
2. Must learn and use the UNFI batching system.
3. Maintain an up-to-date list of member user names consistent with that of the Secretary and Communications Director.
4. Notify members of ordering dates and deadlines, volume discount specials, and product updates each month as soon as available.
5. Place consolidated Co-op order to UNFI seven days prior to distribution.
6. Send list of members who ordered to board Members no later than the Saturday prior to Distribution. Print and bring to Distribution: Distribution Report, Product Invoice and Member Invoices.
7. Communicate any UNFI problems/issues directly with President.

#### **B. Outside Vendor Batcher**

1. Must have a working knowledge of, or be willing to learn, computer programs & e-mail used for BFC business, including Microsoft Access.
2. Send out specials and deadline information for all vendors no later than five days before the deadline for ordering.
3. Receive OV orders from members.
4. Confirm receipt of member orders between 24 & 48 hours of receipt.
5. Send unfilled case report for applicable vendors no later than three days prior to deadline for ordering.
6. Confirm receipt of OV unfilled case orders.

7. Place orders with vendors.
  - a. Zingerman's Bakery and Creamery and Candy
  - b. Rosewood
  - c. Almar Orchards
  - d. Motave Meadows
  - e. Nuts, Honey, Syrup
  - f. Higher Grounds
  - g. Sami's
8. Pick up folders on Distribution Day and organize paperwork.
9. Put labels together and place in folders.
10. Send list of members who ordered to Vice-President for member statements.
11. Periodically update vendor product information with Communications Director.
12. Communicate with President regarding any OV issues, discrepancies, changes, etc.

### **C. Frontier Batcher**

1. Have a working knowledge of computer programs and e-mail used by BFC.
2. Make sure that updated Frontier catalogs are available to the BFC membership by ordering the maximum number of free catalogs with each order placed.
3. Send notification of receipt to each member ordering. Offer additional time for members to respond before final order goes in.
4. Send out Frontier specials and closeouts at least one week before orders are due.
5. If the minimum order (\$250) is not reached, inform ordering members immediately so that they can order from an alternate source.
6. Place order with Frontier.
7. Send list of members who ordered to Vice President for member statements
8. Sort order at home and bring to co-op on Distribution Day by 10:00am
9. Deal with Frontier regarding any discrepancies

### **D. Nuts, Honey, and Syrup Vendor Batcher**

1. Have a working knowledge of e-mail used by BFC.
2. Receive Nut, Honey, and Syrup orders from Outside Vendor Batcher.
3. Place order with Vendors.
4. Sort orders at home or at distribution using proper food handling guidelines.
5. Bring sorted orders on Distribution Day by 11:00 a.m.
6. Deal with any problems or discrepancies with Nut, Honey, or Syrup orders.
7. Pick up and properly store Honey and Maple Syrup, bringing orders to distribution in sterile jars

### **E. Pickup/Delivery Driver**

1. Have a working knowledge of e-mail used by BFC.
2. Receive order from Outside Vendor Batcher via e-mail for each vendor.
3. Communicate with Zingerman's and Rosewood to establish pickup times.
4. Pick up orders from vendors, and deliver to distribution before 11:00 a.m. if possible.
5. Inspect items for freshness at vendor's location. Note any changes on the invoice, and check invoice for accuracy.
6. Deal with any discrepancies found after pickup.
7. If receiving compensation for mileage, work two hours at distribution.

## **Article VI: Capital Structure**

**Section 1.** The Brighton Food Co-op shall raise capital by charging non-refundable yearly dues, a surcharge on goods, and a one-time membership fee when members join. The initial membership fee is refundable within 90 days of joining upon written request to the Secretary and Treasurer.

**Section 2.** An annual charitable donation will be made, taking into consideration the financial position of the Brighton Food Co-op.