

Policy Handbook

Brighton Food Co-Op Ordering Club, Inc.

Membership

1. Each member of Brighton Food Co-op must sign a new member application annually.
2. A non-refundable \$20.00 membership due is to be paid each year by January 31st. Members joining after July 1st will be charged half these membership dues. Members whose dues are unpaid after January 31st are considered inactive.
3. A one-time fee of \$25.00 is assessed upon joining. This fee is refundable, but only within 90 days after joining. A new member who decides to leave the co-op within this 90 day "tryout" period should
 - a. notify the Secretary to remove the member's name from the membership list,
 - b. notify the Treasurer in writing 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 to remove the member's name from the membership list,
 - b. notify the Treasurer in writing to request a refund of the equity fee within 30 days of membership termination..

Guest Order

1. The potential member visits a distribution.
 - a. They are greeted by our secretary who explains the ordering and distribution process and answers questions.
 - b. They can help work if they want to and then shop extras after membership has shopped.
2. The potential member fills out member application
3. The potential member is given instructions for placing a guest order by the secretary.
4. The secretary sends information to the board and batchers (Change of order)
5. Sue Kataja UNFI Batcher sends order ID to potential member.
6. The potential member places an order for UNFI and Outside Vendors
7. The secretary keeps the board informed of the guest's status for ordering and working.

Board of Directors

1. The Co-op's Board of Directors may consist of up to 10 officers, including President, Vice-President, Treasurer, Secretary, Communications Director, AM Work Coordinator, and PM Work Coordinator.
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 description. President receives \$25.00. Vice President, AM/PM Coordinator, & Secretary receive \$20.00. Treasurer receives \$50.00.

Voting

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

Money

1. A surcharge of 3% is applied to each order to help with operating expenses. This surcharge may be adjusted to meet changes in operating expenses.
2. Equity assessments made prior to 2005 are refundable by written request within 30 days of leaving the co-op.
3. Members are expected to pay their bill on Distribution Day, if they do not pay the day of distribution, they must get their check to the Treasurer within three consecutive days of distribution or they will be fined \$15.00.
4. Any member whose check fails to clear the bank will be charged the bank fee for insufficient funds.
5. Any approved expense on behalf of Co-op business may be presented, with a receipt, to the Treasurer for reimbursement.
6. Mileage will be compensated at \$.25 per mile when a co-op worker has taken on a second job requiring extensive travel.

Working

1. Each member will tell the AM Coordinator which shift they 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 must sign in. **Only after signing out with the floor coordinator may the member pay for and leave with the order.**
3. A 20% charge will be added to a member's bill if s/he fails to work and no prior arrangements have been made with the appropriate coordinator to make up the work time. If an emergency prevents the member from working, s/he should contact the coordinator as soon as possible prior to the distribution.
4. The building will be locked at the end of distribution. Any member who cannot pick up the order by then must contact the coordinator **in advance** and make other arrangements for pickup.

*Due to problems with certain members repeatedly not working and not making up time, or not picking up their orders, this rule was enacted: **Two infractions of not working and/or not picking up an order, without prior notice, will be cause for a membership review before the Board.***

Extras Table

1. On Distribution Day, the Extras Table will open at the discretion of the coordinator.
2. Perishable items on the Extras Table will be dated and may be marked down 10% to 50% after two months.
3. Guests are invited to shop the Extras Table after Members have shopped.

Return Policy

1. If there is a problem with the products from UNFI, the members must call the Vice President no more than three (3) days after distribution.
2. The member will arrange with the Vice President to return damaged merchandise or returnable containers to the distribution site before the starting time of the following distribution day.
3. The Vice President will notify the member if credit can be given or an exchange made.
4. The member will not receive any credit or refund until the Brighton Food Co-op receives the credit from United Natural Foods (UNF) or the appropriate vendor.
5. Outside Vendor discrepancies are to be resolved by the specific batcher with whom the order was placed.

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.

Article II: Affiliation

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 works 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 the first 90 days and upon submission of a written request to the Treasurer.

Article III: Meetings

Section 1. An annual meeting shall be held for the purpose of yearly reports and the election of officers and supervisors.

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 Co-op members are welcome to attend. The President keeps agendas for these meetings on file and the Secretary provides minutes to the membership.

Section 4. Circle meetings are held at each distribution. An agenda and minutes are kept on file for these meetings.

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, who are elected by the co-op membership.
- B.** The 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 vacancies until the next election.
- D.** No member may be on the ballot for more than one (1) position at a time.
- E.** When a member of the board fails to perform his/her duties, that member, upon notification, may be asked to resign.
- F.** Upon removal of a Board member, a written record of all proceedings will become a permanent record to be kept by the Communications Director.

Section 2. The Board shall be made up of seven officers and supervisors as stated in the policy Handbook.

- A.** President
- B.** Vice President
- C.** Secretary
- D.** Treasurer
- E.** Communications Director
- F.** AM Work Coordinator
- G.** PM Work Coordinator

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. Attend all board meetings.
3. Chair and prepare an agenda for all Co-op meetings:
 - a. Board of Directors meetings
 - b. General Membership meetings
 - c. Circle meetings
4. Be responsible for all the operations of the Co-op.
5. Attend distribution day.
6. See that all required regional meetings be properly attended.
7. Submit a report of those meetings to the Board and General Membership meetings.
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 all Board meetings and general meetings.
3. Assist the President whenever necessary.
4. Attend distribution day.
5. Resolve all discrepancies between BFC and UNFI.
6. Organize and compile the member invoices before distribution day.
7. Create new publications.
8. Responsible for the publishing needs of the Brighton Food Co-op including updates to the BFC Handbook.
9. Maintains communication with vendors and batchers.

C. Secretary

1. Will have a working knowledge of computer programs and e-mail used for BFC business
2. Will attend all Board meetings and general meetings.
3. Will serve as the contact person and trainer for new member's guest order, including the ordering process for guests found in the Policy Handbook.
4. Work with Communications Director to maintain current membership listing and waiting list. Attend distribution day.
5. Will take minutes at all meetings and publish them for the coop members.
6. Make sure that new member information (e.g. Name, phone, and e-mail address), is given to board members and any other personnel that might need it, such as batchers.

D. Treasurer

SKILLS NEEDED:

1. Working knowledge of Quickbooks & in general, ability to use calculator, computer and e-mail.
2. Familiarity with all vendor products.
3. A detective's curiosity & an accountant's goal of accuracy.

Duties

1. Attend all Board meetings and general meetings.
2. Keep an up-to-date record of all financial business in Quick Books software program
 - a. Oversee books by making certain sales equal vendor costs.
 - b. Checking account
 - c. Annual IRS reports
3. Attend Distribution
 - a. monitor vendor dividing/pricing operations *
 - b. monitor pricing of extras *
 - c. cashiering/checking members out
 - d. gather all paperwork regarding distribution
4. Oversee cashiering procedures.
5. Present Quick Books financial reports at the monthly board meetings.
6. Present a yearly financial report at the annual meeting.
7. Receive and keep the individual monthly member statements and monthly balance sheet as a record.
8. Prepare & make bank deposit. Reconcile bank statements when received.
9. Establish accuracy of vendor bills and pay and mail checks to them.
10. Establish accuracy of all aspects of member statements. Enter member statements and bills into Quickbooks. Record bill payments and member payments into QB.
11. Prepare an updated list of products left on the extras table and send to UNFI batcher and outside vendor batcher and bring a copy to distribution.
12. Send a statement of member balances to the Vice-President before distribution.
13. At end of year provide Quickbooks backup of the year's activities to accountant for tax preparation.
14. The current Treasurer, Dolores Johnson, receives \$50.00 monthly for the setup and maintenance of our finances and software as listed in the current job description.

E. Communications Director

1. Have a working knowledge of computer programs and e-mail used for BFC business
2. Attend all Board meetings and general meetings.
3. Responsible for the distribution of all communications.
4. Record and maintain a historical collection of all Co-op business shall be made of record through e-mail correspondence and kept on file.
5. Works with Secretary to maintain current membership listing and waiting list.
6. Maintains website @ www.brightonfoodcoop.org.

F. AM / PM Work Coordinator

1. Have a working knowledge of computer programs and e-mail used for BFC business
2. Attend all Board meetings and general meetings.
3. AM Coordinator to communicate shift times based on vendor delivery times.
4. Must attend distribution day.
5. Responsible for the distribution job assignments.
6. Recruit members to fill those job assignments.
7. Keep an up-to-date file of working members and the hours worked.
8. Keep in contact with the Treasurer for assessment of penalties.
9. Have knowledge of Vendor policies for product discrepancies.
10. Check in the orders from suppliers.
11. Handle problems as they arise to ensure smooth distribution.
12. Responsible for closing and securing the distribution site.
13. Maintains a set of keys for distribution.
14. AM Coordinator communicates delivery issues with UNFI to the Vice President.

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. Factors considered in filling these positions are interest and willingness, 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 their duties in a certain month, the board should be notified a month a head of time so that a suitable substitute can be found. It is recommended that home workers spend some times working the floor to keep in touch with other members and the changes that go on at distribution. Home workers 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 for floor workers for a particular distribution.

- a. UNFI Batcher
- b. Outside Vendor Batcher
- c. Frontier Batcher
- d. Albanese, Honey and Syrup Vendor
- e. Pick up 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 and passwords.
4. Notify members of ordering dates and deadlines and include monthly catalog and volume discount specials and product update each month as soon as available.
5. Send guests (potential members) password to place order after receiving their name, address, phone, and e-mail through the member application from the web page.
6. Place order to UNFI.
7. Send list of members who ordered to all Board Members

B. Outside Vendor Batcher

1. Must have a working knowledge of computer programs & e-mail used for BFC business, including Microsoft Access, or be willing to learn.
2. Send out specials and deadline information for all vendors no later than Friday before the Wednesday deadline.
3. Receive 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 Thursday PM and include deadlines for ordering.
6. Confirm receipt of unfilled case orders
7. Place orders with vendors.
 - a. Zingerman's Bakery and Creamery
 - b. Rosewood
 - c. Almar Orchards
 - d. Motave Meadows
 - e. Nuts, Honey, Syrup
 - f. Higher Grounds
8. Pick up folders on Distribution Day and organize paperwork.
9. Put labels together and put in folders.
10. Send list of members who ordered to vice president for member statements.
11. Periodically update vendor product information

C. Frontier Batcher

1. Have a working knowledge of computer programs and e-mail used by BFC. Orders are placed on-line and BFC membership is kept informed of the ordering process and changes in Frontier operations.
2. Make sure that updated catalogs are available to the BFC membership by ordering the maximum number of free catalogs with each order placed. Inform members if they need to order on individually.
3. Upon receipt of orders from members, batcher sends notification of receipt to each member and then sends a list of members who have ordered by e-mail to entire membership the day after orders are due. Offer additional time for members to respond before final order goes in.
4. Sends out Frontier specials and closeouts 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. Albanese, Honey and Nuts Vendor

1. Have a working knowledge of e-mail and the BFC website.
2. Receive orders from Outside Vendor Batcher
3. Place order with Vendors.
4. Sort order at home.
5. Bring sorted orders on distribution day by 1:00pm.
6. Deal with any discrepancies from company.
7. Pick up Honey and Maple Syrup once a year from vendors.

E. Pickup/Delivery Driver

1. Have a working knowledge of e-mail.
2. Receive order sheets from Outside Vendor batcher via e-mail for each vendor.
3. Communicate with Zingerman's Breads, and Rosewood Cheese to establish pick up time to coincide with distribution schedule.
4. Pick up orders from vendors and deliver by beginning of distribution.
5. Inspect items at vendors for freshness. Note changes in quantities or any substitutions of product on the order form and check invoice for accuracy.
6. Deal with any discrepancies found after pick up with vendors.
7. Bring vendor order by beginning of distribution.
8. 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 assessment is refundable within 90 days of joining upon written request to the Treasurer.

Section 2. Charitable Donations will be made throughout the year, taking into consideration the financial position of the Brighton Food Co-op.