

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

Membership fees and dues

1. New members complete a membership application. Members then update the application as needed in case of address, email or phone number change(s).
2. Annual \$20.00 non-refundable membership dues are to be paid each year by January 31. Any member unpaid after January 31 is considered inactive. Members joining after July 1 will pay prorated membership dues.
3. A one-time, non-refundable membership set up fee of \$25.00 is paid upon joining.

Guest/Prospective Member Visits

1. The potential member visits a distribution.
 - a. Visitors are directed to the secretary.
 - b. Visitors can help work and shop extras.

Board of Directors

1. The Co-op's Board of Directors must consist of at least three members including President, Treasurer and Secretary.
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.
 - a. President \$27.00.
 - b. Secretary \$27.00
 - c. Treasurer \$52.00.

Voting

1. Each member family has 1 (one) 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.
4. If the board determines it to be necessary, votes may be taken by email.

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 from 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 placing an order must work the distribution until dismissed. Family members are welcome to help.
2. Upon arrival at distribution, each worker signs in at 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 a board member.
4. The building is locked at the end of distribution. Any member who cannot pick up the order by then needs to contact a board member in advance and make other arrangements for pickup.

Return Policy

1. If there is a problem with the products from UNFI, the members can call or email the Treasurer within three (3) days from distribution.
2. The member will arrange with the Treasurer to return damaged merchandise or returnable containers to the distribution site before the starting time of the following distribution.
3. Treasurer will give credit or an exchange may be made at or before the next distribution.
4. Outside Vendor discrepancies are to be resolved with the 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.

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, marital status 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 non-refundable.

Article III: Meetings

Section 1

An annual meeting shall be held during the January distribution for the purpose of yearly reports, updates to the Policies and By-laws 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 as needed following distribution. All members are welcome to attend. The secretary provides minutes to the technical coordinator who posts them on the BFC website.

Section 4

Distribution meetings are 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 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 shall be made up of the following positions:

- A. President
- B. Secretary
- C. Treasurer

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. Set agendas and chair meetings: Distribution, Board, Annual and General.
4. Organize and compile the member invoices at distribution day.
5. Send reminder email to the members at least two days prior to distribution.
6. Handle distribution problems as they arise.
7. Maintains a set of keys for distribution.
8. Communicate delivery issues to members as necessary.
9. Have knowledge of vendor policies for product discrepancies.
10. Research new vendor accounts as necessary and present them to the Board for approval.

B. 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 new member ordering process found in the Policy Handbook.
4. Work with Technical Coordinator to maintain current membership listing and waiting list.
5. Attend distribution day and serve as cashier and checkout person.
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.
9. Prepare and distribute an emailed monthly newsletter for members.
10. Co-ordinate the updating and revising of the Policies and By-laws each year, as necessary.

D. Treasurer

SKILLS NEEDED:

1. Working knowledge of Quickbooks, computer programs and e-mail used for BFC business
2. Familiarity with all vendor products.

Duties

1. Attend Board distribution and general meetings.
2. Keep an up-to-date record of all financial business in Quick Books software program.
 - a. Oversee account books
 - b. Oversee checking account
 - c. Attend Distribution
 - d. Monitor vendor dividing/pricing operations
 - e. Monitor pricing of extras
 - g. Gather all paperwork regarding distribution
4. Provide financial reports as requested by the Board and/or individual members.
5. Present a yearly financial report at the annual meeting.
6. Print member invoices with Frontier and Creswick added.
7. Receive and keep the individual monthly member statements and monthly profit/loss report in the designated co-op room at Chilson Hills Church.
8. Prepare & make bank deposit. Reconcile bank statements when received.
9. Establish accuracy of vendor bills and pay using bill pay through the bank.
10. Using bank bill pay, submit payment to Food Club (1% of total outside vendor order), website hosting fee and state annual fee for business tax.
11. Establish accuracy of member statements. Enter member statements and bills into QuickBooks. Record bill payments and member payments into QB.
12. Keep the Board informed as to any member account balances.
13. Provide QuickBooks Accountant's copy of the year's activities to accountant for tax preparation.
14. Close and secure distribution site.

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 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 ahead so a suitable substitute can be found. It is expected that home workers spend some times 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.

- a. UNFI Batcher
- b. Outside Vendor Batcher
- c. Frontier, nuts and candy Batcher
- d. Creswick, Honey and Syrup Batcher
- e. Pick up and Delivery Driver
- f. Digital/Technical Coordinator

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.
4. Notify members of ordering dates, deadlines, include monthly catalog, volume discount specials and product update 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 Saturday prior to Distribution. Print and bring to Distribution: Distribution Report, Product Invoice and Member Invoices.
7. Communicate any problems/issues directly with President.

B. Outside Vendor Batcher

1. Must have a working knowledge of computer programs & e-mail used for BFC business, including database use (Foodclub), or be willing to learn.
2. Send out Zingerman's specials and deadline information for all vendors no later than five days before the deadline for ordering. During the produce & apple seasons, call Motave Meadows and Almar for projections of available items.
3. Forward an ordering reminder email to members 1 day prior to the ordering deadline.
4. Review Group orders for each vendor in Foodclub to identify unfilled case items.
5. Send unfilled case report for applicable vendors no later than three days prior to deadline for ordering.
6. Confirm receipt of unfilled case orders
7. Place orders with vendors.
 - a. Higher Grounds, Sami's, and Albanese ordered by the Friday after the ordering deadline. Submit the order and forward a copy to the appropriate home worker.
 - b. Honey & Syrup: submit the order to the appropriate home worker.
 - c. Ann Arbor Tortilla, Rosewood, Zingermans Bakery/Candy/Creamery ordered 1 week prior to pickup. Submit the order and forward a copy to the appropriate home worker.

- d. Motave Meadows: Submit the order to Eva at Motave 1 week prior to distribution and submit the order to the appropriate home worker.
- e. Stone Coop Farm: Wait for their Friday newsletter, the Weekly Beet, the Friday right BEFORE distribution. Forward this newsletter to all our members. Ordering is closed that Sunday night prior to distribution. Submit the order Monday morning to Stone Coop Farm and forward a copy to the appropriate home worker.

- 8. Print the paperwork for EACH Vendor and put in folders: Group order, Summary Page & Labels (under the summary page), and combined invoices
- 9. Periodically update vendor product information with Technical Coordinator.
- 10. Prepare an updated list of outside products left on the extras table and send to UNFI batcher and vendor batcher and bring a copy to distribution.
- 11. Communicate with President regarding any issues, discrepancies, changes, etc.

C. Frontier and Albanese Batcher

- 1. Have a working knowledge of computer programs and e-mail used by BFC.
- 2. If the minimum order (\$300) is not reached, inform ordering members immediately so that they can order from an alternate source.
- 3. Place order with Frontier.
- 4. Receive Frontier and Albanese orders at home. Sort order at home and bring to co-op on distribution day by 10:00am
- 5. Deal with Frontier regarding any discrepancies

D. Creswick, Honey and Syrup Batcher

- 1. Have a working knowledge of computer programs and e-mail used by BFC.
- 2. For honey and syrup
 - a. Receive honey and syrup orders from Outside Vendor Batcher and place order with vendors.
 - b. Sort order at home or distribution using proper food handling guidelines.
 - c. Bring sorted orders on distribution day by 10:00 am.
 - d. Deal with any discrepancies from company.
 - e. Pick up and properly store Honey and Maple Syrup, bringing orders to distribution in sterile jars
- 3 For Creswick
 - a. Contact members about ordering, since due date of Creswick is often different than regular distribution
 - b. Lock order & send to Creswick (contactus@creswick.com)
 - c. Meet driver on distribution day & divide orders to appropriate members
 - d. Reconcile invoice & Send totals to the Treasurer

E. Pickup/Delivery Driver

- 1. Have a working knowledge of computer programs and e-mail used by BFC.
- 2. Receive order from Outside Vendor batcher via e-mail for each vendor.

3. If necessary, communicate with Zingerman's, Rosewood and Ann Arbor Tortilla to establish pick up time.
4. Pick up orders from vendors and deliver to distribution before 11:00am if possible.
5. Inspect items at vendors for freshness. Note any changes on the invoice and check invoice for accuracy.
6. Deal with any discrepancies found after pick up.

F. Technical Coordinator

1. Have a working knowledge of computer programs and e-mail used for BFC business.
2. Work with Secretary to maintain current membership listing and waiting list.
3. Maintain website and webmail @ www.brightonfoodcoop.com.
4. Maintain BFC digital presence.

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, non-refundable membership fee when members join.

Section 2. At the end of the year, a charitable donation may be made, taking into consideration the financial position of the Brighton Food Co-op.