

BREAD & ROSES MEMBERSHIP MANUAL

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I. MISSION STATEMENT/STATEMENT OF COOPERATIVE IDENTITY/VALUES

Mission Statement

As a member-owned and member-operated grocer, the Bread and Roses Food Cooperative provides an alternative to commercial, profit-oriented businesses. As members, we contribute our labor by working together, building trust through cooperation and teamwork. This enables us to keep prices as low as possible within the context of our values and principles. We seek to create a vibrant participatory democracy at every level, from policy making to store operations. Members share the benefits and responsibilities equally.

We strive to be a responsible and ethical contributing entity and neighbor, minimizing our carbon footprint by fulfilling our ecological responsibility. We are a buying agent for our members and not a selling agent for any industry. We offer a diversity of products with an emphasis on organic and local, minimally-processed, healthful foods that are chemical and additive free.

We seek to avoid products that depend on the exploitation of others while advocating for human rights, social justice, and fair trade.

We try to lead by example, educating others and ourselves about health, nutrition, cooperation and the environment. We support the broader cooperative movement. We oppose discrimination in all forms, and have a safe space policy to create a safe and welcoming space.

We welcome all who respect these values.

Statement of Cooperative Identity

A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise.

Values

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity and solidarity. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness, social responsibility and caring for others.

II. COOP HOURS

Bread and Roses' storefront is open for business during the following times. Bread and Roses is not open on major holidays.

Monday- Friday 12PM – 9PM;
Saturday + Sunday 12PM-5PM

Please refer to the website and posted notices in the store for details. Store hours will be expanded as membership increases.

III. BECOMING A MEMBER

Membership in the Coop means that you have signed and returned a membership agreement form and have been assigned a membership number. One must attend an Orientation and commit to working one 3-hour shift every 4 weeks. All adults over the age of 18 who live together in a household are required to join the Coop. The Coop defines a household as two or more people who share all or some domestic responsibility. This rule upholds the Coop's guiding principle: to regularly benefit from our low prices one must contribute labor. All family members (parents, siblings, partners, etc.) who live together and are over the age of 18 AND out of high school are required to join the Coop. Each adult member of a household must fill a work slot at the Coop. However, one person in a household may do the work of their housemates and/or partner in addition to his/her own work.

A. New Member Orientation

New members must attend an orientation, at which they will be given an explanation of the coop's organization and basic operating procedures. There, member workers will schedule their work shift.

B. Choosing a Work Slot

The vast majority of Coop work slots are 3 hours every four weeks. Each member is responsible for 13 work slots a year, which means that you will work once every four weeks, **NOT** once a month.

C. Member Payments: Joining Fee and Investment

All members must pay a one-time, non-refundable joining fee AND contribute an investment to the Coop. Each adult member of a household is required to pay these fees.

The joining fee is \$25 and is non-refundable.

The joining fee is not due within a particular time frame as long as a particular payment is made at least once per month. The suggested minimum payment is \$5 per month.

The investment fee is \$100 and is refundable if a member decides to terminate membership.

Members may donate any or all of their investment. Donations are non-refundable.

All member payments are to be given to the key holder on duty.

D. Membership Cards

Your membership card will be presented to you either at your Orientation or your first work shift. Your membership card is your "certificate of membership" and should always be brought with you when you shop.

If you lose your membership card, please contact the Membership Committee at membership.brfc@gmail.com.

Members may shop without a membership card only if:

- They joined recently and have not yet received their card. Upon joining, your name will be put on the "List of People Who Can Shop without a Card."
- Their card is lost and their name has been put on the "List of People Who Can Shop without a Card" by the Membership Committee until they receive a new card.
- They tell the worker on shift their member number and the name on the computer database matches presented photo id.

IV. COOPERATIVE DEFINITIONS

A cooperative is an association of persons for common benefit, an autonomous association of persons united voluntarily to meet their common economic, social and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise. Cooperatives are built through cooperation: the process of working or acting together, which can be accomplished by both intentional and non-intentional agents. In its simplest form it involves things working in harmony, side by side. It is the alternative to working separately, in competition.

V. PRINCIPLES -.

A. 1st Principle: Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

B. 2nd Principle: Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Members serving as elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote), and cooperatives at other levels are also organized in a democratic manner.

C. 3rd Principle: Member Economic Participation

Members contribute equitably to, and democratically control, the capital of their co-operative. At least part of that capital is usually the common property of the co-operative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing their co-operative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the co-operative; and supporting other activities approved by the membership.

D. 4th Principle: Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

E. 5th Principle: Education, Training and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their cooperatives. They inform the general public – particularly young people and opinion leaders – about the nature and benefits of cooperation.

F. 6th Principle: Cooperation among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, regional, national and international structures.

G. 7th Principle: Concern for Community

Cooperatives work for the sustainable development of their communities through policies approved by their members.

VI. WORK SLOT SYSTEM

A. Member Workers

Weeks are broken into days. Days are broken into 3-hour "Work Shifts".

- Monday-Friday (opening-closing hours: 12PM-9PM)
- Saturday-Sunday (opening-closing hours: 12PM-5PM)

Member workers – work the store. Each member is responsible for covering his/her work slot. If, for whatever reason you are unable to be present for your work slot, your first responsibility is to trade with another member so that someone will come to work in your place. This trading ensures that the other members working that day do not have to carry the burden of your absence. Because we rely on every member's contribution, we have to stress that absenteeism will take its toll on the Coop. The spirit and success of the Coop will come from the dedication of our members. It will take cooperation and commitment to collectively run this business. If you miss a shift you are required to make it up.

If you "no call-no show" on a shift, you must make up the shift within the four weeks before your next shift. Your account will be on a semi-suspension for the time between your missed shift and the make up, as well as for one week after the makeup shift.

A member can receive up to 1 hour for attending a membership meeting which is held on the first Monday of every month.

B. Key Holders

Key holders are members who should be highly involved and educated in the organization of the Coop. Key holders are present to assist with customer questions, operating procedures, and responsibilities above and beyond those of the on-shift member worker(s). Key holders, as the name entails, have keys to the building and are responsible for opening and securely closing the shop each day.

Key holder scheduling:
Monday-Friday (opening hours: 12PM-9PM)
 Opening (12AM-4:30PM)
 Closing (4:30PM-9PM)
Saturday-Sunday (12PM-5PM)

Members can be nominated to become key holders if they display a firm understanding of Bread and Roses' mission, operating procedures, and have proven (through member worker work) to be reliable and communicable representatives of the cooperative. If you would like to apply to become a key holder please contact a key holder, or a member of the coordinating committee. Key holder meetings are held twice a month, on the second and last Monday of the month at 7pm. This is a good way to find out more about key holding. There are certain expectations regarding shadowing shifts and attending meetings before key holding can begin.

VII. EXCEPTIONS TO THE WORK REQUIREMENT

A. Disability / Illness and Caring for a Person with a Disability / Illness

The Coop welcomes people of differing abilities. There are many types of work at the Coop, and we are happy to assist members in finding work slots that accommodate unique needs. If you have a specific requirement, please make sure the scheduling committee (or keyholder) is aware of your needs. You can be exempt from working at the Coop if you are permanently or temporarily unable to work because of a serious physical, psychological, or emotional condition, or if you are caring for someone who is ill or disabled. In order to be exempted from the work requirement for one of the above reasons, the Coop requires proof of "disability" or "caregiver" status from a health practitioner. Once you have requested "disability" or "caretaker-caregiver" status in the Membership Office, you will be placed on "alert" for work, and

sent a form that needs to be completed by your doctor or healthcare provider within four weeks. Once we have received and accepted the form, you will be made "active" for work status for the duration of your disability, even if you owe make-ups.

If you are sick, please call in and reschedule your work shift. Because we are selling food, it is very important that we keep things clean in the store. If you're contagious, it would be best that you come in when you are feeling better. You will NOT be put on suspension for sick-time.

B. New Parent Committee

New parents get 12 months of parental leave from their Coop work slot(s) due to the birth or adoption of a child (12 months per child, not per parent). Parents can decide to split the leave between them, or one parent can take it all. Parental leave can begin either during pregnancy or at the baby's arrival. Parental leave is calculated from the baby's birth/arrival date, or, for future-planning, the due date. For new members joining with a child who is less than one year old, parental leave will be calculated from the baby's arrival date.

C. Bereavement

If a member misses one work slot as a result of a death in their immediate family or the death of a close friend, they will not owe any make-ups for that absence. If a Coop member loses an immediate family member or close friend and has responsibilities pertaining to the deceased, or simply needs more time to absorb the loss and will miss additional work slots, they should contact the Scheduling Committee to inquire about a Bereavement Work Exemption.

VIII. FREEZING AND ENDING OF MEMBERSHIP

A. Freezing Membership (8 weeks or more)

If you need to leave the Coop for eight weeks or more, we invite you to take a temporary leave of absence from your Coop work. During this time, your membership will be "frozen", meaning that you will not be eligible for member discounts until you return. You must contact the Membership Committee to arrange a leave. If you do not know exactly when you will be returning, we are unable to hold your work slot for you and you will have to choose a new work slot upon your return. Leaves of absence cannot be applied retroactively to missed work slots. If you are a member of a household, the leave must take you outside of the house or all household members will be required to take leave.

B. Ending your Membership

If you are leaving the Coop permanently, contact the Membership Committee. The Coop can return your member investment, hold it for you in case you plan to return, or you may donate it to the Coop. If one member of a household is leaving the Coop permanently, we will need a new address and phone number for this person to process the leave and return the investment. A member may rejoin in the future by contacting the Membership Committee.

C. Membership Cessation

Membership of Bread and Roses ceases:

- By voluntary withdrawal, notice of which must be given by the member concerned at least six months before the end of the calendar year; subscriptions for the year in which the withdrawal occurs are payable in full, regardless of the cause of withdrawal.
- By a decision of the Board following non-payment of full subscriptions. (A member will be notified if this is a pending problem.)
- By a decision of the Board in the case of a member organization's acting contrary to the rules or

interests of Bread and Roses Food Coop.

IX. CHILDREN AT THE COOP

Children at the coop will be dealt with on a case-by-case basis.

In general:

Members are welcome to bring younger (physically independent) children with them to a shift. It will be your additional responsibility to keep an eye on your child. Please do not bring unruly children with you to your shift. It is requested that you do not bring infants with you to a member-worker shift.

Older children (at least 16) who demonstrate capability may work the hours for a parent/ household. Members should talk to their orientation leader if this is a potential choice.

If you have children that are 18 (still in high school) or younger, please request "Child Of" membership cards for them.

X. DECISION-MAKING PROCESS

By law, decisions pertaining to legal issues are made exclusively by the Board of Directors. The board of Directors is an elected body made up of active members whose decisions and positions are accountable to the membership.

Decisions on the formulation and dissolution of Committees are made by the Board of Directors.

Non contentious decisions pertaining to the day to day operations of Bread & Roses are made by the Coordinating Committee (made up of all the heads of all the committees) with advice and recommendations from the Keyholders and the membership as a whole taken into consideration. In the event that a decision is contentious (having, or likely to create, two or more conflicting options on the same issue) the Coordinating Committee should defer to the entire membership concerning said decision at a Monthly Meeting of the Membership. (examples of a non contentious operations decision would be: how to organize back stock, when deposits should be made, creating opening and closing checklists, etc)

Non contentious decisions pertaining to the specific operations of a committee can be made by the coordinator of that committee. In the event that the decision effects a number of committees or the co-op as a whole, the decision should be made by the Coordinating Committee.

Contentious decisions pertaining to the day to day operations should be brought to the attention of the entire membership. After discussing the issue at hand, a vote will be called. If there is not consensus, discussion should resume with those who blocked offering their reasons and/ or alternative suggestions. Hopefully an agreement can be reached which, to some degree, satisfies everyone in the co-op. In the event of an impasse, the decision will be made by a majority style vote in which a margin of 51% of those voting is necessary to achieve affirmation. (examples of contentious decisions would be: whether to stock meat products, whether to stock alcohol, whether and under what circumstances the Coop will hire paid employees, etc).

XI. PAID STAFF

At present, Bread and Roses is run entirely by unpaid member workers. We plan to work without a paid staff for as long as possible, although we are prepared to discuss the possibility of incorporating a very limited paid staff if it becomes necessary. A paid staff position may be necessary when extensive workloads arise that are beyond any reasonable obligation for member worker. The creation of any paid positions would be made by the membership and filled via an election process with democratic power in the hands of the membership at large.

XII. THE MEMBERSHIP OFFICE

Contact membership.brfc@gmail.com with questions regarding membership.

XIII. SHOPPING AT THE COOP

Shopping at Bread and Roses is slightly different than shopping at a “traditional” grocery store. The main difference is that you own it! Therefore, due to the nature of the cooperative business model, the shopping experience will require some additional responsibilities. Nothing too difficult, but we ask that you please keep in mind a few simple guidelines while shopping:

- Please keep stock tidy and organized.
- Please use caution when handling stock, especially bulk items. Spillage and spoilage will result in direct loss to the cooperative. By being a conscientious shopper you can keep spillage and spoilage to a minimum.
- Please be precise with your bulk reference numbers and weights.
- Please bring bags for carrying your groceries home.

You are not obligated to work unless it is your work shift, but any small amount of effort you contribute to make Bread and Roses a clean, hospitable, and welcoming store is greatly appreciated.

Shopping Procedure for Members

When shopping at Bread and Roses, members are encouraged to engage themselves with the store and member workers on staff. The shopping experience should be a pleasant one, so gather your desired items just as you would at any other store (keeping in mind the concepts presented earlier). Once you have completed your shopping, proceed to the checkout counter. Present the cashier on duty with your Membership ID to ensure that you are charged the member rate for your purchase. Please keep in mind that in order to prevent waste, Bread and Roses does not supply paper or plastic bags. You must provide your own bags. Bags will be available for purchase at the counter, and reusable boxes/borrow bags may be available in addition depending on supply.

XIV. HEALTH AND SAFETY POLICY AT THE COOP

Bread and Roses is vitally interested in the health and safety of its member workers. Protection of workers from injury or occupational disease is a major continuing objective. Bread and Roses Food, Inc. makes every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

Bread and Roses is ultimately responsible for worker health and safety. Keyholders will be held accountable for the health and safety of workers under their supervision. Keyholders are responsible for ensuring that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and by using work practices and procedures laid out by Bread and Roses. If you feel unsure/uneasy about any task, please consult the keyholder on duty.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization.

Every worker must protect his or her own health and safety by working in compliance with the law and by using work practices and procedures established by the co-op.

XV. SAFE SPACE/SEXUAL HARASSMENT POLICY

Bread and Roses has a safe space policy that prohibits discrimination of any kind.

-We imply a certain license to speak and act freely to form a collective strength in a positive manner

- We are open and accepting, creating a place for all kinds of people to feel secure from harassment

- All persons, member-owners and non-members, should work toward the goal of establishing a comfortable and positive environment.

- Personal and collective accountability is at the heart of maintaining a safe and positive space.

- The space will not tolerate behavior or language that embodies:

- violence
- racism
- sexism
- ageism
- homophobia/transphobia/queerphobia
- ableism
- classism

-parental status

-We rely on members and non-members to try to be open about their experiences with such behavior in the store so that we may work towards providing for the welfare of the collective and the space. Specifically, Bread and Roses prohibits all forms of sexual harassment. Such conduct will result in disciplinary action up to and including termination of membership. This policy covers all members. We will not tolerate, condone or allow sexual harassment, whether engaged in by fellow member workers, key holders, associates, clients or other non-employees who conduct business with Bread and Roses.

Sexual harassment is any behavior that includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature, including, but not limited to:

- its use as the basis for promotions or other membership decisions; and/or
- the creation of an intimidating, hostile, or offensive work environment

Bread and Roses member workers are entitled to work in an environment free from sexual harassment and a hostile or offensive working environment. We recognize sexual harassment as unlawful discrimination, just as conduct that belittles or demeans any individual on the basis of race, religion, national origin, sexual orientation, age, ability, or other similar characteristics or circumstances.

Member workers who have complaints of sexual harassment should (and are encouraged to) report such complaints to the key holder or board member. If this person is the cause of the offending conduct, the member worker should report this matter directly to the Key Holder. Your complaint will be immediately and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. Any member worker who, after appropriate investigation, is found to have engaged in sexual harassment of another member will be subject to disciplinary action, up to and including termination of membership.

If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his or her written comments to the Coordinating Committee.

Bread and Roses will not in any way retaliate against any individual who makes a report of sexual harassment nor permit any member to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to appropriate disciplinary action, up to and including termination of membership.

XVI. PROCEDURE FOR COMPLAINTS

A. Complaints against another Coop Member

If any member feels that he or she has been mistreated by another member he/she can register a complaint by filling out a "Complaint/Incident Report" form in the store. Incident Report forms will also be available online for submission via e-mail. Complaint cases will be handled by the Board of Directors with special attention paid to each case in order to reach a productive resolution.

B. General Complaints against the Coop

If any member feels that the Coop is not abiding by the guidelines laid out in the mission statement or feels that actions of the Coop are contradicting the established bylaws, please contact the Board of Directors so that the complaint can be added to the next General Meeting agenda for resolution.

XVII. WHAT WE DO TO REDUCE/REUSE/RECYCLE

Environmental stewardship is one of the Coop's primary objectives (local, organic, sustainable, etc.). In order to have the lowest environmental impact we will do whatever is in our power to limit the use of non-sustainable resources. This will include an active pursuit to distribute goods that are minimally packaged with waste resources, with special attention to eliminating the distribution of plastics. We will not provide plastic shopping bags at check out, although we will have reusable fabric bags for purchase. We will reuse as many shipping boxes and containers as possible for customers at check out. Any resources that are non-compostable and cannot be reused will be recycled. We hope to have as close to a "zero waste" retail establishment as possible and encourage our membership to strive to hold other members and the Coop at large to its environmental commitment.

XVIII. MEMBERSHIP PUBLICATION (BI-MONTHLY – "The Bread Basket")

XIX. GLOSSARY OF IMPORTANT COOP TERMS

"Active" for work: owing zero make-ups and allowed to shop; members on work-exempt status like Temporary Disability and Parental Leave may be active even when owing makeup days

"Alert" for work: owing make-ups but still allowed to shop

Authorized Shopper: a non-member temporarily designated to shop for a Coop member who is unable to shop due to ability or illness

Bereavement leave: time off from one's work slot due to the death of an immediate family member or close friend

Bookkeeping Coordinator: member who supervises the Coop's bookkeeping processes, including accounts payable, receivable, cashier accounting and who supervises the members who do their work slots in that area

Check-Writing Privileges: is limited to active members

Committee: the broadest category of work a member does at the Coop such as Shopping, Food Processing, Receiving, Distribution, Scheduling, Finance, Outreach, etc.

Cooperative: an organization collectively owned and operated specifically for the benefit of its members

Extension: when a member who has lost their shopping privileges is moved from "inactive" "off suspension" to "alert" by the membership committee, giving them more time to complete their make-ups and allowing them to shop; each extension lasts only until a members next regularly scheduled work slot.

Household: a group of adults over the age of 18 and out of high school who live together and share food or other items sold at the Coop

Joining Fee: a one-time, non-refundable fee required of all members

"List of people who can shop without a card": a list containing names of members who have not yet received their membership card or are waiting for a new replacement card. Only new members, rejoining members or members who have lost their cards will be on this list

Make-ups: owed work shifts, possibly in addition to the required 13 shifts per year, accrued by a member for not attending their regularly scheduled ABCD work slot

Member Investment: a \$100 investment required of each member, refundable by request upon leaving the Coop if not donated

Membership Card: Coop-issued ID needed

Orientation: an organized introduction to the Coop for new members; attendance is required of all members

Parental Leave: the privilege of being exempt from a work slot for a specific period of time due to the birth or adoption of a child

Permanently Disabled: a member who is exempt from working at the coop due to permanent disability

"Inactive Membership" for work: what happens any time a member owes any number of make-ups for more than four weeks. Being suspended means you will be unable to shop due to failure to complete make-ups

Temporarily Disabled: a member who is temporarily exempt from working at the Coop, with a minimum of eight weeks

"Frozen Membership": when a member requests to put their membership on hold for a temporarily, with a minimum of eight weeks

***New Member Information Summary (create member identity form)**

*Credits/Last updated/Notes Pages/Who we support/Who supports us