

OWNER'S MANUAL



Updated September 6, 2021

Baker Food Co-op
2008 Broadway Street
Baker City, Oregon 97814
(541) 523-6281

Email: store@bakerfoodcoop.org
Website: www.bakerfoodcoop.org
Facebook page: Baker Food Co-op

WELCOME!

You are now a member of the Baker Food Co-op and one of over 4,000 members who have joined up with a growing business that is community owned and supported. The store is truly unique because it operates primarily by working members, creating a family/community atmosphere that has endured for more than 30 years!

WHAT'S A CO-OP?

A Co-op is any group of people who pool their resources to get what they need. Co-ops are owned by the membership. Although a Co-op needs to be profitable to remain in business, the business also exists to serve the community. Shopping at the Co-op makes the business profitable, supports local farmers, and creates a bonding, community spirit.

Basic Principles of Cooperatives:

- 1) Cooperatives are voluntary organizations, open to all persons able to use their services and are willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.
- 2) Cooperatives are democratic organizations controlled by their members, who actively participate in setting the policies and making decisions. Men and women serving as elected representatives are accountable to the membership.
- 3) Members contribute equitably to, and control the capital of, the cooperative. The economic benefits of a cooperative operation are returned to the members, reinvested in the coop, or used to provide member services.
- 4) Cooperatives are self-help organizations. 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.
- 5) 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 about the nature and benefits of cooperation.
- 6) Cooperatives serve their members most effectively, and strengthen the cooperative movement, by working together through local, national, regional, and international structures.
- 7) While focusing on member needs, cooperatives also work for the sustainable development of their communities.

MEMBER RIGHTS AND RESPONSIBILITIES

Members are encouraged to participate in the ownership of their Co-op. Becoming a member of a Co-op means accepting the rights and responsibilities of a business owner. If Co-ops are to succeed, members need to understand and take their rights and responsibilities seriously.

Rights

- Elect Directors at the annual elections
- Review reports on financial performance at the annual meeting
- Run for a position on the Board of Directors
- Vote on questions put before the membership by the Board
- Vote for changes in bylaws as needed to keep the Co-op current with the law
- Attend Board meetings
- Serve on committees established by the Board

Responsibilities

- Contribute to the Co-op's capital - An initial household membership is \$25. To remain an active member, renewal is then just \$10 annually.
- Patronize the Co-op - Giving your business to your business.
- Attend annual meetings - or even better, quarterly meetings.
- Vote in elections and respond to surveys.
- Seek information on issues related to the Mission of the Co-op: read newsletters, mailings, and accept information from calling trees.
- Contact local, state, and federal representatives on issues related to the Co-op's Mission.
- Encourage others to become members and shop frequently at the Co-op.

Address, Phone, or E-mail Changes

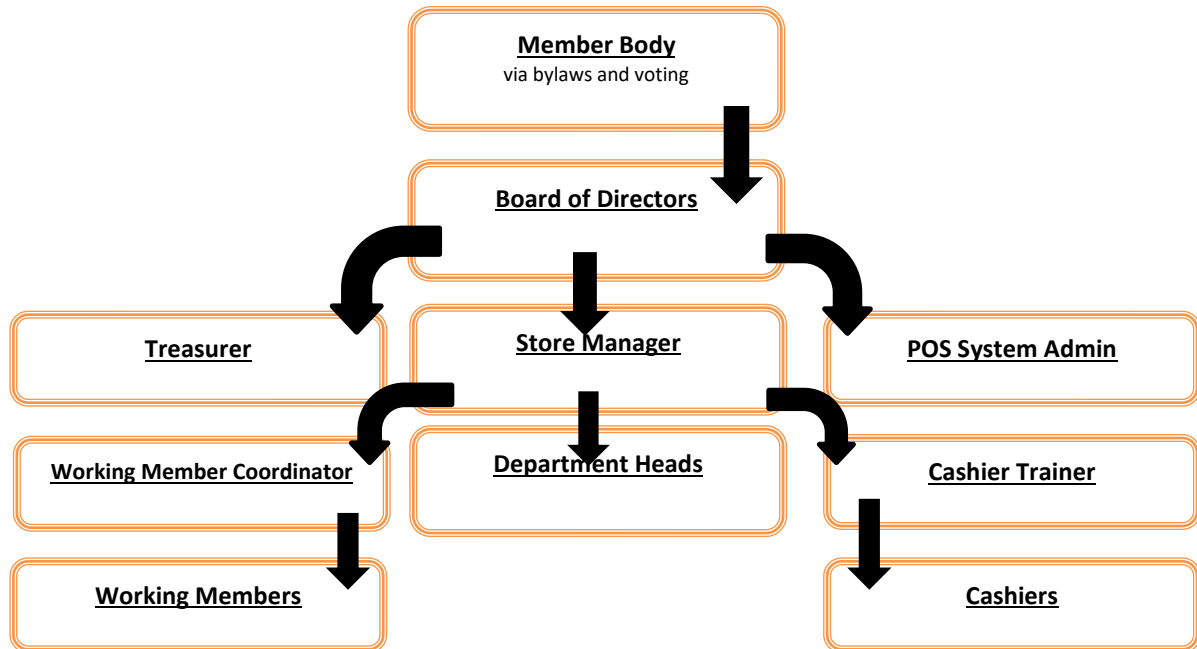
If you move or have a change in your telephone number or email address, please let us know. We'd like to keep you as a Member-in-Good-Standing, so keep us in the loop when life changes occur.

MEMBER BENEFITS

Membership benefits include the following:

- A five percent (5%) discount for active non-working members.
- Opportunities to work and receive substantial discounts (see the 'Working Member' section in 'How to Use Your Store')
- Work training and experience
- Special order any items in our catalogs in case lots
- Community involvement

MANAGEMENT STRUCTURE



OUR HISTORY

- 1976 - inception of Buying Club
- 1977 - moved to Estes Street
- 1978 - moved to Court Street and incorporated to Greater Baker Foods
- 1989 - moved to 10th Street location
- 1997 - 1st expansion
- 2000 - incorporated first computerized system
- 2002 - 2nd expansion doubling space to 975 sq. ft. & began looking for new site
- 2006 - changed business name to Baker Food Co-op
- 2007 - member decision to buy lot and build own facility
- 2008 - entered lease option to purchase property on 10th & H Streets
- 2010 - moved to present location at 2008 Broadway Street

OUR MISSION

To serve Northeast Oregon providing wholesome natural and organic foods, supplements, sundries, and natural cleaning products as a cooperative.

OUR VISION

To be a thriving asset to our community providing healthy living options and information so people can take charge of their own health.

OUR GOALS

- Continue to move toward an efficient, friendly, and full-service cooperative store with knowledgeable staff to meet the needs of our customers and the community.
- Promote the benefits of organic and naturally raised and produced products. Provide customers with recipes, ingredients, product information, and education to promote health and sustainability.
- Feature organic and naturally raised foods and products. Support local producers through the sale of local products.
- Operate as ecologically, sustainably, and financially responsible as possible.
- Grow a diverse, involved membership, supporting cooperative ideals with active communication and participation by members to promote the future success of the Co-op for all members and the community.

WHAT WE SELL

- Beverages
- Bulk foods
- Organic Produce
- Packaged Foods
- Vitamins & Supplements
- Natural Skin Care Products
- Frozen & Refrigerated Items
- Environmentally Safe Products
- Specialty Foods
 - Salt-Free
 - Dairy-Free
 - Sugar-Free
 - Wheat-Free
 - Gluten- Free
 - Cultural Foods

HOW TO USE YOUR STORE

To receive your discount each time you shop, memorize your member number, or bring your membership card to the checkout and the cash register will deduct the appropriate percentage.

Ways to Save Money at Your Co-op

- **Buy in Season**

Items bought in season are more likely to be less expensive, grown locally, and at the peak of both flavor and nutritional value. Freezing or canning at this time will bring the freshness of the season to you year-round.

- **Buy in Bulk**

Save packaging and buy only the amount you need by buying in bulk. You also know that you are paying for the quality of the product, not the expense of packaging when you are buying in bulk. But remember, buying products in bulk does not always mean the price is less.

- **Buy From Those You Know**

We can recommend the best produce, give you cooking instructions, and turn you on to the best we have to offer. Natural foods are our business, so our prices on organic and natural foods are often lower than our competitors.

- **Become a Working Member**

By far being a working member is the best way to save at your co-op. We make healthy products very affordable for you. Just how affordable is up to you. A ten percent (10%) discount during the first 30 days of membership is given to new members. Thereafter the discount is five percent (5%) for members in good standing ...unless the new member chooses to work. Consider the discounts below:

non-member	0%
non-member (Senior & Military) THURSDAYS ONLY	5%
non-working member	5%
non-working member (Senior & Military) THURSDAYS ONLY	10%
Work 3 to 6 hours per month	10%
Work 6 to 9 hours per month	15%
Work 10 or more hours per month	20%

You can maintain your initial ten percent (10%) discount by working just three (3) hours per month! Working ten (10) hours per month can give you a discount that is just slightly above the wholesale price of many items. All working member hours will apply to the following month's discount, giving you that percentage of savings for all your purchases for one full month! What other store in town gives you that opportunity to save?

There are a variety of positions to choose from, such as:

- Cashiering
- Packaging
- Truck crews
- Pricing & Dating
- Stocking
- Cleaning/Janitorial
- Computer Projects & Data Entry
- Social Media & Advertising
- Calling members with announcements
- Ordering

- Holiday/Event decorations
- Handyman Projects
- Department Heads
- Assistant Department Heads
- Board of Directors
- Miscellaneous & Special Projects

For available positions, contact the Working Member Coordinator. To make the best match for everyone we will consider your preferences, personality, and abilities along with the Co-op's current needs. Time spent in training also applies toward your discount.

How Working at Your Co-op Can Help You

- Flexibility and creativity strengthen your gifts and talents
- Helping each other fosters a sense of self-respect and respect for others
- If you're a newcomer to Baker City, you can meet the locals in a fun, family/community environment.
- The Co-op is an excellent training ground for you to teach mutual respect and responsibility to your children and teens.

More Ways to Use Your Store

- **Pricing with bulk items**

The price per pound for each item is located on its bin or container. Write the bin number on the white twist ties provided and put it on your bag. The cashier will weigh the item and, using the bin number, the system will calculate the total cost. For bulk spices and teas write the price per pound on the bag. Bags and twist ties are available on the walls. Shelves and tables are provided to lay your item(s) on and write bin numbers on twist ties.

- **Cleaning Up Spills**

If you should happen to spill food fragments on the floor while filling your bags or containers with bulk dry foods, herbs, or spices, please clean up after yourself. Brooms, dust pans, waste baskets, and wash clothes are provided in specific locations. If you do not see them nearby, please ask the store manager, cashier, or a working member to help in locating them. Remember, this is your Co-op! Please help keep it clean.

- **Reusing Your Containers**

We encourage reusing containers that you bring from home. It saves you money and it helps to reduce waste. However, it is particularly important that:

- Your container is clean and dry, and that the serving utensil (scoop, spout, or spoon) does not touch your container. This reduces the chance of possible contamination

from your container to the bulk bin or from someone else's container to the bulk bin to you. We will refuse to refill dirty containers.

- Weigh your container before you fill it, as there is no way to figure out the weight of your container once it is filled. Write the 'tare weight' on your container so that we do not charge you for the weight of your container.

- **Special Foods Labeling**

We do our best to simplify your shopping experience by labeling foods that are certified organic, locally grown, wheat-free, gluten-free, etc. Familiarize yourself with some of the terms you see at your Co-op.

FAIR TRADE: A method of exchanging goods on the global market that assures the producer receives a fair price. An independent third party certifies Fair Trade goods. Look for Fair Trade Certified items such as coffee and extracts.

GENETICALLY ENGINEERED (GE) or GENETICALLY MODIFIED (GM) FOODS: The controversial practice of splicing genes of one organism into another to give the original organism a specific new trait. There are no label laws regarding GM or GE foods. Rather, companies who do not use GM or GE ingredients will often mark their packaging "GMO or GE Free". Organically grown foods are, by definition, GMO Free.

LOCALLY GROWN: We define locally grown as items grown within a 100-mile radius of Baker City. Also look for "local" and/or the grower's name on applicable produce signs.

ORGANICALLY GROWN or ORGANIC: Products using "organic" or "organically grown" on the label have been third party certified to standards set by the USDA. Some of the smaller farmers are allowed to sign an affidavit waiving the third-party inspection but they are still held to the same standards.

- **Using Wish Lists**

Wish Lists are located on the east wall of the Vitamin & Supplement section. These forms are NOT for special orders. Wish Lists are for:

- Suggesting items that you would like to see your Co-op carry on a regular basis.
- Reminding Department Heads to order your favorite item that is normally found on our shelves but is currently out of stock.

- **Special Orders**

You may special order anything found in our catalogs. Please be aware that some things come in cases only. To order your favorite food(s), follow the instructions below:

- 1) Fill out the Special Order form accurately and completely. To avoid problems, write:
 - Your name & member number
 - Phone number

- Date
- Catalog name & page number
- Quantity needed
- Item number
- Product description

There is a sample order form on the Special Order counter. Misinformation on your order form may result in delays, incorrect orders, or restocking fees. Please ask for help if you have any questions.

- 2) Full cases are noted in the catalogs. Many items can also be ordered individually and are listed as "each".
- 3) For products ordered in the catalogs, locate the wholesale price and multiply by 1.54. This small margin is what supports your Co-op. Your discount will be deducted at checkout. Prices are subject to change without notice. Please be aware that your cost may be adjusted based on the invoice from the supplier at the time of delivery.
- 4) There are no guarantees that the items you order are available. Items are discontinued without notice to us. It is also common for popular items to be on back order or temporarily unavailable. If this happens, please re-order your item(s). If you do not receive a call that your item(s) came in, please talk to a staff person.
- 5) Some of our suppliers charge extra for shipping. Any freight charges attributable to your order are added to your total.
- 6) Please be aware that variations in the schedule may occur due to holidays, weather, or other unforeseen circumstances. Changes are posted as soon as we are informed! You will be contacted when your special order arrives. Please pick it up in a timely manner. Most special orders arrive within one week of ordering.

- **Supplier Deadlines and Deliveries**

UNITED NATURAL FOODS

Order by Thursday. Pick up is on the following Thursday.

AZURE STANDARD

Order by Thursday every other week. Pick up is on the following Thursday. Be aware that Azure skips a week once a quarter. If you're not sure when that is, please ask a staff person or department head.

THRESHOLD

Orders are placed once or twice a month depending on demand.

FRONTIER

Orders are placed once a month.

ALL OTHER SUPPLIERS

Contact the store manager or a department head for ordering deadlines and delivery dates.

OUR FOOD GUIDELINES

The Co-op makes every effort to carry products that adhere to the following categories below:

- Fresh, healthy, nutritious
- Certified organically grown, whenever possible, and locally produced, when available
- Whole grains
- Minimally processed
- Seasonal, as available
- Well-stored, well-handled, well-presented
- Variety
- Specialty and alternative foods to commonly allergenic foods and products
- Bulk or minimally packaged
- Free of artificial ingredients, artificial colors, artificial preservatives

Additionally, the Baker Food Co-op:

- Supports local certified organic growers and producers
- Stays informed on health and safety issues concerning foods and responds to them
- Helps educate its members and community about healthy foods and products
- Provides careful, informed, and friendly service to all customers
- Makes our store as accessible as possible

We offer choices to our members by balancing various consumer needs, for example, organic versus best value or bulk products versus convenience. Our product mix ultimately reflects what our members purchase at the Co-op. We may occasionally carry products that fall outside these guidelines because we strive to meet the needs of as many members as possible.

Produce

We are committed to carrying organic produce of the finest and freshest quality possible. Priorities in the selection of produce shall be as follows:

1. Local Certified Organic (seasonal)
2. Local non-Certified Organic (seasonal)
3. Good Quality Certified Organic from closest possible source

All produce is subject to quality control for freshness and taste. Constant turnover, careful handling and preparation, and attractive display all contribute to the quality of the produce. Names of local growers/suppliers and their growing practices are available to the customer.

RECYCLING

Recycling and repackaging are practiced and encouraged in every area of your Co-op. We also buy in bulk and feature reduced or re-usable packaging. Canning jar and egg carton re-use is also practiced.

NON-SMOKING ENVIRONMENT

The Baker Food Co-op is a non-smoking environment.

EDUCATION

Information you can find at your Co-op:

- In-store monthly Newsletter informs you about new products, sale products, nutritional information, Co-op announcements, new members, and news updates from the world of natural foods.
- *Taste of Life* magazine offers information on nutrition, supplements, and various health issues.
- Continuing research into growing practices, nutrition, food storage, and the practice/policies of suppliers and other whole foods organizations.
- Special brochures and/or flyers about such things as hydrogenated fats, sugars, GMO, etc. are available.
- Posted recipes and information on specific foods.
- Tasting Fair – A yearly event where your Co-op offers samples and information on products from each department.

COMMITMENT TO OUR COMMUNITY

Your Baker Food Co-op strives to be an active partner in our community. We recognize that practicing good business citizenship supports the mission of your Co-op and will help raise the overall level of social and economic well-being in our community, help to strengthen ties within the community, and help us to provide alternative food buying options for Baker County.

Your Baker Food Co-op practices good business community citizenship in the following ways:

- Annual community events
- Participation in community events related to our mission.
- Support of local and regional initiatives focused on environmentally responsible practices.
- Business practices that are economically and environmentally sustainable

- Community education through our newsletters and magazines
- Postings of notices of public interest inside and outside the store

COMMITMENT TO COOPERATIVE MOVEMENT

Your Baker Food Co-op holds memberships in, or participates with, organizations that further cooperatives and cooperative principles:

Cooperative Grocers Information Network (CGIN)

The on-line network provides resources for co-op governance and operations.

Northwest Cooperative Development Center (NCDC)

A non-profit organization providing consulting services for food cooperatives.

CooperationWorks! (CW)

Cooperative Business Development Training Program - intensive seminar on cooperative development.

Purchase goods and services from cooperative-owned businesses.