

# Oklahoma Food Cooperative Policy Manual

Version 2.1  
May 1, 2011

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## **1.0 General**

*Adopted at the May 2010 board meeting.*

1.100 The Policy Manual shall be made available to all members of the Cooperative by publishing it at the coop's website.

1.100.1 Unless otherwise specified, all policies become effective when properly enacted/reviewed by the competent authority for that policy and published to the coop's website. All policies must be written.

1.100.2 This Policy Manual contains all the policies of the Oklahoma Food Cooperative, including policies established by the Board, the Officers of the Coop, the General Manager, Standing Committees, other Committees established by the Board or the General Manager, or other Managers for their area of responsibility. Each policy is identified as to its source, and if available, the date of enactment.

1.100.3 Policies may be changed by the Board, the GOM, a Standing Committee, other Committees established by the Board or the General Operations Manager, or other Managers for their area of responsibility, as appropriate to the authority-source of the individual policy. Each policy shall state its source of authority. The Board may review non-Board-established policies.

1.101 Chairpersons and members of the Standing Committees specified in the Articles of Incorporation of the Oklahoma Food Coop shall be appointed by the President of the Cooperative, with the advice and consent of the Board of Directors.

1.102 Throughout these policies, "staff" refers to both employees and volunteers holding defined positions in the cooperative.

1.103 Supremacy. In all questions of policy, the Articles of Incorporation and actions of the board of directors or an annual or special meeting of the cooperative are supreme.

1.104 The Standards committee is responsible for notifying the CIO to add sections/changes to the online policy manual.

1.105 Any board action intending to make a change or addition or deletion to this policy manual must include a statement to that effect in its text.

1.106 The Annual Meeting of the Co-op shall be held on the last Saturday in January each year.

## **2.0 Management**

**2.100 Management Structure.** *Adopted January 2011*

### **General Operations Manager (GOM)**

Supervises/Manages the other members of the Management Team

GOM Administrative Assistant

**Delivery Day Floor Manager**

Reports to the GOM

Manages delivery day section team captains

Produce

Frozen

Eggs

Dry goods check in

Dry goods sorting

Refrigeration

Front Desk

**Routes and Sites Manager**

Reports to GOM

Manages route team:

R&S assistant

Front desk Packets and Check out

GIS assistants

Site Managers

Route drivers

Human Resources

*Adopted September 2010*

The GOM will report to the President of the Co-op.

**2.200 Management Absences on Delivery Day. Adopted November 2010**

Any senior management who intends to be absent shall notify the other senior management of the upcoming absence and of any arrangements made to cover responsibilities. In an emergency/last minute situation the absent senior manager shall notify the GOM. (Senior Management includes: VP Customers, VP Producers,GOM, CIO, Treasurer).

**2.300 Code of Conduct for Management. Adopted November 2010.**

All management are required to treat employees, volunteers, producers, customers, members and other management with respect and fairness. All management actions must be transparent, accountable and in accordance with our terms of service. Written complaints regarding senior management violations shall be filed with the Secretary of the Coop and shall be acted upon at the next Board meeting. Board action may include probation or termination at the Board's discretion.

**3.0 Board**

*Adopted by the Board at its meeting of June 7, 2009.*

3.100 Ends and Strategic Goals: The Board of Directors shall develop a statement of the coop's Ends and Strategic Goals, and shall revise that statement from time to time to meet changing

circumstances.

**3.101 Standing agenda for board meetings.** *As modified by board action, March 2011.*

- + Adoption of Agenda
- + Approval of the consent docket (accepting new members/issuing stock and approving minutes of the previous meeting.
- + Introduction of any coop members present, and any member presentations to the board.
- + Financial report
- + Old business
- + New Business
- + Board questions regarding reports
- + Remarks of the president
- + Remarks of the General Manager

Reports are to be submitted in writing in advance of the meeting. Board members may ask questions about reports during the Board question session.

Board members who want an agenda item should request an agenda item at least 3 days in advance of the board meeting. Board and office agenda items go in new business. Items not completed in the new business section will be automatically carried over to the next meeting's Old Business segment. The secretary will note in the minutes of each meeting the items to be carried over to the next meeting's Old Business segment. The president will prepare and email the agenda including the old business carried over to the next meeting to the board 4 days in advance of the meeting, and again after the deadline for receiving any additions to the agenda.

The President is responsible for preparing and submitting the agenda for each Board meeting. The day before the meeting, the President shall email the agenda to the members of the Board for their review and post it to the coop's general membership email announcement listserv.

3.102 The Board is responsible for organizing and presenting the cooperative's Annual Meeting.

3.103 All Board appointed committees can be altered only by action of the Board or members of the committee. Each Board appointed committee will decide when their on-line discussion will be open to the membership. 4/06/08 Board

3.104 Minutes

3.104.1 The Secretary shall take the minutes of each meeting and post a draft to the board's discussion group. Members may suggest changes which may be incorporated into the final draft. The final draft should be emailed to members of the Board of Directors no later than 7 days in advance of the next regularly scheduled board meeting.

3.104.2 Approval of the minutes of the previous meeting is part of the standing agenda for Board meetings.

3.104.3 After approval by the board, the minutes shall be posted to the cooperative's website.

### 3.105 Unanimous Consent

3.105.1 The board may do business by unanimous consent by telephone or email.

3.105.2 Any decisions made by unanimous consent outside of a board meeting shall be included as part of the minutes of the next regularly scheduled board meeting.

3.106 Executive Session. The Board may meet in Executive Session to consider the following issues:

- a. Personnel issues.
- b. Matters involving Standards recommendation regarding problem producers.
- c. Filling vacancies to Board positions and officers.
- d. Action on real estate and real property transactions.
- e. Litigation and/or liability, existing or anticipated.
- f. Threats to consumers or the organization.
- g. Matters of competitive advantage
- h. Owner-Member complaints against individuals rather than the Co-op as an entity

### 3.200 Board Conflict of Interest and Ethics Policy

3.201 The purpose of this policy is to set forth the principles associated with the Cooperative's policy regarding a code of ethics and conflicts of interest for members of the Board of Directors. These policies apply to the Board process, and also to all cooperative management and committee work.

3.202 Commitment to Ethical Behavior. It is the policy of the Board of Directors to expect the highest level of ethical behavior of its members and others associated with the Cooperative and to periodically update and restate its standards.

3.203 Guiding Principles of the Board's Code of Ethics The Cooperative's standards of ethical behavior as it relates to the Board of Directors will be defined and communicated to promote:

- a. Honest conduct, including the ethical handling of actual or apparent conflicts of interest between personal and cooperative business relationships. Under this policy, a conflict of interest exists when a director (or the director's close relative) may personally benefit from a

cooperative decision.

- b. Full, fair, accurate, timely and understandable disclosure of the Cooperative's periodic external reports. Compliance with applicable governmental rules and regulations. Prompt internal reporting of code violations to persons identified in the code. Accountability for adherence to the code. Disclosure of interests that may have a bearing on action being considered by the Board or by employees of the Corporation.

3.204 Position on Matters of Ethics. The Cooperative's Board will in all actions strive to apply the following position on decisions as it relates to ethical treatment:

- a. Create a business philosophy and position of respect, trust, integrity and honesty.
- b. Comply with applicable laws including whistleblower protection, records retention and other applicable statutes.
- c. Avoid conflicts of interest including contractual relations involving the Cooperative, gifts to Board members in consideration of participation with the Cooperative, outside activities which might impair the Cooperative's business, use of Cooperative property for personal purposes or use of confidential Cooperative information.
- d. Directors shall disclose to the full Board any conflict of interest, or potential conflict of interest, prior to taking action on the matter in which the conflict of interest arises. Directors deemed to have a conflict of interest will not be permitted to vote in the Cooperative's decision-making process that relates to the matter in which the conflict of interest arises.
- e. Ensure accurate, complete and understandable preparation and communication of information in the Cooperative's annual report, press releases and other public disclosures.
- f. Other actions as may be defined by the Board of Directors as acceptable conduct and not specifically referenced herein.

3.205 Members of the Board of Directors, who are not Officers of the Cooperative, exercise their authority only through collective action by the Board of Directors.

3.300 Rules of Order for Board Meetings. Adopted June 2010.

3.300.1. The presiding officer shall be the president, or in the absence of the president one of the vice presidents shall preside.

3.300.2. Agenda. Agenda items must be submitted to the president at least 48 hours in advance of the meeting. Written reports must be submitted to the president by the Wednesday before the Board meeting. The president shall send the agenda to the Board and to the membership at least 24 hours in advance of the meeting. The

agenda must be approved at the beginning of the Board meeting. The agenda shall include all items requiring Board action. Additions to the agenda at the meeting require at least a 2/3 vote for passage.

3.300.3. Minutes. The secretary or substitute shall take the minutes and post a draft to the Board for comments. The final draft minutes is posted at least 7 days before the next Board meeting. Approval of the minutes is part of the standard agenda for Board meetings. After the minutes is approved, it shall be posted to the Co-op website.

3.300.4. Discussions. For each agenda item, the presiding officer shall call on someone to present the item. This person can have up to 5 uninterrupted minutes to make the presentation. Open discussion then follows, and the presiding officer may participate in the discussion.

3.300.5. Motions. All motions must be seconded before they can be discussed. The maker of the motion can have up to 5 uninterrupted minutes to present the motion, and open discussion follows. Amendments to motions can be made during discussions; they must be seconded, discussed, and submitted to a vote before the original motion is disposed of.

3.300.6. Special motions.

(a) Motions to close or limit debate require at least a 2/3 vote for passage. Motions to limit debate should be specific, e.g. "I move that the remaining discussion of this motion be limited to 5 uninterrupted minutes per Board member."

(b) Certain motions are not debatable: to close or limit debate, to recess, or to adjourn.

3.300.7. Voting. All votes with the exception of the election of a Board member shall be by show of hands with the presiding officer voting only to break a tie. Only Board members present at the meeting can vote. The outcome of votes shall be recorded in the minutes; in case the vote is not unanimous, the names of members voting "no" or "abstain" shall be recorded in the minutes. The election of a Board member shall be by secret ballot with the presiding officer participating. In this case, the numerical vote will be recorded in the minutes.

3.300.8. Executive session. The Board may go into executive session to discuss personnel issues, matters involving recommendations regarding problem producers, vacancies to Board positions and officers, action on real estate and real property transactions, litigation and/or liability (existing or anticipated), threats to members or the Co-op, matters of competitive advantage, or owner-member complaints against individuals rather than the the Co-op itself.

### **3.400 Employee representative. *Adopted March 2011***

A single employee is not enough to trigger the election or appointment of an employee representative of the board.

## 4.0 Producers

The producer policies and procedures are online at <http://www.oklahomafood.coop/producers.php> .

### 4.100 PREPARED FOOD PRODUCT STANDARD, *Adopted June 2010.*

1. In order to sell a prepared food product, a coop member must apply for and be approved as a Prepared Food Producer, using the application published at the coop's website. No producer may sell Prepared Food Products without applying for and being approved as a Prepared Food Product producer. Existing producers of prepared foods are grandfathered in as Prepared Food Producers, but they must complete the application form and send it to the Compliance Committee for review. Existing producers, not presently producing or selling prepared foods, must apply to become a Prepared Food Producer if they desire to add prepared food products. Products sold by a Prepared Food Producer must be made by the Producer, or his or her household, or employees. A prepared food producer may rent a facility to prepare his or her products.

2. Definition: A Prepared Food Product is any food that has been prepared in a manner which changes the food from its original state, but which does not require a Processing Authority Letter from an agency that issues processing authority letters. This does not include primary food products like raw meat, raw vegetables, unmilled grain, etc., nor processed meat products like sausages, meats, charcuterie prepared by a USDA or ODA licensed processing facility.

3. The existing standards for prepared foods as of the date of the adoption of this standard, remain unchanged. These standards are in addition to those standards.

4. All prepared food products sold through the Oklahoma Food Cooperative must comply with all applicable laws and government regulations, and the producer warrants to the Coop that the prepared products to be sold by the producer comply with the relevant laws and regulations. For the purposes of this standard, cured meats, sausages, luncheon meats and other charcuterie, offered by producers, prepared by a processor that is licensed by the USDA or the state of Oklahoma, are not considered to be prepared foods, but they must comply with the Coop's requirement that all ingredients be listed in the product description.



#### **4.200 PROCESSED FOOD STANDARD.** *Adopted June 2010*

These standards are in addition to #s 6 and 7 of the "Products that may be sold through the Oklahoma Food Cooperative" standards.

1. In order to sell a processed food product, a coop member must apply for and be approved as a Processed Food Producer, using the application published by the Standards Committee at the coop's website. No producer may sell Processed Food Products, as defined herein, without applying for and being approved as a Processed Food Product producer. Existing producers of processed foods are grandfathered in as Processed Food Producers, but they must complete the questionnaire and send it to the Compliance Committee. Existing producers, not presently producing or selling processed foods, must apply to become a Processed Food Producer if they desire to add processed food products. Products sold by a Processed Food Producer must be made by the Producer, or his or her household, or employees. A processed food producer may rent a facility to produce his or her products.
2. For the purposes of this standard, a Processed Food Product is a food that requires a Processing Authority Letter issued by an agency that issues processing authority letters to be legal for sale. All processed food products, as defined herein, sold through the Oklahoma Food Cooperative must comply with all applicable laws and government regulations, and the producer warrants to the Coop that the processed products to be sold by the producer comply with the relevant laws and regulations.
3. All applications to become a Processed Food Producer must include the number(s) from the Processing Authority Letter(s) documenting that their food processes have been approved by the appropriate authorities.
4. After initial approval as a Processed Food Producer, the producer must supply the Compliance Committee with the appropriate Processing Authority Letter numbers for any new Processed Food Products, as defined herein, added to the producer's product line.

## **5.0 Standards Committee**

*Adopted by the Standards Committee February 2010.*

5.100 The product standards at <http://www.oklahomafood.coop/producers.php> are incorporated here by reference. These product standards can only be changed by vote of the Board of Directors.

5.101 The Standards Committee has the duty of recommending changes to the product standards to the Board of Directors.

### 5.101.1 Procedure for amending the standards.

- a. Any member may suggest a change in the product standards to the Standards Committee. If a suggestion is made, the Standards Committee will informally discuss the issue.
- b. If after discussion, the Standards Committee agrees that a change should be considered, the Standards Committee shall notify the Board of Directors, the General Membership, and the Producers that a change is being considered. This notification may include suggested wording of the changes if that is available, or it may be a simple announcement of consideration of a change and its nature.
- c. The members and producers of the coop may discuss the issue in their respective discussion listservs. Members may email comments to the Standards Committee, which it shall read and consider. The Standards Committee may continue its discussion.
- d. All members of the Standards committee will participate in any vote to recommend change in the present standards. Once the vote has been called by the Chair, members have four days to vote. Any member that does not vote in the four day time-period will be recorded as an abstention. The secretary of standards will record the vote and report it to the Board for its action and the membership. The final action on the change is the approval or rejection by the Board.

5.102 Membership. Members of the Standards Committee are appointed by the president and confirmed by the Board of Directors. Members are assigned to the sub-committees by the Chair of Standards Committee. Terms of service are indefinite. With the consent of the Chair of the Standards Committee and the Board of Directors, the president may remove members of the Committee.

5.103 All meats, poultry, and eggs, including those used in prepared foods, must originate in the state of Oklahoma. Cutting meat into pieces will not be considered adding value. However, value can be added by smoking, breading, etc. Producers should be prepared to provide a copy of any required license or other certification. (Existing policy adopted by the Board, 4-28-04).

5.104 Non-food product standards. The Board approved the amended Standards for Sale of

Nonfood Items through the Co-op. The Standards for Sale of Nonfood Items are incorporated into these policies by reference. (Existing policy adopted by the Board 5/04/08).

5.105 Complaints about a product qualifying under our Standards. Products that do not meet our standards may be removed from the public price lists of the coop by the Standard's Committee. (Section 8-f of the Cooperative's Producer Procedures.)

5.105.1 Any complaint that a product does not meet the Coop's Product Standards should be sent to the Standards Committee by emailing standards@oklahomafood.coop . When a complaint is received, the Standards Committee shall immediately notify the affected producer that a complaint has been received about the suitability of one or more of their products under our Standards, and that the Standards Committee is investigating the situation. The Compliance sub-committee has the responsibility of investigating the product and making a recommendation about the product to the full Standards Committee. The producer shall have the right to review the complaint and respond to the Standards Committee. The decision of the Standards Committee may be appealed by the producer, or the complainant, to the Board of Directors. If the complaint is from a producer who would possibly gain financial advantage if the product was delisted, the complaint must state that conflict of interest.

5.105.2 In the event of an emergency situation regarding a product, the chair of the standards committee, after consulting with the President of the coop and the General Manager, may immediately delist a product. The chair shall notify the members of the standards committee, the board and the affected producer of the reasons for the action. For the purposes of this procedure, "Emergency", is defined as:

- + Certification claim without evidence of certification.
- + No ingredient list.
- + Evidence of noncompliance with Federal or State food regulations or laws.
- + Food producer listing nonfood items without being approved;  
nonfoodproducers listing food products without approval; food or nonfood listing prepared or processed foods without approval.

#### 5.106 Procedures for Applications

5.106.1 The producer application is forwarded to the entire committee. The chair of the applications subcommittee contacts the applicant, via email and explains the procedure for becoming a producer, forwarding a copy of the email to the standards group.

5.106.2 Any standards committee member may raise an issue about the application. The three standard subcommittees have these specific responsibilities:

- a. The compliance subcommittee looks at the application and decides if the application follows the current standards.
- b. The advisory subcommittee points out any additional areas where information is needed on the application.

c. The applications committee corresponds with the producer applicant to develop any additional information needed by the committee and to answer the producer's questions.

5.106.3 After hearing from advisory and compliance, the applications subcommittee votes on the application. The application subcommittee can vote to approve the application, deny the application or refer the application to the entire standards committee for a vote. The chair of the applications committee will send the vote to the Standards Committee and the Secretary will record the vote in the official minutes of the Committee.

5.106.4 The chair of the Standards Committee will then write a report concerning the applicant. The report will be sent to the Standards group. A copy of this report will be presented to the Board, along with the application for final approval or denial.

5.106.5 If the Board of Directors denies an application, the chair of the applications subcommittee shall send a letter to the applicant explaining why the application was denied. The applicant can ask that their application be reconsidered by the Board of Directors on appeal. The applicant may furnish additional substantiating materials that would support their application. He or she may also appear personally in front of the Board to defend their application.

5.107 Voting Procedure: Whenever a vote is called by the chair of the Standards Committee or a chair of one of the Standards Subcommittee, the relevant members have four calendar days to vote, with the day the vote is announced being the first day, irrespective of the time of day that the vote is announced. Any member not voting during that time period will be recorded as an abstention. The vote ends when all the members have voted, or after 4 calendar days, whichever comes first.

5.108 Official Records. The Standards Committee shall keep records of its actions.

5.108.1 The official records of the Committee shall include:

- a. All votes by the full Committee or any of its sub-committees.
- b. Any complaints received by the Committee and its action(s) on them.
- c. Any emergency actions by the Chair of the Committee regarding delisting a product.
- d. Any actions taken by the Committee to delist a product.
- e. Any material that a member of the Standards Committee wants recorded in the official minutes of the committee. This is done by sending email to the committee listserv with a notation that it should be included in the official minutes of the Committee.

5.108.2 The Secretary of the Committee is in charge of keeping the official records of the Standards Committee. The official records shall be printed. A printed copy should be given each month to the Secretary of the Oklahoma Food Coop, to be included in the official records of

the Cooperative.

5.108.3 Any discussion or voting by the Standards Committee that is not part of the official records shall be kept strictly confidential. General discussion in the Yahoo Group, for example, shall not be shared outside of the group. The Standards Committee must be able to conduct candid and transparent discussion without fear of comments being made public. A high level of confidentiality shall be maintained. Each member of the standards committee shall sign a non-disclosure agreement.

5.109 Chair of the Standards Committee. The Chair of the Standards Committee conducts discussions via the committee's listserv, and chairs any in-person meetings of the committee. The Chair reports the Committee's actions to the coop's Board of Directors. The Chair shall report to the Standards Committee when inspections are scheduled, and shall send a copy of the inspection report to the Standards Committee. The Chair is appointed by the President with the consent of the Board of Directors. The Chair may be removed from office by the President with the consent of the Board of Directors.

5.110 Secretary of the Committee. The secretary shall keep the official records of the Standards Committee, in accordance with these policies and procedure. The Secretary shall maintain a file for each producer applicant, including a printed copy of the application, a copy of the inspection report, and a copy of the votes taken on the application. The Secretary acts as liaison with the Producer-Care Committee for the purpose of scheduling inspections of producer applicants.

## **6.0 Financial Policies**

### **6.100 Examination of Bank Statements.** *Adopted August 2010.*

The President shall appoint a member of the Board to examine our bank statements each month, and this motion shall be added to the Policy Manual.

### **6.200 Reimbursement for expenditures.** *Adopted March 2011.*

Delivery day expenses must be submitted for reimbursement within 5 days of delivery day. Mn-delivery day expenses be submitted within 30 days of the date expense was incurred.

## **12.0 Sexual Harassment Policy**

*Adopted at the June 2009 board meeting.*

12.100 The policy of the Oklahoma Food Cooperative is that sexual harassment is a form of misconduct that undermines the integrity of the cooperative relationship. All employees and volunteers have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from a warning to termination to expulsion from the Cooperative, depending on the degree of severity of the offense.

12.200 Definition: Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favors, and other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings.

12.201 When is conduct unwelcome or harassing? Unwelcome sexual advances (either verbal or physical), requests for favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- a. Submission to such conduct is either an explicit or implicit term or condition of any form of cooperative participation (e.g., promotion, training, assignments, membership, producer status, etc.),
- b. Submission to or rejection of the conduct is used as a basis for making cooperative decisions (hiring, promotion, termination, approval of project, membership or producer status),
- c. The conduct has the purpose or effect of interfering with an individual's participation in the cooperative or creating an intimidating, hostile, or offensive cooperative environment
- d. What is not sexual harassment? Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that debilitates morale, violates personal dignity, and that, therefore, interferes with cooperative effectiveness.
- e. What should a member do if are sexually harassed? Any member or other person who believes that he or she has been the recipient of sexually harassing behavior within the Oklahoma Food Cooperative should report it immediately to the Secretary of the Cooperative. It is preferable to make a complaint in writing, but you can accompany or follow up your written complaint with a verbal complaint.

- f. To the extent possible, the confidentiality of the complainant and the witnesses and the alleged harasser will be protected against unnecessary disclosure. No retaliation will be made against someone who brings a sexual harassment complaint.
- g. What happens after a complaint is made? Within seven days after a written complaint is made, the Secretary of the Coop, or another person or persons designated by the Secretary, will investigate the complaint. The person will speak with possible witnesses and will speak with the person named in your complaint.
- h. The person making the complaint will be informed of the result of the investigation and the action taken. If the complainant is not satisfied with the results of the investigation, he or she may bring the matter to the Board. The Board will consider such appeals in Executive Session to protect the identities of the persons involved.

12.300 All volunteers and employees must receive a copy of this sexual harassment policy. They must sign a copy and return it to the cooperative before being allowed to work.

### **13.0 Safety in the Cooperative Workplace**

13.100 The safety of cooperative members, workers, producers, customers, managers, and visitors is the constant concern of the Oklahoma Food Cooperative. Every precaution has been taken to provide a safe workplace. The General Manager (or another manager delegated by the GM) makes regular inspections and holds regular safety meetings. The GM also meets with management to plan and implement further improvements in our safety program. Common sense and personal interest in safety are still the greatest guarantees of safety at the cooperative workplace, on the road, and at home. The Cooperative take safety seriously and any willful or habitual violation of safety rules will be considered cause for limiting participation. The cooperation of every employee or volunteer is necessary to make this cooperative a safe place in which to work. Coop volunteers and employees should give earnest consideration to the rules of safety presented by poster signs, discussions with management, posted department rules, and any other regulations or policies of the coop.

13.200 Accident reporting. Any injury at work-no matter how small-must be reported immediately to the Delivery Day Manager and receive appropriate first aid attention. Serious conditions often arise from small injuries if they are not cared for at once.

13.300 Specific safety rules and guidelines. To ensure safety, all coop volunteers and employees are required to observe and obey the following rules and guidelines:

13.300.1 Observe and practice the safety procedures established for the job.

13.300.2 In case of sickness or injury, no matter how slight, report at once to the Delivery Day Manager. In no case should an employee or volunteer treat his own or someone

else's injuries or attempt to remove foreign particles from the eye.

13.300.3 In case of injury resulting in possible fracture to legs, back, or neck, or any accident resulting in an unconscious condition, or a severe head injury, the employee or volunteer is not to be moved until medical attention has been given by authorized personnel, unless not moving the employee/volunteer would result in further serious injury or death.

13.300.4 Never distract the attention of another employee, as this might cause him or her to be injured. If necessary to get the attention of another employee, wait until it can be done safely.

13.300.5 Where required, you must wear protective equipment, such as goggles, safety glasses, masks, gloves, hair nets, etc. · Do not wear loose clothing or jewelry around machinery. It may catch on moving equipment and cause a serious injury. Safety equipment such as restraints, pull backs, and two-hand devices are designed for your protection. Be sure such equipment is adjusted for you.

13.300.6 Pile materials, skids, bins, boxes, or other equipment so as not to block aisles, exits, fire fighting equipment, electric lighting or power panel, valves, etc. **FIRE DOORS AND AISLES MUST BE KEPT CLEAR.** · Keep work areas clean.

13.300.7 Running and horseplay are strictly forbidden.

13.300.8 Trailers owned by the cooperative must be towed only by vehicles with hitch packages compatible and safe to use with the trailer's hitch and the size of the trailer.

13.300.9 Other general safety policies:

- a. Do not block access to fire extinguishers.
- b. Do not tamper with electric controls or switches.
- c. Do not operate machines or equipment without proper instruction and authorization.
- d. Do not engage in such other practices as may be inconsistent with ordinary and reasonable common sense safety rules.
- e. Report any UNSAFE condition or acts to the Delivery Day or Logistics Managers.
- f. Lift properly-use your legs, not your back. For heavier loads, ask for assistance.
- g. Do not adjust, clean, or oil moving machinery.
- h. Keep machine guards in their intended place.
- i. Do not throw objects.
- j. Clean up spilled liquid, oil, or grease or other liquids immediately.
- k. Place trash and paper in proper containers and not in cans provided for cigarette butts.



13.300.9 Safety Checklist. It's every employee's and volunteer's responsibility to be on the lookout for possible hazards. If you spot one of the conditions on the following list-or any other possible hazardous situation-report it to the Delivery Day Manager immediately.

- a. Slippery floors and walkways
- b. Tripping hazards, such as hose links, piping, etc.
- c. Missing (or inoperative) entrance and exit signs and lighting
- d. Poorly lighted stairs
- e. Loose handrails or guard rails
- f. Loose or broken windows
- g. Dangerously piled supplies or equipment
- h. Open or broken windows
- i. Unlocked doors and gates
- j. Electrical equipment left operating or bare/exposed wires, broken conduit.
- k. Open doors on electrical panels
- l. Leaks of steam, water, oil, etc.
- m. Blocked aisles
- n. Blocked fire extinguishers, hose sprinkler heads
- o. Blocked fire doors
- p. Evidence of any equipment running hot or overheating
- q. Oily rags
- r. Evidence of smoking in non-smoking areas
- s. Roof leaks
- t. Directional or warning signs not in place
- u. Safety devices not operating properly
- v. Machine, power transmission, or drive guards missing, damaged, loose, or improperly placed.

13.300.10 Safety equipment. The logistics manager will ensure that employees and volunteers receive the protective clothing and equipment required for the job. The cooperative will designate which jobs and work areas require safety shoes. Under no circumstances will an employee or volunteer be permitted to work in sandals or open-toe shoes.

- a. The wearing of safety glasses by employees operating lawnmowers, weed whackers, and etc. is mandatory. Strict adherence to this policy can significantly reduce the risk of eye injuries.
- b. Seat belts. All employees and volunteers must use seat belts and shoulder restraints (if available) whenever they operate a vehicle on company business. The driver is responsible for seeing that all passengers in front and rear seats are buckled up.

- c. Good housekeeping. All work locations should be kept clean and orderly. Keep machines and other objects (merchandise, boxes, shopping carts, etc.) out of the center of aisles. Clean up spills, drips, and leaks immediately to avoid slips and falls. Place trash in the proper receptacles. Stock shelves carefully so merchandise will not fall over upon volunteer or employee contact.

13.300.11 All volunteers and employees must receive a copy of this safety policy. They must sign a copy and return it to the cooperative before being allowed to work.

## **21. General Policies Adopted by the Board not classified elsewhere.**

### **21.100 Classified Ads.** *Adopted by the Board April 2010*

21.100.1. The Co-op will sell classified ads on its website. The ads will be organized into categories, depending on the subject and the number of the ads submitted.

21.100.2. The ads will be accepted only from members, but the ad pages will be on the “Public” side of the website, so anyone going to our website can view the classified ad section.

21.100.3. The cost of the ads is \$5 for 150 words, for one month. Ads will go up within a day or two of the monthly delivery day, and be taken down (if not renewed) after the following delivery day.

21.100.4. The Co-op will recruit a volunteer who will receive work credits for posting the ads when ordered and removing them when they expire. The volunteer will be supervised by/report to the CIO.

21.100.5. Ads will not be accepted in these categories: politics, religion, dating/relationship seeking, escort services, any illegal activity, pets/companion animals, or sexuality. Other than these restrictions, members may advertise any goods or services they may have to offer. They may also announce events, commemorate milestones like anniversaries, birthdays, and marriages/births, and solicit donations on behalf of/ invite people to help with volunteer projects. Producer members may advertise their products.

21.100.6. All ads must be suitable for viewing by all ages.

21.100.7. The online framework for the classified ad section will be determined by the CIO.

21.100.8. Ads will only be accepted via the Co-op’s ordering system, via a “Co-op

Product”, with the text placed in the “Comments” field of the order’s shopping cart.

21.100.9. Implementation is under the authority of the CIO.

**21.200 Policy on Voting on New Producers.** *Adopted April 2011*

The Board will not vote on producer applications before the producer is inspected.

**21.300 Policy on Samples .** *Adopted February 2010.*

All samples must include a list of ingredients and be marked clearly as a sample.

**21.400 Problem Member Procedure.** *Adopted July 2010*

Any of the following actions will initiate the problem member procedure:

1. Abuse of a volunteer or other Co-op member or employee. Abuse is defined as complaints or verbal attacks that go beyond the general realm of voicing a concern or problem and which make volunteers feel threatened or personally insulted. In other words, yelling about a situation is fine but yelling at a volunteer is not.
2. Failing to pick up an order. Some exceptions are possible if the member gives the site manager notice or if there are extenuating circumstances. If volunteers are not able to wait for a late-arriving member, the member is considered a no-show.
3. Other violations of the terms of service in the Articles of Incorporation.
4. Illegal activity that directly affects the operation of the Co-op or takes place while the member is serving as an employee or volunteer of the Co-op. This includes, but is not limited to, theft of property, illegal drug use while working/volunteering, and willful destruction of property.

The Vice President for Customers will be notified when a member violates one of these rules. The member will be sent an email by the VP or by a designated customer service volunteer explaining the problem and this procedure, and, if necessary, a phone call will also be made. The tone of these contacts will be congenial and informative, if possible. After a second offense, a certified letter will be sent to the member. After a third offense in a 12 month period, the member’s case will be brought before the Board, which will vote to determine if the membership should be canceled. As stated in the Articles of Incorporation, the Board may also vote to expel a member after a single offense in extreme circumstances. If the Board votes to cancel membership, dues will be refunded, less any expenses owed to the Co-op. This policy is to be added to the Policy

Manual.

## **POLICIES CHANGED OR ELIMINATED**

This sentence, from 2.100, was superseded by the new management structure adopted by the board in January 2011: The delivery day manager is elevated to a senior level management position that will report directly to the Board.

Agenda eliminated from 3.101 by board action in March 2011

- ┌ Approval of meeting agenda items
- ┌ Approval of minutes for the previous meeting.
- ┌ Membership report
- ┌ Standards Committee report
- ┌ Financial Report
- ┌ General Manager Report
- ┌ Producer Report
- ┌ Unfinished Business
- ┌ New Business
- ┌ Reports from other Officers
- ┌ Reports from Standing Committees
- ┌ Reports from other committees
- ┌ Comments from coop members (if any requests to speak at the board meeting have been received)