

Cambridge Food Co-op Policies

Updated December 2019

Membership

1. Benefits of membership.
 - a. Supporting Members pay a non-refundable member-owner fee of \$40 yearly per household. They receive a 2% over-the-counter discount. They have no work requirement.
 - b. Working Members pay a non-refundable member-owner fee of \$40 per household. Single working members receive a 12% over-the-counter discount; double working members receive a 15% over-the-counter discount. Single membership requires one 3¾ hour shift per household per month. Double memberships require two 3¾ hour shifts per household per month.
 - c. Super Worker memberships are available to a limited number of members by application to the manager. Super worker members pay a non-refundable member-owner fee of \$40 per household. They receive a 20% over-the-counter discount. Super worker memberships require one 3¾ hour shift per household per week.
 - d. Lifetime Sustaining memberships are no longer offered. Those who previously paid a one-time non-refundable fee of \$500 or more receive an over the counter discount of 2% if non-working or 12% for working.
2. Working members receive a working discount after working their first shift.
3. Food bought at discount is understood to be for members' use only and cannot be resold.
4. Members can wait on themselves if they follow health regulations: wash hands, wear apron and use hair restraint. They may not cash themselves out at the register.
5. IOUs are limited to members only and to a maximum of \$20 per household. IOUs will be paid within two weeks at manager's or shift supervisor's discretion.
6. Working shift policies:
 - a. If a member does not work a scheduled shift (a "No Show") and has not notified the Co-op in advance, with the exception of verifiable emergencies, he or she will need to make up the shift missed plus an extra shift within 30 days and lose his or her

working member discount for 30 days commencing the date of the shift originally missed.

- b. If a member cancels a work shift (time or date) less than 72 hours before the scheduled shift, with the exception of verifiable emergencies, he or she will no longer receive a working member discount until the canceled shift has been made up. When all shifts owed have been worked, all member benefits will be reinstated.
 - c. All members who work shifts will do so sober and free from the influence of controlled substances (alcohol and drugs).
7. Copies of the Co-op bylaws and policies will be given to all new members during their first training session.
 8. Bulk Order pickup must be within one week of delivery. The Co-op may require help with unloading or immediate pickup if pre-order handling becomes a problem.
 9. A leave of absence may be granted to a member in good standing for up to six months or as determined by the manager. Membership privileges are not retained during the leave of absence.

General

1. The Co-op will not make its membership list available to any person or entity.
2. The Co-op will honor claims of reciprocity by members of a co-op that sells to non-members. A 2% discount will be given.

Theft

1. If a member suspects shoplifting is occurring, they must notify the shift supervisor or manager immediately.

Board of Advisors

1. Draft minutes of the latest Board of Advisors meeting shall be posted in the store within a reasonable period of time after the meeting. Final minutes shall be posted in the store after Board of Advisors approval.
2. The Board will review Co-op policies annually and present the policies at the membership meeting for approval.

Co-op Board of Advisors Meeting Rules

1. The Board of Advisors meeting agenda will be posted in the Co-op at least 10 days prior to the meeting date.
2. Anyone wishing to address the Board of Advisors on a topic being discussed must raise his or her hand during that topic and will be called upon by the Chair.
3. The Chair has the right to limit the length of time spent on each topic.
4. Anyone disrupting or hindering progress at Board meetings will be asked to leave.

Member Privacy

1. Information Collected

This policy defines how the Cambridge Food Co-op, Inc (“the Co-op”) handles the personal information of its members. Member personal information includes but is not limited to:

- member’s full name
- member’s address
- member’s phone number
- member’s email address

2. Usage of Member Personal Information

The Co-op only uses membership data for the Co-op’s operational purposes. The Co-op will not sell or trade member personal information with outside organizations.

The Co-op collects member personal information for the following purposes:

- provide the discounts, services and other perks to which its members are entitled
- track purchase information to maintain accurate financial records
- notify members regarding member meetings and events
- notify members of store closings due to weather, power outages, etc.
- keep members up to date with Co-op business

3. Access to and Maintenance of Member Personal Information

The Co-op considers all member personal information private. It is not shared, even with the general membership. This information will be disclosed only to those authorized by this policy to access it.

The Co-op's managers, under the direction of the Board of Advisors, may authorize select employees or members to access or process member personal information. All accessors of this information must follow the terms of this policy.

The Co-op may use certain third-party services to manage or process member personal information. The Co-op will have confirmed that these services have terms of service that are compatible with this policy.

4. Data Security

The Co-op follows commercially accepted protocols for maintaining the security of member personal information. The Co-op takes customer privacy seriously. However, the Co-op does send data over the internet and store electronic data on the Co-op's computers, portable drives, and other electronic devices. While the Co-op will use reasonable efforts to keep such communications and data secure, no data system is impenetrable. The Co-op accepts no liability for unauthorized interception or breach.

5. Termination

Members may terminate their membership at any time; however, personal information of current or former members will be maintained in compliance with applicable laws.

6. Policy Changes

This policy is subject to changes and updates. Updates will be posted in store and on the Co-op's webpage, and members will be informed of any policy changes via email.