

**The Midcounties Co-operative Society**

**Oxford Meeting**

**Location – Tap Social 08/09/2022**

**Chairperson: Nicola Parsons**

**Minutes: Louise Edgar-Kerrigan**

**NB – Bold Font indicates most recent response**

 signifies item dealt with and therefore completed

<b>1</b>	<b>Welcome</b> Nicola welcomed all representatives to the meeting.	
<b>2</b>	<b><u>Minutes from the last meeting.</u></b> Nothing outstanding.	

<b>3</b>	<b>Nicola introduced himself and ran through the new agenda.</b> Nicola ran through the agenda and emergency escape procedures should the fire alarm sound.	
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<b>4</b>	<p>Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps.</p> <p><b>Society</b> – Good performance across the Society despite trading currently being tough, evidence of this can be found in the News &amp; on Social Media. Factors include cost of goods, distribution costs, Inflation and increased energy costs. We are not alone Asda and Iceland have announced planned new store have been mothballed and may close some stores due to the energy price increases. Tcg this week announced the sale of its Petrol Forecourt Estate to Asda, Rupert confirmed that this does not impact on MCC.</p> <p><b>Food &amp; Healthcare</b> – Food are experiencing some availability issues as suppliers are affected by distribution costs, which unfortunately has meant some suppliers going out of business. Our refrigeration program is going well, with the LED program being brought forward, currently we have saved 300K in energy costs by making changes in stores. HFSS is almost there and becomes law 1<sup>st</sup> October 2022, Rupert thanked colleagues for their hard work implementing this change, we know need to understand how we build our knowledge on what products are compliant. Member participation is flying at 25%, our members are liking the member offers which is good as our footfall maintains the same but the spend is less. Our Meat &amp; Produce are not performing as well as we know they should be, and we need to understand why? Rupert asked reps for their thoughts on this. This week sees us open our new store Abbey Farm with 2 further new stores planned for later in the year, store which we opened previously are all outperforming. Pharmacy are trading slightly below budget however we are improving digital sales and growing our prescription items. To ensure we</p>	
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	<p>continue our growth we shall be investing in the marketing of our Pharmacy.</p> <p><b>Childcare</b> – Challenges in recruitment are being helped as our vacancies start to come down. Our occupancy levels are up however the number of sessions booked is still low as more people now hybrid work. A new nursery “Warwick Gate” opens soon and is already over-subscribed.</p> <p><b>Travel</b> – After a difficult 2 years with Covid &amp; Thomas Cook Travel is trading ahead.</p> <p><b>Utilities</b> – Business is pretty much the same as not many people are making changes in the current climate, our Electric Car &amp; Moped schemes are seeing the most interest.</p> <p><b>Post Office</b> – Our Post Office continues to do a good job; we are pleased that Post Office are looking to help all Sub Post Masters improve their business.</p>	
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<b>5</b>	<p><b>Breakout Session 1</b></p> <ul style="list-style-type: none"> <li>• Pulse Survey Reps split into groups to discuss. <ul style="list-style-type: none"> <li>➢ ‘I believe Senior Management will take action as a result of this survey’</li> </ul> </li> </ul>	
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<b>6</b>	<p><b>Breakout Session 2</b></p> <ul style="list-style-type: none"> <li>• Colleague Discount New Proposal.</li> </ul>	
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<b>Question &amp; Answers</b>		
	<b>Home Delivery Customers get nothing for being a Member, how do they get dividend if they don't visit the store?</b>	
	The delivery service is available for members only at a monthly fee of £8 which entitles them to 10% discount when visiting the stores. We are working on some improvements to the system that would enable points and member deals to be offered on deliveries.	😊
	<b>Can diamond discount be added to a member's card? So that colleagues don't have to ask age and avoid an awkward situation?</b>	
	We want to move all our discounts onto the card eventually – including Diamond Day. A lot of our members haven't provided us with a date of birth so we will need a mechanism to capture and verify that. It's on the roadmap – but we are just working through priorities as the things that we do first will be the things that help us to drive sales. However, we will definitely do it at some point.	😊
	<b>Can the Vegan Logo be added to the product SEL?</b>	
	We will look into the benefits for customers and members and the cost and ease of us being able to do this.	😊
	<b>Co-op Group have sold their fuel business – will this have an impact on us</b>	
	We have a national fuel agreement so will not affect us. We are seeing turbulence at the moment due to colleagues leaving their employment within Tcg.	😊
	<b>Do Team Managers receive payments when covering Managers?</b>	
	Team Managers have this built into their pay unlike Team Leaders who receive stepping up allowance.	😊



	<b>Tuesday 8<sup>th</sup> November 2022</b> Location Warwick Time 11.00am – 2.00pm 2 x Reps required Please make a note in your diary	
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