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

1	Welcome	
	Nicola welcomed all representatives to the meeting.	
2	Minutes from the last meeting.	
	Nothing outstanding.	
	Nicola introduced himself and ran through the new agenda.	
3	Nicola ran through the agenda and emergency escape procedures should the fire	
	alarm sound.	

4 Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps.

Society – Good performance across the Society despite trading currently being tough, evidence of this can be found in the News & 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.

Food & Healthcare – 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 1st 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 & 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



continue our growth we shall be investing in the marketing of our Pharmacy.

Childcare – 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.

Travel – After a difficult 2 years with Covid & Thomas Cook Travel is trading ahead.

Utilities – Business is pretty much the same as not many people are making changes in the current climate, our Electric Car & Moped schemes are seeing the most interest.

Post Office – 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.

5 Breakout Session 1

- Pulse Survey Reps split into groups to discuss.
 - 'I believe Senior Management will take action as a result of this survey"

6 Breakout Session 2

• Colleague Discount New Proposal.

	Question & Answers	
	ustomers get nothing for being a Member, how do they get lon't visit the store?	
entitles them to 1	ce is available for members only at a monthly fee of £8 which .0% discount when visiting the stores. We are working on some the system that would enable points and member deals to be ries.	©
	count be added to a member's card? So that colleagues don't nd avoid an awkward situation?	
Day. A lot of our need a mechanism just working throu	e all our discounts onto the card eventually – including Diamond members haven't provided us with a date of birth so we will m to capture and verify that. It's on the roadmap – but we are ugh priorities as the things that we do first will be the things that ales. However, we will definitely do it at some point.	©
Can the Vegan Lo	go be added to the product SEL?	
We will look into of us being able to	the benefits for customers and members and the cost and ease o do this.	©
Co-op Group have	e sold their fuel business – will this have an impact on us	
	al fuel agreement so will not affect us. We are seeing turbulence ue to colleagues leaving their employment within Tcg.	<u>©</u>
Do Team Manage	ers receive payments when covering Managers?	
Team Managers h stepping up allow	nave this built into their pay unlike Team Leaders who receive vance.	<u>©</u>



Due to margin, we shall be unable to off Honest Value in all stores.	<u>©</u>
Do we have a problem with recruitment and staffing levels in the Bicester area?	<u></u>
Particular areas are difficult to recruit in, there are currently 250 vacancies in food	600
due in part to students going back education. We do have people applying for	<u></u>
roles, cost of living impacting as people look for second jobs. Flexibility is causing	
issues as we look to have the right people in stores at the busiest times.	
Agency drivers are causing issues, also badly stacked cages!	
Store concerned to send photos to RN in order that he can take up with the	<u></u>
depot.	C
Are we going to offer discounted food for colleagues like Waitrose is beginning	
to do?	
We are looking at a variety of ways to support colleagues during this challenging	<u>ල</u>
time.	
Will there be any changes in the uniform policy, particularly around footwear as	
other retailers allow colleagues to wear sensible trainers?	
RN was nota aware of any change but did confirm that we are looking to move	<u>ල</u>
away from the Green polo tops.	
In Attendance	
Emma – Deddington	
Kev – Kingsmere	
Shane – Cowley	
Vanessa – Underwood Croft	
Skye – Watlington	
Jade – Woodley	
Lauren – Chipping Norton	
Leon – Bampton	
Steve – Botley Taylor – Chinnor	
Connor – Hazlemere	
Victoria – Long Hanborough	
Hannah - Moreton	
Tallian Moreton	
Dealined	
Declined Matting Street	
Margaret – Watling Street	
Cheryl – Eynsham	
Kerry – Rose Hill	
Paula – Fairford Leys Shaun – Matthews Green	
Matt – Prestwood	
Pam – Bourton	
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Jacqui - Broadway	
Jacqui - Broadway	
Jacqui - Broadway Date of next meeting: December 6 th 13.30 – 15.30 Teams	



Tuesday 8th November 2022

Location Warwick

Time 11.00am – 2.00pm

2 x Reps required

Please make a note in your diary