

The Midcounties Co-operative Society
Swindon & Cainscross Colleague Council Meeting
Held on Teams

Chairperson: Pete Hopkins
Minutes: Louise Edgar - Kerrigan

NB – Bold Font indicates most recent response

☺ signifies item dealt with and therefore completed

1	Welcome Pete welcomed all of the representatives to the meeting.	
2	<u>Minutes from the last meeting.</u>	
3	Pete introduced himself and ran through the agenda Communication – Pete advised the reps that he would be unable comment on any issues relating to Pay, Union or Personal Grievances. Pete asked that any issued be raised with him direct following the meeting.	
4	Pete ran through questions submitted prior to the meeting and any additional ones for Rupert & Mark Next year the first meeting will be face to face – reps asked to advise of suitable location. Reps asked to check emails weekly for any communications and to log a service call if they currently do not have a Midcounties Email address.	
5	Imogen joined the meeting to give an overview of the recent Executive Colleague Council Meeting. The main aspect of the meeting was to hear about the changes to the Attendance & Absence policy Jan 2022. 1 st stage absence policy will now be less formal with more emphasis on support, communication physical and Mental Health. Formal proceedings will now commence at 6 months. Reps are reminded to inform colleagues that Grocery Aid do offer emotional and physical support. There will be more support for colleagues going through the Menopause with a policy to be introduced which is a positive change in retail, there will also be training for Managers. There will be Options for greater learning and development as we have 20	

confirmed new stores next year with a further 61 stores in progress. Members app is working well with 3 times as many members signing up, please use the QR code and make sure colleagues are aware. Imogen urged other colleagues to attend Exec Meetings as they are informative and a good opportunity to meet other resp from across the business.

Mark Fern joined the meeting to give an overview of Christmas & Supply Chain.

Headlines

2020 was our biggest Christmas ever with Ambient and Non-Food sales of £5.6m and Fresh & Frozen sales of £1.9m, sales are currently performing below those of 2020 but more in line with 2019.

Ambient Key Deals

Terrys Chocolate Orange - £1 / £1.50

Cadbury Dairy Milk Selection Box - £1.50

Irresistible Festive Crisps (Hog Roast / Pigs in Blankets) – 2 for £2

Tins and Tubs in large stores – Various sizes and prices

Terry's chocolate orange crispy pouch – £1.50 (Member Deal)

CP Shortbread Fingers - £1

Fresh Headlines

Opportunity to build sales on Party Food & Cheese as more families gather for Christmas this year

More lines to be free orderable as well as allocated.

Fresh Key Deals

New chilled desserts such as Orange Bells & Baubles

Gro chocolate Brownie Ice Cream

Pioneer 3 for 2 Party Food

Irresistible 3 for 2

Customer can shop across ranges enhancing the 3 for 2 offers

Supply Issues

We have seen many disruptions to the supply chain this year caused by Covid and Brexit, Suppliers are still having significant issues with meeting volume demands and driver shortages. This is mainly because of import of raw materials international shipping and production line capacity (social distancing).

Andover

Due to issues with pickers we have moved 80K of pick from Andover to Coventry which should help stores serviced by Andover who have seen availability issues.

POS

We understand that the kits have been split so stores should see more landing in P16.

6	<p>Rupert Newman joined the meeting to give an overview of all the trading groups,</p> <p>Food – We have seen a challenging 8 – 10 weeks with some stores having availability issues, customers shopping habits are changing and working arrangements (from home). This has led to action being taken regarding overtime. We have a great Christmas package so with a good Christmas and if we all do a good job hopefully this will only be a temporary thing. Our plan for next year will be shared with the board we hope to open 14 new stores hopefully in Qtr. 1, we also plan to invest in our stores that have for example poor refrigeration or require building work. We should be in a position in January / February next year to share with Managers and stores what the Board have approved. Following feedback from Reps and Managers regarding Xmas opening hours the decision was taken to close early on Xmas Eve, please rest assured your voice is heard!</p> <p>Childcare – The need for childcare provision has not increased as we would have hoped, whilst the number of children is there the amount of care required is not. The new nursery in Cheltenham is going well with a new nursery planned in January</p> <p>Healthcare – Have been busy giving out flu jabs across the Society and are currently formalising a plan for next year.</p> <p>Funeral – The planned move to Central Midlands and other societies has gone well with colleagues having a smooth transition helped by Mark Adams who has moved with them.</p> <p>Travel – Whilst not back at the levels we enjoyed confidence is growing with bookings for Christmas and Cruises being seen.</p> <p>Utilities – Are having a tough time mainly due to the current situation that the energy market finds its self in is in. They are however helping 119 people via the Electric Dreams car scheme.</p>	
----------	--	--

Question & Answers		
	Would it be possible for Member Deals to show on both sides of the screen at the till, currently customers are not aware of the price being charged	
	Food IT are looking at options to see if we can configure this to work or if we need complete development.	😊
	Would it be possible to use Fit2Land in the outlook calendar	
	I can see how this would be helpful and we will take away to look at, but unfortunately this would be quite labour intensive and would not give you the upfront view so will have to say no for now.	😊
	Colleagues are worried about redundancies, if sales don't pick up will we have to exist at this level	
	This is a fast-based environment and we have no plan to make redundancies we	😊

	hope to invest back in Qtr. 1 however we cannot predict what the future holds. USDAW are involved in the communications and are aware of the issues.	
	Masks – where do you see this going	
	We continue to wear masks and follow government guidance and feedback from reps.	😊
	What impact from changing from 24/7 to DCI? good or bad are we getting engineers site specific as we had 5 different engineers over 5 days and still issues with chilled aisle	
	Meetings have been held with DCI and we are monitoring their performance Mark Taylor is soon to meet with their Chief Executive and visit stores. We know that investment is required in stores that have old refrigeration.	😊
	Will Diamond Discount be available in smaller stores?	
	Diamond Discount is predominantly in larger stores, and it is not something for everyone. It will continue for now however there are better ways that we can invest this money.	😊
	There has been issues with membership emails being archived and long time to answer calls	
	Currently there is a piece of work being undertaken to ensure we have the right people at the right times to ensure our response times are more consistent. We do have members who are inactive for a long time e.g. Energy customers who have now left us and do not have a local store to shop in. We do clean the system and on occasion we may have the wrong email address.	😊
	Coop group are not accepting our memberships cards are we aware of this	
	Please raise with your store manager in order that a ServiceNow request can be made.	😊
	Alcohol reductions.... Is there any way we can look at doing alcohol reductions on the gun without an authorisation email? It's fine when it's done in the date checking and there's plenty of time for a response to reduce items but sometimes things are missed and can now take a few days to get a response which is sometimes too late	
	This is a planned future development with our provider as there are a few areas to navigate and make sure we are staying legal and meeting our requirements from a legislation perspective. Servicenow requests have a SLA of 5 days, and are normally answered in less than half that, so until we have a new system in place, requests that come in as part of the scheduled date checking process should be ok to get a price on in time to have a reasonable time to sell.	😊
	Will convenience stores with no instore bakery receive more range outside of the ISB range to make up for it	
	Olly and his team spent time looking into this and the Christmas Doughnuts will be available	😊
	Should nursery staff be allowed to come into store when not wearing a face mask, if on company business.	
	Government legislation has changed regarding masks	😊
	With overtime stopped.....how will this effect colleagues who've volunteered for boxing day that don't have Sundays in their kronos who were expecting this as overtime. Will this be additional for them or will it be expected to be deducted from their basic hours?	
	Overtime has not been stopped; it will work in the same way so if a colleague volunteers they will get a premium rate.	😊
	Are we able to have the Pulse Survey loaded earlier?	
	This has been changed to load at midnight	😊

	Survey results to stores when changed to.	
	Currently we are running 2 systems to make sure that the reports and information required is as it should be. The new provider will give details down to store level. In the January Manager Roadshow, we will be informing managers on what we will expect them to do with the information when they receive it and to ensure it used as intended.	
	Customers come to kiosk with baskets of shopping can we bring back signage stating 8 items or less?	
	Please speak to store manager	😊
	Can we get an A3 sheet that tells customers this is our Membership card?	
	Please ask manager to email food.marketing@midcounties.coop	😊
	In attendance	
	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Jonathan Turner Cham Wright Beth Clarke Lynne Guilford Hayley Phelps Francesca Hayward Toni Bennett Daniel Smith Victoria Wilkins </div>	
	Date of next meetings – Thursday 3rd March 2020 13:00 – 15:00 The Executive Colleague Council Meetings will be held on Tuesday 5th April 2022 and Tuesday 8th November 2022 Location Warwick Time 11.00am – 2pm Please make a note in your diary	