

The Midcounties Co-operative Society
Walsall & Shrewsbury 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. 1st 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.	

	<p>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.</p> <p>Mark Fern joined the meeting to give an overview of Christmas & Supply Chain.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>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</p> <p>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).</p> <p>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.</p> <p>POS We understand that the kits have been split so stores should see more landing in P16.</p>	
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6	<p>Rupert Newman joined the meeting to give an overview of all the trading groups, Rupert welcomed new reps and informed that he can’t wait until reps can meet face to face.</p>	
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	<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>	
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Question & Answers		
	Will the new handsets have the ability to send requested SEL's to the computer like the old handsets used to?	
	Helen is looking into this.	TBC
	Regarding revised kronos hours the 13%. for example, if a store is contracted 300 hours but only have 280 hours productive will there contracted hours be included in there productive hours if the 13% deduction carries on for a longer time period?	
	Some stores have lost overtime for the remainder of the year, we hope to be able to re-invest in Qtr. 1. The situation is not ideal, and we don't take these decisions lightly but USDAW are aware of the situation and involved in communications.	😊
	Would it be possible to have specific fobs – Managers?	
	We are looking into a process to see if this can be delivered	😊
	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.	😊
	What things are being done about environmental impact. e.g. ways to recycle glass and metal in store like plastic already is, reducing pointless packaging on items?	
	There is a whole piece of work being done regarding sustainability including Delivery vans – change to electric Film re-cycling LED lights Bottle returns scheme Replace refrigeration Minimise packaging with fewer deliveries.	😊
	Can we have more car charging points at stores...our chargers are very busy during summer holiday times....we had one staff member who drives to work have to stay behind at night because he hasn't been able to charge his vehicle he uses to get to work as they been too busy?	
	We would like as many charging points in stores as we can have.	😊
	The law is different in Wales – can we have area specific POS on face mask wearing	
	We have no plans to refresh signage in stores.	😊
	Can reps receive the News@10?	
	This should not be a problem, all reps to confirm they have email	😊
	New barcodes don't pick up in the Petrol station?	
	Please log a service now	😊
	New hand scanners are not available in the Petrol Station?	
	Check if a scanner can be moved from the store	😊
	Bicton Heath – no cleaner for weeks?	
	We are currently in talks with the cleaning company regarding the standard of service being received.	😊
	With regards to the stamps collected, and the offers for e.g. Disneyland Paris 5 stamps per person, is that a discount or does that pay?	
	TBC	TBC
	When we have a thief and we put it through with police can we scan out items as shop theft?	
	We are looking into a process to see if this can be delivered	😊
	In attendance <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Bicton Heath Churchstoke Norton Canes Brewood Codsall Radbrook Pendeford Shawbury </div>	😊

	<p>Date of next meetings – Tuesday March 1st 14.00 – 16.00 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</p>	
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