



MEMBER OWNER GUIDE

WELCOME!

Thank you for investing in a share of the East End Food Co-op! Our co-op has been member-owned for nearly 40 years, and now has more than 14,000 members (including you!). As a member-owner of our cooperative grocery store, you've chosen to invest in a community of people, ideals, and of course, wonderful food. You don't just shop here – you own it!

Your member cards will arrive shortly and include additional information about share payments and member benefits. This guide is designed to help you make the most of your co-op membership.

MEMBER CENTER

Visit a collection of resources developed to make managing your membership easy at our online Member Center. Everything in this guide and more is available at www.eastendfood.coop/member-center.

CUSTOMER SERVICE

Our friendly customer service staff are happy to assist you as well. Stop by to request replacement member cards, look up your member number if you forget your card, make returns, get bottle deposits, place special orders, or makes updates to your member records.

OUR ENDS

The East End Food Co-op exists to enhance the physical and social health in our community. To these ends, we will create:

- A sustainable member-owner business open to everyone
- An ethical and resilient food infrastructure
- A vibrant, dynamic community of happy, healthy people
- A creative vision to transform the future

It is our job and commitment to make these ideals a reality. Through your commitment and participation, these ideals will strengthen and grow.

WHAT IS A CO-OP?

A co-op is a business voluntarily owned by the people who use it and operated for the benefit of its members. Members pool resources to bring about economic results that are unobtainable by one person alone. These member-owned, member-governed businesses operate according to common principles agreed upon by the international cooperative community.

WHY CO-OPS?

When you shop at the co-op, you support a sustainable regional food infrastructure, fair labor standards, and living wages. Investing in a membership strengthens an alternative business model that believes in putting people and planet before profit. Unlike a large corporation, our co-op is independently-operated and keeps money circulating in our regional economy. Our profits are returned to our store and our community.

7 COOPERATIVE PRINCIPLES

- Voluntary & Open Membership
- Democratic Member Control
- Economic Participation
- Autonomy & Independence
- Education, Training & Information
- Cooperation among Cooperatives
- Concern for the Community

WE STRIVE TO PROMOTE PRODUCTS & METHODS THAT ARE:

- Whole and minimally processed
- Local
- Certified Organic
- Certified Naturally Grown and/or Biodynamic
- Non-GMO Project Verified/Specified Non-GMO
- Certified Fair Trade
- Certified Humane
- Minimally packaged or in recyclable &/or returnable containers
- Produced using humane and ecologically sound methods that don't exploit people, animals, or our environment

We will not knowingly carry products that:

- Contain artificial ingredients, such as colorings, flavorings, preservatives or additives
- Contain known harmful ingredients such as nitrates or nitrites, synthetic chemicals, hydrogenated or partially hydrogenated oils, high fructose corn syrup, or MSG
- Contain antibiotics or growth hormones
- Have been tested on animals

STORE:

Open Daily: 8 AM - 9 PM

CLOSED:

Thanksgiving, Christmas,
New Year's Day

CAFÉ:

Juice & Coffee Bar:
8 AM - 7 PM

Soup & Salad Bar:
8 AM - 7 PM

Hot Food Bar:
11 AM - 7 PM

Weekend Brunch:
9 AM - 1 PM

CREDIT UNION:

Wednesday: 4 PM - 8 PM

Friday: 3 PM - 7 PM

Saturday: 11 AM - 3 PM

Phone: 412.243.7574
www.eefcfcu.org

LOCATION:

7516 Meade Street
Pittsburgh, PA 15208

ACCEPTED PAYMENTS:

Cash
Credit/Debit
SNAP
Check (Owner Benefit)

CONTACT US:

412.242.3598
info@eastendfood.coop
www.eastendfood.coop

YOUR BENEFITS

Special Orders

As a co-op member, you have access to our distributors, which means you can special order cases or bulk quantities of almost any product available to us. Members save 20% off the regular retail price, excluding all fluid dairy products which are sold at a 10% discount, and Co+op Deals and Co+op Basics, which are sold at the advertised price, less the 2% member discount. Sale item orders must be placed before the sale ends. Sale dates are posted in the sales fliers and on our website.

You can place a special order through Customer Service in person, by phone, via email (specialorders@eastendfood.coop), or online (www.eastendfood.coop/shop/specialorder). Most products ordered will be available for pick up within 10 days or less of ordering. We will notify you by phone or email when the order arrives.

E-receipts

Looking to go paperless? Fully-paid members may opt-in to receive electronic receipts. Just let Customer Service know you'd like this option.

Quarterly Discount

Save 10% on a single transaction of your choice once per quarter. Quarterly discounts are valid until the end of each quarter.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
July August September	October November December	January February March	April May June

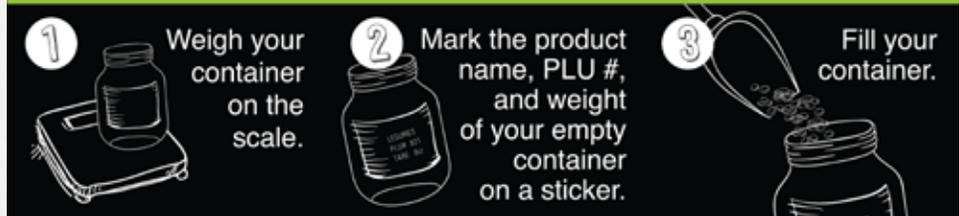
- 2% discount on all daily purchases
- 10% quarterly discount on the transaction of your choice
- Money-saving special orders
- Discounted admission to co-op workshops
- Coupons mailed to your home
- E-receipts (optional)
- Check-writing privileges for up to \$20 over purchase amount.
- Voting privileges in co-op elections
- Opportunity to run for EEFC board of directors
- Bi-monthly newsletter mailed or emailed
- Access to the EEFC Federal Credit Union
- Discounts extended through Community Partners Program.
- Discounted advertising rates in co-op newsletter

YOUR STORE

Bulk Foods Department

Bulk foods are staples of co-op shopping, plus they are affordable because you can buy as little or as much as you need. Reduce your environmental footprint by shopping into reusable containers brought from home.

HOW TO SHOP IN BULK



We Love Local

We believe one of the most effective ways we support an ethical and resilient food infrastructure is promoting local suppliers. We proudly carry more than 1,000 local products. There are local items in every aisle of the store, including 70% of our bread, 100% of our eggs, 64% of our milk, 90% of our meat, and up to 46% of our produce coming from local suppliers. Our definition of local is within 250 miles of the store, including all of Pennsylvania and excluding Canada.

Sustainability

We focus on sustainability and respect for the environment in everything we do. You can help our sustainability initiatives go even further when you prioritize reusable containers, shopping bags, mugs and utensils. We give a 10 cent bag credit and mug credit each time you choose to reuse!

Each year, we donate thousands of pounds of fresh food to those in need through our partnership with 412 Food Rescue. We also compost all pre- and post-consumer food scraps, and we follow a reduce, reuse, recycle philosophy for every material we handle. In 2008, we eliminated plastic shopping bags and in 2019, we replaced single-use plastic produce bags and service ware with compostable options. Our sustainability efforts have been recognized by National Cooperative Grocers and PA Resources Council.

HISTORY

1972

Point Breeze residents start a buying club

1978

A retail storefront and warehouse open at 5474 Penn Avenue

1980

EEFC incorporates as a domestic nonprofit cooperative corp.

1985

Simple Street Food Co-op closes and encourages its members to join EEFC

1990

EEFC Vegetarian Cafe opens

1993

EEFC board explores expansion opportunities.

2000

EEFC expands within its current location, doubling the retail space.

2004

EEFC joins NCG

2018

ICON Development purchases The Factory. Expansion explored once again.

YOUR BOARD OF DIRECTORS

The co-op's board of directors is elected by the membership, and is made up of members just like you. Board members work to keep the co-op accountable to cooperative principles, and make sure that the co-op remains a sustainable business. They do this through a system of checks and balances called Policy Governance. Share your thoughts with boardofdirectors@eastendfood.coop.

Board Meetings

Board meetings are open to the co-op membership and typically occur on the third Monday of each month. Meetings begin at 7 PM and are located in the POWER/EEFC Conference Room on the first floor of The Factory building. Upcoming meeting dates are posted in the store and online.

Board Committees

Members are also invited to serve on board committees. Info is available on our website: www.eastendfood.coop/board-of-directors.

One Membership, One Vote

Each household membership has one vote in the annual board of directors elections. You'll receive notification of the nominations and elections process in the co-op's newsletter, via email, and through signage in the store. Think about running for the board yourself.

YOUR PARTICIPATION

There are many ways to participate in your co-op, including:

- Shop at your co-op! Keep your dollars in the community.
- Support local non-profits by rounding up your total at the register.
- Attend workshops & events.
- Share your expertise by hosting a workshop.
- Submit content to our bi-monthly newsletter *The Cooperator*.
- Attend a board meeting or read meeting minutes.
- Join a board committee.
- Vote in board elections.
- Run for the board.
- Provide feedback.
- Invite a friend to shop or join.
- Work at the Co-op. Apply for employment.

MEMBER RESPONSIBILITIES

- Inform the co-op of any changes to your membership information (phone number, address, email, household members, etc.).
- Stay informed by attending board meetings and reading co-op communications, including annual reports, newsletters, e-news, and board meeting minutes.
- Participate in our co-op's democratic process by voting in annual Board of Directors elections.
- Serve your co-op by running in Board of Director elections or joining a board committee.
- Inform the general public of the nature and benefits of the cooperative model.
- Promote East End Food Co-op within your communities.
- Communicate your concerns and suggestions through our Customer Comment box and member surveys.

MEMBER RIGHTS

East End Food Cooperative Privacy Policy

We value the privacy of our members and shoppers. As a not-for-profit business, the integrity of our business practices is more important than invasive information gathering. View our full policy online: www.eastendfood.coop/policies.

Our Membership Records

East End Food Co-op only uses membership data for East End Food Co-op business purposes. We refuse requests to sell or trade membership data with outside organizations. East End Food Co-op authorizes select employees to access membership records in our membership database, and those employees are directed not to disclose private member information, including but not limited to, names, phone numbers, street addresses, and email addresses, to anyone outside of East End Food Co-op.

Our Point of Sale Register System

East End Food Co-op does not sell or trade information collected in the operation of our POS (Point of Sale) register system with other organizations. Technical support contractors are asked to sign a confidentiality agreement with East End Food Co-op. Information collected through the use of this system is used for East End Food Co-op purposes.

All member rights and responsibilities are outlined in detail in The East End Food Co-op Bylaws, which were included in your welcome kit and are available on our website.

CONNECT WITH YOUR CO-OP!

Tell us your thoughts and ideas on how we can better serve you and be strong members of our community.

CUSTOMER COMMENTS:

Use our online customer comment form or complete a comment card at the Customer Service desk.

THE CO-OPERATOR:

Our bi-monthly newsletter is available in the store's foyer and online! We can also mail you a copy by request.

E-NEWS:

Sales, events, news, links to recipes and more! Subscribe by texting EASTENDFOOD to 228328.

BE SOCIAL:

 /EastEndCoop
 @eastendfoodcoop
 @EastEndCoop
 /eastendfoodcoop

GO ONLINE:

Check out our website at www.eastendfood.coop

