

What Are Co-operatives?

Published by
Nova Scotia Co-operative Council
PO Box 1872, 339 Willow Street
Truro, NS B2N 6C7
Revised 2006

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Introduction to the Nova Scotia Co-operative Council

The Nova Scotia Co-operative Council has represented some 400 co-operative and credit union businesses in Nova Scotia since its inception in 1956, when co-operatives and credit unions came together under the leadership of Father Moses Coady, to encourage and support community-owned enterprise.

The Council is governed by a volunteer board of directors who represent co-operative and credit union businesses from Sydney to Yarmouth. It is the membership of the Council that approves the strategic and business direction at the annual general meeting each year.

The Council's five priority areas are:

- 1) Bringing all types of co-operatives together to form a strong and vibrant co-operative movement in Nova Scotia
- 2) Encouraging the development of a 'co-operative identity' with the public of Nova Scotia
- 3) Acting as an advocate for co-operatives with the municipal, provincial, and federal governments
- 4) Encouraging, supporting, and promoting the development of co-operative enterprises
- 5) Positioning the Council as a financially sound and self-sufficient organization

The Council currently has offices in Sydney (902-564-8821), Yarmouth (902-638-3260), and Truro (902-893-8966).

In addition to co-operative partners, the Council enjoys a positive and fruitful relationship with the Province of Nova Scotia, particularly the Office of Economic Development, the Department of Community Services, and InNovaCorp.

The Council has put a tremendous amount of time and resources into developing a series of co-operative publications, which we hope offer current and reliable information on important co-operative issues.

Co-operatives are an integral part of the province's economic growth and diversification. Mature, stable, and sustainable businesses, yet also moving into new and growing areas of the economy, co-operatives constitute major players in the Nova Scotia economy. The Nova Scotia Co-operative Council is working to ensure that co-operatives remain in the forefront of development for years to come.

Together, let us grow our economy - one co-operative at a time!

Dianne Kelderman, M.CED, M.Ed
Chief Executive Officer

Introduction to the Co-operative Business Development Unit

The Nova Scotia Co-operative Council is a member driven and support organization that is dedicated to the development of co-operative and credit union sectors in Nova Scotia. To better accomplish this goal, the Co-operative Business Development Unit (CBDU) has been established. The operations of this unit are focused on supporting the development of new and innovative co-operatives and stimulating the effectiveness, growth, and expansion of existing co-operatives.

Most co-operatives are established to fill the common needs of individuals and communities. The strengths of many co-operatives are not focused around management and business practices, yet co-operatives are nearly always involved in operating a business. Our experience shows that most co-ops have the ideas, the opportunity, and the desire to make their organization more effective for their members and their communities. However, they may be unable to capitalize on these opportunities due to a lack of expertise and support specific to the co-operative model. Large or small, to operate effectively, co-operatives must understand and practice good governance, good management, and good business practices. As a member of the Nova Scotia Co-operative Council, the CBDU is here to provide the services you need to both start and strengthen your co-operative.

Please contact us if you would like assistance in starting a co-operative. Members of the Nova Scotia Co-operative Council have access to our broad range of co-operative development services. Assessment consultations are also available to non-member co-operatives to determine the advantages associated with membership and subsequent development services. We are available to help you, your co-operative, and your community.

The supports and services available to both envisioned and established co-operatives are extensive. They include:

- General consultation
- Feasibility assessments
- Co-operative incorporation assistance
- Governance and management information
- Opportunity analysis
- Project management
- Business evaluation and planning
- Co-operative law and regulations interpretation
- Financing options
- Advocacy

The CBDU consists of a network of regional offices, partners, and Co-operative Business Development Officers (CBDO). These individuals all have solid backgrounds in co-operative development and sound business operations, as well as valuable contacts within the co-operative, private business, and government sectors.

For each established co-operative member and new groups wishing to consider the co-operative model for incorporation, there will be no cost for basic services. These services include many of the consultations, incorporation assistance and registration, as well as start-up requirements for the creation of new co-operatives and advisory support services for established co-operatives. Many of the more comprehensive professional services, resulting in stronger and more effective co-operative organizations, are provided on a cost recovery basis at \$300 per day plus expenses. The intention of the NSCC is to be non-profit, to provide the best level of professional services specific to the co-operative model, while itself remaining financially sustainable.

For further information, please contact the CBDO closest to you at the following office locations.

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What Are Co-operatives?

There are many ways to conduct business in Nova Scotia. On Main Street, Nova Scotia, the businesses have different names, different products and different services. People can buy, sell, trade, borrow, insure, and conduct many types of business transactions. However, each business may differ based on who:

- Owns the business
- Controls the business
- Buys from the business
- Receives the profits from the business

THREE BASIC BUSINESS TYPES

Proprietorship

Owned by one person who operates, manages, and received the profits. This is the simplest and oldest business type.

Partnership

Owned by two or more people who share proportionally in the risks, management, and the profits.

Corporation

There are two types of corporation, company and co-operative. Both usually have multiple owners, offer goods and services to customers, and use sound financial practices. They operate under provincially granted articles of incorporation. Policy is set by a board of directors, while day to day business operations are the responsibility of a hired manager. Most corporations are companies such as Sobeys, Aliant, and Canadian Tire.

Co-operative corporations have familiar names too, such as Sunkist, Farmers Dairy, and Scotsburn Dairy. However, they are different than companies in their business purpose, ownership, control, and distribution of benefits. Three principles distinguish co-operatives from companies:

- User-owner
- User-control
- User-benefits

The user-owner principle means the people who use the co-operative own and finance the business. Co-operatives are financed by members purchasing stock, paying membership fees, or accepting self-imposed assessment on products purchased and/or sold or fees for services. In some co-operatives, members reinvest their earnings (profits) to capitalize the business.

User-control stems from the majority of the customers being members who are also responsible for selecting the members of the board of directors. Directors are representatives of the members and are responsible for setting policy and providing oversight on all of the co-operative's business practices.

User-benefits explain that the co-operative's primary purpose is to provide and distribute benefits to members. Distribution of these benefits is based on member's use of the co-operative, not on the amount of capital they have invested. Benefits also include providing market access, providing needed services, or supplying 'best value' products.

A Co-operative is thus a user owned and controlled business in which benefits are distributed according to a member's use of the association.

THE UNIQUENESS OF CO-OPERATIVES

One of the unique characteristics of a co-operative is the role of the users. Users include employees, individuals, or companies offering goods and services to directors, customers, owners, patrons, and members. The last four are the most unique. They could be the same individual. Depending on the orientation and purpose of the co-operative, the same individual could view their particular role in the co-operative differently. Understanding each of these roles will help you understand these unique characteristics of co-operatives.

Customers buy and sell through the co-operative or use its services. They expect to receive the additional money they invested to capitalize the co-operative. These investments are called member's equity. Co-operative owners may also own and operate their own private businesses, which need capital. Capitalizing the co-operative becomes a secondary priority. Members maintain democratic control of the co-operative with their votes.

Patrons want adequate earnings (profits) so that the co-operative can pay a higher portion of the earnings back in cash, which are based on their purchases or volume marketed by the association. The earnings returned back to the members are called patronage refunds.

CHALLENGE TO MANAGEMENT

The needs of customers, members, patrons, and owners challenge the co-operative's board of directors and managers to make good business decisions. Business earnings of the co-operative must be great enough to systematically rotate the investment of the

members, pay patronage, and offer goods and services at reasonable prices or pay fair market value for customer's products. The unique business structure dictates that the manager, board of directors, and members understand the business and co-operative structure.

Challenge to Management to make good business decisions

TYPES OF CO-OPERATIVES

There are over 8,000 co-operatives in Canada. One of every three Nova Scotia citizens belongs to at least one co-operative. Co-operatives provide housing, health care, water, funeral, and educational services. Members form purchasing co-operatives to buy food, consumer goods, and business and production supplies. They provide transportation, credit, housing, recreational equipment, and facilities. Co-operatives are responsible for marketing and processing member's products.

CO-OPERATIVE OBJECTIVES

Members have a range of objectives for starting co-operatives. Some co-operatives may provide multiple objectives for members while others are more specialized.

Regardless of the type, size, geographical location, or purpose, all co-operatives provide at least one of the following:

Improved Bargaining Power When Dealing with Other Businesses. Combining the volume of several members leverages their position.

Reduced Costs. Volume purchasing reduces the purchase price of needed supplies. Earnings of the co-operative returned to individual members lower their net costs.

Products or Services Otherwise Unobtainable. Services or products that would not attract private business are often supplied by co-operatives.

Market Access or Broader Market Opportunities. Value added to products by processing. Offering larger quantities of an assured type and quality attracts more buyers.

Improved Product or Service Quality. Value added to their products, competition, and improved facilities and equipment increase member satisfaction.

Increased Income. Distribution of the co-operative's earnings boosts the income of members.

How to Start a Co-operative

Starting new co-operatives takes energy and resources. By following a planned step by step procedure, the process can be completed in an efficient and timely manner. Because co-operatives are people-driven organizations, the first key to their success is to identify individuals with like needs, who want to explore the feasibility of forming a co-operative business. Without this important first step, the chance for a successful co-operative business is slight.

STARTING POINT

The original group of individuals are usually potential users of the co-operative. They often have leadership and organizational skills. They organize informational meetings for other potential users and discuss topics such as:

- How the proposed co-operative could meet identified needs
- Co-operative operational practices
- Advantages and disadvantages of the co-operative business structure
- Member investment and financial requirements
- Member commitment needed

Using Outside Advisors

Use of outside advisors experienced in co-operative development work, legal, tax and finance issues, and product experts may save from making expensive mistakes and losing valuable time.

Sources of competent outside advisors may be found by contacting the Nova Scotia Co-operative Council at (902) 893-8966 or via e-mail at info@nsco-opcouncil.ca.

TEN STEPS IN ORGANIZING A CO-OPERATIVE

- 1) **Potential Members Meet to Select a Steering Committee.** If sufficient interest is generated, a steering committee is selected from the group. Although these three to eight individuals have no legal authority, they will be responsible for bringing the interests and concerns of the group to outside parties and meeting with resource people. The steering committee meets regularly. Leadership skills, sound business judgement, and a desire to reach decisions are valuable qualities for committee members.

- 2) **Develop Legal Documents.** Under the guidance of professional advisors, or the Nova Scotia Co-operative Council staff, the steering committee should draft legal documents. These documents are:
 - Articles of incorporation
 - Borrowing resolution
 - Other legal documents
- 3) **Approve Documents & Elect a Board.** Conduct a charter membership meeting to adopt legal documents and elect a board of directors. Forward the signed legal documents to the Inspector of Co-operatives for approval.
- 4) **Conduct Survey.** Under the guidance of the board of directors and resource persons, potential co-operative members are surveyed. Topics include:
 - Need for services
 - Volumes to be purchased or marketed
 - Willingness to join, finance, and use a co-operative
 - Use of and familiarity with co-operatives
- 5) **Analyze the Market.** When the analysis of markets and sources of supply and available services is completed, the findings are reported to the potential members. The potential members vote if they want to continue with the development. If a positive economic advantage is indicated, the committee's deliberations continue.
- 6) **Develop a Business Plan.** A business plan is developed that emphasizes financial analysis. The proposed co-operative must be a financially sound business venture. Components of the business plan include:
 - Capitalization supplied by members and loans
 - Description of facilities and equipment
 - Financial business projections, such as fixed and variable operating costs, sources of income, and pro forma statements
- 7) **Reconfirm Commitment.** Prospective members vote to reconfirm their commitment to continue development of a co-operative. Any changes in steering committee members may be made at this time.

Most co-operatives are incorporated in the province of their main business operations. The articles of incorporation declare the co-operative's purpose and provide instruction on how the co-operative will conduct its declared purpose. Other legal documents, such as membership applications and marketing agreements are necessary to meet a co-operative's special needs.

- 8) **Implement the Business Plan.** The board of directors is organized by electing officers and making committee appointments. A schedule is drawn for assigned committees and individuals to complete various tasks of the business plan. Arrangements are made to finance the business according to the business plan.
- 9) **Hire a Manager.** One of the most important responsibilities of the board of directors is to hire a competent manger. The manager implements policy set by the board and oversees the day to day operations of the business.
- 10) **Acquire Facilities & Begin Operations.** The directors must acquire the necessary facilities for business operations. Actual operations may begin after all facility transactions are completed and the manager has hired the needed employees.

CHECK LIST OF START-UP OPERATIONS

Board of Directors Responsibilities

- Install internal controls for handling money, merchandise, and property
- Select a credit union and set up checking accounts
- Establish a line of operating credit
- Authorize the manager or others to make credit union deposits and sign checks
- Bond the officers and the manager
- Distribute articles of incorporation, by-laws, contracts, and agreements to members

Manager Responsibilities

- Obtain and display local and provincial operating licenses and permits
- Install internal controls for handling money, merchandise, and property
- Provide training for employees and information programs for members

SUMMARY

A co-operative is a unique form of business used by people and businesses for their mutual benefit. Regardless of its purpose or membership, starting a co-operative requires considerable time, energy, commitment, and technical resources. Recognition of a common need is fundamental to the formation and successful operation of a co-operative. Potential members must devote much time and energy to developing their new business. A co-operative requires member commitment to finance and use the business, and select knowledgeable directors, who hire a competent manager. A strategic business plan is important to harmonize all of the elements for the co-operative's success.

Members Make Co-operatives Work

A co-operative is a distinct form of business, recognized as part of our private enterprise system. A brief yet general definition is:

A co-operative is a user owned and democratically controlled business from which benefits are received in proportion to use.

Historically, users of a co-operative have been called members. Other terms include member-owner, member-patron, or stockholder. However, the latter term can confuse their unique role with that of a stockholder of an investor-oriented stock company. The only definition common to both is that the holder of stock has evidence of a capital investment in the organization. The fundamental and major difference is that benefits in a co-operative are distributed on the basis of use of the co-operative's services rather than on the amount of stock held.

Members of a co-operative can be individuals, businesses, or other organizations. The basic requirement necessary to draw them together is a mutual interest that can be fulfilled by joining in a co-operative enterprise. In some co-operatives, however, a member must meet the legal requirements for membership as described in the co-operative's by-laws, provincial statutes, and certain federal laws. For example, a member of an agricultural co-operative must be a producer, and in some cases the producer of a specific commodity such as milk, blueberries, apples, or chicken.

A co-operative's basic purpose is to fulfil the needs of its members. They are the owners. They must tell the co-operative what needs must be fulfilled, and tell the co-operative when those needs change. They must provide enough financing so the co-operative can meet their needs. They make certain, through elected and hired representatives, that the co-operative has the right management, personnel, facilities, and equipment. And, finally, members must do the most important thing for the co-operative to achieve its purpose - they must use it. Summed up, members make co-ops work by exercising their responsibilities of ownership, control, financing, and patronage.

OWNERSHIP

Members use a co-operative just as they do other businesses, so they recognize their user relationship to their co-operative. However, many lack an understanding of their owner relationship and their responsibilities associated with ownership. These responsibilities are far greater than owning shares of stock in an investor-oriented business to earn a return on investment.

Co-operatives are created by and for members to serve their needs. As owners of a business, they have certain legal responsibilities. These include:

- Incorporating the co-operative initially as charter members
- Approving (and changing) articles of incorporation, by-laws, and major policies
- Signing marketing agreements and other binding contracts
- Electing directors who oversee management and give direction to their co-operative
- Voting on significant actions affecting their co-operative, such as major facility additions, mergers, or other asset changes, and if necessary, dissolution
- Ensuring that their co-operative adheres to general business laws and those unique to co-operatives, such as taxation

Most co-operatives are incorporated and, therefore, give members limited liability protection. Even though this protection means their maximum loss from co-operative failure is only the capital they've invested in the co-operative, inattention to their ownership responsibilities can often adversely affect the value of the co-operative.

A member may have many partners in co-operative ownership, but each member should recognize the importance of associated legal responsibilities as though he or she were the sole owner.

A co-operative's existence and its degree of success depend largely on how well members understand what it is and how it operates. Understanding the co-operative as an owner enables the member to make business decisions, either directly or through elected representatives that produce benefits to the member as a user.

People who spend money for many products, particularly expensive ones, expect them to come with an owner's manual so they can understand how the product works and how they can best use it. Similarly, members should expect their co-operative to give them an ownership manual. Content should include:

- Definition of a co-operative, and an explanation of its unique principles and practices
- History of when and how the co-operative was started
- Mission statement
- Articles of incorporation and by-laws
- Organization and staffing
- Products handled, services offered, and operating policies
- Rights and responsibilities of membership

Members who understand their co-operative likely will have fewer questions or complaints. When they do, they will know better how to go about getting their concerns resolved. Good understanding of their co-operative also enables members to offer constructive criticism and suggestions and to make enlightened decisions affecting the co-operative's future.

Just by joining a co-operative, a member gains something that is always present, like it or not. That something is becoming one of the creators and shapers, and always a carrier, of the co-operative's image in the community and the business environment in which the co-operative operates. It is a large responsibility.

Image is a composite of many things; what the co-operative's facilities look like, the ability and friendliness of employees, the quality of products and services, and who the members are and how they are regarded in the community. Image is shaped constantly, on and off duty. Image is shaped both by the co-operative and actions of individual members.

Though some co-operatives hire employees who are professionally trained in communications, public and member relations, and government affairs, members themselves are often the most effective representatives of their co-operative.

Members have a responsibility to promote the co-operative to potential members, explain the co-operative to others, defend it when unjustly criticized, and correct justified criticism. Members make certain their co-operative is a good citizen; contributing funds, providing leadership, and participating in other ways in community activities.

Historical experience has proven the wisdom of co-operatives pursuing political neutrality rather than political affiliation. However, that experience does not bar members and their co-operatives from participating in political action. Members may set conditions in the co-operative's by-laws on the participation of the manager, directors, and employees in supporting political candidates or holding public office. Otherwise, member involvement in political action at the local, provincial, and federal levels can be important in maintaining or enhancing the co-operative's business environment.

CONTROL

Owning a co-operative does not necessarily mean that members control the co-operative. They have several ways to exercise control. Some control measures are set in stone in the form of legal documents that cannot be changed without their approval. Others can be delegated, while some can be lost through apathy or failure to exercise their financial responsibilities.

Members shape the legal framework for the co-operative in the articles of incorporation and by-laws. The board of directors and management must legally abide by the provisions of these documents. Only the membership can change the documents.

Articles of incorporation describe in broad terms the type and purpose of the co-operative and the scope of business. The articles include the co-operative's name, place of business, capital structure, names of incorporators, and other general information.

By-laws describe how the co-operative is organized and how it will operate. Major provisions include qualifications for membership, duties of officers and directors, meeting and voting procedures, raising and paying back member capital, and procedures and rights in case of dissolution.

Two other basic control documents are the membership application and marketing agreement.

The most numerous and specific control measures are contained in the co-operative's policies. These policies reflect the co-operative's operating philosophy and serve as a guide for actions it will take to fulfil its mission. Members delegate the responsibility for development, review, and change of policies largely to the board of directors. Policies cover topics such as employee conduct and work rules, office hours, board/manager functions, member credit, safety, risk management, public relations, and any other topic deemed important for harmonious and successful conduct of the co-operative's business.

With the legal document framework and policies in place, members control the continuing operations of their co-operative through a board of directors. Electing this leadership group from among themselves is the member's most important responsibility. The board, typically five to seven individuals, provides overall policy direction, monitors and evaluates co-operative performance, and plans for the future.

In selecting board candidates, members look for individuals who are active in co-operative affairs, exhibit good business judgement and character, are able to communicate, and are willing to take the time to be an effective board member. Directors are elected democratically, usually with each member having one vote. Occasionally, proportional voting based on volume of business is used, but with a vote maximum specified in the by-laws to preserve governance by majority.

Members delegate critical control responsibility to the board of directors. This governing body is charged with the following:

- Preserving the co-operative's character as set forth in legal documents and provincial and federal statutes and regulations
- Hiring a manager to direct day to day operations
- Safeguarding member's assets with prudent oversight and decision-making
- Developing and maintaining relevant policies

- Determining equitable distribution of benefits produced by co-operative operations
- Planning for the future so that the co-operative can continue to fulfil member needs

People who make the decisions control an organization. It's that simple. They may not even be the owners. Members control their co-operative by making decisions themselves, or delegating decision-making to others while holding them accountable.

However, decision-making is more than just casting a vote. That is only the end result. Decision-making involves the entire process of collecting information and opinions, analyzing alternatives and courses of action, and then selecting and implementing the best alternative. Whether the process is formal or informal, members are exercising a form of control by participating. If they do not, someone else will decide for them.

Formal decision-making usually takes place at the annual meeting and is illustrated by nominating and electing directors, amending the by-laws, accepting the audit report, voting on major actions or policies proposed by the co-operative's board and operating management, and voting on resolutions and motions.

Participating in decision-making informally includes serving on various advisory committees, taking on special assignments, expressing opinions in discussions with other members or directors, or providing feedback to employees and management. Taking the time to respond to surveys seeking attitudes and assessments, product and service evaluations, buying and marketing intentions, and other information on how needs are changing is critical and helps board and operating management keep the co-operative focused on serving member needs.

Member's continual involvement in this decision-making process is how they maintain control of their co-operative's scope, direction, and orientation.

FINANCE

A co-operative idea doesn't have a chance of becoming a co-operative business until it passes the pocket book test. That means prospective members are willing to risk their own money in the business venture. Their financial commitment needs to be large enough so they have a continuing concern about how their invested money is being managed and, therefore, will be motivated to carry out the responsibilities of ownership.

The amount of start-up capital needed is determined as part of the organization process based on economic feasibility studies and financial cost analyses. In other words, organizers have determined the size of the co-operative business that could fulfil prospective member's needs, and they have determined the cost to open for business.

Start-up costs include legal fees, facilities and equipment, inventory, salaries of manager and staff, insurance, office furniture, and various administrative supplies.

Depending on the type of co-operative, initial capital contributions may take the form of a flat membership fee or, more appropriately, an amount based on their estimated use of the co-operative. A member's upfront investment becomes part of their equity (ownership) capital account. Though members do not need to finance the entire start-up cost, their investment must be significant enough for other lending sources, such as credit unions, or local commercial banks, to also risk investing money in the venture.

Members invest in a co-operative to fulfil a need, rather than just to earn a monetary return on their investment. That need may be providing services, purchasing goods or supplies, or marketing products. Consequently, members often elect not to receive interest, or perhaps only a nominal amount, while their money is being used in the co-operative. Their payment for the use of their equity capital comes from the marketing, purchasing, and service benefits the co-operative provides.

The age-old business axiom is that it takes money to make money. So, after having provided capital to get the co-operative started, members have a continuing responsibility to provide funds to keep the business operating. These funds are called operating capital.

Many of the start-up costs continue on a frequent basis, such as salaries, utilities, and inventory. Other costs are long term and need to be considered in advance, such as replacing vehicles and equipment, remodelling plants, or expanding with new facilities. It is sound business management to set aside a reserve fund for bad debts or other unexpected events that could adversely affect the co-operative.

Operating capital is provided several ways, voluntarily or as a condition of membership.

Capital Investment

Some members, either at start-up or later, may be willing to provide capital above their fair share. Though they do not gain additional voting rights, they may receive a certificate as evidence of their investment and are paid interest for the use of their money, usually in the form of member loan capital, which is a pseudo share.

Deferred Patronage Refund

At the end of the year, when members receive a patronage refund based on their share of the co-operative's net income, they reinvest a certain percent of their refund as determined by the board of directors. However, federal tax law requires that at least 15 percent of the refund must be paid on behalf of the producer member to Revenue Canada to help them meet the tax liability they incur on the total refund. Consumer member's dividends are usually tax exempt. Deferred patronage is revolved back to members over a period of years usually based on a percent of total investment each year.

Per-Unit Retain

Members use this method to invest each time they do business. The co-operative retains a specified amount per physical unit (pounds, bushels, cartons, etc) involved in the transaction or a specified amount per week (e.g. two dollars). Retains are also revolved back to members over time, similar to a deferred patronage dividend.

Base Capital

Members contribute capital according to their use of facilities and service, with adjustments made from time to time. The level of obligated financing is set by the board of directors each year, with any excess returned to members.

Control follows finance. Those three words explain the importance of member's responsibility to finance their co-operative. Further, they should provide financing in proportion to their use of the co-operative.

A desirable goal is to have members contributing equity capital amounting to at least a third of total capital requirements. Then, with a good business plan, they can usually attract others to lend the co-operative additional money, called debt capital. Providers of debt capital include members, credit unions, and commercial banks.

Debt capital helps members pay for high cost items such as land, buildings, and equipment. Other uses are to supplement operating capital when a co-operative experiences seasonal highs in labour costs, purchasing supplies, or paying members for products at harvest time.

Members may hold the right to mark a ballot that elects leadership or approves major actions in a co-operative, but providers of financing have veto power with their decision of whether to lend money or they may heavily influence how their money is to be used. At the extreme, if lenders have justified doubts on whether their loans will be repaid, they can force the co-operative into liquidation or bankruptcy.

Conflicts of interest can occur within the co-operative unless financing is largely provided by active member-users. Otherwise, former and long-term members may pressure the board to allocate funds to redeem old equity, while current members want more money invested in new facilities and better services. Other members, perhaps new and as yet having little invested, may be pushing for higher cash patronage refunds. Though the board of directors must resolve these divergent interests democratically, the principal decision factor likely will be that control follows finance.

Financing provided by active member-users results in a membership more likely to have common interests and objectives.

PATRONAGE

Using the co-operative is the member's easiest responsibility to carry out, and use is critically important. Their patronage makes the co-operative work as a business. Using their co-operative is also essential toward fulfilling their responsibilities of ownership, financing, and control.

By using the co-operative as much as they can, members help the co-operative directly to succeed as a business in the following several ways:

- A certain amount of business is needed just to cover the cost of opening the doors each day, such as costs for maintaining buildings and equipment, utilities, and salaries. Greater volume reduces these costs per unit of sale. Plants can operate closer to capacity. Equipment and employees can be more productive. All together, the co-operative is able to generate more income above costs, and return patronage refunds to members at the end of the co-operative's business year.
- Using the co-operative helps provide the financing to keep it operating and growing as needed. Regardless of the method of member financing, the financing is provided on the basis of the member's use of the co-operative.
- Using the co-operative is how members gain the benefits they sought when they formed the co-operative in the first place. The more they use the co-operative, the more they benefit from it.

Maximum use helps the co-operative, and ultimately members, indirectly as well. The stronger the co-operative is, the more competitive it can be in the marketplace. The co-operative may be able to influence suppliers to provide products or services specialized to member's needs. The co-operative may be able to reach markets unavailable to members acting individually. A prosperous co-operative with the solid support of its members often results in the co-operative being recognized as a business leader in its community or industry. Summed up, a co-operative can accomplish something members cannot achieve acting individually, but what it can accomplish depends directly on how much members use it.

Economic benefits members gain from owning a co-operative can be as obvious as cash in hand, or so difficult to measure that their value could be realized only after the co-operative ceased to exist.

The range and importance of benefits will be determined by the type of co-operative and its purpose. A co-operative providing service, to members as individuals, such as a daycare, nursery, or credit union would have benefits somewhat different from the following benefits of a co-operative owned by members to support their farm or other business:

Bargaining Power. Greater bargaining power than acting alone when dealing with buyers and sellers

Extended Control. Extended control through ownership of the co-operative over factors affecting the farm or other business, such as supplies purchased and products marketed

More Dependable Sources. More dependable sources of quality production supplies and services through influence with suppliers or negotiated specifications with manufacturers

Lower Costs. Lower costs through volume buying and selling

Broader Access to Markets. Broader access to markets through volume selling or meeting needs of specialized markets

Higher Returns. Higher returns from lowering operating costs, adding value through further processing, and improving market access

Accumulation of Assets. Accumulation of assets as represented by investments in the co-operative over time and paid back according to provisions in the co-operative's by-laws.

While members should expect their co-operative to achieve respectable net income each year, they should realize that the bottom line on the statement of operations may be only the tip of the iceberg in terms of the co-operative's total value to them.

SUMMARY

The co-operative form of business is available to any group of individuals who have mutual interests and who could gain mutual benefits by uniting their efforts. As a business, the co-operative needs effective operating management, a visionary board of directors, and supportive members who recognize their responsibilities as owners.

Members carry out their responsibilities to finance, control, and use their co-operative to gain the economic benefits they sought in organizing the co-operative. In taking an active ownership role by expressing their views and needs, participating in decision-making, and evaluating how well the co-operative is performing, they gain other benefits as well.

They get a well-rounded business education. They learn what is necessary for a business to be successful. They learn what benefits can be gained by working together.

Members gain valuable leadership training. Expressing their views in various meetings, participating on committees, serving on the board of directors, speaking on behalf of the co-operative; these experiences are transferable to other personal and business pursuits.

Participation in co-operative business affairs can add to a member's personal stature in the community, in the industry in which the co-operative operates, and in governmental affairs affecting the co-operative's business climate. All in all, sharing in the ownership of a co-operative business can give a member a well earned sense of achievement.

The Co-operative Board of Directors

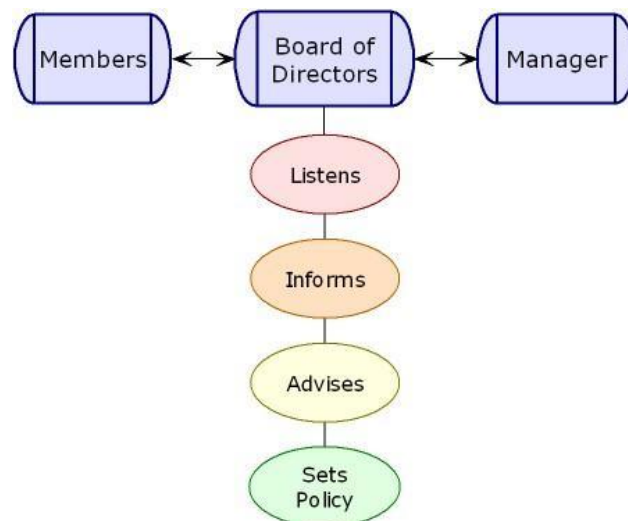
Co-operatives usually have too many owners for all of them to participate in assisting with business decisions. So, the owners elect a few people who they feel can best make decisions for them. This leadership group is called the board of directors.

The board of directors, most importantly, functions to direct the business affairs of the co-operative. It is the co-operative's central decision centre. In carrying out this responsibility, however, the board performs several important supporting roles. It is a listening post, hearing from management and membership. It is a communications hub, imparting information between members and management. It is an advisory body to members and management, providing recommendations and guidance. But, in every role and action, the board is accountable to members.

The co-operative's by-laws determine the nature and composition of the board through written provisions describing director eligibility, method of selection, term of office, and board organization. A typical board will have three to nine members. To function in an organized manner, directors elect from among themselves a chairman, secretary, and treasurer. Board committees may be formed to assign oversight of particularly important aspects of the co-operative, such as policy or member and public relations.

Meetings are held on a set frequency, often monthly, with pre-determined dates, an agenda is developed, and minutes are kept. A nominal amount of compensation may be provided, usually to cover director's expenses to attend board meetings. The following pages present additional information on:

- Who makes a good director
- How directors are selected
- What directors do



WHO MAKES A GOOD DIRECTOR

Selecting good directors is perhaps the co-operative member's most important ownership responsibility. Their decision may determine how effectively the co-operative contributes to the member's interest or their personal business.

When considering an individual for the co-operative's board, a member might ponder the answers to several questions. Would I be comfortable having this individual make personal business decisions for me? Does the individual demonstrate the ability to think through a problem independent of others? Would this person place the best interests of the co-operative above personal interests or special interest groups? Does this person demonstrate leadership qualities? Would this person, as director, enhance the co-operative's image? Is the person respected in the community?

Does the potential director appear to keep up with current events, particularly in sectors in which the co-operative is involved? Would this person be a vigorous and effective promoter of the co-operative? Would this potential director be vigilant in keeping the co-operative oriented to serving member's best interests?

While a 'yes' answer to these questions shapes the underlying characteristics of a good director, other more tangible and specific qualities need to be present. A good director should be able to:

- Make good business decisions
- Enhance the co-operative's image
- Think independently
- Place the co-operative's interests first
- Show leadership
- Promote the co-operative
- Ensure the co-operative serves its members

A good potential director uses the co-operative's products and services fully. Just doing so makes a visible statement of belief in the value of co-operative effort. Further, maximum use gives the member first-hand, cutting-edge knowledge about the co-operative's services, which provides a sound basis for directing change. Maximum personal support also enables the member to be an effective director in seeking new members and encouraging present members to increase their patronage.

Members demonstrating a genuine interest in the co-operative's performance have a quality needed to be a good director. Instead of just complaining to others, or voting with their feet by trading somewhere else, they seek answers to their concerns from their director or the manager. They realize that, ultimately, co-operative performance is their responsibility.

Members who participate regularly in decision-making exhibit a key director quality. They attend meetings and express their views. They volunteer or accept requests to serve on committees, or to represent the co-operative. They vote regularly on issues presented to them. They encourage others to help the co-operative better serve member's needs.

A potential director uses the co-operative fully, is interested in its performance, and participates in decision-making

Serving on the board of directors can take a lot of time. So persons being considered for the board must have the time to serve, or express a willingness to make time to carry out the formal and informal duties of a director.

Typically, documented time for official co-operative business (travel to and from meetings, meeting time, and committee work) may be only one or two days per month, but it is unaccounted time that can add up. Directors may spend time writing letters, or writing and giving talks. They read materials to prepare for meetings, or just to become better informed. Self-directed or formal training to be a better director takes time. Directors get phone calls from members or questions whenever or wherever they meet. With every visit to the co-operative, the director is vulnerable to take a minute or two to consider an issue or some aspect of the co-operative's activities.

Directors are often asked to represent the co-operative at community events, and perhaps to take leadership roles in community organizations on behalf of the co-operative. Particularly in larger co-operatives, they are periodically asked to visit provincial and federal legislators. Often, co-operative-related time will be at the expense of the director's business or personal time.

A good director has time for communicating, keeping informed, and representing the co-operative

Some people seem to have a knack for picking up information, piecing facts together, being right on target with their views, and well known for having something worthwhile to say. Chances are they are good conversationalists, but with a keen ability to listen. They demonstrate a talent for expressing their views in a clear and well organized fashion. Look for these attributes in selecting a director. A key requirement for a good director is to establish two-way communications with the manager, other directors, and members.

Needed actions to maintain the vitality and growth of the co-operative are not always readily apparent at the time decisions must be made. And some decisions may be unpopular to a sizeable segment of the membership. Directors with good communications skills are needed to clearly present the rationale for board and management actions to the membership.

As a good communicator, a director can be a powerful force for strengthening member support, promoting the co-operative in the community, and in other ways influencing the business environment in which the co-operative operates.

A good communicator strengthens member support as well as promotes the co-operative

A unique business judgment is needed by directors of a co-operative. As members, they run a profit-oriented business as a sole proprietorship, a family partnership, or in a few cases, a family corporation. As directors of a co-operative, they may be responsible for a service-oriented business owned by hundreds of members.

Fundamental business principles, such as adequate capitalization, sufficient cash flow, operating efficiency, and quality control still apply; however, the new application of business judgement comes from the special relationship between member and co-operative. Decisions must be sound and beneficial from the standpoint of both, rather than at the expense of one. Instead of gaining approval by discussion at the family dinner table, the directors must have the support of a majority of many owners. Thus, decisions must attempt to strike a balance in addressing needs of members, whether they own large or small, general, or specialized operations.

Whether or not a member has sound business judgment may be difficult to determine. Farms or other business sizes alone may not be a valid indication; neither will new equipment or freshly painted buildings. A better barometer, perhaps, is the member who seems to be making the most of available resources and is known to be a solid thinker. Members with relevant college degrees or other business experience could bring a special expertise to the board.

A director should have good business judgement

Pointing out the need for honesty and trustworthiness in directors should not even have to be mentioned; but, it is important to point out news media reports to the contrary in the business world. At the extreme are examples of dishonest or illegal acts that have caused businesses to fail. Short of that extreme are instances in which actions of officers of a company cost the owners a great deal of money, either from business transactions or subsequent legal actions.

A director should have good personal traits and exhibit even temperament. Nothing is more disruptive than an emotional outburst in a board meeting. Thin skins and quick tempers do not make good directors. Rather, the member who demonstrates an ability to get along with other people has a quality needed in a director. In assessing all the qualifications a member exhibits, an important final question to resolve is 'will this member's personality mesh with those of other directors and the manager'?

Members should choose a director with the kind of personal character they are comfortable with as the representative of the co-operative; and in some respects, with each of them personally on any occasion or in any situation.

A potential director should have the ability to get along with others

Members who are involved in community activities are potentially good directors. They may belong to civic, church, and school organizations, participate in fund raisers or community booster projects, or are involved in another business, even perhaps a co-operative. They may be active in organizations extending outside of the community, such as trade associations, farm organizations, and academic and professional clubs. Their suitability and capability to be a director would be even stronger if they are serving, or had served, in a leadership role in these activities.

Such involvement gives the director a wealth of information sources and personal contacts that could be valuable in many situations. Further, the director would have a broader understanding of the personal and institutional relationships that make up a community. Such a background gives the director a perspective to help direct the co-operative's operations within the larger context of its community and business environment.

A potential director is known for involvement in the community

HOW ARE DIRECTORS SELECTED

Director selection methods can vary according to the co-operative's size, structure, and function. A method that works well for a small local area co-operative may not be suitable for a large federation of local or regional co-operatives disbursed regionally or nationally.

Larger organizations must be more attentive to equal or equitable representation when deciding on selection methods and voting rights. Co-operative's democratic control principle has been interpreted most commonly to mean equal voting rights, yet the principle does not preclude using proportional voting to achieve equability in serving members.

Selection methods under normal circumstances are presented here. Not covered are situations requiring the filling of an unexpired term, or when mergers and consolidations occur.

Usually, but not always, the co-operative's by-laws provide guidance on how directors are to be selected. Provincial statutes may contain provisions related to director selection.

The nominating committee is presented as the preferred method, although valid rationales exist for alternatives. Selection methods to consider are:

- Equal or equitable
- Democratic or proportional

Many co-operatives elect directors 'at large', meaning the entire membership can vote directly to fill each director position, and each director represents the entire membership. As a co-operative grows, the composition of its membership changes, or it combines with one or more other co-operatives, the 'at large' method may become impractical.

A co-operative then must develop a different system to produce equitable representation of the membership. One method is to divide the co-operative's territory into geographical districts with nearly equal membership numbers. Another is to establish roughly equal territories based on volume of member business. Some co-operatives may establish districts along major commodity lines or other interests. A few large co-operatives have provisions for a public 'at large' director who can contribute a special expertise, such as an economist, a lawyer, or a financial or governmental affairs specialist. Directors may be selected by:

Directors may be selected by geography, business volume, commodity, personal expertise, community of interest

The making of an effective board of directors begins with the proper use of a nominating committee. This small committee, typically two to three persons, can exert significant influence on director selection even though most co-operative's by-laws provide for nominations from the floor.

How the nominating committee is selected can vary. By-laws may determine the procedure. Additionally, a handbook describing the duties of the nominating committee would be helpful. The committee may be appointed by the board chairperson, or elected by the membership.

Regardless of method, the members need to be familiar with director qualifications, the articles and by-laws, and leading candidates among the membership. Directors, hired management, or staff should not serve on the committee. However, former directors have the experience to be good committee members.

Through personal contact, nominating committee members ask potential candidates whether they are interested in serving on the board and also determine if they meet the qualifications specified in the by-laws. A biographical sketch of each candidate should be developed and made available to the membership before the election. An ideal slate offers at least two candidates for each position, thus giving members a choice.

Some co-operatives may have such a large membership or be so widely scattered that district member caucuses may be needed to nominate candidates. In some cases, members nominate candidates through mail balloting, with the two candidates receiving the highest number of nominations becoming part of the official slate.

To identify potential directors, a nominating committee is helpful

WHAT DIRECTORS DO

Responsibility Characteristics

Understanding the difference between manager and director roles is a key requirement for board effectiveness and harmony, and the roles in a co-operative are unique among businesses. That uniqueness centres on the employee-only status of the manager in a co-operative, compared to the manager in other businesses typically sharing in ownership. In a co-operative, the manager is seldom a member of the board. A more decisive difference exists between the director and manager roles and responsibilities.

Directors maintain a longer term and more strategic perspective. They are concerned with how the co-operative can better serve member's needs and what general changes may be necessary in organizational and operating policies. The manager is action and tactic oriented in running the day to day operations in response to the goals and objectives set by the board. Members delegate direct control of the co-operative to the board of directors, who in turn delegate daily operational control to the manager.

DIVISION OF RESPONSIBILITY

Board	Manager
Long-term decisions	Short-term decisions
Idea decisions	Action decisions
Primary control	Operations control

Preserve Character

Preserving the co-operative character would seem to be an easy responsibility for directors. Each province has at least one statute that describes the principles and practices a business must follow to be regarded as a co-operative. Federal laws also have requirements specific to co-operatives related to government programs, antitrust, and taxation. Additionally, the co-operative's articles of incorporation and by-laws set out what the co-operative is and how it must operate. Directors can be held legally liable as individuals for violating these laws and regulations.

However, a subtle but very real threat to the co-operative character can develop over time. Management and board philosophy can drift from the co-operative's formerly adopted mission or by losing touch with member's changing needs. Without continual education of the key participants (manager and staff, directors, and members) the co-

operative character, except that defined by law, can slip away with perhaps not even a whimper of protest and become regarded the same as any other business.

Directors stay within the laws, by-laws, and the co-operative spirit

Safeguard Assets

Members invest money in a co-operative with expectations of some kind of beneficial return, whether it is in the form of fulfilling a need, increasing income, or otherwise contributing to an enhanced quality of life.

They entrust the board of directors to make sound business decisions that not only protect their investments, but also increase the value in terms of producing benefits. Directors are held accountable for both their actions and those of hired management. The board is responsible for equitably distributing benefits, often among a diverse membership. In doing so, directors must judiciously weigh the needs of the co-operative as a business and the requirement to return benefits to member owners.

Such critical financial decisions demand independent review. Therefore, the board is responsible for recommending to members an outside and independent individual or firm to audit the co-operative's financial decisions and records each year. The annual report to members documents the results of that audit.

Directors must protect assets, make sound judgements, and recommend auditors yearly to the membership meeting

Hire a Manager

The single most important decision the board of directors makes, that can determine the success or failure of the co-operative, is hiring the manager; and, among the more difficult board decisions is deciding to fire the manager for unacceptable performance. Finding the right manager takes a diligent search and objective appraisal of candidate's qualifications. Beyond business education and experience, the board looks for characteristics of leadership, compatibility of attitudes and goals, and knowledge of the uniqueness of the co-operative.

The board delegates control of the co-operative's day to day operations to the manager, including the freedom to hire and fire staff, develop business plans, make financial decisions, sign contracts, and represent the co-operative in business and community activities. The board provides direction, guidance, and control of the manager through by-law provisions, written policies, budgeting, strategic planning, reporting requirements, and performance accountability.

A written job description, personal performance criteria, and clearly stated and achievable business objectives provide the basis for the board to conduct an annual review of the manager's performance. The performance review process provides the

board an opportunity to discuss the manager's strengths and weaknesses. A successful session produces ways to improve performance, including an agreement on what is expected of the manager during the coming year.

Directors must hire, direct, and appraise the manager

Set Policies

A policy is a statement that provides guidelines for actions to attain the objectives of the co-operative, and reflects the co-operative's basic philosophy. It is the duty and responsibility of the board to originate and approve general policies that relate to functions the co-operative performs and how it conducts business. These policies cover all aspects of the co-operative's activities, internally and externally. They provide a basis for making consistent decisions that can minimize conflict and maximize equitability.

Policies may be broad in content, such as describing the desired role for the co-operative in the community, or quite specific, such as setting hours of operation and observed holidays. Policy-making is the central role of the board. Policies answer the questions 'what should be the results?' and 'how will our being in business affect our world?' Boards should follow categories of policies for debate and pronouncements based on the need for governance about:

- **End Results.** What members need, for who, and at what costs
- **Executive Limitations.** Principles of prudence and ethics that limit staff means
- **Board - Executive Relationship.** How is power passed to the executive and how is the power assessed
- **Board Processes.** How the board represents ownership and provides strategic leadership

Policies should be written, approved with a board official's signature, and reviewed periodically, some at least once a year, to determine if they are still applicable or need to be updated.

Directors must originate and approve policies

Distribute Benefits

At the end of the business year, the co-operative's performance is recorded on a year-end statement of operations and balance sheet. The board of directors must then determine how the net income (or loss) will be distributed.

Several demands on net income must be considered. It is prudent business management to set aside a portion of the net income in a reserve fund, in case an unexpected event with adverse financial impact should occur. Co-operative principles require that benefits be returned to members on the basis of their patronage use, but also that members must finance their co-operative on the basis of use. So the board must decide the percentage of the patronage refund to be paid to members in cash and how much they should reinvest to operate the co-operative. Federal tax law requires that at least 15 percent of the refund must be issued as a tax credit to members who are producers or purchase for business purposes, when the refund is over one hundred dollars.

Reinvested patronage refunds become the member's equity (ownership) in the co-operative. As new equity is accumulated, old equity is revolved back to the member. This is called equity redemption, and it is the board's responsibility to assess the financial strength of the co-operative and decide how much of the old equities can be paid back to the members.

Directors must determine income distribution and reinvestment

Plan Future

Directors are the ideal planners of the co-operative's future and what results (ends) are desired. As members, they know what needs the co-operative should strive to fulfill. As directors, they can provide leadership in developing the plans to meet those needs and see they are carried out.

The planning process begins with an assessment of the general business climate, both for the co-operative and for members, and how that climate may change over the planning time period. Long-range planning considers organizational growth, either internally or through merger, in terms of business volume, membership, and territory served. Plans are developed for replacing or adding new facilities and equipment. Changes in products and services are considered. Financial and personnel requirements are estimated. Strategies are developed, timetables established, and progress review and evaluation points set.

Although planning for the co-operative's future is the responsibility of the board of directors, the actual planning process is carried out jointly with operating management. Larger co-operatives may even have a planning unit and involve substantial contributions to the plan itself from key staff members.

Directors must assess business climate and develop long-term plans

Evaluate Themselves

Self-evaluation can lead to self improvement, even when it occurs subconsciously without form or direction. However, persons (or groups) in positions of leadership need to make a conscious effort to evaluate their performance in an organized manner. A board of directors needs to go through a formal process each year to determine how well it fulfilled the co-operative's objectives.

Regardless of the format or system, the evaluation goal is to determine the individual strengths and weaknesses of directors in carrying out their duties and responsibilities, and their effectiveness as a board. Performance elements range from those specific and measurable to those general and judgmental.

Performance that is specific and measurable can be determined as simply as with 'yes' or 'no' answers, dollar amounts, percent attained, or by other concrete evidence. Was an annual audit conducted? Did the board meet as planned? Was the manager evaluated? How well was the business plan carried out? Were policies reviewed? Was the long-term plan updated?

General and judgmental elements may be assessed only through the composite opinions of individual directors. How well did the board work with the manager? Were board meetings conducted harmoniously? Was the board dominated by the manager or the board chairperson? Did directors place member interest above their own? Did the board focus on member needs?

In addition to looking at director and board performance related to the co-operative's business operations, performance needs to be assessed in terms of carrying out responsibilities to members and personal and business relationships in the community or territory in which the co-operative operates. Annually, directors do a self-evaluation which is:

- Specific and measurable
- General and judgmental

INDIVIDUAL BOARD MEMBER EVALUATION

Please review and answer each question. This evaluation is for your own benefit and your answers are for your own knowledge and information. The purpose of this exercise is to help you review your activities and contributions as a board member, as well as to help you identify specific objectives for strengthening your future performance.

Board Organization & Procedure Orientation

1) Have you reviewed & are you familiar with the following:

- | | | |
|--|------------------------------|-----------------------------|
| The organization's current mission, goals, and objectives? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| The Act, Regulations, & by-laws? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| The corporate organizational structure? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| The organization of the board? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| The list of policies of the board and management? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

2) Do you prepare for each board meeting by reading & analyzing all materials sent in advance of the meeting? Yes No

3) How would you rate your attendance & participation in the following?

- | | | | |
|---|------------------------------------|-------------------------------|-------------------------------|
| Board meetings & discussions? | Very Good <input type="checkbox"/> | Good <input type="checkbox"/> | Poor <input type="checkbox"/> |
| Committee meetings & discussions? | Very Good <input type="checkbox"/> | Good <input type="checkbox"/> | Poor <input type="checkbox"/> |
| Concerns regarding proposals and/or voting? | Very Good <input type="checkbox"/> | Good <input type="checkbox"/> | Poor <input type="checkbox"/> |

4) Once a vote is taken by the board, do you always support the position, even if you did not vote in the majority? Yes No

5) Have you recommended new or beneficial ideas in the past year for improving the performance of the board? Yes No

6) Have you contributed directly to the achievement of one or more of the board's annual objectives? Yes No

7) What steps will you take in the coming year to increase your knowledge of & participation in the board's operations and committee structures?

- a) _____
- b) _____
- c) _____

External Representation

1) In what ways have you been an effective representative of the organization to the public or specific groups outside the organization? _____

2) How have you helped the community to become more aware of the organization & its role in the community? _____

3) How have you helped management to become more involved & better known in the area? _____

4) What steps will you take in the coming year to increase your effectiveness as a representative of your organization? _____

Personal Development

1) How well do you feel you understand the current issues in your industry/sector & their potential impact on your organization & its people?

Very Good Good Poor

2) How familiar are you with the services & programs of your organization?

Very Good Good Poor

3) What steps will you take in the coming year to increase your knowledge of critical issues facing your organization & their impact on the services & programs of the organization? _____

Relationships

1) How would you characterize your working relationship with the other board members & the senior management staff? _____

Very Good Good Poor

2) What steps will you take in the coming year to strengthen these relationships? _____

Tenure on the Board

1) Do you feel you are an effective board member & still the best person to fill your position as a board member? _____

2) Are you comfortable with the amount of time you devote to being a board member of the organization? Yes No

What steps in addition to the ones above can you take to further improve your performance as a board member? _____

Review your responses to this questionnaire in six months in order to track your progress toward the objectives you have set for yourself as a member of the board of directors.

The Manager Represents the Co-operative

REPRESENTING THE CO-OPERATIVE

As the person in charge on a day to day basis, the manager is called upon to represent the co-operative in many ways. How that function is carried out is guided by the co-operative's policies and specific directives from the board. The manager's own interests may also influence the type and extent of representation on behalf of the co-operative. The manager represents the co-operative in at least four areas; community, co-operatives, industry, and government.

Community

As a business leader, the manager is called upon to participate in a variety of community activities, such as helping to raise funds for charities, speaking at business and social events, and becoming a member of the Chamber of Commerce or other community service organizations.

Co-operatives

The board of directors may select the manager to be the co-operative's voting delegate or official representative to other co-operatives or co-operative organizations. At the discretion of the board, the manager may serve on the board of directors for other co-operatives.

Industry

Most industries have professional or trade associations to protect or enhance their business interests. The manager may be involved in one or more of the key organizations closely related to the co-operative's functions.

Government

Managers who are particularly convincing speakers are often called upon to speak to regulatory officials and policy-makers on issues affecting the co-operative or its members.

Even in personal actions and activities, many people see the manager, even if indirectly, as representing the co-operative. It is a responsibility that requires constant and careful attention.

The manager reports to the members

REPORTS TO MEMBERS

In co-operatives where the manager has daily contact with members as they transact business, informal reporting often takes place just in conversation. This is a natural time for members to comment on the quality of products and services, or on needs unfilled, or to raise questions about policies. Likewise, it is a time when the manager is likely to talk about new products and services, or other changes around the co-operative.

The manager may use special events for more organized reporting, such as meeting with member committees, holding an open house or appreciation day, or conducting product demonstrations.

Some managers write letters to members periodically, while others visit with members on an individual basis at their business or in their home. More typically, the co-operative will publish a member newsletter, newspaper, or magazine to cover a wide range of information about co-operative operations and information related to the industries in which the co-operative operates. Often, the member publication will contain a manager's column as a regular feature.

The official report to members, required by the by-laws, takes place at the annual meeting. Although it is not as detailed, the manager's report contains the same type of financial information as presented to the board of directors throughout the year. Additionally, the manager will discuss operational highlights, problems encountered, and the outlook for the coming year.

Frequent and varied reporting to members often generates important feedback to the manager. Encouraging member feedback, whatever the reporting format, may provide the manager with some better ideas or advice for improving the co-operative's service to members. Member's ideas and suggestions are important, after all, they are the owners!

Doing business with the owners makes managing different. The customers own the business!

WHAT THE CO-OPERATIVE MANAGER DOES – THE CO-OPERATIVE DIFFERENCE

A co-operative (like any business) is managed to benefit its owners. Unlike other businesses, most, if not all, of the co-operative's business is conducted with or for its members who are also the owners. When the customers are also the owners, managing a business is different.

Management technique may be similar, but the co-operative's purpose and operating principles are factors of decision making that may produce vastly different conclusions and courses of action.

Purchasing Co-operative

Farm supplies or groceries, for example, focus on obtaining quality products that consumers need rather than on searching for products that maximize the co-operative's net income. The manager knows that the member invested money in the co-operative to get certain supplies rather than a monetary return on the investment.

Marketing Co-operative

Fish, agricultural, worker (labour), for example, are obligated, often by a pre-existing agreement, to receive and market products of its members. The manager cannot pick and choose among member producers to the advantage of the co-operative and disadvantage of some of its members. The marketing manager has the delicate role of fulfilling member owner's needs, as producers, and meeting the desires of customers buying the co-operative's products.

Service Co-operative

Water, marina, management services, health care, for example, by management objective, may make little or no net income because the user owners formed the co-operative to get that certain service at the least possible cost.

People form co-operatives as a supportive business to get a product or service that benefits them individually or contributes to the profitability of their primary business. That fundamentally different business objective carries a unique set of decision factors that makes managing a co-operative different from managing a profit-oriented business.

Encourage members to stay informed and participate in decision-making

The manager of an investor-owned company basically needs to satisfy stockholders with the yield they are getting on the money they have invested. The manager of a co-operative, likewise, needs to satisfy its member owners but needs a lot more from them, such as information, participation, and decision-making help.

Members are encouraged to attend the annual meeting, discuss co-operative operations and direction, express their changing needs, serve on committees, and elect their representatives on the board of directors. A formidable communications task is needed (and, indeed, is essential) if members are to carry out their duties intelligently. That is what makes managing a co-operative different.

The experienced manager and board of directors knows that a co-operative will be only as progressive as the membership will allow it to be. The co-operative will change with the times only if at least the majority of the membership is aware of the need to change.

In the user owned and democratically controlled co-operative, the management communications challenge is more complex, not just because of the greater number of owners needing to be kept informed, but also because of the reasons the owners invested in the business. Investors are primarily concerned with financial performance. Member owners of a co-operative are also concerned about its financial performance, but they are far more concerned about its products and services, these have a much greater impact on their lives and/or businesses. A marketing co-operative's greatest value to its members is providing the market for the member's original product. Added value comes when the co-operative processes and packages the member's product into a desirable consumer product.

The manager must cultivate the involvement of the member owners to formulate a co-operative business operation and strategy that are always focused on providing the products and services members needs.

Co-operative management is like a fishbowl

A co-operative's manager has a far closer and more personal relationship with the owners than the manager of other kinds of businesses. This is because the owners of a co-operative constitute the majority, if not nearly all, of the co-operative's customers. This daily contact with many of the owners makes managing a co-operative different.

In addition to questions and opinions about products and services, the manager may get the same queries about employees, facilities and equipment, how the business is doing, and even about how the co-operative is being managed. Regardless of whether the questions are appropriate or the opinions accurate, the co-operative manager knows that answers to customers who are also owners need to be thought out and worded carefully. 'Managing in a fishbowl' is how the job has been described.

In small co-operatives, the manager may be among the employees who fill orders and ring in sales on the cash register. In large co-operatives, a typical practice is to sponsor member tours of the co-operative facilities. Open houses, appreciation days, and other activities aimed at generating member involvement in the co-operative's affairs places the manager in frequent personal contact with members.

Most co-operatives produce various types of written communications for their members, such as manager's newsletter or a manager's column as part of the newsletter or magazine.

Frequent contact with the owners of the business may be a problem at times, but it is always an opportunity for the manager to communicate what the co-operative is doing for members and to learn how members believe the co-operative can better serve their needs.

Managers do not share ownership: The manager is always an employee

Managing a co-operative can be similar to managing other businesses in terms of functions performed, compensation received, and personal satisfaction gained. But an important difference is that the manager of a co-operative is always a hired employee and may never acquire ownership rights.

Co-operatives, as user owned, focused, and controlled businesses, make a sharp separation between operating management and ownership in contrast to the involvement of management in the ownership of other types of businesses. Even if the manager uses the co-operative's services and could otherwise qualify as a member, the separation is maintained to avoid the possibility of conflict of interest. The manager is hired to manage the business, focusing energies and effort on serving members.

Managers can be motivated by factors such as pay, power, prestige, and gaining a 'place in history', and these motivations are available to managers of co-operatives as well. But stock options, leveraged buyouts, or other power plays to gain control are out of the question. A board of directors interviewing manager candidates makes the ownership issue clear, and further stresses that the manager is totally accountable to the board. Candidates then weigh those conditions against their desired management style and personal ambitions.

Co-operatives attempt to match their competition in getting the best managers, offering comparable wages and benefits, performance incentives, and retirement programs. Except to emphasize the need to involve member-owners in ways unique to a user-owned and democratically controlled business, the wise board will leave the managing of the co-operative to the manager.

The co-operative manager understands the purposes and objectives

PURPOSE & OBJECTIVES

Ideally, all of the key participants in a co-operative (members, directors, employees, and the manager) should be familiar with the purpose and objectives of a co-operative. However, the person who really needs to know the 'nuts and bolts' that hold a co-operative together and make it work is the manager. That is why a board hires a professional, someone who is a skilled technician, not only in business management, not only in a certain industry such as dairy marketing, manufacturing, or retail fish marketing, but also in the particular business form known as the co-operative.

Members and directors of some co-operatives own profit-oriented businesses, such as farming or fish operations, while others may be individuals just looking for lower cost housing or a service such as child daycare. These people are drawn together by a common need, and they have learned enough to believe a co-operative will fulfill that need. They may not have a thorough knowledge of exactly what a co-operative is and how it works. It is the professional manager who needs to know co-operative organizations, operation, and how it can fulfill their special needs.

It is not uncommon for the manager to be the 'teacher' of co-operative principles and practices for the membership, board, and employees; including explaining their roles and responsibilities. The manager is fortunate if the board, in particular, includes directors with present or prior experience and involvement in other kinds of co-operatives. However, it is usually the manager conducting planning, suggesting policies and policy changes, presenting facility proposals, developing the formulas for distribution of benefits, and submitting the results of work to the board and membership for approval.

Members and directors do know what they want from the co-operative. It is up to the manager to determine how the co-operative can respond.

DIVISION OF RESPONSIBILITY

Board	Manager
Long-term decisions	Short-term decisions
Idea decisions	Action decisions
Primary control	Operations control

Responsibilities

Understanding the difference between manager and director roles is a key requirement for an effective and harmonious relationship. For most companies these roles are generally the same. There is one important distinction in a co-operative. That distinction revolves around the employee-only status of the manager. In a co-operative, the manager does not share in ownership and is seldom an official member of the board. This decisive difference from other corporations produces a cleaner separation between manager and director responsibilities.

Directors maintain a longer term and more strategic perspective. They are concerned with how the co-operative can better serve member needs and what general changes may be necessary in organizational and operating policies. The board hires the manager to handle details.

The manager is action and tactics oriented in running the day to day operations in response to objectives set by the board. Members delegate direct control of the co-operative to the board of directors, which in turn delegates operational control to the manager.

Personalities often influence, and sometimes even dominate, the manager/board relationship, but the ability of directors and managers to know when they are stepping on each other's turf is the key to a harmonious working relationship.

Manager's decisions are based on co-operative policy

Implements Board Policy

Policies set by the board of directors guide the manager's actions and decisions. These policies are discussed, written in final form, approved, and reviewed at least annually by the board. To promote clear understanding, a policy manual is made available to each director and the manager.

Policy statements may be general in content, reflecting the board's philosophy of what kind of business the co-operative should be '...strive to provide leadership and cooperate with other businesses and community and civic groups in promoting and carrying out programs of mutual interest and benefit to the community'. Thus, the manager has a basis for making a decision on minor commitments to participate in community events without first getting board approval. Policies may also be specific, '...no additional credit shall be extended to any patron whose account is 120 days past due'. Such a policy gives the manager authority to refuse extending additional credit even to a director.

Some other simplified examples of how a manager implements board policy are:

Policy. An independent Certified Public Accountant shall audit the financial records at the end of each fiscal year

Implementation. The manager keeps appropriate records and provides other information that is necessary to complete an audit

Policy. An annual business plan shall be prepared for approval and progress reports made at monthly board meetings

Implementation. Without further specifics, the manager prepares a budget for approval, then compares the budget to actual business transacted, and reports any other information that would help the board understand the co-operative's financial status

Policy. Employee pay raises shall be based on job performance

Implementation. Job descriptions and performance standards are written for each employee and performance is reviewed annually

Policy. An annual membership meeting shall be held

Implementation. Various meeting committees are formed to plan the time, place, content, physical arrangements, and publicity

The manager advises the board of directors

Members and their elected board of directors may not be experienced in running a business, or their business experience may be quite different from operating a co-operative. For example, running a family business for profit is different in many ways from running a co-operative with many owners and a function to create profit for the owners based on use rather than for the co-operative itself. In essence, the co-operative is a subsidiary to the family business. This supportive orientation is different. The way that commodities are handled and functions are performed is different. Facilities, personnel and much of the equipment are different. Thus, the professional manager is hired not only to manage the co-operative but also to advise the board of directors on how the business can be operated most effectively.

The manager is expected to provide technical advice in many areas, including:

Competitive Strategy. Cost cutting, pricing policy, service packages, co-operative benefits, etc

Financial Strategy. Credit control, debt load, cash flow, member equity, etc

Operational Strategy. Product storage and handling, pick up and delivery schedules, administrative procedures, store traffic organization, staffing, etc

New Technology and Equipment. Industry innovations, improved machinery, research results, etc

New Products and Services. Additions or replacements, product information, etc

Policy Changes. Made necessary because of problems with implementation, or by changes in business environment, etc

Regulatory Changes. Chemical use, worker safety, environmental contaminations, etc

Government Affairs. New or changed legislation, government assistance programs, involvement in public policy, etc

The manager directs and controls daily operations

Planning, organizing, directing, coordinating, and controlling

MANAGER'S DAILY OPERATIONS

Some textbooks describe management as the process of planning, organizing, directing, coordinating, and controlling; but, something happens to those five straightforward functions in the transformation to real-life application, whether the manager heads a small or large department, organization, or business, including a co-operative.

A more realistic description of the atmosphere in which these functions are performed is something like this:

Planning. Bookkeeper calls in sick so the financial report won't be ready for the afternoon board meeting and fire safety inspector arrives unannounced

Organizing. Feed delivery truck delivery calls in to report breakdown on the road, cash register computer locks up, and the board president drops in for a chat

Directing. High school student waiting to solicit ad for school paper, and a member is waiting to complain about the new credit policy

Coordinating. Wife calls to report water heater leaking and a supervisor arrives for performance review

Controlling. Director walks in complaining about treatment from employee and a railroad dispatcher calls to say a railcar shortage means only six instead of eight cars will be available for a shipment

That more typical scenario of managing takes place in times of headaches and heartaches, irritation or elation, and in winter and summer, year after year. These scenarios apply not only to the manager, but also to the entire staff.

In managing people, money, and facilities, the manager wears many hats at different times in assuming the roles of coach and player, educator and motivator, diplomat and dictator, mediator and magician, judge and jury, leader and follower, analyst and activist. The manager is always accountable. To most people, however, the manager is simply the person who gets things done!

The manager provides direction, leadership, and motivation

Hire Staff

Hiring and maintaining competent staff is the manager's most important job. It is through people that the manager gets things done. In fact, how well the manager selects employees directly bears on how difficult the job of managing will be.

The rare opportunity is to assemble a staff from the start. Usually, the manager inherits a staff and makes changes as employees leave, retire, or (in extreme situations) are fired. In either case, the board of directors needs to provide the manager with the proper tools to build the best possible staff.

Hiring tools given to the manager include a wage and salary plan, an attractive benefits package with performance incentives, health care, vacation and sick leave, retirement, acceptable working conditions, clear personnel policies in writing, an organization chart, job descriptions, and performance standards.

The organization chart and the job descriptions are the blueprint tools for the manager. They describe what functions must be performed and the knowledge, skills, and abilities needed for the co-operative to accomplish its purpose. The manager then finds candidates with the right education or experience and desirable personality traits and work habits.

Assembling a cohesive workforce is just the beginning of the manager's personnel responsibilities. Effective communications with employees are maintained through daily contact, regular employee meetings, and at least an annual, formal performance appraisal.

The employees make the co-operative work for members and must understand the business they work for. However, the manager is the key employee, providing direction, leadership, and motivation which results in a harmonious and purposeful work atmosphere.

The manager sets goals and develops short-term plans

Sets Goals

In one sense, managers continually plan as they direct the daily affairs of the co-operative, reaching to events as they occur. This informal, almost subconscious, planning comes with informal, and perhaps similarly subconscious, goals summed up as simply as 'getting the job done'.

Formal planning and goal setting is a more deliberate process that takes place to implement the policies, directives, and long-term goals of the board of directors. Planning and goal setting provides a basis for measuring how well the co-operative is meeting member's needs.

The manager is responsible for developing short-term tactical plans, typically a year ahead, while the board is responsible for long-term and more strategic planning that may look up to five years ahead. It is not uncommon, however, particularly in progressive co-operatives, for the manager and key staff to also develop long-term plans for review and approval by the board of directors.

A short-term plan may be limited to developing a budget for the coming year or may be a more involved business plan containing more than just financial goals. Short-term plans, for example, might be developed for increasing sales or marketing volume, increasing operating efficiency, expanding territory served, increasing the number of member meetings, or entering the final phase of a long-term plan, such as merging with a neighboring co-operative.

The manager's planning and goal setting also applies to their own performance and to the performance of each employee. This exercise is an integral part of evaluating job performance, including identifying training requirements or needed changes in policies and operating procedures.

Setting goals and laying plans to reach those goals is a deliberate process to improve the effectiveness of the co-operative in returning benefits to its member owners.

The manager reports to the board through formal reports and informal discussion

Reports to Board

One of the important responsibilities of the manager is to ensure that the board of directors is not surprised by events that occur at the co-operative. Even if the by-laws or board policy do not require information to be reported, the prudent manager keeps the board well informed on anything that could affect operations. The manager should sound out the board President on intended plans or actions, and should report some decisions to directors so they know before the rest of the membership.

Formal reporting, however, takes place at regularly scheduled meetings of the board of directors, usually monthly. By-laws and board policy will prescribe what required information should be in the manager's report. Financial statements and information on major issues or proposed actions should go to directors at least one week before the board meeting, so they can study the material and be prepared to ask questions or make decisions. Major items in the manager's report include:

- A statement of operations with budget comparisons
- A balance sheet with comparisons to one or more previous years
- Accounts receivable status, with particular attention to delinquent accounts
- Progress toward goals set as part of planning at the beginning of the year
- Activities summary of operations during the most recent period
- Proposals for immediate action or longer term consideration

Some managers also report to directors periodically by personal letter or regularly in a newsletter format. Content designated is to keep directors informed not only about the co-operative specifically, but also about industry trends, research results, governmental regulations, and even the manager's philosophy about running the co-operative and improving its performance.

Complete and accurate reports to the board are necessary for good business management, and effective reporting also helps build mutual respect and trust between the manager and board.

Co-operative Employees

Co-operative employees work for a unique organization because the business owners are the day to day customers. By contrast, most employees of investor-owned firms have little (if any) contact with customers, much less owners, through the course of their careers.

This close contact with the owners requires certain sensitivity by co-operative employees in serving member's needs. Therefore, employees become the pillar for the success of their co-operative's business.

What are co-operatives and what makes them so different? Co-operatives are user owned and democratically controlled businesses from which benefits are derived by members in proportion to use. Co-operatives are operated for the mutual benefit of the member patrons. This unique type operates under three distinct principles:

User-Owner Financed

This principle means that the customer or people who use the co-operative are its owners. Their responsibility is to provide the equity capital or risk capital for operating the business. Other funds necessary for financing the operation may be borrowed from sources such as local banks, credit unions, and nationwide organizations.

User-Controlled

Customers control the overall operations and the purpose of the business through their elected directors. Directors respond to the wishes of the members when setting the objectives and goals of the co-operative. Directors who do not respond to member's needs may not be re-elected.

User-Benefit

Member patrons enjoy the benefits of the business because they accept the financial risk of capitalizing it. Member patrons share the benefits of different types of co-operatives in different ways. They may be from sharing the profit or loss generated by business activity, or gaining services they cannot receive elsewhere.

THE CO-OPERATIVE BUSINESS STRUCTURE

Co-operatives are people organizations. They are organized to serve people's needs either by increasing their economic income or by providing products and services not available from other sectors of the business community. Four distinct groups, each with separate roles, comprise a co-operative; but, all coordinate to accomplish the objective of a successful business. These groups are:

Members

These are the business owners who organize, incorporate, finance, and elect a board of directors to set the co-operative's policies.

Directors

Members of the board of directors are elected by, and serve at the will of, the membership. Some co-operatives may limit the years or terms directors may serve. The directors have two primary responsibilities; hire competent management and guide the direction of the business by providing policy and oversight to its operations.

Manager

As a co-operative employee, the manager serves at the pleasure of the board. Managers are responsible for the day to day operations of the co-operative. One of their most important tasks is to hire quality employees. In the chain of reporting relationships, employees are directly responsible to the manager, but the final evaluation of their productivity comes from customers (the owners) of the co-operative.

DIVISION OF RESPONSIBILITY

Members	Board	Manager
Exercise ownership	Long-term decisions	Short-term decisions
Maintain control	Idea decisions	Action decisions
Provide financing	n/a	n/a
Use products & services	Primary control	Operations control

Employees

Members want and expect good service and fair treatment from the employees of a co-operative business. Employees must understand that this unique business relationship places added emphasis on people skills when dealing with user owners.

Co-operative employees are the glue that binds members to their business. Employees deliver the supplies customers buy, order and maintain inventories, keep accurate accounting records, provide services, advise and recommend products to meet customer's special wants and needs, handle customer complaints, represent the co-operative in the

business and civic community, educate the members and public about the goods and services offered by the co-operative, adequately maintain facilities to serve members, and help to instruct and educate other employees. Employee careers often span the employment of several managers and numerous elected directors. Employees are the co-operative's front-line business representatives to the owner user, other customers, and the community.

CHARACTERISTICS OF THE QUALITY EMPLOYEE

The qualities of co-operative employees are not unlike those of employees working for investor-owned businesses. However, because of the unique ownership structure, people working in co-operatives are often regarded as a personal employee of every customer. To meet this unique demand, employees need particular characteristics.

Develop a Positive Attitude

All of us like to be treated special. The 'make me feel important' sales tool is valuable when dealing with all types of customers. This same attitude of respect and a positive attitude also help to build a team spirit among employees of the co-operative. Repeat business, customer satisfaction, and co-operative business success depend on all employees displaying a positive attitude. Customers appraise employee attitude when answering the telephone and handling customer complaints promptly and fairly.

The 'make me feel important' sales tool

Understand What a Co-operative is & Support its Business Ideals

It is hard for employees to deliver quality services if they do not understand the business that employs them. Co-operatives are a unique business structure. The customer owns the business. Ownership entitles members to services they may not expect or request from privately held businesses. This also places certain responsibilities on the owner.

These two unique characteristics set co-operative employees apart from those in other types of business. Co-operative employees are often asked questions about internal operations and the earnings of the business. A well informed employee knows how to handle these questions in a way that satisfies the member, without revealing information that could be useful to the competition. Managers and key personnel must keep all employees well informed on current co-operative information.

Understand your co-operative so you can answer questions adequately

Do not reveal information that could help the competition

Follow Co-operative Policies & Rules

A well informed employee keeps abreast of current co-operative policies and rules. The purpose and application of any policy or rule should be discussed with a supervisor or explained in an employee meeting. Policies and rules are implemented to safeguard member customer interests, set good business standards, and ensure the co-operative's success.

An employee's supervisor or the manager is responsible for handling any conflict with the co-operative's policy. If an exception to a policy is requested, it is the responsibility of the employee's supervisor or the manager to interpret, evaluate, and act on the request. A well informed employee avoids evaluating policy or rules to fit a particular situation or circumstance. Employees should implement the co-operative's policy and rules in a fair and equitable manner toward all customers.

Follow co-operative policies and rules

If exceptions to policy are requested, seek guidance from your supervisor

Respect All Customers & Treat Them Fairly

As customers, co-operative members want to be treated fairly and honestly by the business they own. Special concessions shared with selected customers soon bring dissatisfaction among all customers. While some members may feel they should receive special treatment because they are owners, employees who treat all customers equitably gain their respect and confidence. Leaders of the co-operative quickly identify the employees who treat customers with respect and honesty. Special treatment of one customer may generate short-term results, but cause long-term ill-will and dissatisfaction among most customers. Employees must offer merchandise and services in a sense of best value to all customers.

Respect all customers and treat them fairly

Special treatment for some leads to ill-will

Be Well Trained

Employees must be able to explain technical information about the service areas in which the co-operative operates. The customer relies on employees to recommend correct products or services. The ability to respond to customer questions and resolve their problems determines if customers return to the co-operative for future needs. Because of the fast pace of today's business, and changes in technical product and environmental regulations, employees must continually train themselves in product and service areas. Sound customer advice and accurate information are an important part of providing quality service. The well trained employee understands and appreciates the fact that serving the needs of customers is the first step in customer satisfaction.

*Be well trained, so you can recommend the
right products and services to customers*

Be a Team Player

All of us want to be on a winning team. Team success in the business arena depends on all players cooperating to reach predetermined objectives and goals. Employees must know the goals of their co-operative and understand the game plan to attain them. Those who are critical of fellow employees, the management, or the elected leadership become negative thinkers. Each employee of the co-operative sales organization should know about its overall sales goals and their part in them. Employees working in service organizations must be aware of the service level required to meet the organization's overall objectives and employee's expected contribution to the team effort.

Be a team player

Know your co-operative's goals and what your part is in achieving them

Participate in Community Activities

The image of the co-operative to the rest of the business community lies with the employee. Employee participation in service and civic organizations, school activities, professional and youth groups, and business organizations such as the Chamber of Commerce is important. Costs associated with participation in service and civic organizations or professional groups are often paid by the co-operative. Most co-operatives maintain political and religious neutrality. When representing the co-operative, employees must be cautious about taking a particular stand or participating in an activity which has a special social, political, or religious orientation. Volunteering talents not only contributes to the employee as an individual, but also shows that the co-operative is interested in the needs and welfare of the community.

*Participate in community activities such as service clubs, schools, youth
groups, and business organizations*

Keep Supervisors Informed

Constant communication is a key element in all business operations. Employees are the eyes and ears of the business. They constantly deal with the customers and the public. This feedback helps shape future procedure and policy changes necessary to increase customer appreciation and satisfaction. Employee communication with supervisors provides the instruction that can lead to implementation of desired changes. Unsafe working conditions or damaged facilities and broken equipment should be reported to supervisors for correction or repair. Irregularities in business operations or planned absences from the job must be communicated to keep the business operating efficiently. Effective communication means not only talking, but also listening carefully to comments and suggestions from customers, instructions

from supervisors, and recommendations from other employees. All of these things will help to build the co-operative team.

Keep supervisors informed

Feedback from employees helps shape future policy and procedure changes

Maintain Personal Appearance

Employees represent the co-operative's image to the members via day to day contact. Part of the first impression that a customer makes of an employee is based on personal appearance. A positive first impression leads to customer satisfaction. Clean, correct fitting apparel, appropriate for the working conditions, is a plus. Any co-operative uniform required for the job should be fitted and cleaned. A well groomed employee reflects the person's self-esteem and a positive image of the co-operative.

Maintain personal appearance

Convey a positive image of the co-operative

Personal self-esteem

Maintain Facilities, Equipment, & Inventory

This aspect of co-operative employment may have less appeal than working with customers. However, the importance of these functions must be understood so the co-operative can be an aggressive and profitable business. Accurate accountings of inventory, balancing of cash, or repairing of equipment are important activities to a profitable business. Dirty or poorly arranged merchandise can be just as much of a deterrent to reaching sales goals as overpricing or poor selection of merchandise for sale.

Customers do not like doing business in messy facilities or trying to obtain quality service from equipment in disrepair. In the mind of the customer, malfunctioning equipment often reflects lower or poor quality products and an attitude that employees do not take customer satisfaction seriously. Clean and well maintained facilities and equipment also create a safer work environment.

Maintain facilities, equipment, and inventory

SUMMARY

Given its unique business structure, each co-operative has particular goals and objectives. The objective of the co-operative that sells supplies to its members is to provide merchandise on a best value basis. The goal of a co-operative that markets products and services produced by the members is to pay fair market value or negotiate for the highest price. In such cases, the objective is to provide a needed service, not necessarily to save money or obtain the highest price. Quality employees will understand why businesses are organized as co-operatives and be able to explain their uniqueness.

Information

The Nova Scotia Co-operative Council has much more information that focuses on roles and responsibilities of people in co-operatives.

The Nova Scotia Co-operative Council conducts research, collects statistics, provides on site technical assistance, and develops educational materials. The Council helps Nova Scotian residents organize co-operatives and provides continuing assistance as needed. Periodically, the staff conducts workshops for key participants in new and existing co-operatives.

For a listing of publications and brochures available from the Nova Scotia Co-operative Council, please visit our website at www.nsko-opcouncil.ca, or contact a business development officer in your area. For access to other valuable co-operative resources, please contact:

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