MOSCOW FOOD CO-OP

MEMO

To: All Co-op Staff

From: Melinda C Schab

Re: Employee Opinion Survey

Date: June 19, 2017

Since 2009 we've been conducting employee surveys every other year. In August and September we will be conducting our sixth employee survey. This is a tool to help the management team get a clear picture of what staff thinks about the co-op as an employer. The goals of our survey are:

- To gather accurate, non-anecdotal data on staff satisfaction
- To show the strengths and weaknesses of Moscow Food Co-op as an employer
- To provide information to the board to demonstrate management compliance with co-op policies on B6. Staff Treatment
- To show progress since the 2015 survey
- To set a benchmark for future workplace improvements

From the results of the survey, the management team will come up with plans to address the concerns expressed in the survey and will communicate to you what steps are taken. For example, as a result of the previous survey we took the following steps:

- Created a more robust performance review and raise system
- Developed new in-person workshops for staff, including a class on co-op history and identity
- Invested in additional training for co-op employees with supervisory responsibilities
- Improved the quality of our Open Book Management huddles and created the new "Staff Pick" every week
- Launched our own intranet to improve the flow of information

To conduct the survey we have again engaged the services of Carolee Colter. Along with her team at CDS Consulting Co-op, Carolee has data from 250 surveys for food co-ops over the past 10 years. As a co-op consultant, Carolee brings many years of experience with co-op workplaces and human resources to this project.

The survey will be available as an online questionnaire from July 31 to August 21. **Co-op employees who have completed 30 days of employment by August 1 and are classified as a part-time or full-time will be eligible to take the survey.** A key code will be assigned to each employee to allow access to the survey. Computers will be available in the break room,

mezzanine, and/or offices for staff to take the survey. You will have up to 45 minutes paid time to fill out a survey, but typically people take from 15 to 20 minutes. There will be room for written comments if you choose to make them.

From the survey results, Carolee will develop questions for follow-up interviews. She will randomly select 20% of the survey-takers in advance for those interviews. The purpose of these interviews is to illuminate the reasons behind the survey scores. The in-person interviews will take place September 12 and 13. If you are selected for an interview and don't wish to be interviewed, you may decline and an alternate will be chosen in your place.

During that week, Carolee will make a presentation to the management team on the survey results. She will also provide a written report with recommendations to the management team as well as a staff report of the survey results.

I will report to the Board of Directors on the results of the survey as part of my monitoring report on Staff Treatment in January.

100% participation and providing honest feedback will be the key to the success of our employee survey. I want to stress that you will be able to complete this survey with complete confidentiality. You will not need to identify yourself on your survey. Carolee will not know your key code and will not know whose survey is whose. No one from management will see the individual responses to the survey. All responses, written comments and interview comments will be kept anonymous.

If you have further questions concerning the survey, please feel free to contact me.

Thank you for all you do for the Moscow Food Co-op.

Melinda C Schab
General Manager
Moscow Food Co-op