

WEST PHILADELPHIA



MARIPOSA

FOOD CO-OP

OWNER HANDBOOK

CONGRATULATIONS!

You are now a member-owner of Mariposa Food Co-op. You have joined thousands of owners in a business that has served and supported the West Philly community since 1971.

This booklet is a reference guide to your rights and responsibilities as a member-owner of Mariposa Food Co-op. Please take the time to read it over and refer to it as needed. You will find information on everything from Co-op history to how to update your records.

YOUR OWNER CARD

Carry your a member-owner card and enjoy the benefits that come with being a member-owner.

Your owner number is:



LOCATION & HOURS

4824 Baltimore Avenue
Philadelphia, PA 19143

Open daily 8 am - 10 pm

ACCEPTED PAYMENTS

Cash
Credit/Debit
SNAP/EBT
Check (Owner Benefit)

CONTACT INFORMATION

215-729-2121
www.mariposa.coop

OWNER SERVICES
215-729-2121 x 03
ownership@mariposa.coop

CONNECT WITH US!



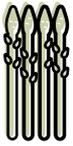
WHAT IS A CO-OP?

A cooperative is a business that is democratically owned and democratically controlled by its members. Co-ops can be organized for the benefit of consumers, producers and workers and operate in almost all industries, including grocery markets, health care, finance, agriculture, and more.

Unlike privately owned businesses where a small amount of investors control the profits, co-ops return surplus revenue to the store and the community, an approach to business that results in a powerful economic force that benefits the co-op, its member-owners and the communities it serves.

YOU'RE MORE THAN A MEMBER, YOU'RE AN OWNER

From the outside, co-ops may look like privately owned discount clubs, which charge annual fees to its members in exchange for a discount on purchases. On the contrary, our members invest their money as equity and make business decisions democratically to ensure the health and longevity of the Co-op and community. This is why we refer to our members as "member-owners".



7 COOPERATIVE PRINCIPLES

Cooperatives around the world generally operate according to the same core principles and values, adopted by the International Cooperative Alliance in 1995.

1

Voluntary and Open Membership

Co-operatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2

Democratic Member Control

Cooperatives are democratic organizations controlled by their owners, who actively participate in setting their policies and making decisions. Each owner has "one voice, one vote" and individuals serving as elected representatives are accountable to the ownership.

3

Member Economic Participation

Owners contribute equally to, and democratically control, the capital of the cooperative. This benefits owners in proportion to the business they conduct with the cooperative rather than on the capital invested.

4

Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their owners. If the co-op enters into agreements with other organizations or raises capital from external sources, it is done so based on terms that ensure democratic control by the owners and maintains the cooperative's autonomy.

5

Education, Training, and Information

Cooperatives provide education and training for owners, elected representatives, managers and employees so they can contribute effectively to the development of their cooperative.

6

Cooperation Among Cooperatives

Cooperatives serve their owners most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7

Concern for Community

While focusing on member-owner needs, cooperatives work for the sustainable development of communities through policies and programs accepted by the member-owners.

BENEFITS

When you join Mariposa Food Co-op, you own a piece of our community-owned grocery store. While you don't have to be an owner to shop, Mariposa member-owners receive the following benefits:

- Own the store where you shop!
- Vote on decisions made about the Co-op.
- Opportunity to run and vote for the Board of Delegates.
- Opportunity to receive patronage dividends during the Co-op's profitable years. See "Owner Basics" for more details.
- Save on select products each month with Owner Deals.
- Receive exclusive discounts from our Community Partners.
- Receive a 10% discount as a working member-owner.
- Receive a 10% discount on products ordered in bulk. Visit us in store for pricing.
- Save 10% during Owner Discount Days.
- Food for All recipients receive a 10% daily discount. Visit us in store or online at www.mariposa.coop/food-access for more information.

OWNER BASICS

EQUITY

Equity is your investment in Mariposa and you start receiving benefits once you pay your first installment. You can pay \$25 every three months until you reach \$200 or pay \$200 upon joining. This is a one-time payment and your equity is refundable, if you choose to leave the Co-op. Mariposa reserves the right to withhold funds when necessary to protect the financial health of the Co-op.

FOOD ACCESS

Mariposa's Food For All (FFA) program provides qualifying member-owners with a 10% discount everyday and equity payment assistance up to \$100. FFA recipients are not required to pay equity their first year of joining. Recipients pay \$10 every three months up to \$100 after the first year.

PATRONAGE

Patronage dividends, or refunds, are the cooperative method of sharing a co-op's earnings with its member-owners in profitable years. Your patronage dividend is based on your purchases for that particular year and the profit that the co-op made on those purchases. Patronage can only be distributed in profitable years and at the discretion of the Board of Delegates. Typically, the General Manager recommends a number of options and the Board uses this information when making their decision.

ACCOUNT CREDIT

Member-owners are able to add credit to their individual accounts for easy shopping. At the register, tell your cashier you would like to add credit to your account. That amount will be added to your total purchase to be used the next time you shop.

DEBT POLICY

Mariposa allows member-owners to carry a debt of up to \$5 against the Co-op. If you come into the store with \$20 and your bill is \$25, we ask that you pay the remainder next time you are in the store.

HISTORY

1971

Mariposa was founded as a buying club distributing out of basements and garages.

1972

The Co-op was run exclusively by its owners who rented the storefront at 4726 Baltimore Avenue for \$50 a month.

1976

Mariposa purchased the storefront.

1980s

Mariposa merged with the Life Center Association's Food Co-op and opened its doors two days a week. Mariposa refined its bylaws, created an operations budget, expanded its product offerings to include organic goods on the shelves, and grew its ownership to 270 people.

HOW TO SHOP THE CO-OP

Mariposa Food Co-op is a full service grocery store with a variety of owner benefits and departments that make us unique!

MEMBER-OWNERS SAVE AN EXTRA

10% on case quantities of any product on our shelves or any product carried by our distributors. Visit us in store or online at www.mariposa.coop/special-orders to learn more.



SHOP BULK! Our bulk department lets shoppers buy as much or as little as they need. Find a variety of goods, including coffee, spices, grains, legumes, baking needs, nuts, and snacks. To purchase a bulk item, remember to write down the PLU before you head to the register. Feel free to bring your own container!



OUR PRODUCE DEPARTMENT focuses on offering seasonal fruits and vegetables. Find a healthy mix of local, organic, chemical-free, and conventional produce.

- **LOCAL:** Located up to 150 miles from Mariposa Food Co-op
- **ORGANIC:** Certified organic by the USDA
- **CHEMICAL-FREE:** Implements organic practices, but is not certified by the USDA



OWNER DEALS offer special pricing on select products each month for Mariposa member-owners.



All of our shoppers can take advantage of **CO+OP DEALS**. Deals rotate every two weeks to keep sales fresh.



CO+OP BASICS offers everyday low prices on popular grocery and household items, including produce, dairy, meat, bulk, and wellness products.

1990s

The first walk-in refrigerator was constructed and the Co-op opened for a third day on the weekend. Year-round, organic produce was readily available in-store.

2008

Owners formed an expansion committee. With the help of owner loans, grassroots fundraising, and grants Mariposa received, the Co-op was able to raise the \$2.5 million needed to expand to our current location.

2012

On March 17th, Mariposa opened its doors at 4824 Baltimore Ave! The space is five times larger than the old store and is open to the public.

2021

Mariposa celebrated its 50th anniversary and our member-owners exceeded 3,500!

OWNER PARTICIPATION

As a cooperative, it's important that our member-owners participate in the governance of our food co-op. Check www.mariposa.coop or ask your cashier about upcoming meetings and elections.

MEMBER-OWNER MEETINGS

Member-owner meetings are held two times a year. At these meetings, member-owners are given an update on the store and proposals are voted on using consensus. The consensus process helps groups to develop decisions that all members can live with, by focusing on addressing minority concerns. It requires everyone in the group to be committed to common goals that are clearly understood, and to be able to differentiate between their personal preferences and what will help the group achieve its goals.

BOARD ELECTIONS

Mariposa encourages all member-owners to get involved in the election process, including running for the Board and voting at the election. Voting begins at the March Member-owner meeting and continues for two weeks both online and in-store.

BOARD MEETINGS

Board meetings occur on the first Tuesday of every month at 6:30pm at The Cedar Works and are open to all member-owners. Please note, the Board may go into executive session for discussions regarding sensitive or confidential topics.

ORGANIZATION STRUCTURE

MARIPOSA MEMBER-OWNERS

All member-owners are encouraged to run for the Board and vote in annual elections.

STAFF

The staff operates as a workplace democracy to coordinate daily operations. Staff members who are also Mariposa member-owners are eligible to serve on the Board.



BOARD OF DELEGATES

Elected by Mariposa member-owners annually to represent the opinions of all Mariposa member-owners. Responsibilities include:

- Overseeing management
- Reporting on the state of the Co-op
- Overseeing bylaw changes
- Approving the budget
- Working within a Policy Governance model

GENERAL MANAGER

The GM reports to the Board each month and oversees daily operations.



WAYS TO GET INVOLVED

Work together for better food, a stronger community, and a healthier world. Co-ops are owned by consumers like you, not corporate investors. Mariposa Food Co-op offers many ways for you to get involved!

Here's How:

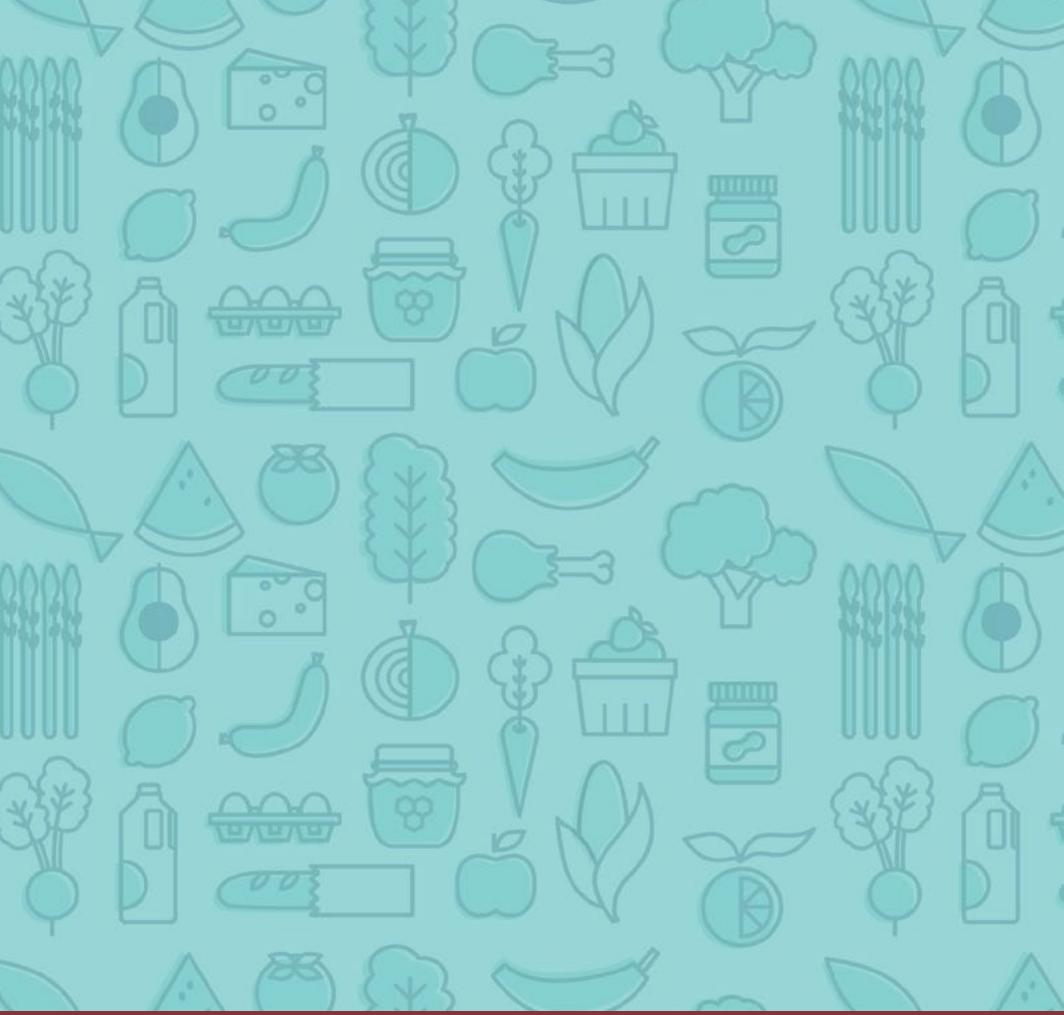
Board meetings are open to all member-owners and occur on the first Tuesday of every month from 6:30 p.m. - 9:00 p.m at the Cedar Works (4919 Pentridge St.). Learn about how the Co-op is governed by member-owners like you! We also encourage our member-owners to attend member-owner meetings held two times a year. Stay up to date on new and exciting in-store ventures and vote on proposals.

New member-owner orientations - Whether you want to brush up on your Co-op history or learn more about what benefits Mariposa has to offer, there's a little something for everyone. Announced in our bi-weekly newsletter.

Workshops - Keep an eye out for **free** workshops offered by the Co-op! We invite community members in to teach our member-owners about topics such essential oils, mindful writing, and eating a nutritious diet!

DID YOU KNOW?

Co-ops are all around you!
Co-ops employ over 100 million people around the world and more than 800 million people belong to at least one cooperative. Visit www.philadelphia.coop to learn more about Philadelphia's local cooperative community.



MARIPOSA FOOD CO-OP is a welcoming and hate-free space.

Any form of sexism, racism, ableism, ageism, homophobia, transphobia, fatphobia, islamophobia, antisemitism, and xenophobia, is absolutely **PROHIBITED** at all times. Report any incidents to the Shift Lead or by calling 215-729-2121.

MARIPOSA

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4824 BALTIMORE AVENUE, PHILADELPHIA
WWW.MARIPOSA.COOP | 215-729-2121