

# 2017 SOCIAL RESPONSIBILITY REPORT

Creating a strong business and building a better world are not conflicting goals - they are both essential ingredients for long term success.

- Bill Ford



Central Plains  
Co-operative Ltd.

Central Plains Co-op is here to serve our members with products and services that help **build, feed and fuel** individuals and communities. We are a different kind of business; being **member-owned** means that any profits are returned to our members and stay in the local community. We live where you live, work where you work and help grow the economy right here. We are your **neighbours**, and we make sustainable investments in the communities we share.

Central Plains Co-operative Ltd. has **175 employees** serving **nearly 7,000 members** in **seven different communities** in West Central Saskatchewan. We continue the tradition of giving back to communities, not only in the form of patronage refunds to our members, but also in the form of financial support to many community organizations. In 2017, this support amounted to over **\$66,000**. We are proud of our longstanding involvement with the West Central Saskatchewan communities we serve, and we invite you to visit our locations. **You're at home here.**

## 2017 AT A GLANCE



CARDLOCK



AGRO



PROPANE



PHARMACY



FUEL



CONVENIENCE



HOME & BUILDING



GROCERY

Co-op's across Western Canada were built by people from the ground up, to serve a common purpose. The areas in which Central Plains Co-op serves, is no different. We are deeply rooted in our communities and are committed to doing business in a sustainable and socially responsible way.

With that, I am very pleased and extremely proud to present, the first ever, Central Plains Co-op, Social Responsibility Report.

What is Social Responsibility? For Central Plains Co-op, it means developing the highest level of business practices that benefit our communities as a whole and create a level of relevance and sustainability that will serve our members for the decades to come. This comes down to the core of everyday decisions that we make. We accept that sometimes, the "right" decision will come at a higher cost than the "easy" decision.

These decisions are made with the values that Central Plains Co-op has created in the forefront at all times. These values are:

**INTEGRITY**  
Be honest and trustworthy.

**EXCELLENCE**  
Strive to be the best at all times.

**COMMUNITY**  
Caring for and providing leadership to the communities we serve.

**INNOVATION**  
Be creative and visionary.

This report will take a deeper dive into three levels of Social Responsibility. They are **Environmental Sustainability, Community Investment and Employee Engagement.** We welcome your feedback and hope you enjoy reading about what we have accomplished in these areas.

**Environmental Sustainability**

We look for efficiencies in every project that we complete in order to reduce our overall carbon footprint, which we were able to track and measure for the first time in 2017. We look forward to leaving our world a better place for the next generation. Central Plains Co-op will continue to be stewards of our environment.

**Community Involvement**

Community involvement has always and will continue to be a cornerstone of our Co-op. Watch for many more exciting things in the months and years to come as we continue to develop strategies to further serve this purpose. Our communities that we serve and in which our team members live, work and play are vital to our organization and to the region as a whole. Healthy communities benefit us all and it all starts with community involvement.

**Employee Engagement**

Our team members are the life blood of our co-op, which is why Employee Engagement is so important. We are committed to instilling a sense of pride in all team members. To quote an excerpt from our Aspirational Statement, "We embrace meaningful careers and inspire our employees to bring our brand to life each day for the benefit of our member owners."

We are very proud of what we have accomplished in these areas in a small amount of time. We are excited for what the future may hold and will continue to conduct business with Social Responsibility in the forefront at all times.

All the best in 2018!

Mike Moon



General Manager  
Central Plains Co-operative Ltd.





Central Plains Co-op cares about our communities and the environment that we share. We are committed to using our resources wisely and making responsible decisions that consider the short and long-term effects on our environment.

## INCORPORATING ENERGY EFFICIENCY INTO EVERY PROJECT

In Co-op Food Stores, refrigeration uses the majority of energy and represents the greatest opportunity for enhanced energy performance. With that in mind, we added reach-in glass doors with automatic closures, as well as LED lighting and new fan motors to the refrigerators in the Rosetown Food Store. New LED lighting offers a brighter shopping experience, is more efficient and lasts a great deal longer than the older traditional lighting, thus saving on repair and maintenance costs. Payback for the project is under three years, and we received a rebate of \$10,600 from SaskPower's Commercial Refrigeration Incentive Program.



**Glass door refrigeration cases reduce energy consumption by 80% over traditional open cases.**

Refrigeration uses the majority of energy in food stores and represents the greatest opportunity for enhanced energy performance.

We also constructed a new Administration building in 2017. This new building provides much needed office space and expansion for existing and future administration employees. All offices are ergonomically friendly and the building is fully wheelchair accessible, including a lift to the second floor. All lighting is LED, with motion sensed lights in many rooms. A high efficiency furnace is also installed.

Environmental sustainability was even considered with the construction of our new cardlock. A DEF (Diesel Exhaust Fluid) dispenser was installed to reduce the waste created by plastic containers.

It is important to grow and expand in an ever changing retail industry, but we can never forget to ensure our projects are sustainable for the long haul.



## MEASURING AND MINIMIZING OUR CARBON FOOTPRINT

Carbon footprints are an important measure of an organization's environmental impact. Central Plains Co-op Ltd. has a total of 1,743 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>eq). As we continue to grow, CPCL is committed to meeting energy demands while ensuring the continuous improvement of measurement capabilities, practices and policies focused on minimizing our carbon footprint.

CPCL acknowledges that growth brings many challenges to ensure operations remain sustainable. We have identified and tabulated environmental performance metrics and determined the carbon footprint of all our locations. Work to minimizing our carbon footprint even further will continue in future years.

CPCL DONATED



OVER  
**\$66,000**

TO CHARITIES & NON-PROFITS IN 2017

Central Plains Co-op cares about the things that are important to you. We are proud to be a part of your community and are happy to lend a hand towards projects and events that are doing good things close to home.

## A QUICK GLANCE AT OUR COMMUNITY INVOLVEMENT

### FUEL GOOD DAY

On Fuel Good Day, 10 cents per litre was donated to STARS Air Ambulance. On September 19th, with the support of our loyal

customers, we were able to donate \$2,361.60. We were honoured to be invited to present our cheque and have a close look at the helicopter.



### MILDEN GO-PHER A WALK TRAIL

We are happy to support a trail that provides opportunity to fill the physical, mental, social and entertainment needs of people of all ages. Central Plains Co-op donated \$750 towards spring renovations.

### FOOD BANK DONATIONS

We held many fundraisers for our local food banks in 2017. To name a few, our Eston Food Drive raised over 300lbs of food and \$165 in cash & our Food Drive in Rosetown raised a generous amount of food, plus \$328.50 in cash. Thank you to everyone who donated to this worthy cause!



We also ran a campaign on Facebook titled, "Nominate Your Local Hero," and were able to donate a total of \$750 to the Rosetown Food Bank. Thank you to everyone who nominated someone that goes above and beyond in their community!

### 2017 SCHOLARSHIPS

We awarded \$4,500 in scholarships to students in our trading area this year.

Requirements included a resume, a transcript of most recent marks and a short essay submission. The winners were: Tanya Westman, Lauren Sauser, Jordan Green, Danielle Munro & Joseph Park.

## COMMUNITY BARBEQUES

\$1,100 was raised for Kidsport at our Eston Community BBQ in June. \$225 was raised for the Perdue Arena Fund at our Customer Appreciation BBQ in July. \$100 was raised for the Landis Community & District Initiative at our Customer Appreciation BBQ in July. We also partnered with FCC in August and raised \$785 for the Rosetown Food Bank.

## ROSETOWN OUTDOOR RINK

We were happy to donate \$1,500 to the Kinsmen Club towards the Rosetown Outdoor Rink Project. Plus \$2600 that was raised at our CTV BBQ and 80th Anniversary Celebrations at the Rosetown C-Store in June.

## CORN MAZE

Thanks to everyone who came out this year to support our Corn Maze. \$1,500 was donated to the Rosetown Youth Centre because of our maze goers & volunteers. Special thanks to Western Sales and Greg Carlson for seeding and spraying.





Central Plains Co-op cares about providing rewarding experiences for our employees. We encourage our teams to do their best and become their best - at work and in the community.

Central Plains Co-operative Ltd. knows that people is power. We strive to continually improve employee engagement and development through strong communication, training, learning and advanced education, as well as by enhancing human resources strategies and processes. We are committed to providing a great employment experience - making our team members and leaders happy and excited to come to work every day!

2017 held many opportunities for our employees to improve themselves through training initiatives. Our team members attended **292 training courses** in total.

Our departments are asked to hold at **minimum six staff meetings per year**, and each community has **1 General Staff Meeting per year**. This enhances employee engagement as shown in our **engagement score of 69%**.

## 12 DAYS OF KINDNESS

During the 2017 Holiday Season, each Central Plains Co-op department was challenged to complete a Random Act of Kindness. A poll was hosted on Facebook where users could vote for their favourite. Out of 138 total votes, Landis Agro took the win with almost 80%.

We were very happy with the participation. Almost all departments, and even the Board of Directors completed an act of kindness! From chipping ice on the sidewalk, to giving blood, to taking photos with santa and your pet, Central Plains Co-operative sure had a great time giving back!



## SAFETY

A culture of customer and safety awareness is important for any business or organization. At Central Plains Co-op we are constantly working towards Mission Zero. In 2017 we had 12 reportable WCB incidents and 9 time-loss injuries. Our goal is to have quarterly Occupational Health and Safety Meetings at each location. Applicable employees are asked to complete 2 Safety Courses per year.



## GOING ABOVE & BEYOND AWARD

Employees can nominate their peers each month for the Going Above & Beyond Award.

Winners provide exceptional service to internal and external customers and are dedicated to living the Co-op brand.

Even our customers have been known to nominate employees for this celebrated award.



# GOOD THINGS ARE HAPPENING.

Did you know that Central Plains Co-operative Ltd. ...



EMPLOYS  
**175**  
COMMUNITY MEMBERS

PRODUCED  
**\$65M**  
IN SALES FOR 2017.  
A NEW RECORD!

HAS  
**6,902**  
MEMBER OWNERS  
IN WEST CENTRAL SASK

RANKED  
**#89**  
ON THE **TOP 100 COMPANIES**  
LIST IN 2017 BY  
SASKBUSINESS MAGAZINE

At the top of the magazine's rankings is Saskatoon-based Federated Cooperatives Limited, which is owned by Central Plains and more than 190 independent retail cooperatives spanning Western Canada.

2017 Finalist  
Community Involvement

THE SASKATCHEWAN CHAMBER OF COMMERCE  
**ABEX**  
AWARDS

PRESENTED BY  
**conexus**  
Credit Union

## WE ARE PROUD TO SERVE WEST CENTRAL SASK IN THE FOLLOWING COMMUNITIES



### CARDLOCK

Landis, Plenty, Harris, Rosetown, Eston & Perdue



### AGRO

Landis, Plenty & Rosetown



### PROPANE

Rosetown, Eston, Landis & Perdue



### PHARMACY

Rosetown



### FUEL

Landis, Plenty, Harris, Rosetown, Eston & Perdue



### CONVENIENCE

Rosetown, Perdue & Eston



### HOME & BUILDING

Rosetown



### GROCERY

Rosetown & Eston

*You're at home here.*



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