



**Monthly Meeting  
Topics**

1. **Open Enrollment**
2. **401(K) Change**
3. **Scholarship Winners**
4. **Future Leaders Program**
5. **Retail Attendance Policy**
6. **Shift Swap and Request to Cover**
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9. **Leaders vs. Bosses**

**2020 OPEN ENROLLMENT**

**Reminder!** Open Enrollment recently wrapped up so associates should check their pay stubs starting January 15<sup>th</sup> to make sure all their benefit elections are correct. Please let your associates know to notify Human Resources immediately if they notice an error.

**New Year! New Match!**

As of January 1, 2020, the company will add **\$0.75** to your retirement savings for every **\$1** you contribute up to 5% of your pay. If you save 5%, this is what goes into your retirement plan each pay period.



You are eligible to enroll in the plan and receive company matching contributions if you are at least 18 years old, and have completed 1,000 hours of service within the 12 month period following your date of hire.

**Make saving for your future a part of your New Year's resolution!**

To enroll in the plan or to increase your contribution rate:

- Go online: wells Fargo.com
- Sign on to your retirement account using your smartphone, computer, or Wells Fargo app.
- If it's your first time using the website, select Enroll at the top of the page. Once signed on, select the name of your retirement plan from the Account Summary page.
- Call the Retirement Service Center: 1-800-SAVE-123 (1-800-728-3123)
- Representatives are available Monday through Friday 7:00 a.m. to 11:00 p.m. Eastern Time.

If you would like more information or have more questions about the 401(k) program and your options, please check out the new course on Learner Community at your store.

**Scholarship Winners**

The following Ingles Markets associates were recognized in The Volunteer Market - Official Publication of the Tennessee Grocers & Convenience Store Association Magazine Fall 2019 Edition.

**TGCSA Award - \$1,200**

- Kyrah Gardner, Powell, TN - University of Tennessee, Knoxville: Finance
- Kylie Pelfrey, Farragut, TN - Pellissippi State Community College: Business Management
- August Smith, Jonesborough, TN - Covenant College: Biomedical Engineering

**Hubert & Elizabeth Baldock Memorial Award - \$500**

- Ariel Lowe, Farragut, TN - University of Tennessee: Nursing

**Future Leaders Program**

We have an exciting announcement! Ingles will begin piloting a Future Leader Training Program in late January 2020. The pilot will start in Districts 4 & 5 then will expand to additional districts.

As an organization, we recognized the need to better prepare our future store leaders as our company continues to grow. To do this, we created a training program that provides Managers with an understanding of Ingles total operations while developing the additional skills needed to successfully step into a store leadership position. This program will include a mentorship program; a visit to our home office, distribution center, and Milkco; and training time in each area of the store including all perishable departments. Time will be spent in the manager's home store along with selected training locations with handpicked trainers. We are excited to help enhance the knowledge at our stores by utilizing the amazing managers who have helped grow the company to where it is today. Although the program will initially start with Co-Managers and Assistant Managers, our goal is to eventually open up the opportunity to department heads and frontend management to prepare them to move into upper management roles.

***"Customer Service shouldn't be a department; it should be the entire company"***

## Retail Attendance Policy

During the Kronos Roll out, we implemented a new Retail Attendance Policy. However, several stores are not fully using the new program. Consistency and follow through are key when implementing any new program, especially a program that has potential disciplinary action involved.

### Why does attendance matter?

- Routine absences and tardiness have an adverse impact on the workplace. Not only does it place an extra burden on team members who are at work, but it can decrease productivity and lower associate morale.
- If excessive attendance issues go unchecked by management, it can also cause good associates to become tired of doing double duty and look for work elsewhere.
- Overall, tardiness and absenteeism increases labor costs, either directly through the loss of productivity or indirectly through higher turn-over which leads to increased hiring and training costs.

If you are currently not actively enforcing the attendance program, please follow the steps below to get on track.

- Make sure all current associates and newly hired associates sign off on the Retail Attendance Policy via the Learn Something site.
- Reach out to Christa Hernandez to set up an action plan to begin using attendance.
- Set up additional training with your District HR Coordinator on how to use Attendance Manager in Kronos.
- Submit any adjustments needs to attendance on the Manual Incident Adjustment form on the Intranet

Remember! It is important to be consistent with all associates when implementing the policy.

## Shift Swap

This month, we will pilot a new feature in Kronos called Shift Swap and Request to Cover. This feature will give associates the ability to request to swap shifts or have their shift covered by another associate. We are still in the early stages but are excited about the potential benefits. More information to come later this year!

## Store Spotlight!

Let's hear it for store 91 in Farragut, TN and the great review left by a customer on Facebook.

The customer said she "was so happy to find actual employees in the store and available for customers." She also said "Another great shopping experience to find ALL the items available on my list." She was very excited that Ingles "still values the customer experience". She closes with "Thank you from a happy customer, you have made me a lifetime customer".

Great job Store 91 on exemplifying our mission statement by "providing our customers with outstanding selection and value, the highest quality products and superior customer service."

## Nutrition Notes – Leah McGrath RDN, LDN - Ingles Corporate Dietitian

I always like to remind our customers that the labels on the front of packages are marketing. Sometimes I call them window dressings or makeup. The real story of what is in the package can be found in the list of ingredients and the "Nutrition Facts Panel". This is the black and white information that is not glitzy and is regulated by the FDA (Food and Drug Administration).

-On the Nutrition Facts Panel the most important bit of information starts with the SERVING SIZE. Customers may want to notice sodium, carbohydrates (sugar), fiber, fat or protein – depending on what is a priority to them.

-On the list of INGREDIENTS the ingredients are listed from most to least, i.e. the item that is first is the largest percentage of the ingredients. The ingredients that are last in the list contribute the least. Often customers have questions about what certain ingredients are or what their purpose is in products.

If I can be of any assistance, please reach out:

- Phone: 800-334-4936
- Email: [lmcgrath@ingles-markets.com](mailto:lmcgrath@ingles-markets.com)
- Twitter @InglesDietitian

## What Leaders Do vs. What Bosses Do

Take a few minutes over the next day to look at the chart below and give yourself a score. If you fall into the "Leaders Do" column, give yourself 1 point. If you fall into the "Bosses Do" column, give yourself 0 points. Tally up your score. If you score less than 8, look for areas for improvement. Remember that leaders inspire their team members and help guide them to where they need to be. Morale and productivity are much higher in departments that are led by Leaders vs. a Boss. We all have room for improvement, so be honest and use this tool as a way to grow as a leader.

Leaders Do:	Bosses Do:
A coach appealing to the best in each person; open door; problem-solver & advice giver	Invisible – gives order to staff – expects them to be carried out
MBWA – manages by wandering around	No MBWA
Good listener	Good talker
Humble	Arrogant
Does dog-work when necessary	Above dog-work
Prefers eyeball to eyeball not memos	Prefers memos, emails, long reports
Goes where the trouble is to help	Interrupts people in crisis and calls them to meetings in his or her office
Consistent & credible to the troops	Unpredictable; says what he or she thinks they want to hear
Gives honest, frequent feedback	Information flows one way – into his or her office
Has respect for all people	Thinks blue collars and pink collars are lazy & incompetent

## ICE Store Management Acknowledgement Page

By signing this page, I acknowledge that I have received & read the January 2020 ICE Newsletter. I will ensure that all associates in my department will be notified of the newsletter and given an opportunity to read it. I will communicate any important information in a timely manner.

This signature page should be attached to the newsletter and kept for one year. It will be verified by your HR Coordinator during store visits.

<b>Position</b>	<b>Print Name</b>	<b>Signature</b>	<b>Date</b>
<b>Store Manager</b>			
<b>Co Manager</b>			
<b>Co/Ast Manager</b>			
<b>CSM 1</b>			
<b>CSM 2</b>			
<b>CSM 3</b>			
<b>CSM 4</b>			
<b>Bakery Manager</b>			
<b>Deli Manager</b>			
<b>Coffee Manager</b>			
<b>Meat Manager</b>			
<b>Produce manager</b>			
<b>Grocery Manager</b>			
<b>Video Manager</b>			
<b>Pharmacy Manager</b>			
<b>IMarket Manager</b>			

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