



LAKE COUNTRY

# Sustainability to Stay

LAKE COUNTRY CO-OP

2020 Sustainability Report



# About Us

Lake Country Co-op is a retail co-operative that has proudly served Northern Saskatchewan for 80 years. Today, Lake Country Co-op serves more than 40,000 members — and many more customers — in 16 communities. Since 2015, Lake Country Co-op has returned more than \$34 million to its members in cash back and equity, while contributing over \$2.3 million to community organizations and initiatives.

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# CEO's Message

**Tim Keller, Chief Executive Officer of Lake Country Co-op**

It is with great pride that our association presents this 2019 sustainability report. At Lake Country Co-op, Sustainability is represented in the way we manage and operate our business to best serve our members and communities, care for the environment, secure profits and drive long-term prosperity. Our commitment to sustainability allows us to provide distinct value to our members and our communities by means of environmental stewardship, economic impact and support of community groups and programs.

2019 has been a year of exciting business developments for Lake Country Co-op. We have seen significant growth and development in the Agro, Retail Petroleum and Liquor Divisions. These developments generate sustainable value, market returns and long-term profitability.

Continued improvements in environmental performance and social responsibility have been achieved by incorporating energy efficiency in facility design, promoting recycling and waste reduction, committing to programs that enhance safety and risk mitigation and supporting local producers and suppliers.

Perhaps what we are most proud of is the support that we are able to provide to our communities. The contributions that our association and team members have made both financially and through volunteerism helps to foster a sense of unity and reminds us that achieving sustainability helps us to make our world a welcoming and endearing place for all.

# 2020 SUSTAINABILITY HIGHLIGHTS

SALES

\$368.4M



\$32.4M

LOCAL  
SALARIES &  
BENEFITS



\$6.0M

CASH BACK TO MEMBERS



PATRONAGE & ALLOCATION  
TO MEMBERS

\$9.2M

85 New Jobs  
Created in 2019

## Community Highlights of 2019



\$604K

DONATED

to 400 Organizations

Canwood & District Bus  
Association Inc.

\$2,500



4-H CLUBS

\$17,000

\$68,100

Spiritwood  
Wellness Space

\$35,000

Sponsorship to the  
Canadian Jr.  
Curling Championship



Habitat for Humanity  
Prince Albert

\$50,000



## Association Recognition

Saskatchewan Business Magazine: SK Top 100

24th Place

La Ronge Chamber of Commerce Tri-Community

Business of the Year

2019 Samuel McLeod Business Award Nominations

Business of the Year  
Customer Service Award  
New Venture Award  
Community Involvement Award

## Prince Albert Best of the Best Awards

Best Place to Work  
Best Convenience Store  
Best Grocery  
Best Produce  
Best Bakery  
Best Deli  
Best Ag Fertilizer, Fuel  
Best Fishing Store

# Local

REMEMBER YOUR  
REUSABLE  
BAGS

Ever take a few minutes after visiting one of our locations and maybe start up a conversation with your friends and family, or even just think to yourself, "Wow, they sure carry a lot of merchandise in that store, I wonder where it all comes from?"

We all know that we can't grow bananas or mangoes in Saskatchewan nor can you grow Douglas Fir trees for some of our lumber needs. The products that you find in our locations come from all four corners of the world; Asia, India, Europe, the United States, and of course, Canada. Want to know where else?

SASKATCHEWAN! That's right. Hundreds of products that we sell to you the member are grown, produced, manufactured right here in Saskatchewan! Our Food Stores stock locally produced meats and fresh fish as well as produce items like potatoes, cabbage, corn, and tomatoes, all sourced from local producers.

Our Home Centres sell dimensional spruce lumber from local saw mills, locally produced live edge lumber and log siding, and locally crafted backyard furniture and ornaments. Lake Country Co-op C-Stores, Cardlocks, and Bulk Petroleum departments fuel our trading area with product from our Co-op Refinery in Southern Saskatchewan!

Our Agro Centres source locally grown bulk cereal seeds like wheat, barley, oats, and peas and in turn sell these to growers within our trading area. As well, our Liquor Stores stock wines, spirits, and beer from approximately four dozen Saskatchewan distilleries and vendors.



made in  
**Saskatchewan**

Your Lake Country Co-op is very proud to support local!!



LAKE COUNTRY

# We Care

ENVIRONMENTAL SUSTAINABILITY

To continue our efforts to reduce single-use plastic bags, Lake Country Co-op will be charging 5 cents per plastic bag starting October 20th, 2019.

At Lake Country Co-op, sustainability is the way we manage and operate our business to best serve our members, our communities, care for the environment, secure profits and drive long-term prosperity.

Our business methods ensure safety, efficiency and responsibility in a manner that protects Lake Country employees, our members, our communities and the environment, now and in the future.



Please remember to bring your own Reusable Bags!

## Reducing our Environmental Footprint

- Increase recycling and reuse efforts through waste minimization
- Promoted the Love Local reusable bags in October of 2019 and introduced minimal charge for plastic bags to encourage reusable bag use
- Efficiency renovations and upgrades to aging petroleum equipment
- Partnering with those that are considerate of environmental effects and accountability
- Installation of energy efficient lighting and refrigeration

## Support Sustainable Development

Collaborate with Federated Co-operatives Limited, Engineering Associations and communities to grow sustainably, considering social, economic and environmental effects.

Build and incorporate innovative infrastructure to support operations and minimize resource use. For example, we continually upgrade to LED lighting and other energy efficient equipment at our locations.

## Engage in Sustainability Issues

Communicate with our employees, members, and communities on sustainability issues, goals and efforts through newsletters and meetings.

Provide opportunities to delegates and communities to actively participate in Q&A discussions.



# Economic Impact CO-OP

Lake Country Co-op is committed to exploring business opportunities that will contribute to economic development of the communities that we serve and the long-term financial sustainability of our association.

## UPGRADES:

La Ronge C-Store

Canwood

Domremy

85 New Jobs  
Created in 2019

4 NEW



Acquisition of  
La Ronge  
C-Store



Partnerships with  
First Nations  
Communities



Liquor  
Outlets





# \$604,386

donated to over 400  
Community Organizations in 2019



## Gift Card Program provided \$151,031 to various Teams & Clubs



Monthly Kids Club Family Events including Swim Night, Bowling Night, Raider Game Night, and holiday Mini Chef events



Our Team Members volunteered over **21,000** hours in 2019. That's equivalent to over **2,700** 8-hour days!

At Lake Country Co-op we strive to make our communities better places to live, work and play. We do this by supporting community groups, teams, clubs and projects.

# Community Support

# Diversity & Team Member Engagement

Lake Country Co-op is at the beginning of our diversity and inclusion journey. We strongly believe that we must nurture a welcoming environment for all Team Members where they feel encouraged to share their perspectives and feel valued for their contributions. We are committed to having a workplace culture that supports an engaged, high-performing and innovative workforce.

*You're at home here.*



Brand Days

LAKE COUNTRY



Strong People Practices

Sustainability Ambassadors



Our people are the foundation of our association and we strive to develop and grow together to achieve our vision of association sustainability.



[www.lakecountryco-op.crs](http://www.lakecountryco-op.crs)



Sustainability Report 2020