**CO-MANAGERS’ REPORT – July, 2021**

**1.  Sales**

Last week's sales (12-18 July) were strong even though we added the online payments via PayPal for the last few months into POS.  The announcement of further restrictions did stimulate larger sales on Saturday 17th July - $5130.00.  This number we have not seen since last year.  Sunday and Monday were also strong.  But it may level off as people stay at home and people are not receiving the same amount of government support as last year.  Members from the LGAs like Canterbury that have restricted movements will not be able to shop until the restrictions are lifted.

**2. Veggie boxes** - we had 16 boxes last week and this week 8.  Quite a few deliveries were done. I think we need to keep promoting them. The veggie boxes are wonderful quality and very full.  Carina and Yue are doing a great job with ordering produce.

**3. Sale of Plant based mylk has started**.  We have decided to only offer it twice a week during this time.  People have to order it online by 4pm Monday and 4pm Thursday for delivery the next day after 1pm.

**4. Personal shopping**. Not as many as expected have come forward. Initially we had orders where people picked up the box in the back lane.  Some were delivered. I think personal shopping should continue even after COVID as people who are injured or sick have requested food and delivery. It is a useful service to our community. It would be worth promoting this via the newsletter.

**5. COVID safety policy** re: mask wearing was a big discussion with staff and MC.  Staff expressed concerns for their own health. They were more comfortable with the policy of asking every member/customer to wear a mask and assisting those with a medical exemption or reluctance to wear masks with their shopping, if they waited outside. Since the first few cases of opposition and expression on Instagram, which we had to deal with case by case, the mask wearing issue seems to have calmed down.  We sometimes have to remind people to wear a mask or wear the mask properly. Not all staff are comfortable imposing this policy, but unfortunately we have to. Many businesses we hear are doing the same.

**6. QR codes and a signing-in register** for those without a smartphone have been installed in the co-op.  Everyone including staff is required to check in and check out.

7. We have had a discussion with staff, and we are encouraging each other to do a **COVID surveillance test** once or twice a week to ensure we are not infected.  So far most staff have thought this was a sensible step to take as we are dealing with the public and we are also serving vulnerable members of the community.  We double-checked with Service NSW whether or not we had to isolate each time we took a test.  The answer was as we do not have symptoms and it is a surveillance test we do not have to isolate.  As soon as we have symptoms we need to redo the test and isolate immediately. This is not mandated by the government, but we are doing this voluntarily for our own safety.

8. One of our staff members who lives in the Canterbury LGA has decided to stay at home and we have been able to cover his shifts with some of the other staff.  We are keeping communication open, and have told staff at any point they feel uncomfortable to work, they should express it and we will support any decision they make.

9. **Quite a few** **volunteers** have decided to stop for their own personal reasons. Fortunately others have come forward to do extra shifts, and they have been an enormous help to staff with the increased sales/workload, extra cleaning, more veggie boxes, etc. Our volunteers continue to be essential for the smooth running of the co-op.  It is always a relief when volunteers turn up.

10.  This week Carina started a TAFE course that she has wanted to do for a while.  So she has had to drop one day. Instead of Monday, Tuesday and Thursdays and some Saturdays she is doing Thursdays, Fridays and some Saturdays. Ran and Carina will meet on Fridays to discuss operational issues and solutions. Yue has come forward to do ordering on Mondays. Carina will ensure all the invoices are in Xero – invoices will be paid every Thursday going forward.

11. **The Kombucha fridge** was sold and we received a $250 for it. One of our volunteers has brought some shelving with wheels to fill the gap. We will start thinking how to fill it longer term.

12. **New members have declined** sharply this month.  From last Tuesday there were only 12 new members this month.

13. **Some deliveries have been affected** because our suppliers are not able to come into Greater Sydney. A few have done some contactless deliveries, e.g. the organic Olive Oil.  Carina is looking for alternative product sources if possible. With our increased sales figures we still have to replenish our stock. There may be a time lag with some deliveries.

14. **The dishwasher was serviced,** and it was confirmed that it is working well. The maintenance person said there is no need to have a service contract. Instead, as soon as it is not working well, we can call for a service.

15.  **The fridge leak** was also sorted out with our friendly pro bono fridge repair firm. There was a blockage in one of the pipes which caused the water to overflow to the floor. Now as long as we remove the excess water regularly from the container under the produce fridge, there should be no more leaks.

16. **Pest control also visited** and did their usual activities to prevent cockroaches and other bugs.  We need to continue with our cleaning schedules, but this is hard as we have more going on in the co-op and fewer volunteers.

17. **The 30 June stocktake went well**.  We had a number of volunteers during the day and evening. We used the POS Stock Taking and Stock Valuation reports for this year’s count – our stock was valued at $25,572.92.