**Acting Manager’s Report**

**23 September 2021**

***Ran de Silva***

1. **Sales have declined slightly** since COVID travel limits were announced. Hopefully once restrictions are lifted we will see our sales grow.
2. **Our voluntary, paid staff meeting** took place on 9 September, and went well. The role of the Staffing Sub-Committee, Rosters and Communication were the main topics.
3. The **rosters have been adjusted**. Earlier morning starts have been rostered so that we are able to receive produce if it arrives earlier, and avoid it sitting in the backyard for too long in the morning, especially during summer. Stock Coordinator times have also been adjusted, allowing for more time to work on ordering, goods received, providing stock updates and pricing. Shop Coordinator shifts are being distributed amongst the staff as fairly as possible.
4. Carina and Yue have resumed the **weekly stock update**. This will improve staff awareness of what is being ordered, and what is out of stock.
5. **Communications** via*Whatsapp* & the Till POS Diary are being used well.
6. We continue to see a flow of **volunteers**, both in and out. Luckily some of our current volunteers are willing to do extra shifts to cover those who have left. Two inductions were organised this month and we hope to find new volunteers to fill the available shifts.
7. We have a steady stream of **veggie box** **requests**. Between 11 to 17 boxes every week. New customers and repeats as well. Some also add their personal shopping to their order. Volunteers have been rostered for packing the boxes. Last week a volunteer started sending out the customer notifications. Tara is helping with the online Google sheets and Janet Loughman continues to deliver. Really nice volunteer effort.
8. There has been a great response to **Georgina’s Project** that helps women that are experiencing homelessness. Many members are supporting and filling up her basket. This is great as we have less produce from our cost box these days.
9. The **POS receipt system** issue has been fixed at no cost! But we need to continue to work with them to make the receipt clearer.
10. **Second hand fridge** – Ran will continue to check-in with the 2nd hand dealer for a suitable fridge for our shed.
11. Carina will help start the research on the **metal milk churn** and we will report to MC on this at the next meeting.
12. **Thanks to Ai Leen** for donating her spare mobile phone. This has been useful to contact volunteers, and do some orders. When the landline is busy, it is good to have another phone for staff use.
13. **Many documents** relating to co-op processes and templates **have been uploaded into *Confluence***, and all staff have been invited to participate as well. The next project is to get volunteer shifts and processes loaded up, and invite all volunteers to this section of *Confluence*.

**Points for Discussion**

1. Are any MC members interested in presenting to Aurecon Group’s staff about the co-op? . Ran has sent an email about this.
2. **The co-op’s printer** is on its last legs. The last time there was a problem, Togi managed to fix it, but it won’t be long before another issue will arise. The printer selected by Togi is currently unavailable, but I would like to go ahead and buy one once the product is in the available again.
3. Should we set money aside every month as a way to save and build our financial position?