

MANAGER'S REPORT

Annual General Meeting 2017

This report relates to the period December 6 2016 (when I was appointed Manager) to 30 June 2017.

The key challenges facing the co-op were declining sales, a high operational cost base as well as outstanding OHS issues. As a result the Co-op had reported a financial loss in the prior financial year.

In addition to these challenges the Co-op has Organisational Strategic Goals underpinned by an Annual Plan that had been adopted by MC in the previous year.

The priority was to look for ways to address the three key issues mentioned before:

- Declining Sales
- High operational costs
- Outstanding OHS issues (POS counter and flooring in the shop).

A number of initiatives have been undertaken during the year that has resulted in significant accomplishments, these are listed at the end of this report. I would like to highlight two key achievements during the year.

1. Our first and most important achievement was restabilising the Annual Subscription Fee (ASF) of \$20 per annum. The ASF was implemented on the 13 January 2017, with 1,029 members paid up by 30 June 2017. The ASF provides the co-op with a source of funds for an emergency and/or to make necessary improvements to the shop as required.
2. Underpinning our organisation is our volunteer workforce; with so much work ahead of us we needed them more than ever. Over the last year we have almost doubled the number of members who volunteer each month from 54 to 90 volunteers. We have re-established our working groups and created new volunteer shifts in the shop. The re-introduction of the closing volunteer shifts meant that we no longer needed professional cleaners 3 times a week, a big saving to our operational expenses.

We have so much more work to do, it is important for us to acknowledge how much has been achieved during such challenging times. A special mention goes out to our staffs past and present that have persevered during difficult circumstances. As well as our board, who have worked tirelessly and been here to guide us through this period. It has not always been smooth sailing but one thing is for sure, we all have the best interests in the future of the co-op as our guiding mission.

Finally, to you the members, thank you for your ongoing support and friendship. Around 90% of our sales are to you our members; we do not have a viable business without you. As we continue to face our challenges head on, we encourage you get involved in the running of the co-op. From attending the AGM yearly, volunteering in the shop or on one of our monthly working groups, providing ideas in the suggestions box or talking to one of the staff or MC members. The more we hear from you the membership, the better decisions we make for the future of the co-op.

Thank you,
Maurice Cabrera

Together with our staff, MC, suppliers and our volunteers, we have achieved the following:

- Re-establishing the Annual Subscription Fee
- Hired 5 new staff & expanded responsibilities
- Completed 15/16 CBP Grant projects
 - New Bulk Liquids shelving
 - New street signage
 - Fixed air-con issues
 - Fixed wooden fixtures and fittings
- Increase membership
 - 643 new members
- Improved volunteer systems & engagement
 - Improved volunteers roster (whiteboard)
 - Volunteer eNews and morning tea
- New Website
 - Drastically improved online presence
 - MC papers now online (agenda, minutes, annual reports)
 - Veggie Box ordering with add ons paid online
- Improved marketing
 - Monthly member eNews
 - Instagram following has tripled to over 1,200 followers
 - Facebook following has grown by 292 new followers
- Improved window display
 - Fresh produce back in the window
 - No plastic packaging in the window
- Introduced new products/services
 - Veggie Box deliveries
 - Zero waste kits
 - Bulk cashew cheese
 - KeepCups
 - Tonicka Kombucha on Tap
- Improved storage and garden space
 - Cleaned out historical documentation throughout the shop
 - Replanted the garden
 - Built outdoors storage shed (unfinished) but usable
- Re-introduced workshop space
 - Fitted castors to fruit and veg display
 - Held 8 workshops in 2017
 - A new oven to use for workshops
- Improved community links
 - War on Waste Festival with Reverse Garbage and The Bower
 - Campendville Public School – Foodscrap Friday
 - Food Grants

Below are lists of projects, which are in progress:

These are opportunities to get engaged at the working group level.

- Outdoor shed
 - Install electrical requirements and complete cladding
- Systems replacement
 - New POS
 - Inventory management
 - New Membership / Loyalty system
 - Volunteer management
- Overall Shop Strategy Review
 - Groceries & Produce Buying strategies
 - Volunteer engagement
- Shop Development/Improvements
 - Outstanding OHS issues
 - Shop floor
 - POS counter
 - Traffic flows
 - Maximise revenue generating floor space
 - New product lines (e.g. freezer)
- New phone system for the shop
 - Auto-attendant to assist callers to the correct destination, thereby eliminating wait times