



2020 Annual General Meeting - Minutes

Time & date: 12.25pm Sunday 01 November 2020

Location: Food Co-op shop, 3 Kingsley St, Canberra 2601

Facilitator – Sam/Ryan

Attendees: Members – 24; Non-members – 1

	Full Name	Current member?
1	Lukas Pecinka	Yes
2	Murien Pluchino	Yes
3	Ronniy Joseph	Yes
4	Peter Mchoughlin	Yes
5	Kimberley Berends	Yes
6	Sarita Rosenstock	Yes
7	Peter Kopp	Yes
8	Alex Ford	Yes
9	Ryan Godfrey	Yes
10	Alexander Pecenko	Yes
11	Samantha Hawker	Yes
12	Frank Deveson	Yes
13	Karina Vennonnen	Yes
14	Amanda Regan	Yes
15	Poppy Gorton	Yes
16	Amie Illfield	Yes
17	Emily Nicol	Yes
18	Sophie Fitch	Yes
19	Alex Ross	Yes
20	Jono Crane	Yes
21	Benedict Keaney	Yes
22	Ilaria Catizone	Yes
23	Silke Smaglinski	Yes
24	William Sinclair	Yes
25	Robin Leage	No

Scheduled Time	Item	Actual time
12:00	Lunch plus member meet and greet	
12:25	AGM commences <ul style="list-style-type: none"> ● Welcome from Sam/Ryan ● Acknowledgement of Country – Sam ● Introduction/names round – Ryan ● Overview of agenda – Sam ● Explanation of co-op decision making process – Ryan ● Jono assigned as timekeeper (it is now 1300 and we are behind) 	12:35
12:40	Declaration of interests <ul style="list-style-type: none"> ● No declarations of interest from board or staff ● Ryan proposed a motion that no conflicts of interest declared ● Motion unanimously accepted 	13:04
12:45	Confirm previous AGM minutes <ul style="list-style-type: none"> ● Ryan moved a motion to accept the previous AGM minutes ● Unanimously approved <ul style="list-style-type: none"> ○ Q. (Peter) Where can members view the AGM minutes ○ A. (Sophie) Will be posted to the website 	13:06
12.50	Board Report – Sam (full report attached) <ul style="list-style-type: none"> - Short discussion followed by questions - Q. (Ronny) How did members respond to the co-op changes - A. (Sam) Answer should be included in following reports - Q. (Emily) Food safety policy and others, are they visible on website - A. (Amie) Not currently, but they can be added to website - A. (Alex F) Policies such as COVID are well advertised throughout the shop. - Q. (Jono) Was SGM mentioned in Board Report - A. (Sam) Yep - Q. (Emily) Were there key lessons that shone through in the difficult circumstances this year? - A. (Sam) Communications - A. (Amie) The resilience of our community is amazing. We just need systems to activate the community and encourage participation. - A. (Pete) Some staff have left due to the stresses of the COVID period. We should look for ways to provide greater support and encourage greater involvement from a broader membership base. - A. (Alex F) The co-op has been a source of support to many in the difficult time 	13:10
13:10	Treasurer's Report – Alexander (full report attached)	13.27

	<ul style="list-style-type: none"> - Motion proposed by Alex that the board is a solvent organisation and can continue training based on current evidence - Motion unanimously approved - Short discussion followed by questions - Q. (Jono) How much per month is Uni Lodge outgoing and why did the 50% reduction come about. - A. (Alex) Reduced rate is \$666.66. This was a COVID initiative that applied to all tenants - Q. (Peter) A question regarding assets and depreciation - A. (Jono – previous treasurer) Most assets have depreciated to zero value 	
13:35	*break*	13:53
13:45	<p>Co-Managers' Report -Sophie (full report attached)</p> <ul style="list-style-type: none"> - Short discussion followed by questions - Q. (Jono) Are we exploring options with Uni Lodge regarding the kitchen upgrades - A. (Sophie) Yep. First step is to understand exactly what we require, then look at options. - Q. (Murien) Question about parking vouchers - A. (Sophie) They are advertised on website but it's not super clear 	14:02
14:10	<p>Election of new Board Directors</p> <ul style="list-style-type: none"> - Samantha nominated Ryan Godfrey to act as returning officer for the election - Unanimously agreed by members - Ryan outlined election process. ● Samantha Hawker (Chair) ● Loves this place ● Community and food – aligns with personal beliefs ● Two passions: People care and local food ● Encourage new board members ● Peter Kopp (Secretary) ● Hope to provide continuity through COVID time ● Would like to encourage future board involvement, in particular for future secretary ● Continue to support co-managers ● Become involved in discussion of imaginative and radical ideas to improve the co-ops resilience in future ● Alexander Pecenko (Treasurer) ● Continue to improve financial management and structures of co-op to ensure continued viability ● Poppy Gorton ● Passionate about environmental issues and related co-op initiatives ● More like a family and supportive of each other ● Wants to be more involved 	14:30

	<ul style="list-style-type: none"> ● Murien Pluchino ● Co-op is a great opportunity for relevant daily actions ● Wants to engage in the co-op process ● Vote conducted via OpaVote ● 24 valid votes received ● All candidates were successfully elected 	
14:35	<p>Other business</p> <ul style="list-style-type: none"> ○ Karina: explained how new board members can join the board prior to the next AGM. Best thing is to discuss with a current board member or email the board email address ○ Sam: raised awareness of working groups that members can be involved with if they are seeking other ways to participate ○ Ryan: Vote of thanks and acknowledgement of board members and co-managers who are leaving their positions; Karina, Alex F, Alex R, Arian, Caitlin. Also Katalin who left earlier in the year and Trish who will be leaving soon. This was formally brought as a motion and unanimously accepted by members. 	14:40
14:40	<p>Meeting evaluation</p> <p>Timekeeping was great More of the same for next year Loved Tech improvement Electronic voting is great Power of community is 'insane', good to be involved Really like new election policy Sitting in a circle is good General running went well, and new election policy worked well. Meeting was painless, which is good. Co-ordination between reports avoided repetition Enjoyed presentations. Really succinct and informative Great timekeeping Alexander is the best treasurer in the universe Posters in co-op advertising AGM would be good Would be good if reports, agenda etc. available before meeting Discussion time before questions was good Good co-ordination of reports. Pre reading would be great Enjoyed time for discussion before questions Enjoyed reflective of acknowledgment of country Perhaps and earlier start/finish time for next time</p>	14:50
14:45	Meeting closed	15:00

Board Report:

The Board supported the co-managers in whatever ways were possible - Daily on-call help, monitoring the situation more broadly and providing daily risk assessments. Through this rapidly changing time, we collectively decided to move to takeaway only in the cafe, followed by closing the cafe and making frozen meals more available. Many updates were made to try to keep the shop serving our community, changing the layout, compulsory handwashing, moving to EFTPOS only, single use scoops and for a time the shop was even closed to the public - but still serving our community through orders and delivery. The Board has also played important roles throughout this time, including helping eligible staff receive the JobKeeper payment. The Co-op has continued to adapt to the changing situations to the best of our abilities, and continued to uphold our values as best as we could see possible - food for people, not for profit.

What else...

Approving policies such as the Food safety policy, and holding a Special General Meeting to update the election policy.

There is continued energy by Board members and our broader community being put towards creating a purchasing policy, Hiring policy and return for labour policy as well as updating the Philanthropic membership price. The new Board and broader community will also be working at updating the Grievance policy, creating feedback loops to bring issues to the surface earlier.

GRATITUDE to all co-managers, staff, co-ordinators, working members, farmers and whole community. We welcomed a new Board a year ago, a few directors continued on the Board, and a number of new folks were elected.

As the Board of the Food Co-op, we've really seen our role as supporting the co-managers to do what they're doing and generally looking at the strategic elements and overall direction of the Co-op.

Accepting new paid roles, proposed by the co-managers - Events coordinator, PARSA box coordinator and communications coordinator. And assisting with interviews and hiring of staff for these positions as well as working members manager and products manager.

Working with the strategic plan and working group to keep moving towards the intended direction for the Co-op.

A small team from the Board has been holding Continuing Conversations with the paid staff, to help create feedback loops and hear how things are going.

At the end of last year, our region was hit hard by the bushfires, the Board supported Co-managers ideas of supporting bushfire affected producers [in](#)

Not long after this, Covid became the dominant situation - affecting shoppers habits, supply availability and the risk of operating. The Board and Co-Managers were having nightly or almost nightly meetings as things were rapidly changing

FYE2020 Treasurer Report

The Food Cooperative Shop, Canberra

Overview of the eventful 2019-2020 Year

- Overall a good year, despite the fires, hail and Covid-19
- Income: \$536,820 sales + \$40,000 JobKeeper and Cashflow Boost
- Cost of Goods Sold: \$300,251
- Operating Expenses: \$234,850

- We reversed the two years of deficit with a surplus:
 - Surplus with JobKeeper: \$41,720
 - Surplus without JobKeeper: \$1,720



Sources of Revenue for FYE2020

Activity Centre	Revenue (\$)	Percentage (%)
Shop	375,709	70.00
Lunch	97,259	18.12
Cafe	20,365	3.79
Membership	19,887	3.70
Venue Hire	11,038	2.06
Catering	7,450	1.39
Unassigned (sales variance, other revenue, donations)	4,265	0.79
Real Food Grant	273	0.05
Total	536,820	100.00

Sales and Membership Trends for FYE2020

- Positive impact of increased membership and marketing/comms efforts
- The reduced barriers to membership, and the three-tier pricing system
- Vend point of sale system: clearer stock tracking, improved analytics
 - Most popular in the shop: olive oil, fruit and veg boxes, almonds and eggs
 - We sold/gave 14,785 lunches
 - Members contributed to 60.67% of sales with working members having the highest per capita spending.
- Costing reallocation and reporting refinements undertaken

Expenses: Cost of Sales

- Cost of Goods sold: \$298,584
- Freight: \$1,667

- Total Cost of Sales: \$300,251

- Improvements in stock tracking leading to more accurate data



Operating Expenses

Category	Expense (\$)	Percentage (%)
Wages	150,047	63.89
Store Credit	16,370	6.97
Outgoings	11,751	5.00
Superannuation	11,238	4.79
Utilities	10,138	4.32
Insurance	6,191	2.64
Merchant and Bank fees	5,484	2.34
Cleaning and Rubbish removal	4,595	1.96
Other expenses (marketing, office and kitchen equipment, accounting fees etc.)	35,406	15.08
Total	234,850	100.00



Assets and Solvency

- Assets as of 30 June 2020:
 - Bank Balance: \$110,405.16
 - Stock on Hand: \$44,529.41
 - Total assets: \$157,265.30
- Liabilities as of 30 June 2020: \$27,543.47
- Net Assets: \$129,721.83
- We have been successfully audited by the BookBoost Business Boost Centre

- I as Treasurer, on behalf of the 2020 Board of Directors, declare that the Food Cooperative is solvent and able to continue trading.



Impact of Covid-19

- Significantly reduced revenue during lockdown
- Establishment of the pickup/delivery service (principle source of revenue in April-May 2020)
- Stopped cash handling, may commence again
- Received the JobKeeper wage subsidy (March-September)
- UniLodge outgoings discounted (50%)
- Since reopening in May 2020, the Café/lunch activity centre has been most affected
- Shop sales have been returning to pre Covid-19 levels

Trends since July 2020 and our future prospects

- Positive outlook: increasing sales and improving medical situation
- Kitchen works: a definite and possibly significant expense
- Moving to Beyond Bank (due to Service One branch closure)
- Assets as of 31 October 2020:
 - Bank Balance: \$153,802
 - Stock on Hand: \$44,529
 - Total assets: \$201,781
- Liabilities as of 31 October 2020: \$47,570
- Net assets: \$154,210

Month	July 2020	August 2020	September 2020
Sales (\$)	40,897	44,873	50,765
JobKeeper (\$)	15,000	15,000	25,500
Expenses (\$)	47,776	48,721	71,684
Net Profit (\$)	8,121	11,151	4,581

Comanagers report AGM 2020

- **COVID**
 - COVID has been both a challenge and an opportunity. The Board was very supportive and proactive including providing comprehensive risk assessments that guided us on how to implement measures to keep us all safe. It also provided us with the opportunity to strengthen our food safety measures. The introduction of cleaning teams (including jars) has not only helped us to get key hygiene and safety jobs done - it has given volunteers a clear purpose and opportunity to engage and contribute to the Coop. We have created a lot of new working member roles. We are getting a lot of positive feedback from customers about how the space is organised and looks.
- **ANU**
 - Met with ANU F&S - lease for 3 years with option for 2 extensions, but there is no possibility for financial assistance from ANU or Unilodge for kitchen works.
 - Our past air con issue was fixed for free
 - Kitchen - we're currently in a strong financial position so it looks as though we may be able to fund the kitchen works ourselves. We are currently in discussions with ICON water to determine legally what our requirements are for the type of cooking we do. This might potentially include a new dishwasher, a replacement exhaust range hood, and plumbing in the kitchen to a grease trap. Until we know exactly what we'll need, we can't know how much it will cost.
- **Parking**
 - Gravel carpark was demolished, this leaves us in a sticky position as it's quite difficult for us to secure parking. We're going to approach the new Minister for Transport to ask for assistance in securing some accessible affordable parking in our area. We will receive an additional 8 parking passes for Acton & city govt car parks
- **Comanagers roles split into distinct areas**
 - Changes to roles (different people in the working member, ordering and accounting roles, combining of fresh and dry produce, addition of comms and events too perhaps)
 - All this change has sparked us to think about a bit of a structural review of how we divide labour amongst paid staff and working members, which we'll be doing in the next few months.
- **Employee intake improvements** underway to make the changeover of comanagers more efficient and seamless
- **Grievance and behaviour issues** will be an ongoing challenge at the Co-op as we provide an open and welcoming space to our community. However, this also leaves us vulnerable when issues arise. A recent

event has made us mindful that we need to continually revisit our behavioural principles and ask ourselves (and each other) how we can create an environment at the Coop that is both inclusive and safe through open and respectful conversations and actions. A huge challenge and one that we might not ever get perfectly right due to its complexity.

- **Fresh**

- getting more local organic fresh produce. We are now getting most of our leafy green veg from Rita's farm (just south of Sydney). We have a team that picks up from the Epic markets every Saturday morning. Not always getting what we order and quality that varies some times are some of the challenges with a smaller direct supplier - it is good to be getting a lot of our fresh produce from the farmer as opposed to through a wholesaler.

- **Events**

- At the start of the year, we had a number of regular events going including kitchen hire and meetings. We attended the ANU market day at the beginning of term 1 and was a success.
- COVID- no events for several months
- Since the return of events, we have had a slow comeback. We've had charity events, some dinners, documentary nights and some catering. Our regular kitchen clients are returning.
- Next week will be the return of Acoustic Soup which will hopefully run as usual from now.
- Jannah has been working on developing some wider options for our catering, and on improving the event booking process.

- **Comms systems**

- New website
- New comms that are more consistent and reach and engage more of our community
- Huge thanks to the Comms working group that drove these changes and had a number of people that worked really hard, and thanks to Amie illfield who captained that working group and is currently in a temporary paid position to develop the communications systems to be more established and sustainable into the future
- Comms WG was established in 2018 and has been very active this past year
- The WG undertook
 - strategic visioning to improve reach and engagement in the community.
 - Rebranding efforts - logo and style refresh, creating a new website that features the new 'branding' and style, professionalising and streamlining our email systems.
 - This work formed the foundation of a number of strategic shifts that included the clarification and specialisation of

Co-manager roles and systems of internal communication and operation more broadly.

- We were able to use our new platforms and systems to help navigate the Covid lockdown period.
- o Huge thanks to the Comms working group that drove these changes and had a number of people that worked really hard, and thanks to Amie illfield who captained that working group and is currently in a temporary paid position to develop the communications systems to be more established and sustainable into the future
- o In the now formalised Communications Coordinator role, Amie has been focussing on developing systems to maximise working member participation in all aspects of the Communications work, and is also working with Sophie and Trish to bring our in-store experience of Co-op 'branding' in-line with our digital space.
- o Key areas still to be developed and in need of attention include increasing our promotional reach outside of already established audiences.
- **Garden**
 - o Kristina joining to coordinate
 - o Regular meet-up sessions and working bees
 - o Preparations in lead up to Pick it, Cook it, Eat it that will engage international students in the garden, kitchen and co-op more broadly