



2022 Annual General Meeting - Minutes

Time & date: 10:00am Saturday 19 November 2022

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

Facilitator – Bonnie Learmonth

Minutes – Pete Kopp

Attendees: Members – 22; Non-members – 0

	Full Name	Current member?
1	Bonnie Learmonth	Y
2	Karina Vennonen	Y
3	Lukas Pecinka	Y
4	Lucaya Rich	Y
5	Frank Deveson	Y
6	Chloe Tredrea	Y
7	Peter Kopp	Y
8	James Godfrey	Y
9	Andrew Purdum	Y
10	Emily Wilson	Y
11	Ulzana Azambayeva	Y
12	Poppy Gorton	Y
13	Keri James	Y
14	Rosie Armstrong	Y
15	Yani De	Y
16	Josh Viljoen	Y
17	Laura Kemp	Y
18	Michael Fairlamb	Y
19	Julie Monro-Alison	Y
20	Jane Teasey	Y
21	Helen Purdam	Y
22	Lil Costello	Y

Scheduled Time	Item	Actual time
10.00	<p>AGM commences</p> <ul style="list-style-type: none"> • Welcome from Bonnie • Acknowledgement of Country – Frank • Introductions • Overview of agenda: <ul style="list-style-type: none"> - <i>Agenda printouts available to all attendees</i> • Bonnie assigned as time keeper 	10.00
10.30	<p>Declaration of interests</p> <ul style="list-style-type: none"> • No declarations of interest from board or staff 	
	<p>Confirm previous AGM minutes</p> <ul style="list-style-type: none"> • No concerns were raised with previous minutes • Josh moved to accept the previous minutes (Lucaya seconded) • Minutes were unanimously accepted 	
10.40	<p>Board Report – Lucaya and Karina</p> <ul style="list-style-type: none"> - Presented a month by month rundown of decisions and activities of the board - No questions asked in time allocated. 	
11.00	<p>Treasurer’s Report – Ulzana (full report attached)</p> <ul style="list-style-type: none"> - Motion proposed by Ulzana that the board declare the co-op is a solvent organisation and can continue trading based on current evidence (seconded Bonnie). - Motion unanimously approved - Short discussion followed by questions 	
	break	
11.30	<p>Co-Managers’ Report (full report attached)</p> <ul style="list-style-type: none"> • Monique (General Manager) • Shayma (Product Manager) • Chloe (Working Members/Events Manager) • Yani (Communications Co-ordinator) - Short discussion followed by questions 	
12.00	<p>Election of new Board Directors</p> <p>Lucaya nominated Bonnie to act as returning officer for the election (seconded – Pete)</p> <ul style="list-style-type: none"> - Unanimously agreed by members 	

	<ul style="list-style-type: none"> - Bonnie outlined election process. - Bonnie declared all Board positions vacant <p>Nominee Statements</p> <ul style="list-style-type: none"> • Lucaya Rich <ul style="list-style-type: none"> - Currently co-chair of the board - Learnt a lot from previous term on the board - Looking forward to carrying forward ideas from previous board involvement - Experience in grants applications • Lukas Pecinka <ul style="list-style-type: none"> - Learnt a lot from previous term and looking forward to providing continuity - Interested in updating constitution - Focus on financial aspects • Frank Deveson <ul style="list-style-type: none"> - Long standing involvement in the co-op - Want to ensure survival of the co-op - Keen to address hard financial decisions • Andrew Purdam <ul style="list-style-type: none"> - Recently retired - Strong alignment with co-op vision, mission, and values - Keen to contribute and recognises the need for board members - Will be away for periods of time but should be able to fulfil duties • James Godfrey <ul style="list-style-type: none"> - Previous experience with diverse range of NGOs - Keen to work with others - Desire to protect and improve the co-op - Focus on activating membership and increasing member contribution • Vote conducted via OpaVote <ul style="list-style-type: none"> - 22 valid votes received (OpaVote report attached) - All candidates were successfully elected • Andrew is the only nomination for secretary <ul style="list-style-type: none"> - No objections - Andrew declared secretary 	
	<p>Meeting evaluation</p> <ul style="list-style-type: none"> - All present were invited to submit written suggestions and feedback regarding the format and running of the AGM 	
	<p>Actions arising from meeting:</p> <ul style="list-style-type: none"> - Pete to lodge Annual Return and Notice of Change of Details of Co-operative Officers with Access Canberra (within 28 days) - Lucaya to facilitate new board induction session 	
12.40	<p>Meeting closed</p>	



CO-MANAGERS REPORT

AGM 2022

Contents:

Operations Manager's Report
Products Manager's Report
Working Members Manager's Report
Communications Coordinator's Report

General Manager's Report

I joined the co-op as Operations Manager in August, after a 2 day intensive with Josh. I wasn't around in the 2022 financial year but I'll update you as best I can from and include the recent happenings.

- **General**
 - Josh and Lukáš attended the Co-op Federation Assembly 2022 with Josh presenting. You can view the livestream from Josh's presentation here <https://youtu.be/dYsMoJZNOW4>
 - The Co-op is now a member of the Co-op Federation and will have access to training and guidance, we look forward to networking with other co-ops.
 - Collaboration with Co-op Grocers and members to share knowledge and ideas as well as common resources (policies etc)
 - Cleaning up Authorisations (ATO, ABR) - ongoing task due to issues with authorisations and the movement of board members
- **COVID**
 - Continuous work on updating and ensuring the implementation of the COVID Safety Plan (by Josh) throughout the year.
 - The Co-op shop was able to continue to operate during lockdowns as an essential service, taking online orders and orders through the cafe window and delivering food to our community.
 - Cafe was closed August to October and reopened with outdoor / takeaway options
 - Received \$40,000 Covid grant and "rent" relief for the months August 21 to January 22
 - While COVID lockdowns, mandatory isolation and COVID safety plans have all come to an end, we've asked the membership to refrain from coming into

the store if they're unwell and continue to provide free delivery to households with COVID.

- **Maintenance & Repairs**
 - Space revamp completed by Josh and co - positive feedback all around
 - Lighting converted to LED lighting, rebate received from ACT Government
 - Inventory logs, troubleshooting manuals - ongoing project
 - Kitchen Refit
 - Waiting on confirmation from UniLodge regarding capacity of current system before approaching ANU for funding to install exhaust out to street (\$26k)
 - ACT Health supportive of us, allowing us time to get it right
 - Grateful for the background and knowledge provided by Frank D, Josh and Sophie on this issue
- **Permits**
 - Parking permits renewed until 2023 - working with UniLodge / Lena Karmel on hopefully obtaining some parks in the basement
 - Liquor permit extended to 7 nights per week to expand potential for event hire
- **Lease**
 - Continuing good relations with property managers at Unilodge
 - Physical lease is currently being held up by the recalculation of outgoings by UniLodge however verbal agreement in place for renewal
- **Food Safety & Hygiene**
 - Doreen has returned from travels and has been appointed our new Food Safety Supervisor with ACT Health.
- **Banking & Finance**
 - Move from Service One to Beyond Bank has been finalised
 - Finance Working Group hasn't met since December 2021 however recent discussions around finances have renewed interest, this will hopefully be up and running again as soon as possible.
 - Significant increase in insurance premiums in the 2023 financial year due to industry wide losses across the insurance sector. Co-op Grocers are looking into bulk buying insurance products which could alleviate some pressure here.
 - Term deposit rolled to a new account - interest was 0.35% now 3.55%
- **People Power (HR)**
 - Work on updating contracts with Ulzana and moving cooks to permanent part time
- **History**
 - Co-op 50th Anniversary preparations, reinvigorating the story of how the Co-op came to be and building understanding of it's different iterations and the stories behind the people involved - this is a Josh thing

Products Manager's Report

A challenging year with increasing freight and food prices, as well as the loss of our soft plastic recycling option. While sales have improved since last year's lockdowns, we haven't returned to pre-covid levels.

- **Strengthening relationships with local producers:**
 - Consignment:

- an uptick in baking on consignment this year, adding to our cafe and shop sales, and Yani has drawn on our bakers' skills for a number of successful catering orders
- trialed selling products made by Saba (sauces, herb mix, injera) which have been very positively received. Working with Saba to support her creative additions to the Co-op's range
- members helped reduce waste by selling via the Co-op excess citrus, rhubarb, salad greens etc from our immediate region - less than the previous year so we will look at promoting this further
- Early this year, we shifted supply from Banjo's Paddock for our weekend leafy greens to Southern Harvest. Banjo's Paddock has sadly been out of action due to health, however Southern Harvest connects us to a wide range of quality, regionally grown produce
 - A weekly driving role was added to the roster for picking up Southern Harvest orders on Thursday afternoons - shout out to Roberta for regularly taking on this role
- Continuing to look for Australian suppliers for more of our product range to help reduce food miles.

- **Product range**

- Introduced some new products and with the help of some ANU students, surveyed our membership for product suggestions, which have included:
 - TEFF flour
 - Savoury snacks e.g. chickpea puffs and veggie chips
 - Lauds vegan cheeses
 Thank you to members who responded to the survey or otherwise recommended suppliers and products!
- Another group of ANU students analysed our existing product range against the Product Purchasing Policy, flagging some products for review
- Change in dairy milk supply
 - Country Valley's organic farmer retired and they discontinued bulk milk earlier this year so we switched to Barambah Organic milk
 - Country Valley has since reconnected with potential to re-supply bulk non-organic milk using a swish refillable keg-tap system; if it's something the Co-op can afford I'd like to pursue it!
- With the pause of REDcycle recycling, minimising our own plastic is even more important than it already was. I am looking into switching some of our chocolate range to suppliers that use less plastic, and where it makes sense, opting for larger bulk quantities of products (e.g. 20kg instead of 5kg)
- Change in some cleaning products to replace the Naturally Clean range
- Discontinued some underperforming products, including:
 - Acai powder
 - Pumpkin seed meal
 - Flavoured tempehs.

- **In-store shopping experience**

- Earlier this year, Josh led the shop refit to make way for the new (second-hand) dispenser rack and fridge sourced from 'Let's Be Healthy' in Mawson. Chloe also helped adjusting shelving near the cafe to maximise space for tables
 - The new layout has received a lot of positive feedback, and the dispensers have mostly improved the shopping experience

- With the failure our of dairy fridge shortly after the refit, we purchased a new fridge
 - Yani updated the label template to include the new logo
 - We've added extra signage around some products to indicate gluten-free, suggested cooking time for pastas, and ingredients where appropriate
 - Jess is also looking into how we can better navigate allergens as a bulk food shop
 - Greater consistency of containers and jars across the shop - a big thank you to Amanda for her dedication to the jars
- **Improved processes**
 - With recorded weights from last stocktake, plus more consistent containers and jars across the shops, stocktake was easier this year compared to last
 - Wrote up guides for procedures, including:
 - Return Policy
 - Stock loss procedures
 - How to use the new dispenser guide.

Working Members Manager's Report

How the role has changed

- Yani has taken on the Events portion of the role since February
- 3 extra hours allocated to Working Members Manager, to maintain 19 hours/week
 - This was initially necessary while inducting Yani and setting up new systems
 - In recent months, often able to perform essential functions of role in fewer hours
- I have taken over as main point of contact for Cooks - handling contracts, timesheets, updates
 - With Monique/other co-managers: filling last minute shift replacements, in-person comms, training/food safety
- **Future:**
 - I will be leaving the role by end of year/early January 2023
 - With serious budget cuts needed in 2023, we may want to consider reducing hour again

General Working Member Updates:

- ~200 active Working Members? (this is hard to confirm/compare - based roughly on this years google group numbers)
- Several attempts to get the Rooftop Garden up and running again
 - Previous coordinators no longer available
 - Several people keen to help, but not interested in coordinating or planning the beds
- New Member Inductions (incentivised with free lunch): good turn out this year. Roughly 3 - 10 per session.
- New Membership App was implemented & coordinators inducted! Reportedly much easier to use than the old system.
- Maintaining good relationship with LEAD and getting great reliable helpers
- Meet-ups:
 - Coordinator Meet-ups continued - a little less regularly (some disruptions with hiring throughout the year, will hopefully return to being ~ bi-monthly)

- Operations Meeting Scheduled for 1st Dec 5pm
- Cafe
 - Perpetually just a little short on help - difficult to find people available 11-3 on a weekday
 - More lunch servers & dishwashers needed!
- Shop
 - We have enough coordies! Yay!
 - Created a 'Coordinator Manual' for unusual transactions and important information: eg. muesli recipes, refunds, internet troubleshooting.
- **Future:**
 - Getting the garden up and running & coordinating with the Cafe/Shop - growing veggies for meals/cooking events, herbs for sale, etc
 - Currently working on redoing the menu blackboard - making it less cluttered, more accurate

Rostering:

- 'Drop in' whiteboard put up for WMs who don't want to use online roster: includes daily to-dos and manuals
- Added *almost* all roles onto one Google Sheets roster - gives everyone perspective on where most help needed, more autonomy, can see what types of roles are available.
 - Checklists added to all the rosters, helping people learn the role if a coordinator is unavailable
- Set up a 'Teams' system, to encourage people to regularly do one role and self-organise with people in similar roles, through Google Groups.
 - Administratively difficult, people want to try many roles and don't seem that keen to self-organise
 - Lack of WMs makes a 'buddy system' difficult
- Changed to a similar system: anyone can sign up for 'Drop-in roles' (eg. lunch serving), other groups self-organise (eg. driving roles).
- **Future:**
 - While this is an improvement on the old system, it still needs work - Roster is somewhat cluttered and can be intimidating for new members, despite my introductory emails
 - Potential for our own roosting system linked to Membership app in the future

Return For Labour

- Philanthropic membership removed as an option
- Free Lunch policy clarified
- WM retention - suggestions from membership survey
- Store credit changes:
 - Ting has taken on allocating Store Credit weekly (replacing Lucia, who originally created the vouchering system)
 - Credit raised from \$10/hour to \$15/hour to match inflation rate (also surveyed membership)
 - Dishwashing given store credit to incentivise role, order packing no longer receiving credit
- **Future:** In 2023, RFL will need to focus on how to help reduce Co-op expenses: retaining more members, expanding roles, further changes to store credit?

HR: Cooks

- Post-covid lockdowns: Cook's hours returned to a regular 6 hours (weekdays), 5 hours (weekends)
- Ayen has returned, but struggling with childcare commitments

- Maki and Jack are now regular weekly cooks
- Current roster:
 - Mondays - Jack
 - Tuesdays & Thursdays - Saba
 - Wednesdays - Maki
 - Fridays - Ayen
 - Saturdays - Suiya, Kadi, and Saba (on rotating roster)
- Hourly wage has gone up for all staff this year (5%?)
- **Future:**
 - Communication can be challenging: Cooks having different preferred methods of communication (email/call/text/in person) and different levels of English
 - I'd like to see more regular in-person meetings with all Cooks together - requires discussion around Cooks' availability & whether Co-op would pay for these extra hours
 - Most Cooks planning to undertake free Food Safety training (Maki & Saba completed) - 2 hours, paid

Communications + Events Coordinator's Report

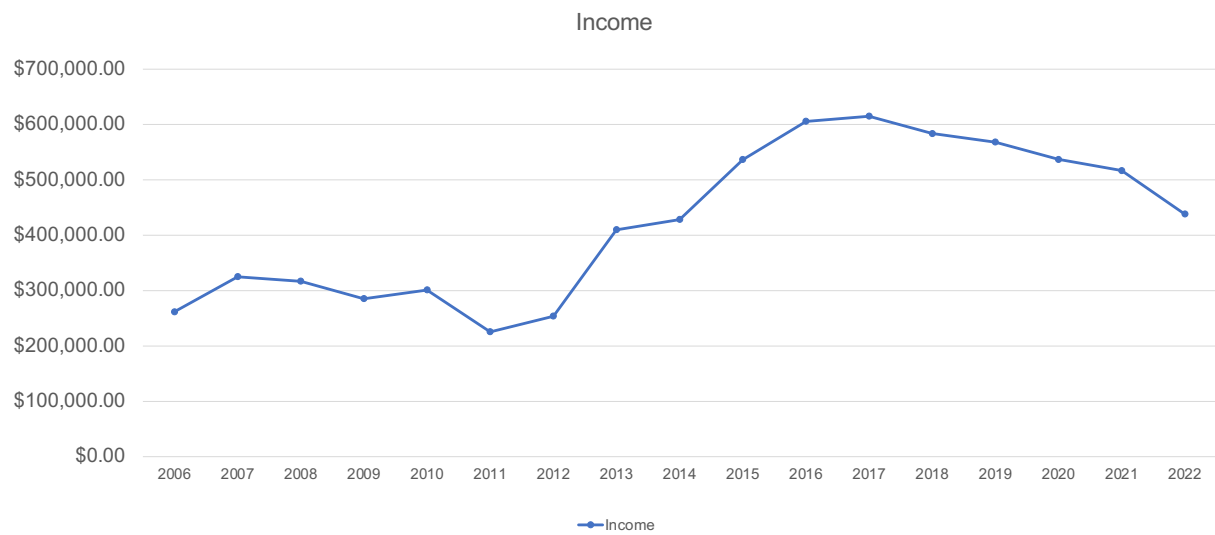
- **Role background**
 - I started this role in Marchish so can't comment on most of the Financial year.
 - While I've been here I've been handling comms (social, posters etc), events (booking, managing) and catering (management, delivery).
- **Communications Systems**
 - Email
 - Manage the comms and events email addresses, which get a fair bit of public engagement by people looking to do something with/at the co-op.
 - Website
 - Got rid of a lot of dead pages, dead links etc but an ongoing process.
 - Blog posts; been reaching out to people attending events/actions and asking them to post about, which we've had one of so far.
 - Decreased emphasis on brand standards/uniformity in communications in lieu of increased engagement with volunteers/customers in content creation.
- **In-store signage/labelling**
 - Signage
 - New signs for Café, beautifully designed by Chloe!
 - Project planned to repaint big cafe sign, Chloe already laying it out and we will do over the break—Keri happy to help out as well.
 - WMs seem fairly across new label processes.
 - Labels
 - Previously designed labels were quite difficult to read (feedback from some WMs/customers), so reverted to the old labels with the new logo. New labels for new dispensers are a go with some adjustments.
 - Amanda has been doing amazing work with standardizing tea/spice jars as well as labels yay!
 - Made some simple laminated labels for produce in the back fridge to keep track of receiving date etc.
- **Promoting the Co-op**
 - Social Media
 - We have a TikTok now!

- Lots of instagram, facebook posts etc. Varying content type as much as possible!
 - Needs attention:
 - Frequency of posting
 - I need some more people to help with socials I think, they fall off a bit when I'm running event stuff.
 - Email campaigns
 - FreshIn has gone out regularly and has fluctuated in size, receiving good submissions from George/Shayma/Chloe regularly as well as events from the public and our members to share!
 - Posters/flyers
 - Transitioned back away from Canva to GIMP for ease of creation/editing and vastly superior customisation options.
 - No more printed FreshIn, but consistent event posters. Still need to get into the swing of getting them distributed further than Campus, but got a fair few around.
 - Media
 - We were on ABC radio once! But not a great deal of external engagement this year.
 - Needs attention: Outreach to media orgs for promotion (I guess?)
- **Community Development**
 - Saturday Lunches
 - More promo + booking musical acts for them on occasion!
 - Rooftop Garden
 - Recently spoke to the Environment Centre to see if they'd be interested in working in our garden if theirs closes
 - Co-op community activities
 - Choir! Has been well attended.
 - Trivia! Has been sparsely attended.
 - Continuing Yoga weekly, attendance has been good.
 - Revolutionary cinema! Went great this year, looking forward to continuing in the new year (thank you Abhijeet for all your hard work on it). We have started selling chai/beer at it and so the event is paying for itself 😊
- **Events!**
 - Lots of venue hire—e.g. Ceramics workshops, a couple of parties, zine launch etc.
 - Have had a number of political events—Greens popped by a few times pre-election, Housing Coalition has met here a few times (incl. their launch, which made some media), Tomorrow movement meets here and occasionally will do presentations.
 - Tying in events for groups with Thursday Night Dinners to increase attendance—have had a couple of nights of upwards of 40 attendees, which has been great!
 - Liquor permit amended to after 5pm each day (thanks Monique!) which will be great for future Saturday/Sunday events
 -
- **Catering**
 - Lots of catering with ANU groups (maybe half a dozen orders between 50-150pax), fulfilled a variety of orders including baked, chai, lunch.
 - Giant order for the military conference, champion effort by Poppy/Amanda/Josh/Doreen/Lucaya to make 600 anzac biscuits which were extremely well received!

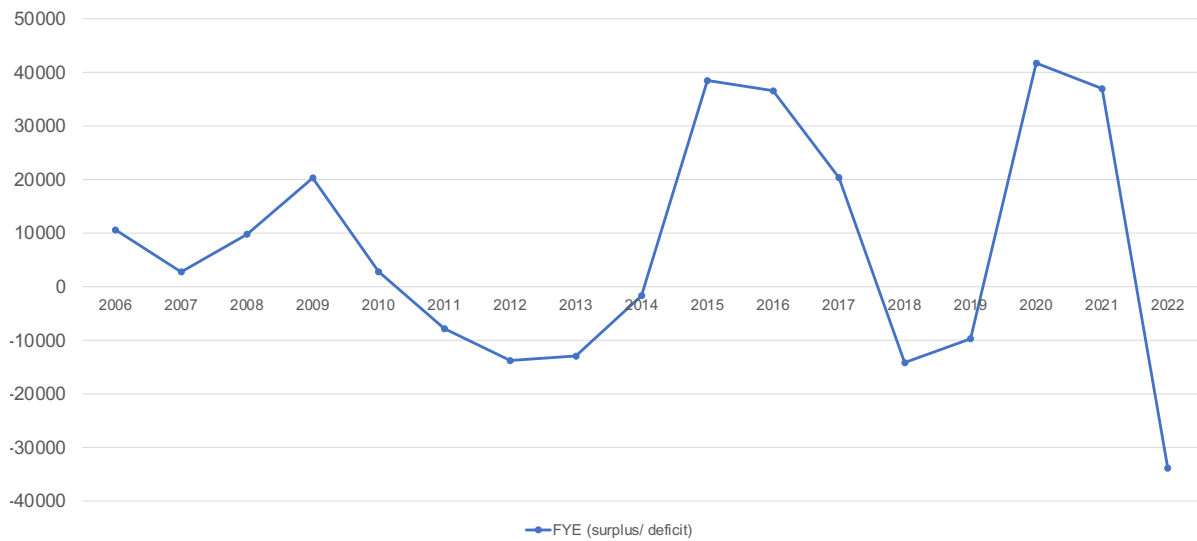
Financial Report:

AGM FYE 2022

Income FYE 2006-2022



Surplus/ deficit FYE 2006-2022



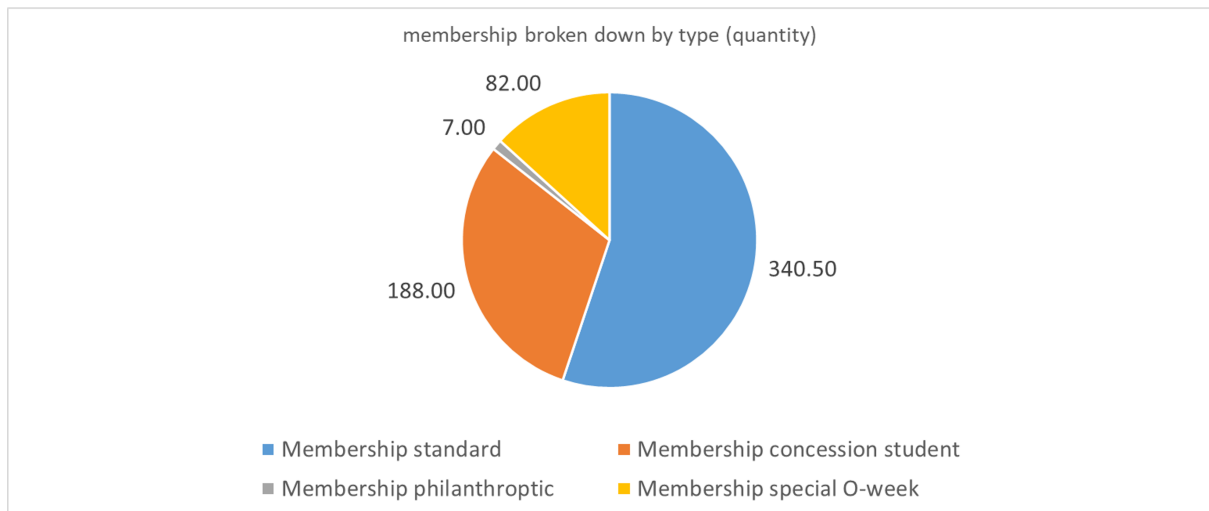
Sales and membership trends

- \$434,504.20 in sales
- 24% decreased membership compared to FY 2020-21, down to 617.
- Lunches sold/ given = **14,630 (down 25% from last year)**

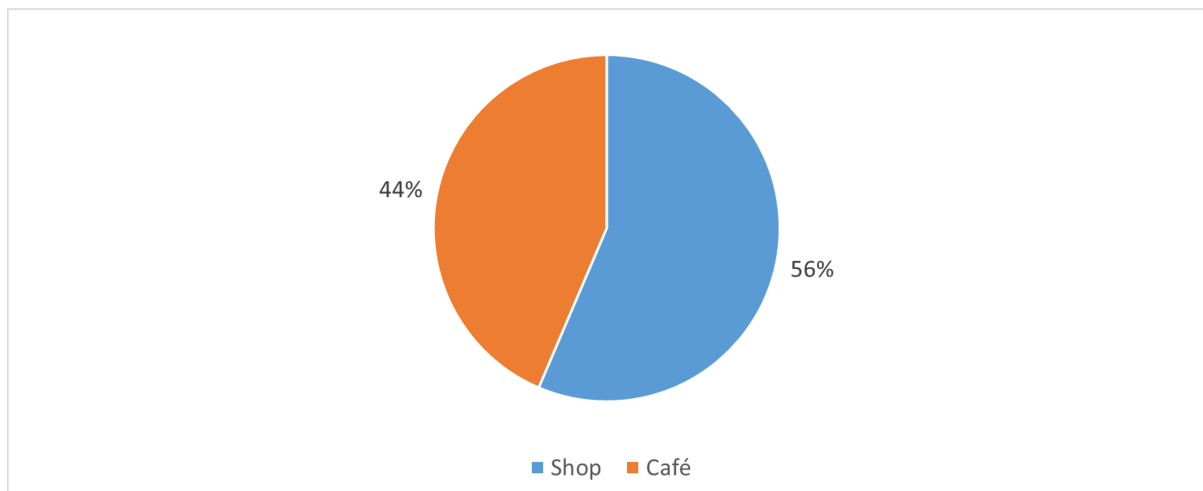
Most popular items in the shop (after lunches):

1. **Baked goods:** quantity 2,365
2. **Olive oil (bulk):** quantity 364
3. **EGGS Darbalara dozen 700g:** 833

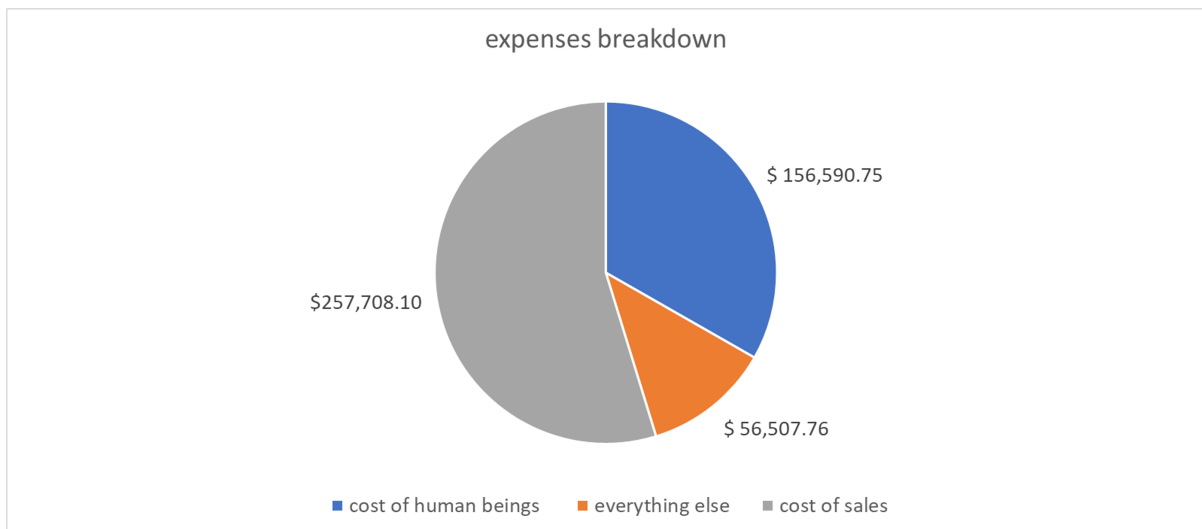
Membership by type (total 617)



Sales broken down by café/ shop (by \$ amount)



Expenses breakdown (\$). (total = \$470,806)

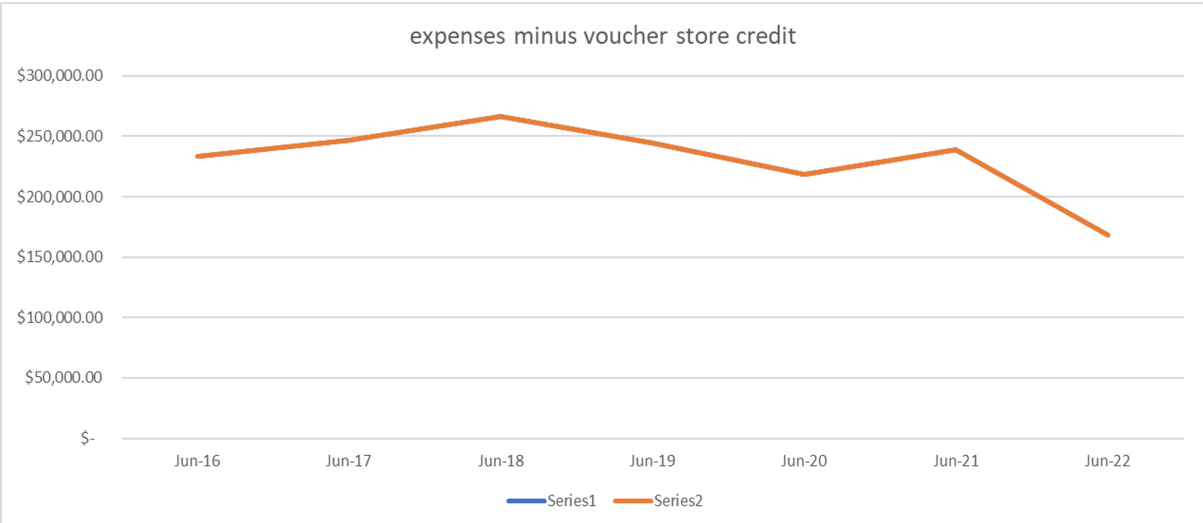


Expenses

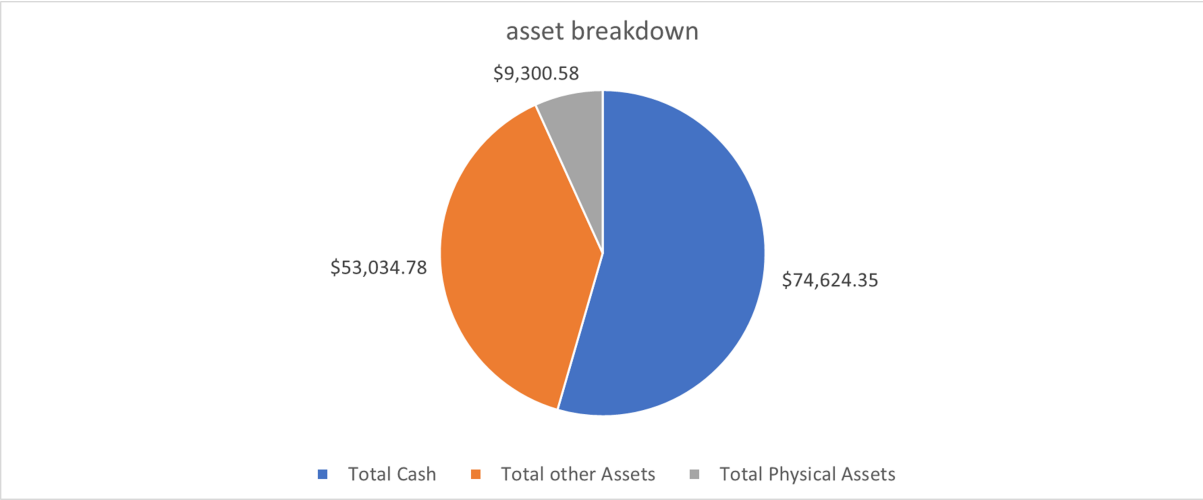
- Cost of goods sold: 256,400\$
- Freight: 1,308\$
- Total Cost Of Sales: 257,708\$

- Store credit expense: 44,575\$
- Wages: 142,967\$
- Superannuation: 13,429\$
- Outgoings: 6,157\$
- Utilities: 12,908\$
- Insurance: 13,063\$
- Merchant and Bank fees: \$5,415.54
- Cleaning and rubbish removal: \$4,753.89
- Other expenses: \$27,467.40

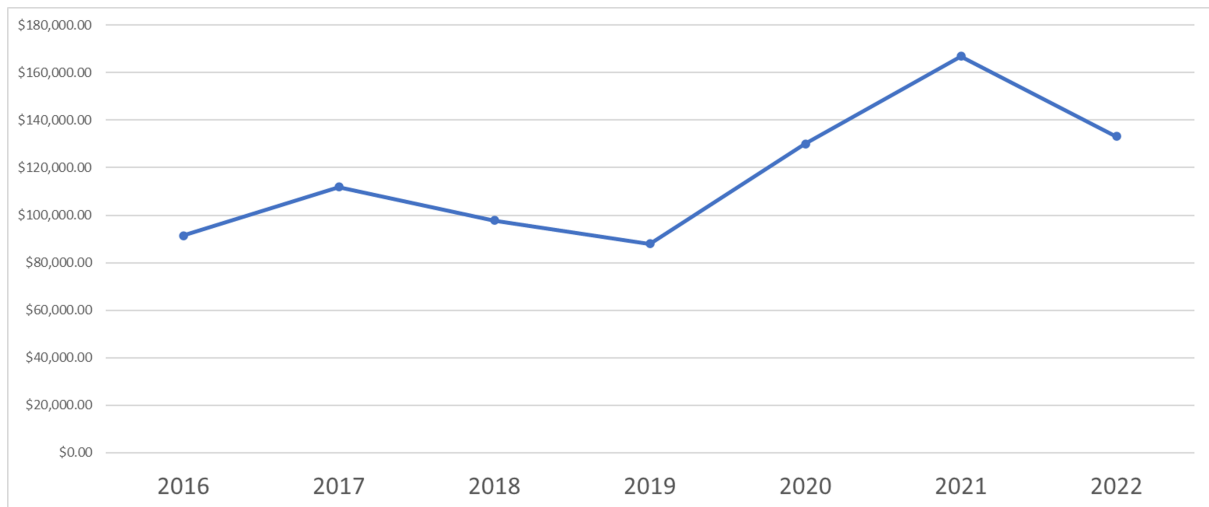
Operating expenses 2016-2022 FYE



Assets and solvency



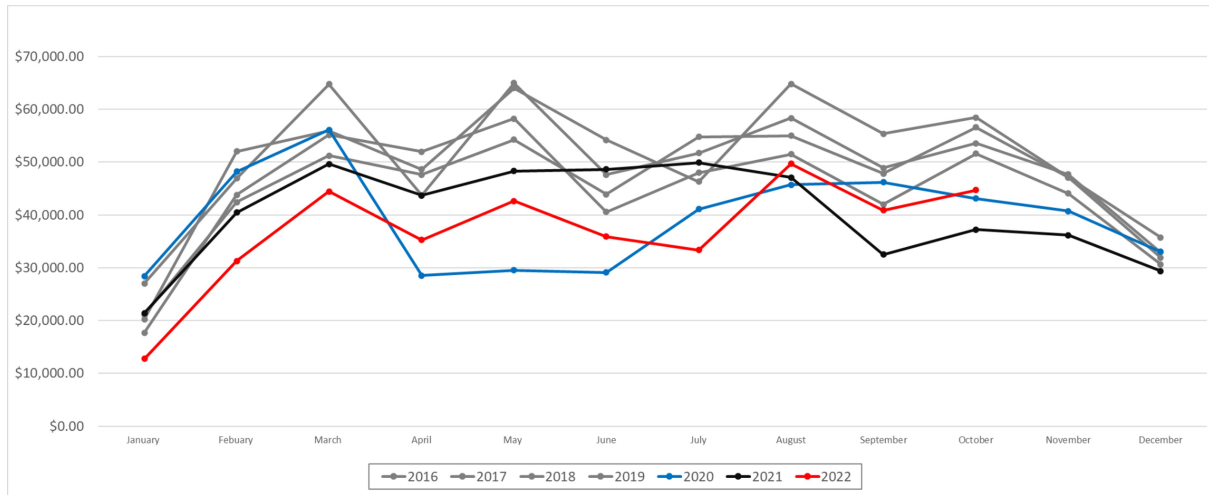
Equity 2016-2022 (months ending june)



Assets and solvency as of 31st October

- Total Bank: 74,624.35\$ (cash)
 - Current Assets: 53,034.78\$
 - Fixed Assets: 9,300.58\$
 - Total Assets: **136,959.71\$**
 - Total Liabilities: **49,725.99\$**
 - Total Equity: **87,233.72\$**
-
- I declare that the Coop is solvent and able to continue trading

Sales, plus voucher sales by month (2016-2022)



Impact of COVID explaining the results

- The result for FYE 2022 is no doubt disappointing. (-33,821\$)
- This result is in spite of the 40K grant
- The economic effects of covid no doubt having an impact
- Sales have mostly failed to pick up back to pre-covid levels.