



The Putney Food Cooperative 2019 Annual Report



*“Because of all that we do,
Putney will have an
inspiring and sustainable
community marketplace
benefitting its
members and stakeholders.”*

*You're
invited*

**2019 Annual Celebration
and Meeting**

We hope you will join us for our Annual Celebration and Meeting including a delicious seasonally inspired meal. The meeting this year is being held at:

*Thursday, October 17th
6:00–8:00pm*

*Next Stage Arts Project
Kimball Hill, Putney*

Board meetings are held on the third Thursday of every month.

You are always invited to attend our meetings. We ask that you RSVP to board@putneyfood.coop

It's a big year for the Co-op! The new Deli Kitchen and Café are up and doing well, the fresh food selections just keep getting better and the quality, value and service throughout the store are better than ever. As with any project of this scope, there were some rough patches along the way, but the end result is a success we can all be proud of.

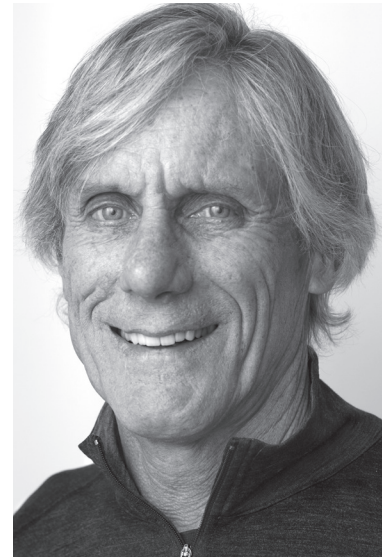
I'm pleased to report our organization is healthy, strong and vibrant. This is not accidental. Management, Staff, and the Board of Directors have all worked long, hard, and consistently for a common mission and vision. Member-owners, shoppers, and our remarkable community, near and far, all contribute to this success. All-in-all it's a cooperative effort.

We can rely on Co-ops, especially in difficult economic and political circumstances, to prioritize member owners and community. Co-ops strive to be good business models and practice the triple bottom line: People, Planet, and Profit.

We're saying goodbye to Robyn, our long time beloved General Manager who is moving on to new adventures. She has guided and inspired the Co-op for almost 18 years and leaves us with a wealth of positive energy and good will, above and beyond a successful business. Thank you Robyn! The Board is conducting a GM search and Ed Powers, the Grocery Manager, will serve as interim GM.

Thank YOU for your commitment and participation in this remarkable organization!

From Our Board President



Michael Wells, Board President

From Our General Manager



Robyn O'Brien, General Manager

What a year it has been! First, I want to thank all of you, our member-owners, our customers, staff, and Board, for your patience and support during the exciting and sometimes arduous process of designing and building our beautiful additions! I especially want to acknowledge Board members Michael Wells, Pip Bannister, and Carol Berry for their skills and partnership. We as a Co-op are incredibly blessed to have such a talented Board of Directors. We would not have achieved the success of our gracious new spaces without their tireless participation.

Next: Welcome and kudos to the Deli Team!! Having made it through the disruption of the buildout, the team, led by Jeanny Aldrich, Deli Manager, are rocking it!! Great new offerings, beautifully prepared and the cases are always full!

While I'm at it, I want to welcome two others to our Management Team. Laura Briedis, Marketing Manager, comes with a strong background in marketing and design. I am excited for the new look we have in all the ways we show up; from social media to in store signage. Emilie Poulin joined our team as Produce Manager when John Krisher retired. Emilie has a fresh approach and deep connections to our local growers.

Her creative displays and willingness to try new products is resulting in increased sales and happy customers!

And lastly, a huge THANK YOU to the Co-op staff, the Board of Directors, our member owners and customers for almost 18 years of having the privilege of serving as General Manager.

It was clear when I arrived in Putney in February 2002 that the Co-op plays a central role serving as a community hub. This informed me every step of the way and helped shape the many ways Putney Food Co-op shows up. What is clear, is that the Co-op is a reflection of all of you! It has been a pleasure and an honor to learn from all of you how to grow community. I am eternally grateful to the staff at the Co-op for embracing all the changes we've grown through. Going from a small tight knit group of staff, to more than forty five folks required us to get more organized, create systems, adjust and learn a lot!! This is an amazing group of talented, heartfelt people. I will miss them all!

These years have been precious and have given me more gifts than I can ever list here. Putney is a fantastic community and the Co-op is a true reflection of the wonderful people who live, work and visit. The Co-op is in good hands going forward, it just gets better!



Board Update from Yitz

To all Staff and Members

With the upcoming departure of our beloved Robyn O'Brien, it is our pleasure to announce that Ed Powers is going to be stepping up as Interim General Manager during our search for a new GM. As many of you know, Ed has worked at the Co-op for nineteen years, and has been the grocery manager and Robyn's second in command for a number of years. He has the background knowledge of how to run the Co-op day to day.

Though it will be sad to say goodbye to Robyn, we the board fully support Ed as he leads us through this time of transition, and we hope that you will show him your support as well.

Thank you,
The Putney Co-op Board of Directors

So much has changed since I wrote last year, focusing on our Deli expansion. Though it was a hard couple of months with the Deli closed, we made it through and on December 24th, we reopened our beautiful new space, with wonderfully expanded kitchen, beautiful new 32 seat café, and (most importantly) two new bathrooms. It is a lovely place to sit and eat, listen to some music, or take in some local artwork. In October of last year we welcomed McKenna Hayes to our Board, and we all love the fresh perspective that she brings, such as helping us to focus on our work as a board, and go over and further understand our roles and responsibilities as Board members. It can be a lot to think about, but it's something that is important for us to focus on.

As Board members, we are also very active in the community—both our local community and the co-op community at large. Michael Wells, our Board President, is also a member of the Neighboring Food Co-op Association's board of directors; while Carol Berry, our board treasurer, is a member of many local committees, including being on the board for Next Stage right here in Putney. There are many years of experience on our board, and I feel lucky to be a part of it.

Finally, this year we are saying goodbye to Robyn, our general manager, who is on to a more relaxed life still doing things she loves! Robyn has been with the store for 18 years now, and we never would have been able to grow into the store (and people) that we are today without her special kind of love and guidance. Her vivacious energy will be missed by all, but I'm sure like most, she will still be around the store to visit.

Meet the Produce Team

Emilie, our new Produce manager, comes from a farm background and managed a large produce stand in NH. She replaced John Krisher in May, when local produce availability was just coming on. She is committed to supporting local farms during the season. Emilie has been enjoying updating the displays and introducing new and exciting treats for our customers.

Micah Cabalo hails from Portland, Oregon (by way of Hawaii) and is a produce expert, especially when it comes to tropical fruit! He has also taken on shifts in other departments, proving to be a skilled and versatile staff member.

Kara Lescord is starting her first semester of college, manages her own farm, does odd jobs, works the register AND works in produce! She is a rock-solid member of the team and brings her fresh and positive energy to the department.

Kirk Murphy is our most dependable substitute employee. He is in the department so often; we would be remiss to overlook him. He brings joy and art to his work, all while keeping us in stitches with his quirky humor!

Kurt Weisman has been at the Putney Co-op for over a decade, he always brings a gentle mindful ethic to his work. His expert guidance is invaluable when training new employees.

Forrest Willman is here once a week and is always willing to jump in and lend a hand. I am so excited to enter a new year with this team; I know that our success rests on their efforts. Thank you all!



Micah, Emilie, and Kara



In the Deli with Jeanny

I'm excited to have joined the Putney Co-op Team this year. A lifetime exploration of food gave me many tools to bring to the Deli Manager position. Beginning with culinary school, continuing to a bachelor's in nutrition and then on to farming, I've developed a relationship with healthy ingredients and a sustainable lifestyle that the Co-op advocates. I'm pulling from my experience working at Keene State College serving 5,000 meals per day with a staff of 160 employees to lead the Deli during this era of growth.

The excitement of the new addition brings a challenge to stretch and grow in new ways. There are many subtle changes which have increased our ability to serve our customers more efficiently, resulting in lower wait times. We've already seen tremendous growth in the deli and bakery, adding many new products to our offerings.

This winter, which is historically a slower season, we will continue to grow by changing our sandwich menu, marketing our new dinner options and rolling out a "Pick Up" catering menu. Most important is our employees, who understand the significance in moving the Deli into a new and innovative era and are excited about growing their skills as we grow. I'm excited for the coming year as we expand our ability to better serve the community of Putney.





Lantern Supper

The Lantern Supper has a special way of bringing us together. This year's recipient of the donated proceeds is the Putney Central School Summer Camp Program, which provides activities and experiences all summer-long for our area kids.

This year's dinner was helmed by our new Deli Manager Jeanny Aldrich, and everyone can agree the dinner was incredible and the Deli team did an amazing job.

Many thanks to the volunteers and Co-op staff who came together to make this another enchanting and memorable Lantern Supper. It takes many hands to create this amazing event and generous donations from vendors, such as Cabot Creamery, Misty Knoll, Associated Grocers New England, Blue Moon Sorbet, and Performance Food Groups. *We can't thank you enough!*

From Our Treasurer



Carol Berry Treasurer

The past year was an exciting one for our Co-op, with our long awaited expansion now complete. We have a beautiful, expanded kitchen, dining area, and grab and go case. The kitchen is serving up delicious and innovative foods, we have more than doubled the seating in the dining area, and the pastry case is always full of delicious treats.

We anticipated a loss during the construction period, however the Deli was closed longer than expected. Once it reopened, there were a few challenging months training staff on the new equipment and getting up to speed in the new space. But, that is all behind us, we survived it, and now the store is humming!

Due to the extended closure of the deli, our sales this year were \$4,247,780 vs. \$4,339,925 the previous year, and we suffered a loss of approximately \$45,000. However, since the beginning of this new fiscal year, we have hit the ground running and our sales are beating expectations. Robyn and the department managers are doing an amazing job increasing sales while managing labor.

Membership continues to grow at about 100 new members each year, with our total membership at 1,786. While our member-owners are not all from Putney, it is pretty amazing to have that many members in a town of 2,700.

Many thanks to Robyn and her amazing staff for all they do to make our Co-op the gem it is, and thank you to our member-owners for your continued support of the Putney Co-op!

Our Co-op's future looks bright in our bright new store!

We asked each of the candidates

What will you bring to your service on the Board?



I bring to the position knowledge and skills from working in the non-profit and public sectors over the past decade on issues related to community planning, food systems, and sustainability. As a town planner and Putney resident, I want to ensure the Coop is a place that continues to support the health and well-being of the community as a whole.

~Matthew Bachler



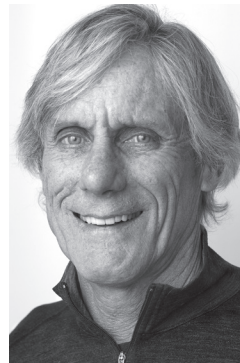
I hope to bring my unique perspective, systems thinking, and collaborative problem solving approach to our work. I also bring comprehensive food systems knowledge and an understanding of the laws and policies that impact them. I bring commitment to everything the PFC stands for!

~McKenna Hayes



I have been on the Board since the store moved from Kimball Hill. There has been significant growth and increased professionalism in the store. The Board's decision-making processes have kept pace to better address the needs of the store, members and shoppers. I actively participated in this process, especially with Policy Governance, and would like to continue

promoting thoughtful, equitable governance as we select and work with a new GM. *~Phillip (Pip) Bannister*



I'd like to continue to bring to the Board my experience, knowledge and love of Putney and the Coop, as well as a passion and commitment to the Cooperative business model. I'm currently President of the Putney Board and I serve on the Board of our regional organization, the Neighboring Food Coops Association.

~Michael Wells

