

Questions from the Annual Meeting for the Davis Food Co-op on May 7, 2020 held virtually on Zoom

Board of Directors in attendance: Sharon Tobar (President), J. Faye Dixon (Vice President), Karen Rich (Treasurer), Samantha Conselman, Sandra Schickele, E. Kim Coontz, Treva Valentine, Theresa Robinson, Patrick Beckett

General Manager: Prasanna Regmi

Interim General Manager: Laura Sanchez

Owner's Question	Board of Directors and General Manager Answer(s)
You mentioned the amount of charitable donations. I'm wondering what percent this is of the annual budget.	(Answered by Prasanna) It is dependent year over year. Looking at this specific year for charitable donation, sponsorship, community outreach events and other demos it was about 25% of our Marketing budget.
Did we obtain a PPP loan?	(Answered by Laura) I am excited to share that yes we did apply and get approved for a small business loan. The loan was approved for \$831,700 and the purpose of the loan is to sustain our staff at their normal working hours regardless of how these uncertain times affect our sales. We do intend to apply for forgiveness when the time comes.
expiration dates on products were a significant issue for some time--especially in dairy and specifically milk. also on some packaged deli items at front of store. it seems improved--what is current protocol to ensure expired products are NOT on shelves and not being sold to customers? thanks for improvement to date!	(Answered by Laura) It was something we recognized an opportunity for us to improve. There was a focus last year not only on training the team on food and product knowledge but also food safety. We worked on implementing food safety protocol. Each department has a protocol for looking at product dates, how to handle and log product that is a few days from expiration and what to do if items are to be removed from inventory. We have worked hard to focus on food safety and thank you for recognizing the improvements.
I am wondering the status of the Juice & Smoothie Bar. I have been asking for this feature since about the late 80's, including bringing in photos of a very compact and efficient juicing space in a cooperative grocery in southern California. I keep being told it's about to happen, being told a location in the store — and again, nothing! Understanding the Covid-19 delay, otherwise - what is the status?	(Answered by Laura) In the past that has been a common request. It is something that we continue to explore. We do however recognize that it is something that could possibly require a remodel of our deli layout to ensure it fits appropriately and meets food safety standards. However it is not something we are planning in the near future.
In the last election that I remember voting in, voting was not anonymous. This really bothered me and I almost didn't vote. Will the current election also not provide voter anonymity? Thank you for all your hard work.	(Answered by Prasanna) There is voter anonymity. Each voter is given a unique passkey to vote. On the voter end you can see who you have voted for in the past. However, on the store end we can only see the number of votes that each candidate receives. We can also see who has voted and who has not. We do not know who has voted for which candidate.
Big "ups" to the Co-Op for increasing the amount of locally sourced products. Fundamentally good and solid move for members, producers. I have noticed a big improvement in staff morale and helpfulness. People stocking shelves need to hear about every product availability and delivery issues. It just makes the entire organization look good when definitive and authoritative answers are provided on the floor without having to find a "manager". Finally, I've saved the negative for last. Can you please consult with someone with established chef credentials about your Deli hot and prepared foods products. The food is third tier and should be on a par with all the successful restaurants in town. Something is wrong and it seems no one is prepared to say so out loud. Make the Deli Great Again!	(Answered by Laura) Thank you for your feedback on improving communication with all staff. We are working to improve our communication with all staff through an internal newsletter and hold two daily huddles so staff can hear from each department any new updates. We will continue to work on improving communication.
How much was the small business loan? Was there a forgiveness feature for sustaining employment of staff?	(Answered by Laura) I am excited to share that yes we did apply and get approved for a small business loan. The loan was approved for \$831,700 and the purpose of the loan is to sustain our staff at their normal working hours regardless of how these uncertain times affect our sales. We do intend to apply for forgiveness when the time comes.
How will curbside pickup work? Hand over a list and wait 1/2 hour or so? Pay with debit card	(Answered by Laura) As a shopper, you can go online to the Davisfood.coop site. On the page there is a Curbside Pickup logo. One can select the logo and it will take you directly to the online store. From there you can create an account and tie your membership to your account. You can select items from the list or sort by category and add items to your cart and then checkout and pay online. You will select a time to pick up your order as soon as 24 hours in advance or as far out as 72 hours. When you arrive to the store, you will park in one of the two designated spots and a staff member will bring your order out to you. If someone needs assistance with the site, they can call in over the phone and our Curbside staff can help walk you through the process.
Is the store projecting the economic impact if UCD does not open until 2021	(Answered by Laura) As a normal practice, we always look at forecasting for future sales. As things are now changing rapidly, we now look at forecasting more often than normal. Knowing that things have changed and that the way the store operates has needed to change we are working on evolving day to day operations. Examples of these changes are implementation of Curbside Pickup and changing deli operations.