



FY 2022 Annual Report

July 2021 - June 2022

Global Ends

The Onion River Co-op will be central to a thriving and healthy community, where:

- Consumers have local access to progressive social, environmental & healthful choices;
- Residents enjoy an enhanced quality of life;
- The local food system is strengthened;
- The cooperative model is supported; and
- Our owners have a sense of pride in their cooperative.



Co-op Values

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity.

Kindness

Be genuine, have concern for ourselves and others, and build meaningful connections with all those around us

Diversity

Respect and acceptance of all; individually and collectively

Responsibility

Hold each other accountable for consistency with our behaviors and actions

Fun

Maintain a happy and healthy work life balance that fuels creativity and enjoyment

Learning

Be courageous and curious to learn, listen, grow and better ourselves, our colleagues, organization and the community

Positive Impact

Embody our purpose from the smallest to the most worldly; be optimistic

Cooperative Principles

1. Voluntary and Open Membership

Cooperatives are voluntary organizations; open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.

2. Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions.

3. Member Economic Participation

Members contribute equitably to, and democratically control, the capital of their cooperative.

4. Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members.

5. Education, Training and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees, and they inform the general public about the nature and benefits of cooperation.

6. Cooperation among Co-operatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

7. Concern for Community

While focusing on members' needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

Board President's Letter

Looking back on the Co-op's last fiscal year, I'm struck by the many transitions that we faced as a Co-op, and I am proud of the ways we responded to those changes. Throughout the year, our community wrestled with the ongoing impacts of COVID-19, from relaxed mask use guidelines and an end to customer capacity constraints in the summer of 2021, to the rise in case counts driven by the Omicron variant in the winter of 2021–2022, to the gradual but steady decline in cases through the second half of the fiscal year. I am proud of the Co-op's ability to continually adapt to the long-term impacts of the pandemic by focusing on the safety of Members, customers, and staff.

As the Co-op adapted to pandemic-driven changes, our Board also worked to turn transitions into opportunities for growth. Due to the transitions of two Board Members, we had a total of five Board seats open in the 2021 election cycle—three seats for three-year terms, one seat for a two-year term, and one seat for a one-year term. Our election was held from October 6 to October 27, 2021. I'm pleased to report that we recorded our highest voter turnout ever in this election cycle, with more than 1,100 votes cast. Those voters made up close to 10% of our Membership at the time. Thank you to all Members who voted!

Throughout these transitions, I was excited to see our Co-op's efforts to enhance the value of membership. Programs like quarterly 802 discount days for local and made-in-Vermont products and two seasonal membership drives led to membership exceeding 12,000 for the first time in several years. Welcome, new Co-op Members!

Our Members remain key to building a more resilient and connected community. Member volunteers completed over 11,000 hours of community service through our Member Worker program. Even more, during the pandemic, Member Workers accounted for over half of Feeding Chittenden's total volunteer hours! And with new Community Outreach Partners including the Fletcher Free Library, the People's Farmstand, and Spectrum Youth & Family Services, the impact of Member Work will only increase. I couldn't be more proud of the work our Members do to make our community stronger.

As we look toward the new year, I am so grateful for the hard work and dedication of our Co-op staff, who have demonstrated resilience and a commitment to our community throughout this year. Thank you for making the Co-op a welcoming place for our Members and customers, and thank you as well to our over 12k Members, who sustain and nourish this community. I am honored to represent you on our Board and look forward to seeing you at the Co-op in 2023!

In Cooperation,

A handwritten signature in black ink that reads "K. Sweet". The script is fluid and cursive, with the first letter "K" being particularly large and stylized.

Kristina Sweet
Board President



General Manager's Letter

As I look back on the many challenges and successes of our 2022 fiscal year at the Co-op, I find myself incredibly grateful. Throughout this year, we faced ongoing challenges navigating the ever-changing impacts of COVID-19 and worked hard to ensure we were making the best possible operational decisions to support our staff and best serve you, our Members, customers and broader community. I want to recognize and deeply appreciate the incredible work and adaptability of our staff as they adjusted to new communication technologies, integrated evolving guidance on contact tracing and masks, and developed our COVID-19 online case dashboard, which set a new high-water mark among area employers for transparency and communication for staff, Members and customers. And to you, our Members and customers: Thank you for your patience, cooperation and good humor with our evolution as we continuously adjusted and evolved our safety measures.

We would not have been able to build this resilience without the tireless work, dedication and creativity of our amazing staff. This was especially true as we faced significant understaffing throughout the year and responded with substantial investments in recruitment, training, retention and communication efforts. Further, I'm proud of the work of our Management and Union teams to extend our staff appreciation bonus for a total of nine months, from October 2021 to June 2022 - an additional investment of over \$535,000. This work laid the foundation for a truly cooperative and collaborative process to reach a new two-year contract between our Management and Union teams. Our new contract includes starting wages between \$15.50-\$21.00 per hour, a new paid parental leave benefit, and a continuing commitment to comprehensive and competitive benefits for full and part-time staff.

Throughout the year, while navigating the ongoing challenges of the pandemic and all its downstream impacts, we nevertheless achieved considerable milestones for Member and customer experience, our community and our environment. After years of observing shopping patterns and listening to your feedback, we redesigned our South End Produce area, displaying organic and conventional items closer to each other. We also launched a redesign of our website focused on accessibility. And we built on our environmental commitment by replacing and retrofitting the open case dairy coolers at our

Downtown store. This change will deliver savings of 73,245 KWH annually, decreasing the Co-op's energy demands. It also reduces product loss and crowding in the aisle, leading to a better customer experience.

We found many ways to rethink and rekindle our connections with our community, including hosting our second virtual Member Meeting in October of 2021. We moved to a hybrid events schedule including both in-person and virtual classes and events, creating accessible options for community members with diverse needs. Through the generosity of our Members and customers, our flagship Rally for Change program has raised over \$185,000 since 2014 for Feeding Chittenden and other community organizations, strengthening our local food system and making meaningful change for our neighbors. And finally, we celebrated 20 years of serving the Burlington community at our Downtown store. If you didn't get a chance to join us for our in-person celebrations in February – or even if you did! - we invite you to watch [this video](#) about how we moved into our Downtown location.

For our overall revenue, the impacts of COVID-19 made our daily operations much more complex. This required us to prioritize the safety of our staff, Members and customers and while it may have resulted in an underperformance against our plan, I believe it is something we can all be proud of.

Looking ahead, we anticipate ongoing uncertainty as the Co-op faces more challenges, from a variety of areas and with more frequency. However, we are moving into the next year having built resilience. As I think about the Co-op's next chapter, I am excited for all the ways we will continue to collectively support a healthy local food system that serves everyone in our community.

In Cooperation and with Gratitude,

A handwritten signature in black ink, reading "John Tashiro". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

John Tashiro
General Manager





Year in Review

Successes

- Reopened the salad bars and indoor seating areas
- Energy efficiency upgrades for Downtown coolers
- Layout redesign in South End Produce department
- Downtown store 20th Anniversary!
- New website launched
- Management and Union agreed to a new two-year contract

Challenges

- Recruitment and retention
- Supply chain issues
- Evolving COVID response
 - Mask mandates
 - Contact tracing for staff safety
 - Real-time positive case dashboard
- Staff self-care and wellbeing

Responding to Food Insecurity

Food for All Members saved

\$291,541

9.6% of total
Membership

14.8% increase in FFA
sales this year

24th Annual COTS Tree Sale

750

COTS Trees sold - a new record!

\$14,888

donation to
COTS

\$6,511

donation to Intervale
Center to plant 750 trees



Giving Back to the Community

Community Donations & Sponsorships

\$54,762

Co-op Seedling Grants

\$35,000

Rally for Change

\$185,796



Donations & Sponsorships

- NOFA VT Share the Harvest
- City of Burlington's Juneteenth Celebration
- Feed a Family Food Drives to benefit the VT Foodbank
- Day in the Dirt with Vermont Garden Network
- March for Meals with Age Well





Classes & outreach

117

classes inside,
outside and online

2,047

class attendees

450

birthday gifts for
Kids Club participants

Member Work in the Community



Member Workers completed

11,367

volunteer hours

many with our

24

non-profit
community partners.

This is almost equivalent to

5½

extra full-time workers
in our community.

The average discount was

\$1,017

per Member Worker
for the year!

our Amazing Staff



A dozen staff did a total of

64

hours of paid volunteering

108

staff participated in our
Wellness Adventure Program

They completed

148

challenges

38

trainings

Living By our Co-op Values

Kindness

Diversity

Responsibility

Fun

Learning

Positive Impact



Staff participated in **39** Co-op Values activities a total of **232** times

Sales & Performance

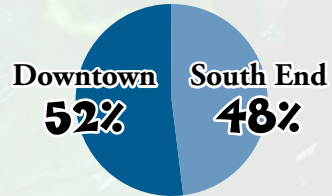
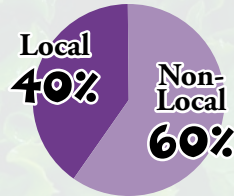
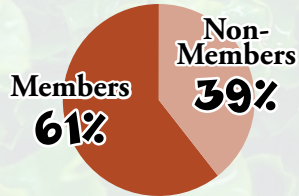
FY 2019
\$52,086,091

FY 2020
\$52,781,511

FY 2021
\$53,457,867

FY 2022
\$53,799,671

FY 2022 Breakdown





Local Products
\$22 Million
in local sales

40%
of all sales

3,000+
local products

26
new vendors

Financials

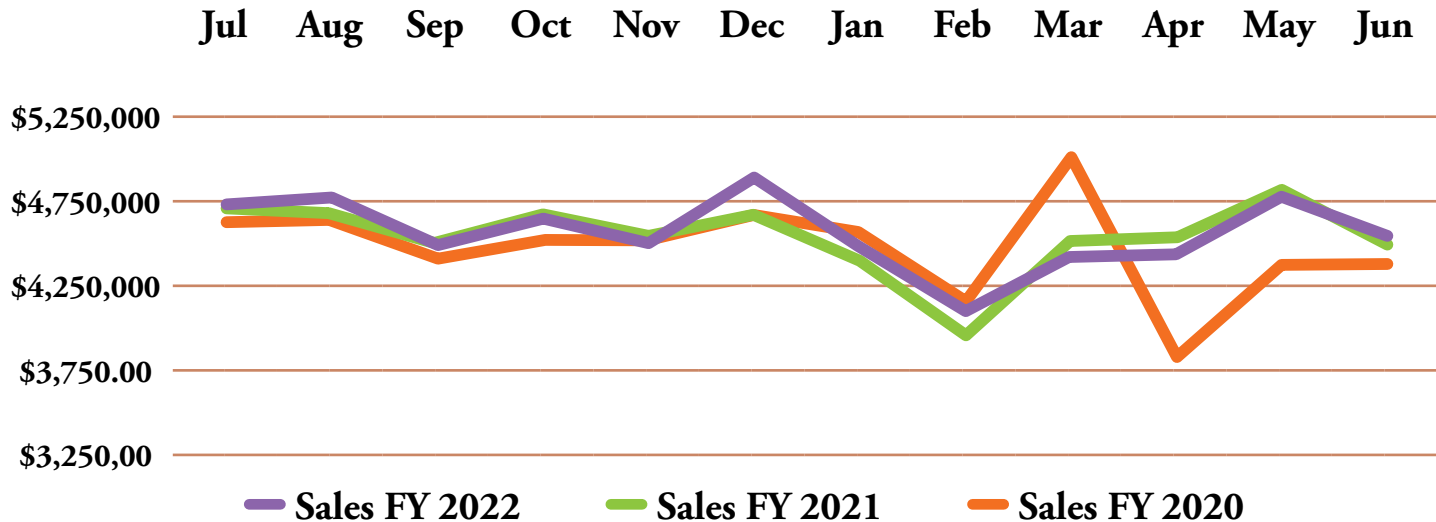
Balance Sheet

	FY 2022	FY 2021	FY 2020
Current Assets	6,377,248	6,963,951	7,424,879
Property & Equipment	18,453,530	19,111,166	19,828,726
Other Assets	2,350,961	2,208,957	2,053,197
Total Assets	27,181,739	28,284,074	29,306,802
Current Liabilities	3,929,414	4,022,997	3,778,662
Long Term Debt	9,039,708	12,360,882	13,008,936
Deferred Income Taxes	-	-	-
Members' Equity	14,212,617	11,900,195	12,519,204
Total Liabilities & Equity	27,181,739	28,284,074	29,306,802

Income Statement

	FY 2022	FY 2021	FY 2020
Net Sales <i>(Gross sales minus discounts)</i>	53,799,671	53,457,867	52,781,511
Cost of Sales	34,374,793	33,877,885	33,590,960
Gross Profit	19,424,878	19,579,982	19,190,551
Operating Expenses	20,030,750	20,370,382	20,076,013
Interest & Other (Income) Expenses	132,062	149,513	203,456
Patronage Refund Expense	-	-	-
Provision for Income Taxes <i>(Excludes PPP Loan forgiveness of \$2,669,400)</i>	(251,150)	(180,850)	(577,444)
Net Earnings	\$(486,784)	\$(759,063)	\$(511,474)

Combined Store Sales by Month



For additional information regarding the Co-op's financial performance or to receive a detailed copy of the Annual Financial Statements, audited by Gallagher, Flynn and Company, LLP, please contact Madelyn Cataford, Director of Finance & IT, at mcataford@citymarket.coop.

Environmental Commitment



Upgraded our Downtown
coolers to annually save

65,904
kilowatt-hours

One final year
of our iconic

**Earth Week
Bags**



Adjusted to new
rules about

**Compost &
Food Scraps**

Made dramatic
improvements to our

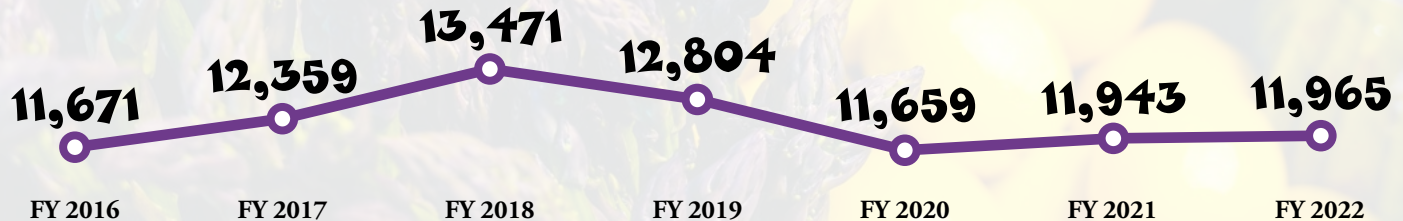
**Air Quality
Filtration**

Partnered with fellow
businesses to pilot

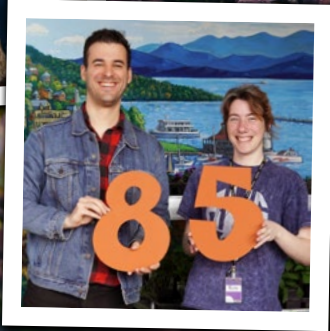
**Film Plastics
Recycling**

FY 2022 Membership

11,965 Members



Member Drive Successes!



**Thank You
To Our
New & Renewing
Members!**

It was a big year for our Co-op and next year
will be even bigger! Join us as we celebrate

50 Years

Nourishing Community!

1973 - 2023