

ANNUAL REPORT

2021

Durham
coopMarket
Everyone Welcome

FROM OUR BOARD

Fellow Durham Co-op Market Owners:

As we approach the end of the second year of the pandemic, it is important to reflect on what we have for which to be thankful. Despite the toll on everyone, the Durham Co-op Market has been there through it all, with staff working to protect the health of the community, the Co-op and its staff, and to ensure that we all can buy groceries. Not only that, but we now have a full-service butcher counter and an expanded meat-less section. We can take home a hot meal with pulled pork or vegan barbecue with an assortment of delicious sides. As we head into the winter, we will all need nourishing and convenient comfort food.

This year the Board has learned a lot, including about ourselves. We have decided to continue to conduct our meetings online indefinitely, as we found it to be much more accessible, in particular for those who have children, which can ultimately support diversity and inclusivity on the Board. This also meant that it was over six months before many of us met our newest Board member in person, elected last November!

Perhaps our biggest accomplishment this year was to revise our by-laws, in a committee led by that same newest board member, Kim Ionescu. The by-laws were previously amended in 2017 and a summary of our changes are as follows: We moved our board-officer elections to July. Since new directors are elected in November, this change enables new directors to become acquainted with the other directors before voting. WTo make board recognition more equitable for both consumer-directors and worker-directors, we delegated the amount and form of our recognition to our General Manager, who will ensure that monthly coupons are granted to each board director, regardless of their type of ownership. Finally, from now on, all the owners will have an opportunity to vote on future by-laws revisions at future annual meetings, instead of relying exclusively on a Board majority vote. Many thanks to the entire by-laws revision committee for this work!

Our Board Education committee has been exploring ways in which we can learn what the process would be for opening a second store. In addition to the great work of several committees, the Board continued our regular duties overseeing the financial health, supporting the General Manager, and ensuring that the Co-op is operating in ways that are consistent with our Ends, which are the overarching principles that define why the Co-op exists. All of our directors have contributed greatly to the Co-op and we are thankful for that!

We appreciate the time you invested in giving us feedback through this year's owner survey and hope that you will continue to share your thoughts throughout the year. With this year's election process, we will be welcoming two new consumer-directors, one returning director, and one new worker-director, who will help shape the future of the Co-op. This year, we will say goodbye to Amelia Freeman-Lynde, who served for six years and Julian Xie, who served three, and we are very thankful for the time and energy they contributed to the Board. We hope that you will consider serving as a director on the Durham Co-op Market's board in the future and we are all thankful that you have given us the opportunity to serve you.

Best wishes!

The Durham Co-Op Market Board of Directors

OUR VALUES



Food For All owners receive
50% OFF
fresh produce
November & December



Every decision we make at the Durham Co-op Market is made based on our core values. They are a part of everything we do, and our goal is for you to see them in action every time you walk through our doors. These core values, which we call “Ends,” are set by our Board of Directors and accomplished through the Co-op’s work in the community.

Every year, the Ends remain a guiding force, and we saw significant impact this year.

The Durham Co-op Market will:

- **Create an open, inclusive, and diverse store that welcomes our community.**
- **Make high-quality, nourishing food affordable and accessible.**
- **Support the local economy and local food systems.**
- **Model environmental sustainability in our practices and products.**
- **Foster a healthy workplace based on dignity, opportunity, and fair compensation.**



YEAR IN REVIEW

This year, we celebrate our 6th year of business as Durham's community food co-op.

Through the ups and downs of the pandemic, we counted many successes and lived our values through daily operations, store changes, and finding joy amidst it all.



Department Updates

Across the store, we made improvements and reintroduced services that had been put on hold due to Covid. The goal was to be able to sustain the store during the pandemic and emerge ready to serve the community into the future.

New Meat-Less Section!

We expanded our selection of vegan proteins and plant based products, while also making them easier to find and shop. As our owners and customers focus more on their health and the health of the planet, we are committed to providing all the best options for a meat-less or meat-reduced diet. So many exciting options are coming out these days that it's hard to keep up!



Housemade Meals

The pandemic put additional pressure on all our kitchens and our cooking skills, so this year we stepped up our family-meals game. We are now producing 8 different house-made family-style specialties. These take-and-bake options are perfect for mid-week meals, lunch box prep, or home-chef relief. We tapped into the skills of our extraordinary staff to come up with recipes to please lots of eaters.





Grab & Go

Plenty of new items joined our whole line of house-made salads, wraps, and sandwiches that have filled our re-located Grab & Go case. Prepared foods kept our deli and kitchen staff busy when the hot-food counter was closed, and have quickly become customer favorites.



Re-Opened Sections

After many months, we finally felt like it was the right time to re-open our bulk section and our olive bar. We took every precaution to keep customers safe during the pandemic, but as the science evolved, we decided to bring back these services. Out of an abundance of caution, the bulk section is smaller than it once was, and we are still pre-packing herbs, spices, and the items that used to go in scoop bins. We have really appreciated your patience, and your feedback about how these changes have impacted your lives.



As with all our choices, we will always put the safety of our staff and customers first, and do the best we can to meet all your needs.

Replacements and Supply Issues

This year has been a wild one for our suppliers. So many of the businesses we love to support have struggled to supply all the products we love. Some old favorites, like Mapleview Creamery, won't be coming back, and we have worked hard to find similar products and companies to offer. (In this case, we recently welcomed Homestead Creamery, a glass-bottled-milk supplier from Virginia.)

New Vendors!

One source of joy this year has been new partnerships with many local vendors. These young businesses, many of which are BIPOC owned, enliven our shelves and remind us every day why the Co-op is here.



Remodel & New Butcher Counter



We completed an extensive remodel on our previous deli and kitchen area and reopened a hot-foods counter and whole-animal butcher!



We've enjoyed serving housemade meals again and offering a wider range of delicious, high-quality products to our customers.

Our service counter features rotisserie chickens, family-style meals, plates, hot sides, and more. We enjoyed sharing our menu with owners this summer as one of the monthly owner gifts.



Our butcher counter, Durham's only whole-animal butcher, offers local, hand-cut pasture-raised beef and pork, housemade sausages and stocks, packaged cuts, meat by the pound, a variety of fresh seafood, and other housemade products.



Making the Most of our Space

Our indoor seating area has been out of commission since spring 2020, and this fall we decided to put that space to good use. We officially introduced the Seasonal Faire, a space with a rotating selection of products that changes throughout the seasons and holidays.



We started with a festive Bavarian setup for Oktoberfest and currently have a wide range of fall gifts, featuring local, handcrafted, fair trade, eco-friendly finds and other specialty products.

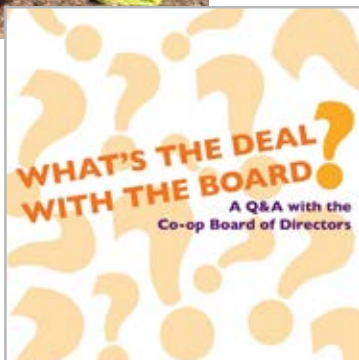
Community Engagement



We've reinvigorated our community outreach, both hosting and attended our first events since before the pandemic, including a Pride event with new community partners.

Our marketing team has recently been connecting with local businesses, highlighting new products and sharing more behind-the-scene stories of the Co-op's vendors.

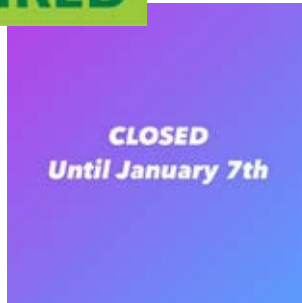
Our Board members participated in two community mixers to share info and engage with customers.



Covid Care



Our staff has continued to navigate the pandemic with utmost care and dedication to precautions. We've continued with our mask mandate and hosted various online events. We've made some tough but good decisions, like closing the store for a week at the beginning of this year to limit exposure.



New Staff & Employee Support



We welcomed so many new faces this year, with the opening of brand new departments and amping up operations. These have included new department managers, an HR Coordinator, and department assistants! It's always exciting to expand the team and have more support for the daily grocery grind!



Staff support remained a top priority. We provided hazard pay for most of this year, and kept an open conversation with staff about needs and concerns.

We had fun! We were able to throw our first staff appreciation party in over two years, and we loved enjoying some quality time together outside of work.



FINANCIAL SUMMARY

Durham Coop Market Profit and Loss Statement July 2020 - June 2021

Income	
Total Income	\$6,919,695.02
Cost of Goods Sold	4,639,364.86
Gross Profit	2,280,330.16
Expenses	
Personnel Expenses	1,496,640.40
Non-Personnel Expenses	580,594.57
Total Expenses	2,077,234.97
Net Operating Income	203,095.19
Other Income Expenses	
Other Income (Interest/Patronage Dividends/Insurance)	365,915.46
Total 94200 Interest Expense	26,309.31
94700 Depreciation Expense	155,429.47
95150 Franchise Tax	1,645.84
Total Other Expenses	183,384.62
Net Other Income	182,530.84
Net Income	\$385,626.03

Durham Coop Market Balance Sheet July 2020 - June 2021

Assets	
Current Assets	
Cash and Cash Equivalents	\$865,715.94
Accounts Receivables	83,732.56
Prepaid Expenses	12,007.00
Inventory	316,033.96
Deferred Tax Asset	267,000.00
Total Current Asset	1,544,489.46
Leasehold Improvements	820,121.69
Furniture & Equipment	899,806.35
Accumulated Depreciation	(747,523.62)
Total Fixed Assets	972,404.42
Total Other Assets	108,744.13
Total Assets	2,625,638.01
Liabilities and Equity	
Current Liabilities	488,139.48
Long-term Liabilities	1,749,657.09
Total Liabilities	2,237,796.57
Total Equity	387,841.44
Total Liabilities and Equity	\$2,625,638.01

THANK YOU!

The Co-op wouldn't be here without you and our 6000 other owners. The Co-op needs your perspective, input, and accountability to thrive. The Co-op exists to serve and support Durham, and your participation helps guide the Co-op's future and influence. You help us live our values. You are key to the Co-op's success, and we are so grateful for your support.

