

To Our Cooperative Community,

We recently closed the books on 2019, and I'm pleased to report that we had another strong year, which puts us in a great position to tackle the substantial challenges facing our community in the year ahead. Here are some of the highlights from 2019:

- First, sales were terrific—nearly \$77 million, up more than \$2 million from 2018.
- We showed positive earnings from continuing operations, more than \$34,000.
- We showed a one-time, non-cash loss associated with the move from Buck Road in Hanover to the new Resource Center in White River Junction. It's important to note here that the reduced rent and larger space will give us a great facility for years to come that will save us in the long run.
- Without the move to White River Junction, we would have posted a Savings Before Taxes of \$34,219.
- With all this in mind, here is the final summary of our earnings:
  - Savings before taxes: \$-37,253.
  - Remaining profits after taxes: \$-73,622.
  - The loss from the move to White River Junction means there is no patronage refund this year.

Finances are only part of the picture, of course. In 2019 we phased out single-use plastic bags at the registers, expanded our Service Center to a second location, launched Double Up Bucks and Co-op Car Connections, and raised more than \$193,000 for local nonprofits through Pennies for Change. Let me briefly share some other metrics from the year:

- We carried products from more than 300 local growers and producers.
- We offered more than 4,000 organic items, and more than 500 fair trade items.

- Our Case Lot sale shattered records. We sold more than \$354,000 worth of products, offering more than \$200,000 in savings to our shoppers. The sale was up more than 26 percent from the year before.
- In 2018 we launched Double Up Bucks, and the program skyrocketed in popularity in 2019. Double Up Bucks allows EBT users to get fresh produce at our stores for half price. We had more than 260 participants in 2018, increasing to 457 in 2019.
- We donated \$145,162 lbs of food to our friends at Willing Hands, who distributed it to the needy throughout the Upper Valley.
- We built on our commitment to employee development and training. Our comprehensive Pathways Program grew in 2019 to include over 1,200 courses that provide learning experiences for employees at every level.
- Our Co-op Learning Center had a remarkable year in 2019, enrolling 3,105 students, a jump of more than 15 percent over 2018.
- In 2019, the Co-op diverted tons of organic material from the landfill through our food waste reduction programs, collecting 133,246 lbs for agriculture, 423,792 lbs for compost, and 145,162 lbs for Willing Hands. Our food donations totaled more than 702,200 lbs.
- Our Public and Governmental Affairs work made great strides in 2019, collaborating with leading organizations to advocate on the following urgent concerns:
  - Affordable workforce housing
  - Housing to address needs of chronically homeless
  - Resisting cuts to SNAP funding
  - Double Up Food Bucks funding at the state level
  - Transportation that remains affordable and flexible
  - Wage fairness
  - Family and Medical Leave insurance

Want to learn more? More information can be found in great detail in the 2019 Co-op Ends Report, available on the Co-op website. I encourage you to read it to get a much deeper sense of our cooperative's community impact. As you do, remember that none of this would be possible without the work of our members, board members, and employees. So thanks to all of you for making 2019 another successful year. We have our work cut out for us in 2020, with unprecedented challenges facing all of us. In true cooperative fashion, let's never forget that we're all in this together.