



**HIVE CAFÉ
SOLIDARITY
CO-OPERATIVE**

Annual General Meeting

2018 | 2019

Table Of Contents

| | |
|--|-----------|
| Annual General Meeting Agenda | 2 |
| Hive Cafe Annual Reports | 3 |
| Cafe Annual Report | 3 |
| Art Committee Annual Report | 3 |
| Kitchen and Catering Annual Report | 4 |
| Free lunch Annual Report | 4 |
| Statement of Account - Hive Free Lunch Program | 4 |
| Hive Free Lunch Program End of Year Report | 5 |
| Proposed Budget for 2018/19 | 6 |
| Events Annual Report | 8 |
| Worker Members Annual Report | 8 |
| Marketing Committee Annual Report | 9 |
| Food Committee Annual Report | 10 |
| Financial Committee Annual Report | 10 |
| Human Resources (HR) Committee Annual Report | 11 |
| Governance Committee Annual Report | 12 |
| Board of Directors Annual Report | 12 |
| Board of Directors Requirements | 14 |
| Time Requirements | 14 |
| Benefit of Being on the Board of Directors | 14 |
| Supporting Documents | 15 |
| Motion Ratification: | 15 |
| Financial Review: | 16 |

Annual General Meeting Agenda

1. **Opening remarks**
2. **Guidelines to vote (motions)**
3. **Approval of the roles**
 - a. **Chair and secretary**
 - b. **Elections officers**
4. **Approval of the agenda**
5. **Approval of 2017 AGM minutes**
6. **Annual Report Presentation**
 - a. **Cafe Annual Report**
 - b. **Art Committee Annual Report**
 - c. **Kitchen & Catering Annual Report**
 - d. **Free Lunch Annual Report**
 - e. **Events Annual Report**
 - f. **Worker Members Annual Report**
 - g. **Marketing & Engagement Committee Annual Report**
 - h. **Food Committee Annual Report**
 - i. **Financial Committee Annual Report**
 - j. **Board Committees**
 - i. **Human Resources (HR) Committee Annual Report**
 - ii. **Governance Committee Annual Report**
 - iii. **Board of Directors Annual Report**
7. **Snack Break**
8. **Approval of Reviewer**
9. **Review and Approval of Financial Report**
10. **Review of Budget**
11. **Board of Directors Elections**
 - a. **Ratification of Motion**
 - b. **New member elections**
12. **Volunteer appreciation**
13. **Community announcements**
14. **Adjournment**

Hive Cafe Annual Reports

Cafe Annual Report

Since our last AGM we have seen an increase in our members by approximately 2331 members, from 4112 members to 6442 members.

Over the course of the last year the Hive Cafe Co-op has entered into a norming phase, in which the consistency of the food provided and the service expected has remained constant. This norming phase has allowed space for development and thought on ways to grow as an organization, so let's see what the next year has in store! Overall we maintained a similar menu to last year which proved to be a hit, with the addition of some specials throughout the year. Recently we also launched our new sweet potato burrito which has only received positive feedback.

One theme that we began to explore options to is that of accessibility to food for those with severe allergies. We took some steps in reducing contamination by ensuring our inhouse peanut butter cookies were wrapped in saran wrap to reduce contamination. However with the loss of Sophie Sucre as a regular supplier it was evident that we were lacking gluten free options for user members. Other things such as lack of nut free options, sugar free sweeteners, and a lack of transparency to ingredients in our inhouse foods to name a few. We were able to improve some of these areas by putting an ingredient list for all our in-house products on our website, as well as a physical copy in each cafe location. Over the course of the next year we hope to address some of these allergien concerns to increase our accessibility to user members.

Art Committee Annual Report

The Arts Committee consisted of Chloe Williams (Cafe Coordinator) and Marie Figuerio (downtown worker member), this year Art Committee wasn't very active. We had a single exhibit "Elements" which addressed extreme weather patterns reflected through art, the exhibit lasted throughout the entire year.

Kitchen and Catering Annual Report

This year yielded many challenging circumstances. New worker members and a need for a new delivery system brought fresh energy although, plenty of adjustments.

As for our new kitchen we are delayed another year to move into the 7th Floor Hall building due to construction though projected to be able to move into the new kitchen come December 2018.

To boost morale in the kitchen and user interest in our food, new items were collectively created in the kitchen. Including new vegan salad dressing, improving the Sprout salad, rotating new baked goods (sesame peanut bars, improved boost bar, scones, cinnamon buns) veggie pate and shawarma wrap This added variety to our menu and allowed creativity in the kitchen.

Catering expansion experienced a slow down regarding our goals to expand when we moved. We did however improve our backend system to streamline communications and paperwork. As well as add a few choice menu items into the catering menu. Also we took very seriously feedback from user-members regarding the fluidity of ordering. We did some restructuring of roles and tasks internally to better address the needs of our clients and we have hired someone to work more closely with users who order catering, and attend to all their questions, delivery and payment needs!

Free lunch Annual Report

Statement of Account - Hive Free Lunch Program

REVENUES

| | |
|------------------------------|------------------|
| Grants - CSU | 43 500.00 |
| ASFA Fee Levy Fall/Summer | 35 515.00 |
| Donations | 1253.52 |
| Aubut and Hot Sauce for Cafe | 252.00 |
| TOTAL REVENUES | 79 520.52 |

EXPENSES

| | |
|-----------------------------|----------------------|
| Equipment | 947.66 |
| Food | 18 617.13 |
| Moisson Montreal Membership | 5.00 |
| Volunteer Appreciation | 1 851.87 |
| Supplies | 374.89 |
| Transportation | 2 317.08 |
| Health Care | 421.24 |
| Laundry | 380.19 |
| Administrative Costs | 74.91 |
| Payroll Expenses | |
| Fall | 19 201.03 |
| Winter | 18 715.21 |
| Summer | 262.55 |
| TOTAL EXPENSES | 63 693.00 |
| 2017/2018 Surplus | 16 324.77 |

Hive Free Lunch Program End of Year Report

The 2017/2018 school year brought about new beginnings and challenges for the Free Lunch Program. This year, we started a partnership with Moisson Montreal and with this partnership and hired a third employee to support this transition, delivering a total of 6 906 kilos of food and supporting the work of the program in innumerable ways.

At the beginning of the year, we were not sure how the changes that came along with partnering with Moisson Montreal would affect the program. All in all, it allowed us to not only redirect spending from food to a new position in the program, but also to serve a much wider range of produce and ingredients that financially would not have been accessible to the program previously. Moisson Montreal calculated that we received a total value of \$25 047 of produce this year.

This year, we served an average of 240 people per day, a total of 34 178 meals in 124 school days, and spent just \$0.63 per person per day and only \$0.54 per serving. This year, we again decreased our spending per person and per meal, while increasing the variety of our food and the quality of our ingredients.

This year we experienced a slight decrease in the number of participants per day. For the first half of the winter semester our kitchen was without water, during this time we served smaller meals and had a more limited service due to the difficulty not having water in the kitchen posed to providing lunch. We are also considering the possibility that students may still be unaware that the program exists, and as such are starting to develop plans to launch a small marketing campaign, involving posters and a video ad in order to ensure that new students remain informed about our services.

On average we have had 8 volunteers a day, and continued the trend of having incredibly dedicated, thoughtful, hardworking volunteers being the glue that keeps our program and community together.

We plan our menu around making the lunches as accessible as possible to the largest number of students. In order to accommodate common dietary restrictions, all of our food is vegan and nut free, and we provide a wheat-free option for every meal.

Once again, we have partnered with City Farm School on Loyola Campus, purchasing some organic produce when our budget allowed us to and growing garlic at City Farm School. We also provide access to the Free Lunch Kitchen during the summer for them to use for workshops and food transformation.

We are ending this year with a surplus of \$16 324.77. This surplus will allow the Free Lunch Program to consider investing in important infrastructure and projects to be able to expand and improve our services.

Proposed Budget for 2018/19

| Revenue Source | Amount |
|----------------|--------------|
| CSU | \$ 43 500.00 |
| ASFA | \$ 30 000.00 |

| | |
|------------------------|---------------------|
| Donations | \$ 1 000.00 |
| Surplus from 2016/17 | \$ 6 371.01 |
| Surplus from 2017/2018 | \$ 16 324.77 |
| Total | \$ 96 698.53 |

| Expense Budget Line | Amount |
|-----------------------------|---------------|
| Equipment | \$ 4 000.00 |
| Food | \$ 20 000.00 |
| Moisson Montreal Membership | \$ 5.00 |
| Volunteer Appreciation | \$ 1 800.00 |
| Supplies | \$ 700.00 |
| Winter Labor | \$ 23 000.00 |
| Fall Labor | \$ 23 000.00 |
| Off School Labor | \$ 300.00 |
| Contract Extension Labor | \$ 5 800.00 |
| Health Care | \$ 421.24 |
| Transportation | \$ 3 000.00 |
| Administrative Fees | \$ 80.00 |
| Laundry | \$ 400.00 |

| | |
|--|---------------------|
| Incidentals | \$ 1 500.00 |
| Marketing | \$ 1 700.00 |
| Total | \$ 85 706.24 |
| Projected Surplus Carried forward from 2017/18 | \$ 11 489.54 |

Events Annual Report

Events this year were fruitful. There were a total of 51 events from September to April, including events such as Coop Collective which have run events with us for many years. There were 4 cancellations, and only one event we could not fulfill because of the hours requested. Out of the 4 cancellations, 3 were student associations and one was external. The mention of a cancellation fee on the website and again in the beginning messages of a booking have helped a lot, especially once the cancellation fee was mentioned on the website in the middle of the year. We have been able to train 7 baristas to become event supervisors, and all but 1 have ssp certification now as well. Event supervisors also seem to be confident in their roles during events.

We have plenty of events coming up throughout the summer, and a Fantasia collaboration in which they will be using our space as an office. This could be the start of a new ongoing partnership at the Mezz. It was a great year.

We also had a successful wedding reception at the Loyola Hive, as well as promises for another wedding this upcoming summer.

Since the last fiscal year, event coordination has been absorbed into the External Coordinator role, to more easily work with user-members who want to book space and receive catering; and do it all through one contact person!

Worker Members Annual Report

This past year has passed relatively well, without many things to note. We have been having productive cafe team meetings, however they have been relatively sporadic with only a couple taking place per semester.

Another issue was a sense of growing impatience with the disconnect between the workers and the cooperative structure. In regards to this the worker members sought to make a worker's committee composed of non-coordinator workers, this idea was originally coldly received by the board and unfortunately as the end of the year came up was not completed. There are however a number of returning workers who are interested in moving this forward (if they haven't already by the time this report is presented)!

The workers' plan to create a committee has several purposes, all of these purposes are in response to issues that workers have been discussing throughout the year. First this committee would foster workers moving beyond their roles as labourers and getting more actively involved in the cooperative, something that as of now is mostly limited to the board representatives. Second it creates a structure for board representatives to be held accountable by the workers they represent, which doesn't currently exist. Third this provides a decision making platform for workers where we can decide things such as who represents us, stances to take on board issues, work on by-law amendments regarding workers, etc. Fourth a workers' committee would allow us and our representatives to properly communicate and advocate our needs and issues to our coordinators and the board. Issues that are common knowledge to many workers are often left unaddressed because they are uncomfortable to bring up informally, having a process to discuss and bring issues to our representatives fills this gap.

Marketing Committee Annual Report

The Marketing Committee was active at the beginning of each semester and the Cafe Coordinator with support from the marketing committee members materialized some of the dreams over the course of the year. Marketing Committee consisted of board members, coordinators and worker members. The year started off with Laura Mackenzie, Charlotte Genst, Jenna Green, Marcus Peters and Linda Kay as voting members as well as Chloe Williams (Cafe Coordinator) and Julia Maksymetz (Events Coordinator) as non-voting members. During the second semester Julia was replaced by Mikayla Harris (Events Coordinator) as a non-voting member.

During the fall semester we took the first ever "Hive Membership Photo", the photo shoot took place on Wednesday November 8th outside of the Mezz Hive at 3pm. A huge thank you to everyone who came out to it, and especially to Sasha Lipskaia from CUTV for taking the photo on behalf of the Hive.

Collaboration with Frigo, we tried to increase awareness of the cafe by creating a collaboration with the Frigo Vert in which anyone could collect a stamp from each location between March 1st and March 31st. At the end of the month, we announced two winners who received a small prizes at one of the two locations. This project wasn't as successful as we had hoped, but it did bring in a small pool of new folks to both locations.

Other projects we worked on included the development of a comprehensive ingredient list for all our in house products which can now be found on our website or in hard copy at both cafe locations.

The Cafe Coordinator in collaboration with Marketing & Engagement Committee worked to maintain our social media presences and keep the website up to date. We also had a promotional postcards designed which were distributed to all professors on the Loyola Campus at the beginning of the Fall Semester (September 2018).

Food Committee Annual Report

The Food Committee this year was comprised of 5 members (Colleen Risbey as chair, Shylah Wolfe, Miles Barette-Duckworth, Jeremy Tessier, Linda Kay and Kathleen Spencer.

The Committee worked through multiple food related ideas including the possibility of developing a new recipe book for the public, allergen labeling, special events, and special catering requests.

We reinstated and expanded our purchase agreement with Les Jardins de la Resistance. And we are supporting the new Food Coordinator in troubleshooting changes and additions to the menu and improving overall quality over last year.

As of the Spring of 2018, the Food Committee became a Board mandated committee and will be more effective for the next year to form better food policy and executing new menu changes.

Financial Committee Annual Report

This year was a busy year for the Hive Financial Committee (also known as FinComm, or FUNComm)! The Hive started the year with three fincomm members from the Board of Directors: Andrew Alford, Benjamin Prunty, Laura Mackenzie. At the AGM of 2017, Andrew left the Board, and the committee welcomed Roy Singer Shay as a new board member. In March 2018, Laura resigned from her position as Treasurer, and was replaced by Roy in April 2018. Leigh Hoffman, as the Finance/Administrative Coordinator, served as a non-voting chair of the committee.

For the creation of the past year's operating budget, the Hive launched a participatory budget process. In August of 2017, an open meeting was held for our membership, to solicit input from members on various options for the fiscal year's budget. This provided an opportunity for members who are not already involved in decision making structures to have a direct say on the operations of the Hive! For the development of the upcoming year's budget (2018-9), a new participatory process was launched, where proposals for changes to the budget were solicited from the membership at large.

Fincomm was also busy this year in the further development of Financial Policy for the Hive. We worked on articulating clear financial procedures and processes, to ensure adequate oversight over financial happenings, as well as over the Finance Administrative Coordinator, and further clarified the Financial Policy, to be approved by the Board. These processes and procedures enabled the fincomm to have oversight over major purchases throughout the year, including those budgeted for (such as two new espresso machines), and those unexpected (such as a new display fridge for the Mezz Cafe). As well, Fincomm saw the introduction of and consistent reporting of monthly

financial updates including year-to-date (YTD) financials, with comparison to YTD budget projections and the previous fiscal year YTD actuals.

In the fall semester, FinComm worked to develop solidarity pricing for our wholesale to Cafe X, increasing links and solidarity between student run food groups on campus.

This year also brought increased oversight in finances in other regards; in particular, in the form of a Revenue Quebec audit into our TPS/TVQ account. The Finance/Administrative Coordinator worked to clarify the ambiguities raised by the inquiry, and worked to streamline document filing and tracking to ensure clearer organization in the future. The audit was closed with no consequence, while also highlighting the need to integrate The Hive's invoicing for catering and event supervision into our Point Of Sales system, to be included in our MEV reports. The Finance/Administrative Coordinator, over the course of a fiscal quarter, worked to develop a new invoicing system, compatible with MEV, and launched it in February 2018.

Human Resources (HR) Committee Annual Report

The Human Resources (HR) committee this year was comprised of five Board members (Charlotte Genest, Jeremy Blinkhorn (as Chair), Miles Barette-Duckworth, Shylah Wolfe, and Roy Singer-Shay), and the Finance/Administrative Coordinator serving as a non-voting secretary.

The HR committee worked hard to further develop and solidify organizational policy, especially as it relates to hiring and contract renewal, discipline and dismissal, and grievances. Policy development is a slow process, and the committee diligently sought the input of Worker Members and Coordinators in the articulation of these policies, balancing organizational needs with the individual needs of workers.

We introduced a new structure this year, the HR-Coordinator buddy system, in an effort to increase Board support for coordinators, and provide an explicit structure with which coordinators could voice concerns directly to HR. The HR-Coordinator buddy system paired each coordinator with a buddy, who was a Board member on the HR committee. The buddy was responsible for checking in with their respective coordinator, and offering support in their position outside of the coordinator team, as well as to present feedback and evaluations to the coordinator.

As the Hive moved into its' second summer of opening, the HR committee re-worked the responsibilities of the summer baristas. Considering the limited scope of coordination necessary to ensure smooth operations over May and June, and the opportunity presented by the limited operations of the summer, the coordination responsibilities typically held by the cafe coordinator throughout the year, such as ordering and oversight over cleaning, were given to the summer baristas.

At the end of the fiscal year, the committee oversaw the transition of several departing coordinators and devised support channels, role rearrangements and scope expansions for incoming coordinators to clarify and formalize expectations more appropriately for each position. Positions

created/revised include FLP Administrative Coordinator, FLP Kitchen Coordinator, External Coordinator and Fin/Ad Coordinator.

The policies worked on this year were the Discipline and Dismissal, Leave of Absence (for WoMe and Board members), Hiring, and Contract Renewal. As well, the committee reviewed and edited procedures, such as the Hiring Procedure, and Discipline and Dismissal Procedures. The committee also reviewed the Human Resources Committee Mandate .

Governance Committee Annual Report

The Governance committee (GovCom) this year was composed of three Board members (Ben Prunty, Charlotte Genest and Shylah Wolfe) as voting members. The Cafe Coordinator Chloe Williams, also sat on the committee as a non-voting member. Moving forward into the coming year, the committee composition will integrate the FLP Administrative Coordinator, Saray Ortiz Torres, as mandated (non-voting) chairperson; in the interest of creating better accountability of this committee to the organization and its worker and user members.

The GovCom developed a clear vision at the beginning of the year of tasks for which the committee is and should be responsible. We prioritized creating consistency, reinforcing democratic decision making and the institutionalization of processes for all aspects of the organization.

Some of the major tasks we accomplished this year include refining and approving the Description and Responsibilities of each official Hive Committee, as well as formalizing the process of policy approval for committees; to ensure that the flow of policy creation and decision making through the organization is consistent, transparent and accurately documented. That also required a review and reorganization of the compilation of policies, to be more accessible and intuitive for all members, which is an ongoing task. We furthered to help with organizational consistency by collaboratively creating a regular meeting schedule for all committees and the Board, so folks could depend on the same time slot each month. We also facilitated the reinforcement of (and training on) consent agenda for Board meetings.

We updated the Hive bylaws and proposed to increase the seats on the Board of Directors to include three professor seats, which the membership voted in favour of at the last AGM. We also developed and implemented evaluation processes for the Board of Directors which has been insightful and helpful in validating our strengths and ameliorating our weaker points as an organization and as a team of individuals.

Board of Directors Annual Report

The Hive Board of Directors (BoD) this year was comprised of twelve members; Jeremy Blinkhorn (president), Miles Barette Duckworth (vice president, acting president), Shylah Wolfe (secretary), Lauren Mackenzie

(treasurer), Roy Singer-Shay (acting treasurer), Charlotte Genest, Jenna Green, Ben Prunty, Jeremy Tessier, Marcus Peters, Devon Ellis-Durity and Linda Kay.

The role of the Hive Board of Directors is to assist the cooperative in a direction that upholds the Hive's missions and values while also ensuring that organization is running smoothly, and coordinators are receiving the support that they need to complete their tasks. The majority of the work that happened this year was done through the Hive's various committees, where smaller groups of the board are able to accurately research and compose policies that are accessible to our members. A Board Training was organized at Ferme des Arpents, one of the support member for the Hive Café in November. The majority of the board was able to attend this training, and it was a great way to bond with each other while also learning the operations of the Hive. A Professional Facilitation and Conflict Resolution Training was given to the Hive's Executive Committee (President, Vice President and Secretary) and the Human Resource Committee by CoCo.

The BoD has taken huge strides to enrich the organization and ensure that its approachable to all of our users. Because of the internal housekeeping, policy creation and editing the BoD have collectively done this year, we believe that next years BoD will run smoothly, and have all the tools they need to tackle any problems!

Board of Directors Requirements

Time Requirements

- Each board member is committing to a two year mandate, and is expected to dedicate 4-6 hours per month to the organization.
- Board members are expected to attend monthly board meetings which last approximately 2-3 hours.
- In addition to monthly board meetings, board members are expected to sit on at least one active board committee, to be determined at the first meeting of the year. Committees typically meet once or twice a month for 1-2 hours.

Benefit of Being on the Board of Directors

- All active board members will receive discounts at the cafe.
- All active board members get a free daily coffee!
- Great organizational experience
- Co-Curricular record as well

Supporting Documents

Motion Ratification:

WHEREAS: At the time of nomination (AGM 2017), there were no uncontested Student User Member seats available

WHEREAS: The resignation of Jeremy Blinkhorn liberates a Student User Member seat on the Board of Directors

WHEREAS: Jeremy Tessier is willing to switch seats to occupy that of a Student User Member, thus liberating the seat as Non-Student User Member

BE IT RESOLVED THAT: Contingent on the Board Of Directors of the Hive Cafe Solidarity Cooperative recognizing the resignation of Jeremy Blinkhorn, Jeremy Tessier's seat occupy the the vacant seat for Student User-Member, and liberate the seat as Non-Student User Member.

BE IT FURTHER RESOLVED THAT: This Motion be subject to ratification at the Hive AGM.

Financial Review: