



# FCN GM 26 September 2021

## VerbroederIJ

### Present:

- Saar, Yukina, Rick, Ine (team coordinators, cancellations from Carmel/Diewer and Jessica Put)
- Nicola (ordering team, Agata cancelled)
- Renske, Hein (reception team, Margreet cancelled)
- Jessica van Bossum (list processor, Melle cancelled)
- Vidary, Wieke (Board, Treasurer and President respectively)
- Other cancellations: Margriet, Marijn.

### Opening and adoption of the agenda

Agenda item community is added

#### 1. Board report including financial report

FCN is doing well financially. The order volume has increased with 33% to € 62,600 compared to last year where we already had doubled our volume from € 21,000 to € 47,000. Our costs have increased because of the rent increase from € 25 p.m. to € 50 p.m. and the delivery costs of Bio Romeo from € 35 to € 50 p.w. As we are a non-profit organisation we do not intend to have a surplus on the balance sheet, so we decide to reduce the margin again by 1% (from 11% to 10%). We spread the fixed costs over a larger group of members. And have a buffer on the bank account. Balance € 8,000 - invoices to be paid € 3,000 - members' funds € 1,000 = € 4,000 buffer.

In terms of membership numbers, we saw a huge Corona spike in applications last year. This year is not over yet, but we already have 45 new members. However, if you look at our total membership of 118 (including dormant) you can see that the turnover per year is enormous. From our 93 new members last year only 38 are left. Why do people leave so quickly? Did they have different expectations when they joined, and does it turn out not to be their thing? Do they not succeed in participating in distribution shifts or other tasks? Do they have more of a consumer mentality? Are the deliveries disappointing?

Year	Applications	Members over from desb. Year
2018	40	9
2019	57	15
2020	93	38
2021	45	35

The high turnover is also a challenge when scheduling, if for example 4 people from your team leave. The question then arises whether it would not be better to have an intake interview by telephone rather than by e-mail? In the first instance, aspiring members receive an e-mail with an explanation from the secretary, and only when they respond positively, they will be registered. It is too much of a burden for the secretary to also call all aspirant members, next to other tasks. The coordinator then also sends a welcome email to the team. He or she can also hold a personal intake meeting explaining how everything works, and the distribution. What we currently don't do is an introduction about the pick-up, or manage expectations that not always everything is delivered, precisely because we buy directly from the farmer. It is precisely when you help hand out the products that you understand better that not everything runs smoothly.

## 2. Introduction / presentation members

Short round since we already know each other pretty well

## 3. Vacancies - see below

1. For the board: due to the departure of Isabelle we are looking for a new secretary.
2. For the board: a new chairman.
3. For the order team: 2 new members, one of which will also take on a leading role.
4. New team coordinators to relieve those who are doing it now. (Joyce Helsloot, and Maina/Kim have already signed up).
5. A new bread collector (possibly at new bakery, see agenda)
6. Members reception team on Wednesday morning

Departure of the Secretary is a great loss, because Isabelle did a lot outside her function (order team, IT, trouble shooting), and was an active member since the beginning.

**Deadline:** The secretary position must be filled by 15 November, otherwise we will be forced to put a stop on new membership applications.

We will need to make an urgent appeal to the less active members (who only run distribution shifts) to get more involved, this is necessary to keep the group running. There are now too many gaps in crucial positions, and there seems to be an apathetic attitude, as if someone else will solve it. But if not you then who?

The members who attended the GM are precisely those who already take on many tasks. So we can't ask them to do more. Furthermore, it is the intention that the coordinator tasks rotate within the teams. In practice this seems difficult.

What does seem to work is when coordinators divide their tasks within the team, so ask other team members to start, close, or duo coordinate etc. Divide by week or by task and other creative solutions.

Because of the huge orders (used to be 30-35 crates now sometimes >60) the distribution shifts are harder for the team. Currently it seems to be going a bit better with 40-45 households, but we decided to put a membership stop if the volume goes up again.

Since people do not easily apply for a vacancy based on an email, it is better to ask people personally, and explain what the tasks entail. For some tasks (especially board) you need experienced members, but if the tasks are taken over, those with experience can free themselves for a board position.

**Action point:** The coordinators will sit down with their team for half an hour to talk about this before the distribution shift, with a drink at FCN's expense. Also speak to them personally/call them.

#### **4. The location: pros and cons, bad weather options, alternatives?**

The canopy does work in sunlight/light rain, but in heavy rain/hard wind it is not a solution. We are also heading towards winter again. Earlier discussions with the VerbroederIJ to get certainty about being able to do the distribution inside, have not led to a positive outcome. They too have suffered greatly from the corona crisis and if the space can be rented out commercially or used for the chess club, that has priority.

There may be other location possibilities, but for now we are actually very happy with the VerbroederIJ. So we want to start talking again about how we are going to do it next winter. But it is handy to have an alternative in case of emergency. We could try the Zamenhofstraat, that is close by and they have a large covered hallway. Renske is in contact with the manager.

#### **5. Offer BioRomeo, quality, sustainability, reliability deliveries**

Nicola has spoken to Everet from Bio Romeo as there has been a period where we did not receive many products and the quality was poor.

1. We apparently send in the order later on Monday morning than the other food clubs, and therefore miss out. We have now started ordering earlier.
2. We sometimes put products in the shop that are not on the BR offer list. This sometimes goes wrong when you enter the products manually in foodsoft.
3. Bio Romeo sends the list of products on Saturdays instead of Thursdays in order to offer the most current products, which increases the chance of delivery. The products come not only from them but also from 35 farmers they work with.
4. The products are sometimes left outside too long or in the hot shed. It may well be that the lettuce is fine when delivered at 10:30 but is a little wilted when picked up at 18:30. It helps if we can place the containers under the tarp.
5. We are going to have another follow up because we are all aiming for 100% delivery.

#### **6. Bread (a regular item on the agenda)**

There is currently no one to pick up the bread in Amsterdam West. Furthermore, the bread orders are often cancelled lately because we don't reach the € 50,- ordering threshold.

Wieke proposes to try again the baker Eline Ex from the Waddenweg. The pilot failed a few years ago due to high prices and limited supply, but let's try again. Wieke approaches Eline.

## **7. Collection and communication**

It has always been the rule that people are responsible for picking up their own order. If this is not possible, they can ask another member or someone else to pick up the order for them. Now that we have the luxury of a shed and a fridge, it seems that members are getting easier and easier with later/no collection of their products with all its consequences.

Problems:

- Keeping track of who still needs to receive what is an extra burden on the distribution team that they can't handle.
- The messages about which pickles belong to whom can no longer be followed in the app group.
- The fridge is not accessible outside opening hours because of an alarm from the VerbroederIJ. It is not our fridge, and not our building, so outside distribution shifts we cannot use it.
- Furthermore, the shed is too small to put 5 crates down for the latecomers.

So, we will have to be clearer again about the rule that picking up on time is your own responsibility. We want members to arrange this themselves, and to find someone to pick up for them in case of an emergency.

Only in extreme cases and in timely consultation with the distribution team (FCN whatsapp group, or find name in the roster on the website and send private message in foodsoft) an order can be left on the table, or in the shed. The distribution team wants to be able to leave at 7 o'clock and be done then. It must also be picked up within 24 hours, as we share the shed with Helen's Free Food Market.

When making this appointment, the code of the shed will be passed on. It is your responsibility to collect the products in time before they spoil or get eaten by vermin.

It is also important that members read the blackboard with undelivered products and check on the spot that they have everything and not afterwards at home.

## **8. Community and activities**

How can we build a stronger sense of community? Stimulate intrinsic motivation. So that people have more of a feeling of belonging to a nice club. Saar's proposal for a survey with a few questions focused on how people experience the FCN?

Holding activities might help. But since we are short on the basic functions to keep the FCN running that is not an option right now.