



CENTRAL ALBERTA CO-OP LTD.

2019 HIGHLIGHTS

May 2020

CEO Message

My name is Rodney Perigny, and I am excited to be your new CEO for Central Alberta Co-op.

My career started in the Co-operative Retailing System over 32 years ago with many moves within Saskatchewan and Alberta. The last few positions were all within Alberta, starting in 2001 as the General Manager at the Eckville Co-op. In 2005, I moved to Olds, as the General Manager of the Westview Co-op and in 2014, I accepted a position as a Retail Advisor (Consultant) with Federated Co-operative Limited in Calgary.



Rodney Perigny

I would like to thank you, our valued customers, for your continued support and commitment to shopping at a truly local business. Central Alberta Co-op is member owned and our profits are your profits. These profits are distributed to you in the form of a patronage allocation and cash back. This is one of the main benefits to having a membership. Central Alberta Co-op's Board of Directors have approved a patronage allocation to the members of \$6,290,000 and a cash repayment of \$2,396,000.

We continue to invest and give back to your communities through a commitment to making a difference in our members' lives. In 2019, over \$275,000 was given back to our communities through our Member Relations programs.

Our Vision Statement:
Be the preferred shopping destination in the communities we serve.

A couple of key areas we will be focusing on for 2020 and beyond, will be to deliver a consistent Customer Experience, which will be measured through Customer Satisfaction surveys.

Once again, our Board and Team Members would like to thank you for supporting Central Alberta Co-op and look forward to your continued support into the future.

CENTRAL ALBERTA CO-OP 2019 ALLOCATIONS

Food	2.0%
Pharmacy	5.0%
Liquor	1.5%
Bulk Fuel	4.0%
Agro	1.0%
Fertilizer	0.5%
Oil & Grease	8.0%
Farm & Home Centre	1.0%
Gas Bar Fuel	4.1%
Gas Bar Non-Fuel	2.0%

Your Board of Directors are pleased to announce that we will be paying back over **\$2.3M** in cash back.

We are proud to support the communities we serve and return our profits back to our member owners. For the 2019 fiscal year, we will be giving back over **\$6.2M** in equity to our members.

Understanding Your Equity Statement

The explanation of your equity statement can be found on the reverse of your statement. Two steps are involved: First, each member is credited with a patronage allocation. How much you are allocated depends on how much you have spent in each particular department. For example, if you spent \$4,000 on groceries in 2019, you would be allocated 2.00% of \$4,000, or \$80.00 or if you spent \$5,000 on fuel at our C-Store/Gas Bars, you would be allocated 4.1% or \$205.00, withholding tax excluded. Second, the general cash repayment cheque you received is calculated as a percentage of the allocation. The percentage that applies depends on how much equity you have accumulated before this year's allocation, as set out in the following table:

Total Equity	Payout % of Allocation
\$5.00—\$4999.99	30%
\$5,000.00—\$9,999.99	40%
\$10,000.00—\$19,999.99	50%
\$20,000 plus	60%

If you had between \$10 and \$1,000 in equity before this year's allocation, your cheque would be 30% of your 2019 total allocation from all departments. The minimum general cash repayment cheque issued is \$10. All uncashed cheques are cancelled after six months, and the cash back is then returned to members' equity accounts.

To reduce Social Distancing conflicts, we will not be accepting cash back cheques as a form of payment at our locations. We encourage members to use ATM's or the deposit options offered by financial institutions.

Thank you for your co-operation and continued support!





You're at home here.

Locally Invested Community-Minded Lifetime Membership Benefits

In addition to our local donation and sponsorship programs, we had the privilege of spending some time in the community, lending a hand at a few events.

We were honoured to present The Sustainable Red Deer Society a \$40,000.00 Co-op Community Spaces grant for their project at Piper Creek Community Gardens.

Your Central Alberta Co-op team was thrilled to provide volunteers for the Central Alberta Women's Emergency Shelter Ribfest in September. Everyone enjoyed a great weekend for a great cause.

To celebrate Co-op Week, the Innisfail Agro Team spent an evening preparing supper for Ronald McDonald House.

Our Gas Bars were hopping on Fuel Good Day! Because of our great members and customers, **\$9028.97** was donated to STARS.



Our Food Division was pleased to help out Westerner Park with the Christmas Artisan Market's Food Bank donations.

So proud of the guys from the Administration Office. They Walked a Mile in red pumps and raised **\$5300.00** for Women's Outreach!



We wouldn't be **Central Alberta Co-op** without our fantastic team. In 2019, we celebrated 75 team members who, in total, have 740 years of service. Congratulations to all and Thank you for your commitment to Central Alberta Co-op.



Making our way through COVID-19

The COVID-19 pandemic is a global challenge that's having a real impact on our community. At Central Alberta Co-op, we understand the vital role we play in the community and aim to serve you with the items you need, when you need them. We are also saddened by the news of all those who have been affected and we want to be diligent about doing our part to prevent more impacts. Our locations are critically important at this time, and we're doing everything we can to ensure they stay open and accessible. As the situation evolves, we're making adjustments in our operations to make sure we're doing everything we can to maintain the health and safety of our teams, members, customers and communities.

In response to the pandemic and guidance by public health authorities, Central Alberta Co-op has taken the following steps at our operations:

- ◆ Regular sanitization of checkouts, reach in cooler doors, reach in freezer doors in all food stores, gas bars and liquor stores.
- ◆ We are working with our team members to ensure that they have current information on prevention so they can stay healthy or stay home if they are feeling ill.
- ◆ Due to the high demand for some products, we have placed limits on the quantities available to purchase. We will ensure that our prices on essential items remain stable throughout the pandemic.
- ◆ We have established a Pandemic Team that meets on a daily basis to review the status of COVID-19, the precautions being taken at our locations to keep our guests and team members healthy & safe and how we can continue to mitigate the spread of COVID-19.
- ◆ All self-serve items from our food, c-store and liquor locations have been temporarily discontinued.
- ◆ Signage, visual cues and P/A announcements are used in our locations to remind guests of proper social distancing.
- ◆ To reduce face to face time with customers, some of our retail locations have temporarily adjusted their hours of operations. Our administration and Agro locations remain closed to the public.
- ◆ We are limiting the number of customers in our locations at any one time. Security guards are in place to monitor customer numbers and to ensure shopping carts are sanitized.
- ◆ Plexi Glass barriers have been installed at our locations. Gloves and hand sanitizer are provided to all team members.
- ◆ We have an established Confirmed Case Toolkit in place, should we have one at any of our locations.
- ◆ Our pharmacies are ensuring continued drug supply by filling a maximum one-month supply of all medications.
- ◆ We offer an early morning shop for seniors, those most vulnerable and our first responders; Mon.-Sat., 7am-8am at 4 of our food locations.

All of our team members, whether they are on the frontline or working behind the scenes, have gone above and beyond and truly are our heroes. In true Co-op fashion, they have rose above many challenges facing us through this unprecedented time. They have made their way through numerous policy changes, new PPE regulations and a huge change in our guest's shopping habits. We were pleased to implement an Appreciation Pay program for all of our frontline team members.

We are forever grateful for our team's determination, commitment and effort put forth for Central Alberta Co-op.

