

REPORT OF BOARD OF DIRECTORS

1.0 INTRODUCTION

- 1.1 The Directors are pleased to present a report of the Society's activities for the year ended 31 December 2020.
- 1.2 For the year, co-operative gross turnover decreased by 20.98% to \$4.52 million. Group turnover decreased by 11.56% to \$5.97 million with the consolidation of school fees from the childcare Centre.

2.0 PHYSICAL OPERATIONS

- 2.1 As at the end of the year, the Society operates at the following locations:
- a) Administrative Office, Arts and Social Science 6.
 - b) Science & Medical Branch, LT27, Bio Science Complex
 - c) NUS Co-op @ Central Forum
 - d) The Museum Shop, Lee Kong Chian Natural History Museum
- 2.2 The Society's joint venture company with World Scientific Publishing Co Pte Ltd, Words Aroma Pte Ltd, operates Bookhaven at University Town.
- 2.3 The Society operates a childcare centre, Little Mighty Me, in Punggol. Little Mighty Me provides childcare services for typically developing students and students with special needs.
- 2.4 The Society is in the management committee that oversees the operation of the NUS childcare centre at Kent Vale.

3.0 MEMBERSHIP

- 3.1 Membership of the Society decreased by 1.21% compared with last year. There are 17,990 members as at 31 December 2020. 1,763 are associate members while 16,009 are ordinary members.

4.0 OPERATIONAL PERFORMANCE AT GROUP LEVEL

- 4.1 For the year 2020, group revenue net of rebates and returns, for sales of products, services rendered and other income amounted to about \$5.97 million. A breakdown is provided below:

	<u>\$ (M)</u> <u>2020</u>	<u>\$ (M)</u> <u>2019</u>	<u>Comparison with</u> <u>corresponding 2019 figures</u>
Gross sale of goods	3.23	4.80	Decreased 32.70%
Other Income	1.41	0.72	Increased 95.83%
School fees	1.33	1.23	Increased 8.13%
Total:	5.97	6.75	Decreased 11.56%

5.0 OPERATIONAL PERFORMANCE AT CO-OPERATIVE LEVEL

5.1 For the year 2020, co-operative gross sales revenue amounted to about \$4.52 million. A breakdown is provided below.

5.2 Notebook sales and cost of sales have been reclassified in year 2019. As the Society is earning service income as a fulfillment agent, the service income is being reflected as other income.

	<u>\$ (M)</u> <u>2020</u>	<u>\$ (M)</u> <u>2019</u>	<u>Comparison with</u> <u>corresponding 2019 figures</u>
Books	0.68	1.21	Decreased 43.80%
Stationery, Gifts & Sundries	0.90	1.93	Decreased 53.37%
PC and accessories	1.74	1.77	Decreased 1.69%
Other Income	1.20	0.81	Increased 48.15%
Total:	4.52	5.72	Decreased 20.98%

6.0 BOOK DIVISION AND SUNDRY DIVISION (STATIONERY, GIFTS, SNACKS & NUS MEMORABILIA)

6.1 The book division total sales decreased by 43.80% and sundry division total sales decreased by 53.37%. The Society's main store at Central Library Building was renovated and reopened for business in January 2020. There was a storewide 20% discount to celebrate opening of the new store. Business was reasonably good in all the stores until the circuit breaker due to Covid-19 pandemic. All stores were closed from 7th April 2020 to 24 June 2020. Even after the stores reopened for business from 25 June 2020, business did not improve because NUS restricted movement of students and staff across the campus. Besides, NUS staff mostly worked from home and students had their lessons online. There were very few people on campus. Even though the Society has a webstore and offers delivery service, sales were not good.

7.0 PERSONAL COMPUTER DIVISION

7.1 PC accessories sales decreased by 1.69%. The decrease is not as steep as other divisions because many NUS staff needed to buy webcams, head sets and other accessories to work from home.

8.0 OTHER INCOME

8.1 Other income increased by 48.15%. This is mainly due to the grant received from the government's job support scheme. Besides, more notebook computers were sold and rented by NUS staff to work from home. More service income was received as a result.

9.0 OTHER SERVICES

9.1 For the convenience of University students, staff and Members, the Society offers the following sales and services:

- Personalized book order service
- Course packs
- Pharmaceutical products
- Gift/apparel customization service
- Photocopying/Bookbinding
- IT repairs and servicing
- Data wiping
- Hard drive degauss service

10.0 COMMUNITY SERVICE

10.1 As a not-for-profit organization, a portion of the Society's surplus is contributed back to the NUS community in the form of Book Award.

42 students each received \$400 worth of NUS Co-op vouchers in this year's Book Award.

10.2 In the year, the Society continued to contribute towards the activities of clubs, societies, halls of residence and the National University of Singapore Student Union (NUSSU).

11.0 PERSONNEL MATTERS

11.1 In appreciation of the contribution made by staff, a Chinese New Year lunch was organized on 1st February 2020 at the Singapore Island Country Club for all staff and directors. There was also a Christmas get-together buffet dinner at Asian Market Cafe on 18th December 2020.

12.0 LONG SERVICE AWARD

12.1 The following staff received Long Service Awards from the Chairman on 1st February 2020:

- Ms Nobiaha for 15 years of service
- Ms Lau Bee Bee Kelly for 5 years of service
- Ms Tang Tsin Yin for 5 years of service

13.0 DONATION OF DIVIDENDS

13.1 The Society made the following donation of dividends on behalf of the members who indicated their choice of donation to the respective organizations or fund. The total amount of donation in 2020 was \$6,917.50.

- Assisi Home, \$1,907 for 2,533 members
- Community Chest, \$1,547.50 for 2,065 members
- NUS Co-op Book Assistance Fund, \$1,693 for 2,546 members
- St. Andrew's Hospital, \$1,770 for 2,412 members

14.0 DIRECTORS' INTEREST IN BUSINESS DEALING

14.1 For the financial year 2020, no director has received or become entitled to receive a benefit by reason of a contract made by the Co-operative with the director or with a firm of which he is a member or with a company in which he has a substantial financial interest.

15.0 THE FUTURE

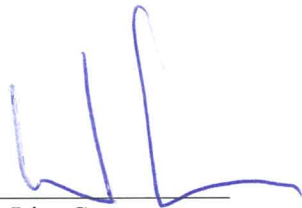
15.1 The Society has successfully implemented a cloud-based ERP system in March 2021. It is fully integrated with the webstore and Point of Sale in the physical stores. This new system provides inventory information in a timely manner and improves our customer service as a result. We will be focusing on e-marketing on social media to reach out to more customers to improve sales, especially e-commerce on the webstore.

15.2 The Society has adopted the tripartite standard on flexible work arrangements (FWA) since December 2020. Our staff in the Accounts and Administration department have mostly been working from home since the circuit breaker. With the new system, our workflows have been streamlined and manpower efficiency has improved. We are planning to reduce office space in the near future.

15.3 The Society is working towards expansion in the childcare industry, filling in the niche market demand for childcare service for children with special needs. Expansion will be done under the same brand, Little Mighty Me.

16.0 ACKNOWLEDGEMENTS

- 16.1 The Board wishes to acknowledge the support given to the Society by the University Administration, NUS Faculties, Departments, Libraries, staff, suppliers and all Members.
- 16.2 The Board wishes to thank the Internal Auditors, Mr Tan Choong Song and Prof Huang Zhiyong for their contributions.
- 16.3 Finally, I would like to thank Members of the Board of Directors for their unstinting support, and the staff of the Society for their loyalty, dedication and hard work.



Prof Wong Lim Soon
Chairman

July 2021