

## Durham Co-op Market Board of Directors Minutes

**Event: Board Meeting**

**Date: Wednesday, December 12<sup>th</sup>, 2018**

**Location: Lyon Park Community Center**

**In attendance:** Summer Alston, Elizabeth Figgie (BA), Amelia Freeman-Lynde, Jack Hill (Consumer Owner), Lenore Hill, Beth Hopping, Drew Peng, Tonya Post, Leila Wolfrum (GM), Julian Xie

**Absent:** Alisa Johnson, Yamina Muhammad, Hector Suazo

**Meeting called to order:** 7:10 pm

**Approve minutes from November 14<sup>th</sup>, 2018 Meeting:** Board had no concerns to discuss.

Motion to approve: Beth; Second: Tonya

**2019 Board Officer Elections:** Board reviewed open officer roles and discussed preferred individuals for specific roles. Board approved slate by acclamation.

**GM Monitoring Report - B6: Staff Treatment and Compensation:** GM presented Monitoring Report and feels positively about the store's current situation. The quality and make up of staff is better now than ever, and the employee experience continually improves over time.

Demographics continue to grow, and the GM is careful to keep the staff experience equitable and reviewed metrics for measuring staff treatment. The Board briefly addressed potential disparities and compensation gaps present among staff groups. GM is dedicated to the ethical obligations related to these issues.

GM summarized some complexities regarding living wage and efforts to continue on an upwards trajectory for staff compensation. GM reviewed base wage increase implemented early this last year. Despite efforts, compensation and benefits remain inadequate for most employees. GM acknowledged the possibility of communication and perception gaps present between admin and staff regarding compensation. GM hopes to foster transparent wage tiers and consistent benefits. The Board discussed issues and made suggestions about communication strategies as well as ways to "trial run" new approaches to compensation and benefits. Board discussed where these pressures are most present, especially related to hiring and turnover. GM and Board discussed ways to engage more staff feedback and track employee wellbeing long term.

GM reviewed general approach to the onboarding process and expectations of new hires. New employees may start at low productivity levels and improve over time. Current compensation structure allows wages to increase in conjunction with productivity and skill improvement.

Motion to approve: Beth; Second: Lenore

**GM FYI Report & Discussion:** GM provided FYI report.

GM reviewed water main construction scheduled for early 2019 on W. Chapel Hill St. Long term construction is anticipated to cause severe disruption while in progress. Sales expected to see some impact. GM is in discussion with city and construction crew about ways to keep the store accessible.

The store is seeing excellent numbers in sales. Thanksgiving was great and went more smoothly overall than previous years. Managers headed into the holidays with good practices and preparation. Sales have continued to stay up since Thanksgiving. Last week was an all-time record week, and we are hitting high percentages over last year.

Last week was exciting for the kitchen. Between a successful Latke Party and \$3 Dinner, the store processed over 1,500 pounds of food in two days.

Grocery Department leadership continues to struggle. There are still no final decisions, but GM is certain of seeing significant change in the Grocery Department within the next few months. GM assumes transition could be rough, but plans to make it through the holidays.

Board highlighted areas of concern and interest. Board discussed to what extent consistently higher sales present potential for more room in labor budget.

**Board Self-Monitoring Survey - C8: Governance Investment:** Board reviewed self-monitoring report.

Board identified ways to improve and initiate historical record of reporting.

**Other Business:**

**Board action - Approve preferred share redemption for Certificate A-5-12, issued 4/22/2011:** Board discussed details of the share redemption.

Motion to approve: Amelia; Second: Summer

**Distribute board member binders:** Board Member Binders were distributed and reviewed.

**2019 Goals and Priorities:** Board discussed 2019 goals, reviewing 2018 accomplishments and previously mentioned interests from prior meetings. Board highlighted additional priorities of interest as well as new committees to expand the Board's focus and capacity. Specifically, the Board hopes to improve worker owner engagement and readdress child care needs for Board members. Board will follow up regarding best ways to format priorities.

**Formation of 2019 Board Calendar:** Board discussed prioritizing the calendar for 2019 and structure for monitoring and reports.

**CCMA:** Board briefly highlighted this opportunity for the coming year and discussed the potential for Board members' participation in hosting, volunteering, speaking, attending, etc. at the conference.

**Meeting Concludes:** 9:01 pm

**Attachments:**

• **Reference Materials**

- o DCM 2018 General Manager Monitoring Report Compliance*
- o DCM 2018 Board Calendar*
- o DCM 2018 Board Roster & Attendance*