

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, October 10th, 2018

Location: Lyon Park Community Center

In attendance: Summer Alston (Board Candidate), Thomas Beckett (Board Candidate), Elizabeth Figgie (BA), Amelia Freeman-Lynde, Jack Hill (Consumer Owner), Lenore Hill, Beth Hopping, Tyler Jenkins, Alisa Johnson, Jan Martel, Don Moffitt (Consumer Owner), Drew Peng, Tonya Post, Raafe Purnsley (DCM Staff), Paul Robinson, Leila Wolfrum (GM)

Absent: Frank Stasio

Meeting called to order: 7:02 pm

Introductions (including Board Candidates in attendance):

Approve minutes from Wednesday, September 12th, 2018 Meeting: Board provided opportunity for questions, comments, and discussion.

Motion to approve: Tyler; Second: Lenore.

GM Monitoring Report – B5: Treatment of Customers: GM presented monitoring report. GM explained Policy Governance to group for new attendees. Store operations are in compliance with policy. Management and staff are continually attentive and responsive to feedback, with no major mishaps. GM reviewed current avenues of customer feedback (random surveys) provided by NCG and intentions to continue bi-yearly customer survey. GM reviewed customer count, which continues to increase along with steady sales! GM reviewed efforts and plans develop positive customer experience. Management has recently improved store walks, adding more structure. Summer reset invited a lot of feedback from customers. GM reviewed current process for responding to suggestions and complaints. Store keeps up with health inspections.

GM voiced limitations suggestion. Inclusivity is a major objective and an area in which all co-ops can grow. GM suggested adding quantifiable inclusivity and inviting atmosphere to this report in the future. GM intends to continue making diversity visible in areas of race, ethnicity, wealth, age, resource availability, and identity. GM will continue investing in cultural competency trainings for staff, such as REI trainings, especially for management.

Board discussed report, highlighting various concerns. GM reviewed recent customer interactions, involving affordability conflicts, inclusivity, and messaging. There is always more work to be done in order to reach goals. Board discussed issues concerning visibility and pricing.

Board debriefed on past REI trainings and discussed accountability for attendees. Board discussed various concerns, such as tracking participation, ideal debrief practices, and consistent engagement.

Motion to approve: Alisa; Second: Beth.

GM FYI Report & Discussion:

The new Marketing team is here and already improving the perspective and capacity of the Marketing Department. GM introduced new Community Outreach Coordinator and Vendor & Product Ambassador. GM reviewed new roles, recent hires, and reconfigured structure for marketing duties within the store.

Raafé provided more in-depth introduction, explaining background in community work and education as well as hopes for the Co-op.

GM reviewed areas of struggle in Grocery Department, while remaining cautiously optimistic. Administrative staff is currently working out detailed goals and structure with grocery staff.

Thanksgiving is coming!

Annual Meeting plans are good!

Review and Discuss Board Committee Progress:

Annual Meeting Planning & Nominations and Elections: We have candidates! Board reviewed itinerary for Annual Meeting, highlighting fun stuff. Online voting is live! Voting window TBD.

GM Evaluation & Compensation: Survey is complete! Overall, Board gave positive review and continues to look ahead to growth.

Long-term Strategy: No further update.

Other Business:

Annual Meeting agenda (Sunday, November 4th, 2018)

Board Letter in 2018 Annual Report: Drew gave notice of Board Letter due for Annual Meeting (Meeting Packet complete by October 24th)

Board Retreat: Habitat & CDS (Saturday, October 27th, 2018): Board discussed retreat, reviewing general itinerary for the day. Board candidates welcome to participate in Habitat build.

Board member binder: Board reviewed Board binder contents. First draft should be ready for November.

Board discussed on boarding logistics, November schedule, and plans for new Board members.

Board debriefed on REI training, discussed further opportunities in the future. Board highlighted importance.

Board Self-Monitoring: Board explained Board reporting for new attendees. Board reviewed self-monitoring report. Board discussed areas of concern, reviewing questions and comments.

Board Candidate Discussion: Board provided time for candidates to ask questions and discuss areas of interest or concern. Board discussed frequency of budgeting and financial reports, Board's relationship to store operations, and the Co-op's mission and goals. GM reviewed Board's responsibilities.

Special guest: Alex of Burch Avenue N.A.

Meeting Concludes: 8:36pm

Attachments:

• Reference Materials

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