

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, January 8th, 2019

Location: Lyon Park Community Center

In attendance: Summer Alston, Elizabeth Figgie (BA), Amelia Freeman-Lynde, Jack Hill (Consumer Owner), Lenore Hill, Yamina Muhammad, Drew Peng, Tonya Post, Leila Wolfrum (GM),

Absent: Alisa Johnson, Beth Katz, Hector Suazo, Julian Xie

Meeting called to order: 7:14pm

Approve minutes from December 12th, 2018 Meeting: Board provided opportunity for discussion and feedback regarding last month's minutes. No questions or feedback.

Motion to approve: Summer; Seconded: Lenore

GM Monitoring Report - B3: Asset Protection: GM presented report, reviewed account status. The store is nearing limits on insurance for accounts and is expected to see cash increase moving forward. GM plans to look into opening up additional accounts in order to remain in compliance with limits. Otherwise, insurance is in good condition and the store is current on payments.

GM reviewed general store security. Things have been good this year, and there have been no further incidents of internal theft. GM started working with additional federal insurance program since most recent internal theft. There have been minor occurrences of product theft, although it remains largely under control.

GM provided updates regarding ongoing situation with store trespasser. The store has experienced ongoing issues with an individual in the neighborhood including panhandling, theft, consistent trespassing, and, most recently, assault of a store employee. Working with law enforcements has been a source of frustration, and there have been complications with adequately addressing the situation. The GM and other store admin are continually working to prevent further issues.

GM reviewed conditions of intellectual property. Network security is in good shape. The store has never lost personal data. GM provided update about new newsletter and email system, highlighting benefits of the switch. GM plans sufficient efforts to maintain customer satisfaction through the adjustment period.

GM reviewed the status of the store's public image. It's been a phenomenal year! There has been great improvement with the store's brand image, and benefits from preliminary work last year is starting to surface. The store receives positive customer feedback on a regular basis, and we are achieving goals we want associated with the store. GM reviewed awards and articles from this year. Board briefly overviewed conflictual incidents and negative press in past situations and how the store responded.

The Board discussed a few areas of interest or concern. The Board discussed credit card chip readers, including security features, a few ongoing issues, and plans to look into other options.

The Board briefly discussed government changes and how they may affect EBT usage at the store. Board highlighted some potential stresses and anticipates adjustments.

Motion to approve: Amelia; Seconded: Lenore

GM FYI Report & Discussion: GM presented FYI report.

Sales have been incredible and continue on an upward trajectory. We say our best sales week ever. We see patterns of excellent sales in conjunction with weather. Holidays were smooth and incredibly successful. The reset has continually made significant impact on sales, with Specialty, Wine & Beer, and Wellness being the consistent high sellers. Produce continues with high sales and steady operations. The department is running smoothly, ordering well, and maintaining displays effectively. GM and management continue implementing changes and plan to keep working towards solutions that fit. Meatless Monday and \$3 Dinner aside, the Hot Bar has yet to reach an ideal set up, though improvements have been made.

The store is opening an account with MBI, and the GM is extremely optimistic about bringing in new lines of clean, conventional products that will make the store more affordable to a wider customer base. The new account will clean up ordering and help the store grow in product selection in many areas, providing more options and eliminating some unnecessarily expensive items. There will be some kinks to work out, but nothing requiring too much flexibility. GM expects new selections to help centralize shopping at the Co-op; customers will be able to find more of what they need here. Products should be here by the end of the month and the store will sell through current lines to transition smoothly to new items.

Board briefly discussed implications from multiple contracts between UNFI and MBI. GM reviewed contract logistics and how they might affect each other, highlight potential, but minor areas of conflict

Board Self-Monitoring Survey – C/C1: Global Governance Commitment/Governing Style:

Board reviewed plans to track self-monitoring reports more effectively. Board reviewed monitoring report, discussing questions and responses. Grid record will be available at next month's meeting. Board discussed how to increase self-monitoring participation among Board members moving forward.

2019 Board Goals & Priorities Discussion: Board reviewed survey and responses for priority tasks for the coming year. Board discussed how to determine areas of focus and break down tasks.

Board discussed logistics, time requirements, and Board involvement in CCMA. GM will follow up on proposal and agenda planning for involvement. Board discussed best ways to build on participation last year.

Board committed to priorities and set committee leaders. Charters will be presented at next meeting.

Other Business:

Review of 2019 Board Calendar: Board reviewed calendar.

Upcoming key dates/training: The Board highlighted additional dates and events that need to be incorporated into the calendar.

Other: The Board briefly discussed Co-op Café coming later this year and potential Board member involvement. C5 Code of Conduct forms need to be submitted.

Meeting Concludes: 8:53pm

Attachments:

• **Reference Materials**

o DCM 2019 General Manager Monitoring Report Compliance

o DCM 2019 Board Calendar

o DCM 2019 Board Meeting Attendance Record

• **CCMA 2019 Call for Proposals**