

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, December 11th, 2019

Location: Lyon Park Community Center

In attendance: Summer Alston, Elizabeth Figgie, Amelia Freeman-Lynde, Lenore Hill, Jack Hill (Owner), Drew Peng, Michael Rodgers, Varun Singh, Rebekah Van Wagner (Owner), Leila Wolfrum (GM), Julian Xie

Absent:

Meeting called to order: 7:04pm

Review & approve minutes from November 13th, 2019 meeting: Board reviewed minutes. No discussion or edits.

Motion to approve: Amelia; Second: Summer

GM Monitoring Report - B6: Staff Treatment and Compensation: GM requested a calendar change for this report and reviewed other reporting changes from this past year. Board agreed on reporting calendar changes. Calendar proposal will be submitted next month.

GM provided report and is proud of a smooth year. GM reviewed staff wage increases, which are critical to the Co-op's mission, although a financial stressor. GM provided numbers on equitable treatment, describing staff matrix and breakdowns, especially regarding gender and race.

GM reviewed management breakdown. The Co-op ranks well, especially compared to almost any kind of company in the country, however, gaps still remain. GM explained data particularities. The administrative team has done a lot of work to establish management that reflects racial makeup of staff and community. The status fluctuates; there is always more work to do. The administrative team also continues to formulate how roles are viewed within the store and has made various adjustments throughout the year to what tasks are considered managerial. GM is working to build more equity into skill value, being more inclusive of product and staff supervisors.

Board asked questions regarding how some of these dynamics are reflected in the store among the staff. GM described current partnership with education consultant who is working on better store systems for staff training and tracking. The GM's intention with this work is to better

support promoted staff in higher roles and more effectively diffuse pushback towards authority. Board discussed report details and other concerns.

Board discussed living wage. GM explained current base wages and trajectory towards living wage. Due to needing recovery time, GM does not anticipate another base wage change but will continue cost of living adjustments. Board discussed how other local businesses handle the difficulty in staying on target with living wage. Board discussed housing authority issues among staff and ways to support staff.

Board inquired about worker satisfaction, feedback, staff environment, and leadership analysis. Surveys have been completed in the past. GM sees April as a good potential deadline for another survey. Board discussed metrics around turnover, which have significantly decreased this year. GM reflected on factors impacting turnover, including wage, store and operative stability, better opportunities elsewhere, as well as voluntary and involuntary resignation. Board discussed the extent to which the Co-op establishes staff and allows skill leverage in future employment.

Motion to approve: Lenore; Seconded: Michael

GM FYI Discussion:

Holidays – Thanksgiving went well and headed into Christmas with a solid knowledge base. Staff has collectively on documenting past years and planning accordingly, and we are seeing benefits this year. GM is satisfied with focused promotions, timelines, and overall more smooth operations compared to previous years. Staff are well-established in their individual roles. GM is hopeful about Christmas in seeing similar outcomes. Thanksgiving sales were the best ever. Rate of growth is disappointing, but fine, and GM is actively assessing this.

Rebudgeting – GM looks forward to making more realistic projections for this year and is reformatting the budget together with Tracie. Reformatting will match with chart of accounts and connect with QuickBooks account, making the entire process easier. GM continues to work with managers through margin improvements, which has been a helpful but frustrating process. This is a hard time of year to make operational changes.

Business School – GM finished the first term which went and is looking forward to upcoming core classes.

Board Self-Monitoring Survey - C8: Governance Investment: Board reviewed survey, offering feedback and reflecting on content. Board briefly discussed ways to improve board skills, training, and implementing as well as other various hopes for the future.

Board discussed joining Bullpen Meetings on an occasional basis and a beneficial way to be engaged with the store, hear from staff, and develop worker ownership. Board discussed building a network with other boards. Board reviewed survey comments, highlighting successes and identifying further ways to improve. Board identified potential training events and discussed customer satisfaction surveys with NCG.

Discussion of 2020 Board Priorities:

Board discussed focuses for committee work in the coming year, with hopes of narrowing down at least 2-3 specific targets. Board listed priorities and interests, including board network, bringing community members into meetings, owner education, data accumulation, substantiating board blog, staff needs, wages, worker ownership, board engagement, financial strategy, second store and other future plans, and more. Board discussed some of these topics further and their pertinence to board work. GM and board discussed more details regarding second store conversations and best steps for moving forward. After further discussion, the board isolated the following areas of interest:

1. Community Outreach & Networking with External Boards 2. Member Engagement & Education 3. Staff Needs & Worker Ownership 4. Long-Term Vision & Strategy 5. Board Training

A Google survey will be distributed so priority votes can be collected before the next board meeting.

Board Officer Elections: Board reviewed open officer roles and discussed various elements of election process. Board facilitated voting for officer roles:

President - Amelia

Vice President - Lenore

Secretary - Summer

Treasurer - Michael

Meeting Adjourned: 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