

## Durham Co-op Market Board of Directors Minutes

**Event: Board Meeting**

**Date: Wednesday, April 8th, 2020**

**Location: Online via Zoom**

**In attendance:** Summer Alston, Josh Collier, Elizabeth Figgie (BA), Amelia Freeman-Lynde, Lenore Hill, Loralyn Milcarek, Drew Peng, Michael Rodgers, Varun Singh, Leila Wolfrum (GM), Julian Xie

**Absent:**

**Meeting called to order:** 7:19pm

**Review & approve minutes from March 11<sup>th</sup>, 2020 meeting:** No comments or discussion.

Motion to approve: Lenore; Second: Julian

**GM Monitoring Report – B6: Staff Treatment and Compensation:** GM presented monitoring report which was largely identical to the December 2019 report, since compensation changes occur in July. While the GM plans to make changes to this report, updates will occur in future reports due to current circumstances. New sections were added specifically addressing staff care during COVID-19 crisis. Under the circumstances, structures around staff treatment and compensation are in good shape.

GM is confident in the financial condition of the store, including payroll, and is taking care to address various staff issues, such as child care, personal health, financial issues, and stress. While policies are being put in place for all staff, specific circumstances are being addressed on an individual basis.

Overall, staff hours have decreased, and some employees are not working entirely. Managers are adapting schedule needs with maximum flexibility. Securing financial support for staff is a top priority, and new payroll adjustments go out this week, including hazard pay for active staff.

Vendor feedback remains positive, and the store consistently receives customer appreciation.

The Board discussed plans in case of employee diagnosis. GM reviewed protocols and current practices for keeping the store completely symptom free.

The Board discussed GM resources during this time, and GM reviewed current slate of advisory connections, such as the Co-op's HR lawyer, Tracy Kondraki, Self-Help Credit Union, accounting representatives from Wegner's, business school professors, as well as NCG staff.

The GM explained the Co-op's eligibility for PPP loan, reviewing conditions, timeline, and other particularities. GM briefly reviewed sales conditions, and Board discussed further areas of concern regarding the loan. GM is hopeful of increasing hazard pay depending on opportunities provided through loan. Board reviewed potential risks in loan set up.

The Board discussed current care practices for high-risk employees. Scheduling, operational, and payroll adjustments allow for staff to be home as needed.

Board discussed grievance procedures, which follow standard policies. Board discussed a few areas in need of clarification but accepts report as-is given low risk conditions. Board requires clarified language in future reports. GM will update data interpretation of report.

Board discussed health care status and employee salary grade breakdown.

Motion to approve: Michael; Second: Julian

**FYI Report:**

GM briefly reviewed several FYI Report items. Board discussed areas of concern, particularly cash status, early loan redemption request from investor, and Click & Collect set up.

GM has considered online ordering and curbside pickup and has gathered information through public resources, ongoing conversations with other stores, and direct conversations with participating co-ops. At this time, the GM is not moving forward with this set up, primarily out of concerns regarding staff and little indication of financial benefit.

GM anticipates further restrictions for grocery stores from updated State-level executive orders. GM reviewed increased protections for staff and shoppers. GM described current communication practices and service options for customers looking for online shopping. GM expressed further pros and cons of online shopping.

**Board Self-Monitoring Survey: C3: Agenda Planning:** Board reviewed survey and responses, identifying areas of improvement. Board discussed improvement goals regarding a more thorough multi-year calendar, effective agenda timelines, timely meeting facilitation, and others. Executive committee will address these topics during future meetings.

## **Committee Reports & Discussion:**

**GM Compensation:** Submitted charter with updated dates. Survey will be submitted next month for feedback from Board members. GM will submit proposal to be reviewed by Board. Board discussed areas of concern, including procedures with Worker Owners.

**Long Term Vision:** Committee reviewed recent discussions, highlighting function and goals of committee. Committee stressed the importance of GM's leadership and committee's primary goal of providing support to GM. Board discussed how to get committee on track given current circumstances.

**Worker Owner:** Committee has readjusted focus to store operations given current circumstances. Committee will consult with GM and provide updates when activity is resumes.

**Nominations & Elections:** Board briefly discussed elections and conceptual timeline. Board will send email to gauge members and form committee.

## **Upcoming Events:**

**Columinate Financial Training for Directors:** Begins in May, with further details pending.

**Board Retreat Planning:** Board awaiting Doodle poll results to settle dates.

**Actions Items/Additional Topics:** Board discussed sending a newsletter greeting to owners and customers, specifying a few concerns. Board discussed posting a note of appreciation for staff in-store.

Board discussed providing more masks for staff.

**Meeting Adjourned:** 8:58pm

## **Attachments:**

*March 2020 Meeting Minutes*

*GM Monitoring Report- B6: Staff Treatment and Compensation*

*GM FYI Report*

*Board Self-Monitoring Survey- C3: Agenda Planning*

*GM Compensation Committee Charter*

*Annual reporting calendar*

**Links:**

*Board Retreat Doodle Poll: <https://doodle.com/poll/2yfhbpgqv7fav39a>*