

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, Oct 14th, 2020

Location: Online via Zoom

In attendance: Chelsea Berg (Board Candidate), Josh Collier, Elizabeth Figgie (BA), Amelia Freeman-Lynde, Lenore Hill, Kim Ionescu (Board Candidate), Loralyn Milcarek, Drew Peng, Michael Rodgers, Ben Sellers (Board Candidate), Varun Singh, Leila Wolfrum (GM), Julian Xie

Absent: Summer Alston

Meeting called to order: 7:00pm

Agenda Review: Board approved agenda.

Introductions & Team Building: Board candidates introduced themselves and shared their interest in being involved in the board. Board members introduced themselves and completed a team building exercise.

Review & approve minutes from September 9th, 2020 meeting: Board identified minor edits.

Motion: Amelia; Second: Varun

Approval for opening additional bank account: GM described current cash amounts and shared additional information.

Motion to approve: Drew; Second: Michael

Preferred Share Payback Request: The Co-op was contacted on behalf of deceased preferred share holder. GM reviewed past practices with early payback on preferred shares, and board discussed.

Motion: Michael; Second: Drew

GM reset/floor plan update: The GM reviewed vision and construction timeline for the deli and meat department, as well as hot food services. Board compared meat counters and selection at other co-ops. Board discussed further details on lengthening tenures, cost breakdowns, and seafood selection.

Board discussed compensation adjustments and how current structures compare with goals.

Board discussed incremental sales, and GM explained how a more robust meat department will increase overall sales across the store.

Board discussed shrink in the meat department, and GM described how the remodel will assist in increased shrink numbers.

Board discussed report formulas and identified areas to review in more detail. Board will further review report and follow up with GM.

GM Monitoring Report – B5 Treatment of Customers: Board offered questions and feedback regarding the report. GM described the amount and type of communication received from customers. Board discussed tracking feedback as well as trends in customer input regarding meeting the Ends.

Board discussed improvements since last year. GM reviewed customer concerns in the prior year and identified changes that addressed these issues. GM described operational approaches to making improvements, and is confident that the store has a much stronger foundation to move forward.

Motion to approve: Varun; Second: Amelia

Proposal for change to Policy Register regarding Officer Roles: Board reviewed proposed changes and motivation for adjustments. Board reviewed priorities for officer roles and for any adjustments. Board discussed goals for moving forward and considered various solutions.

Board president will revise proposed changes to offer roles in Policy Register and send draft.

Board Self-Monitoring Survey – C7 board Committee Principles: Board discussed areas of confusion and clarified survey language.

Annual Meeting: Board reviewed agenda items for Annual Meeting, approximated time slots, and discussed other logistics. Board reviewed voting process and voting content.

Upcoming Events and Reminders:

Annual Meeting – Nov 1st

Columinate events (<https://columinate.coop/events/>): Financial trainings are helpful for new board members, especially CBLD.

Review Action Items:

Lenore: Revise policy register regarding Executive Roles

Other Business: Thank you, Drew!

Closed Session: Board held closed session discussion.

Meeting Adjourned: 9:00pm

Attachments:

September Minutes

Reset Floor Plan

Reset Return on Investment Worksheet

GM Report: B5 Treatment of Customers

Proposed changes to Policy Register regarding Officer Roles

Self Monitoring: C7 Board Committee Principles Board Calendar

Annual reporting calendar

Attendance Report

Minutes from Ends Review Meeting