

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, October 13th, 2021

Location: Online via Zoom

In attendance: Summer Alston, John Bonvechio (Board Candidate), Josh Collier, Elizabeth Figgie (BA), Amelia Freeman-Lynde, Lenore Hill, Kim Ionescu, Janiqua Jackson (Operations Manager), Kris Mailepors (Board Candidate), Michael Rodgers, Varun Singh, Leila Wolfrum (GM), Julian Xie

Absent:

Meeting called to order: 7:05 pm

Agenda Review: No changes

Introductions and Team Building Question: The Board and guests introduced themselves.

Review & approve minutes from September 8th, 2021 meeting: Minutes were not distributed prior to the meeting and will be approved next month.

FYI Report Q&A – Presented by Janiqua, Operations Manager:

Stocking & Supply Chain Issues – The Grocery Department keeps experiencing various disfunctions in operations, including distributor out of stocks, labor issues, and more. The Board discussed the process for restocking and resourcing items. Currently, the Grocery Department does not have many options available between our two main distributors. The situation is chaotic but being addressed.

The store runs on complex systems, and it can be tricky to learn from documentation instead of experienced individuals. Leadership staff continue to work through the available material and intend to build up effective documentation for future use. Currently, the focus remains getting everything to run smoothly.

Pricing & IT – Janiqua shared the processes for how pricing issues get fixed. We are working on mastering the basics with our IT systems and look forward to addressing more advanced problems soon.

The Board discussed how the Co-op can continue being a place that equips staff to move forward in their careers. During so much change and disfunction, staff are working hard.

GM Monitoring Report - Treatment of Consumers, Presented by Janiqua, Operations Manager:

The GM explained how the response demographics are not inclusive of everyone who regularly shops at the Co-op, but the survey offers important and helpful information regardless. The Board discussed potential ways of gaining broader feedback from shoppers. Janiqua shared various action steps, including an upcoming meeting with all front end staff and ongoing improvements to daily practices.

The Board discussed sales data and its helpfulness in gaining shopper insight. Currently, management is focusing on tackling main operational weaknesses, especially ordering, staffing, customer service, and more. Good data collection is one factor in the store's success, and management is careful to dedicate energy to establishing functional store systems as well. The Board discussed out of stocks in further details.

The Board discussed the importance of community outreach in gaining insightful information about shoppers and customer needs.

Motion: I will move to approve the B5 monitoring report: Michael

Second: Summer

Ayes: Josh, Amelia, Lenore, Kim, Varun, Julian

Nays: None

Abstains: None

Board Self-Monitoring Survey - C7: Board Committee Principles: The Board is pleased with improved use of committee charters.

Columinate Renewal: The Board discussed Columinate contract, assessing usefulness, reviewing costs, and considering substitute options. The Board identified main objectives for budget, and training and education remain top priorities. Columinate functions as a crucial resource for the GM as well. The Board discussed possible alternatives, such as arranging for a new board consultant and using Columinate on an as-needed basis. GM and board president will follow up regarding next steps.

Annual Meeting Preparations: The Board discussed plans for the Annual Meeting, which will be hosted online again. The Board discussed the possibility of offering an incentive for joining the meeting. The Board reviewed number of open seats and additional details. The GM and president will touch base about agenda.

The Board briefly discussed coupons for Board members and whether they can be applied retroactively once available.

Ends Discussion - lead by Kim: “Create an open, inclusive, and diverse store that welcomes our community”

The Board reviewed intentions behind prioritizing regular Ends discussions and identified critical questions to help guide analysis of the Ends. The Board considered a general plan for these conversations, briefly reviewed past discussions, and identified some language potentially in need of change.

Upcoming Events and Reminders - (<https://columinate.coop/events/>):

Executive session for GM Compensation: To be discussed after the Annual Meeting.

Action items: Lenore: Address Columinate contract.

Farewell, Julian and Amelia! Thank you for your service to the Board.

Meeting Adjourned: 8:49pm

Attachments:

September Minutes

GM Report - B5: Treatment of Consumers

Self Monitoring Survey - C7: Board Committee Principles

Columinate Early Bird Enrollment Information

Columinate Quarterly Report

Ends Discussion #1

Board Calendar

Annual reporting calendar

Attendance Report