

Durham Co-op Market Board of Directors Minutes

Date: Wednesday, October 11th, 2023

Location: Online via Zoom

In attendance: Summer Alston, Zoey Best, Matt Colley (GM), Josh Collier, Elizabeth Figgie (BA), Donna Frederick, Lenore Hill, Kim Ionescu

Absent: John Bonvechio

Meeting called to order: 7:04pm

Agenda Review: No changes

Team Building Question: The Board completed this.

Review and approve minutes from September 13th, 2023 meeting:

Motion: I move to approve last month's meeting minutes: Summer

Second: Zoey

Ayes: Josh, Lenore, Kim

Nays: None

Abstain: None

FYI Report Q&A:

Generator – The GM investigated costs for a generator for power outages. With coverage for two full business days at \$26,000, it is not a viable option at this time.

Insurance – The insurance check from the power outage was almost \$87,000. The quarter will look fine, but monthly reports will look a bit off since the check was received in September.

Account Adjustments – One savings account was switched to a corporate account in order to gain a better interest rate. The GM reviewed expected monthly interest and plans for facility updates. An additional savings account will need to be opened soon. Currently, all three savings accounts are slightly over the maximum amount of funds.

Reset – Wellness and Beer & Wine will relocate an 8ft section of product to improve walkways between the departments. Affordable shelving units were acquired from Weaver St. Market.

GM Monitoring Report –B5: Treatment of Customers:

The GM found it difficult to source robust examples of feedback for the report.

The report may need to be reviewed for accuracy since the Policy Register was updated last year.

The board discussed the 10,000-customer difference between 2018 and 2019 and now, which was likely due to \$3 Dinners. The GM and prepared foods department are in discussion about bringing back a community dinner, with the hope that board members will regularly be present to engage customers. The board discussed other plans sparked by customer feedback, including the

increase in average basket size, slight bulk pricing increases even with the switch to KeHE, panini menu rollout, and preliminary plans to reintroduce \$5 lunch.

The GM and worker owners discussed the difficulty of navigating customer feedback, especially when communicating about issues outside of the Co-op's control and preserving store image.

Motion: I move to accept the 2023 B5 Report: Lenore

Second: Summer

Ayes: Donna, Josh, Zoey, Kim

Nays: None

Abstain: None

Board Self-Monitoring Survey –C7: Board Committee Principles:

The board discussed survey responses, acknowledging where committees can do more, defining what it means to grow, highlighting recent successes, recognizing constraints, and considering which intentions to set for the coming year during the retreat.

Elections & Annual Meeting:

Kim is currently the only consumer candidate, and there is one worker owner candidate. The board reviewed other election details, including minimum required votes and plans for filling any remaining empty seats after the election. The board discussed possible factors contributing to the lack of candidates, including Raafe's involvement in prior years, a new nominations and elections committee chair, and more rigorous application requirements this year.

The board discussed the Annual Meeting, including timing, meal plans, preparing statements, and which board members will be present. The board considered bringing in guest speakers to help. The GM will confer with the marketing team about further plans.

Board Education—Discussion of the Columinate Article: Customer Service for Board Members:

The board noted the value of hearing about customer service from the Board's perspective.

Upcoming Events, Reminders, and Action Items (<https://columinate.coop/events/>):

The board reviewed available potential dates for the retreat and awaits more responses.

Meeting Adjourned: 8:48pm

Attachments

- *Attachment A: September Board Minutes*
- *Attachment B: FYI Report*
- *Attachment C: GM Monitoring Report – B5: Treatment of Customers*
- *Attachment D: Self-Monitoring Survey – C7: Board Committee Principles*
- *Attachment E: GM Report Compliance*
- *Attachment F: Board Calendar 2023*
- *Attachment G: Board Attendance Report – FY24 Cohorts*