

Durham Co-op Market Board of Directors Minutes

Date: Wednesday, September 13th, 2023

Location: Online via Zoom

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

Absent: Raafe Purnsley

Meeting called to order: 7:02pm

Agenda Review: No changes

Team Building Question: The Board completed this.

Review and approve minutes from August 9th, 2023 meeting: No edits.

Motion: I move to approve the August meeting minutes: Josh

Second: Zoey

Ayes: John, Donna, Lenore, Kim

Nays: None

Abstain: None

FYI Report Q&A:

Insurance Claim – The insurance claim from inventory loss after last month's storm has been paid. It did not cover loss of income, but we received coverage for the full inventory amount. A full-store inventory was completed and submitted to insurance, along with invoices. Altogether, it was a smooth experience. The GM is interested in more information about getting a generator.

Internet issues – The store was cash only for a day and a half due to a network crash. Customers counts decreased during the outage, causing an estimated \$7000 loss in sales. The network has been restored to about 80% capacity. The GM and IT Coordinator are in communications with the provider and considering additional preparedness options, such as a secondary provider, setting up pending transactions in the POS system, and increasing cash quantities in- store.

GM Monitoring Report – B4: Membership Rights and Responsibilities:

The board discussed the report, examining equity and preferred share charts and identifying necessary edits. The board discussed procedures for preferred share redemptions, noting how past requests were handled and expressing interest in determining best practices for the current board. The GM received information from DCM's bookkeeper and will review the details at a future board meeting. The board discussed elections, including secretary responsibilities, active ownership, and voting procedures. Marketing will run a report on current active owners.

Motion: I move to approve the GM report after the amendment to the table: John

Second: Lenore

Ayes: Summer, Josh, Donna, Zoey, Kim

Nays: None
Abstain: None

Board Self-Monitoring Survey – C6: Officers’ Role:

The board reviewed survey responses and clarified secretary responsibilities, officer perpetuation, delegation, and accountability. Board members discussed survey language.

Elections & Annual Meeting:

Worker owners summarized a recent informal session with staff aiming to explain how the board works and clarify misconceptions, highlighting policy governance. Worker owners shared ideas for improvement, such as translating more board information to Spanish and regularly sharing brief summaries of meetings with staff. Worker owners will further discuss how to implement effective communication outlets between staff and the board. The meeting covered worker owner board elections, although staff are hesitant to run against each other.

Nominations & Elections Check-In:

The board discussed elections. There are no candidates currently, and board members are encouraged to recommend candidates. The board discussed candidate interviews, considering how to make both meetings distinct and what questions and information are crucial to cover with candidates in advance of running.

Surveys:

The GM shared opportunities to conduct customer-based and staff-based surveys. The board discussed survey details, such as customization and targeting specific staff and customer concerns. The GM is hopeful surveys will help inform improvements to operations.

Other Business:

The board plans to hold a board retreat after the holidays. A Doodle poll for dates will be sent out soon. The board also plans to set dates for a board dinner in the near future.

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

Meeting Adjourned: 8:57pm

Attachments

- *Attachment A: August Board Minutes*
- *Attachment B: FYI Report*
- *Attachment C: GM Monitoring Report – B4: Membership Rights and Responsibilities*
- *Attachment D: Self-Monitoring Survey – C6: Officers’ Role*
- *Attachment E: Nominations & Elections 2023 Overview*
- *Attachment F: Board Calendar 2023*
- *Attachment G: Annual Reporting Calendar*
- *Attachment H: Attendance Report*