MOSCOW FOOD CO-OP

General Manager Monitoring Report

November 3, 2017
Policy B8 – Board Logistical Support, last revised: June 14, 2016.
I report compliance with all parts of this policy.
Unless indicated otherwise, this data is accurate as of October 31, 2017.
I certify that the information contained in this report and any attachments is true.

General Manager

Policy Language
The General Manager must not allow the Board to have inadequate logistical support.

Interpretation & Operational Definition:
The General Manager is responsible for providing administrative support to the Board so that directors can focus on their governance role rather than on all the administrative work that keeps any good team functioning. Maintaining support will be the responsibility of the General Manager even when further delegation occurs.

- The Board has fully defined this policy in the sub-policies below. Please look there for operational definitions.

Data: Compliance with the primary points of all the sub-policies will demonstrate compliance.
I report compliance with the top level policy.

Policy Language
The GM must not:

B8.1 Provide the Board with insufficient staff administration to support governance activities and Board communication.

Interpretation & Operational Definition:
The General Manager is responsible for ensuring that one Co-op employee is designated as a Board Administrative Assistant. Though this employee will serve the

needs of the Board, he/she will always be supervised solely by the General Manager. Additionally, with Board consent, the Board Administrative Assistant may have other administrative duties beyond Board support.

The Board Administrative Assistant position has a unique job description and the support work is only performed by this employee and the General Manager.

The Board President will affirm that administrative support is sufficient.

Data:

- Willow Venzke has served as the Board Administrative Assistant since October 4, 2016.
- Results of the questionnaire given to the Board President on October 3, 2017. A "yes" response means that the work was done adequately; a "no" response means the work was not done adequately. Compliance is achieved when the president answers "yes" to all items.

Board Admin Responsibilities		President's Feedback
Board Meeting responsibilities:	Attend all meetings	Yes
	Record meeting minutes	Yes
	Send meeting reminders	Yes
	Post meeting dates & agenda	Yes
	Work with GM & Chair to finalize the agenda	Yes
	Build and distribute packet	Yes
Board Retreat responsibilities:	Arrange facilitator, location, food	Yes
	Arrange necessary supplies	Yes
	Record retreat minutes	Yes
Annual Meeting & Owner Forum responsibilities:	Assist in meeting planning	Yes
	Organize owner forums	Yes
	Attend all events	Yes
Election responsibilities	Provide planning and logistical assistance	Yes
	Organize candidate forums	Yes
	Assist with set-up and clean-up	Yes
Committees	Take minutes for committees	Yes
	Archive minutes	Yes
	Keep action items	Yes
Other	Maintain Board calendar	Yes
	Maintain Board Google site	Yes
	Maintain bulletin board	Yes
	Clear comment box	Yes

Data supports compliance.

Policy Language

B8.2 Allow the Board to be without a workable mechanism for official Board, officer, or committee communications.

Interpretation & Operational Definition:

The Board needs both a way to communicate internally (between directors) and externally (between the Board and the owners). A "workable mechanism" is something

that is easy to use and gets the job done. For internal communications, this policy refers to the distribution of the Board meeting packet and a central and easily accessible area for those packets. Internal communication also includes email between directors. For external communications, this policy refers to publishing Board-approved articles.

- The monthly meeting packet is available 7 days before each Board meeting. Hard copies are placed in the Board's mail boxes outside the General Manager's office. Electronic copies are emailed to directors, as well.
- Past meeting packets are available on the Board's Google site which all current directors have access to.
- The Co-op provides all directors with moscowfood.coop email address for official communications and maintains the general board@moscowfood.coop list.
- The Board has many opportunities to communicate with owners: articles can be published quarterly in Rooted, monthly in the online Community News, and twice monthly in the e-newsletter. The Board can post announcements and news on the Co-op's website anytime.
- The Board also has the opportunity to request that special notices be sent (electronically or physically) to owners when the communication channels above don't seem appropriate.

Data:

- During the previous 12 months, meeting packets were available 7 days before Board meetings 100% of the time.
- The Board's Google site contains meeting packets dated January 2014 to present. Older packets are available through the Board's Administrative Assistant.
- Each director has a unique moscowfood.coop email address which gives access to the Board's Google site.
- 12-months ending October 2017 published Board articles:

MOSCOW FOOD CO-OP

E-newsletter submissions

Month	Board Article	Topic	Details
November A (2016)			
November B (2016)			
December A (2016)	X	Beer with the Board invitation	
December B (2016)			
January A **(2017)**	X	Election Update & announcements	
January B	X	Election Update & announcements	
February A	X	Join Owner Engagement Committee	
February B			
March A	X	Candidates	
March B	X	Election Results, Annual Meeting	
April A	X	Annual Meeting	
April B	X	Bylaws	
May A			
May B			
June A			
June B			
July A			
July B			
August A	X	Dividend announcement	Staff
August B			
September A			
September B			
October A			
October B	X	Dividend reminder	Staff

Community News submissions

Month	Board Article	Topic	Details
November (2016)	X	October Meeting recap	Willow
December (2016)			
January **(2017)**	X	Growth Proposals	Board
February	X	Elections	Willow
March	X	Policy Governance	Idgi
April	X	Annual Meeting Invitation	Willow
May	X	Annual Meeting recap	Laurene
June			
July	X	Spring Retreat recap	Laurene
August			
September	X	CCMA	Laurene
October			

Data supports compliance.

Policy Language

B8.3 Allow directors to be without an updated copy of the Policy Register and the Bylaws.

Interpretation & Operational Definition:

No further interpretation required.

- New directors receive a Board binder containing a paper copy of the current Policy Register and the Bylaws during New Director Orientation which takes place before their first Board meeting.
- All directors receive a paper copy of any proposed revisions to policy in their Board meeting packets.
- The Board Administrative Assistant provides hard copies of all revised and approved polices to directors.
- Approved policies and Bylaws are found on the Board's Google site.

Data:

- Directors who were seated in 2017

Name	Date Seated	Orientation Date
Tom Bitterwolf	4/11/2017	4/10/2017
Ashley Hamlin	4/11/2017	4/10/2017
Tim Kohler	4/11/2017	4/10/2017
Carol McFarland	4/11/2017	4/10/2017

- Updated policies

Policy	Revision Date	Approval Date
B4	11/10/2016	11/10/2016
C3	11/11/2016	11/11/2016
D4	11/12/2016	11/12/2016
D5	11/13/2016	11/13/2016
C5	1/10/2017	1/10/2017
D5	3/21/2017	3/21/2017
C5	4/11/2017	4/11/2017

- On the Board's Google site you'll find the updated Policy Register and the current Bylaws. These items are also available on the Co-op's website under the Governance tab.

Data supports compliance.

Policy Language

B8.4 Provide inadequate information and notice to members concerning Board actions, meetings, activities and events.

Interpretation & Operational Definition:

Co-op owners should have easy access through multiple sources to information about their elected Board of Directors.

- Names and contact information for all current directors will be posted on the bulletin board located just inside the east entrance and on the Co-op's website under Governance/Meet Your Board. **This was true until November 1 when the bulletin board was removed for the contractor. We are considering giving it a new home because it is nice not having the window blocked.** This information is also available in the Board binder at the Customer Service Desk.
- Notice of all Board meetings will be posted on the bulletin board and on the website under Governance/Board Meetings + Minutes. It can also be found on the website under Community/Community Calendar and in the online Community News.
- Notice of the Annual Meeting will be posted on the bulletin board, on the website, communicated in the e-newsletter, online Community News, and in the Looking Forward section of Rooted.
- The Policy Register is available to owners on the website under Governance/Board Purpose, Policy, Bylaws.
- Copies of approved Board meeting minutes will be kept at the Customer Service Desk and on the website under Governance/Board Meetings + Minutes.
- The agenda for the upcoming Board meeting will be posted on the bulletin board and on the website under Governance/Board Meetings + Minutes.
- Notice of Board elections will be posted around the physical store, on the website under Governance/Elections, and in all the Co-op's publications.

Data:

- Most recent updates

	Website	Bulletin Board	Publications	CS Desk
Director bios	Apr-17	Apr-17	N/A	N/A
Director contact info	Apr-17	Apr-17	N/A	Apr-17
Board meeting notice	Monthly	Monthly	Monthly	Monthly
Annual meeting notice	Mar-16	Mar-16	Apr-16	Apr-16
Policy register	Nov-17	N/A	N/A	Nov-17
Approved minutes	Monthly	Monthly	Monthly	Monthly
Board meeting agenda	Monthly	Monthly	Monthly	N/A
Board Election notices	Oct-16	Mar-16	Oct-16	Mar-16

Data supports compliance.

Policy Language

B8.5 Allow insufficient archiving of Board documents.

Interpretation & Operational Definition:

The Board needs a historical record of its work.

- Board documents are archived on the Board's Google site.
- Some Board documents are available on the Co-op's website.
- Board documents are archived on the Co-op's server.
- Some Board documents are physically archived at the Co-op.

Data:

- Current locations of archived documents

	Website	Google Site	Server	Physical
Meeting Packets		X	X	
Meeting Minutes	X	X	X	X
Director Contact Info	X	X	X	X
Committee Charters		X	X	X
Committee Minutes		X	X	X
Policy Register	X	X	X	X
Articles of Incorporation		X	X	X
Bylaws	X	X	X	X
Strategic Plan	X	X	X	X
Annual Reports			X	X

Data supports compliance.