

Moscow Food Co-op Monthly Board of Directors Meeting

Monday, November 2, 2020

Held Virtually via ZOOM in response to COVID-19

Present: Melinda Schab (GM), Alice Ma (President), Cheyne Mayer (Treasurer), Ken Hart, Mark Thorne, Rob Ely, Isabel Barbuto, Julia Parker, Chloe Rambo (Board Admin)

Absent: Laurene Sorensen (Secretary), Maxine Durand

Facilitator: Alice Ma (President)

Guests: Greg Meyer

Six of nine directors present at the start of the meeting; a quorum is reached.

Alice called the meeting to order at 5:31.

OWNER FORUM

Owner's Forum is a time for the Board to listen to Owner comments. The Board will, if requested, follow up after the meeting.

There were no owners present who wished to speak during the owner forum.

CONSENT AGENDA

Motion to accept the consent agenda, seconded, **passed 7-0-0.**

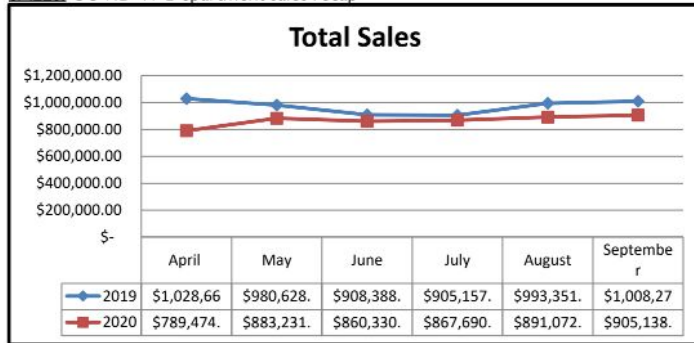
Isabel joined the virtual meeting prior to the vote.

GENERAL MANAGER'S FYI

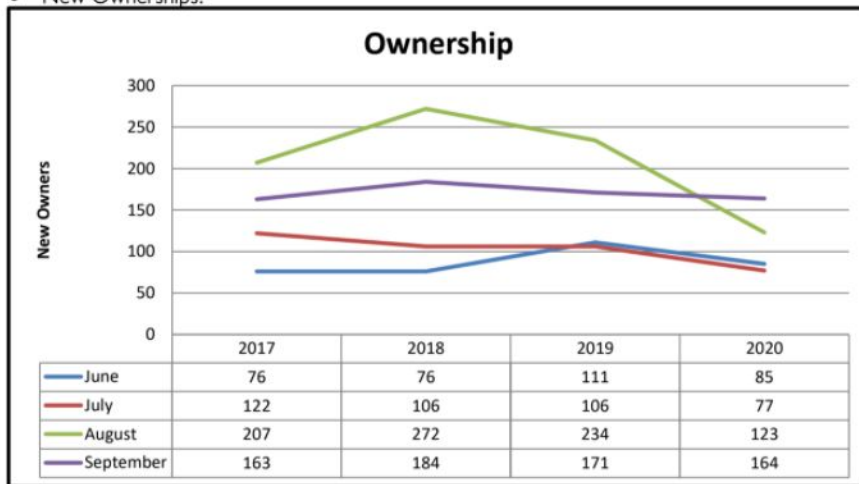
October 20, 2020 | No action need

OPERATIONS UPDATES

SALES: COVID-19 Department sales recap



• New Ownerships:



- In September we celebrated Owners - we extended Owners' Week to approximately 3 weeks, (from September 9th - September 30th) because of the pandemic.
- Marketing coordinated an Ownership drive:
 - We signed up 164 new owners
 - We converted 41 owners to lifetime status

CUSTOMER SERVICE

- Customer Experience Survey results:

	Sep-19	Sep-20
Overall Satisfaction	69%	68%
Availability of Staff	70%	63%
Friendliness of Staff	79%	83%
Helpfulness of Staff	72%	75%
Cleanliness of Store	70%	85%
Availability of Products	51%	53%
Greeted by Someone Other Than Cashier	61%	66%

Customer Experience Survey Comments:

Customer Experience Survey Comments are copied word for word and are not edited for grammar.

- Moscow Co-op has done a good job at delineating 6-ft distances at checkout. This shows respect and care for their customers. The store was busy but I never felt crowded
- Friendliness, cleanliness, helpfulness and quality products offered.
- Everyone friendly – everything always looks clean and fresh. I always find what I am looking for!
- I can always find the products I need and everyone is friendly. I really appreciate that I can get local items. I love the meat department.
- I am not satisfied with your mast requirement to shop at your store. As a store that supposedly supports natural health, I recommend doing some research on immune systems and what they do. I understand places like Walmart and McDonalds requiring masks, but they all aren't promoting healthy living and goods. At this time I am limiting my shopping trips to your store.
- Masks are keeping a lot of people from going to the Moscow Food Co-op out of principal.
- I liked the local produce offers at the store. Nice variety of organic foods. The staff is friendly.
- The staff is always very courteous, friendly, and helpful.

- The variety of produce is good, the store is making a strong effort to make shopping safe for customers with cleaning, requiring masks, and having sanitizer available. The workers are very friendly.
- The coop offers high quality foods and a warm and clean store environment. The staff are always willing to go out of their way to [xxx] if needed.
- Organic, high-quality food selection. Fair pricing. All items on my chopping list were in stock.
- I have had to resort to curb side delivery because I have chosen for personal reasons not to wear a mask and am not allowed to enter the store. Our food co-op is the only store in town that has not allowed me to shop without a mask
- The staff are very friendly and helpful. Most of the items I was shopping for were available. With the specials going on this week, I enjoyed buying extra products! The Co-op does a great job of providing top notch customer service, quality food, and reasonable prices.
- The CoOp Moscow always provides quality products, which can be hard to find in Moscow, During Covid, they have maintained a high regulars for their customer's safety which is greatly appreciated. I always enjoy my shopping experiences there!
- I will only purchase meat from the COOP. The boneless skinless chicken thighs and the COOP made sausages are my favorite foods every week. The salted French is the best bread I've ever had!
- The Moscow Food Co-op offers quality meals at reasonable prices. They have adapted to COVID well and I am appreciative of their efforts.
- I appreciate that the coop has been very clean during COVID. It's nice to see the cashier wipe down the area before assisting next customer.
- We found the yummy snacks we were looking for that keep us feeling good. We like supporting the coop, the local producers, and the larger companies whose values align with ours. Thanks for being here, coop!

Operations Updates

- Thanksgiving Turkeys start arriving next week (frozen)! Fresh turkeys arrive closer to the holiday.
- Finance Updates
 - 2019 tax returns are filed
- Marketing Updates

- All month we've been collecting food donations for the Vandal Pantry as part of the UI/ISU Food Fight. We're also now working with the Idaho Food Bank to collect food donations for them, as well.
- Saturday, October 31st the Co-op is partnering with the Moscow Alehouse to raise funds/supplies for Sojourner's Alliance. We'll have a tent set up in the corner of the parking lot collecting the items on Sojourner's need list and anything else people want to donate. Visit the Co-op's Facebook page for more information.
- Monday, November 2nd – stop by the Campus Co-op from 11-3 for a Democracy Dogs grill out. We're raising funds for the League of Women Voters by celebrating a pre-election community event. Democracy Dogs is an Australian tradition and our own Elias in the Meat Department will be working the event to share his enthusiasm with participants.
- **Reminder: 2020 Holiday Closures:**
 - The Co-op is closed for business on Thanksgiving Day and the day after.
 - The Co-op is closed for business on Christmas Day and the day after.
 - The Co-op is closed on New Year's Day.
 - The Co-op opens late (approx. 2pm) on January 2nd after completing a complete inventory count.

Melinda shared an overview of her provided FYI report and the Board asked clarifying questions.

BRIEF ANNOUNCEMENT & ACTION ITEM FOLLOW UP

Board Action Items – 11.2.2020

Owner Engagement (*internal action items kept separately*)

Nominations and Elections (*internal action items kept separately*)

Policy & Bylaw (*internal action items kept separately*)

1. Policy & Bylaw will create a draft of the Board's Mission Statement.
2. Policy & Bylaw will create an SOP on Roberts Rules of Order.
3. Policy & Bylaw will review Policy C6: Officers' Roles to a) clarify the order of succession in the event of a Presidential vacancy and b) clarify how and when Board officers can be elected.
4. Policy & Bylaw will add the role of Secretary to Policy C6 after receiving clarification on the role from the Executive Committee.

5. Policy and Bylaw will review Policy B1.2 for monitorability.
6. Policy and Bylaw will review Policy D2.
7. Policy and Bylaw will review Policy D4.

Executive Committee (*internal action items kept separately*)

1. The Executive Committee will create/review guidelines of documentation needed to clarify future monitoring of Policy D5.
2. The Executive Committee will revisit the annual evaluation form for the GM and ensure it is in compliance with D4.6d.
3. The Secretary will research the proper wording of motion needed to accept the GM's policy monitoring reports for future meetings.
4. The Executive Committee will review the Board Resource Handbook for efficiency and useful information, with the goal to create a master handbook that is available online.

General

1. The Board will discuss internal Board policy monitoring at a future executive session.
2. Melinda will ask all department managers to follow up on the "Margins for Retail" training and create a troubleshooting guide, including specific steps they will take to improve their department's margin.

DONE

- ✓ Chloe will update the private Board site's password and distribute it to the Board.
- ✓ Chloe will add Annual Reports to the Board website and to the public website.
- ✓ Melinda will explore the cost of a trade area evaluation.
- ✓ Alice and Melinda will work together on a general response to include in complaint emails to include information on Policy C10 and/or invitation to a Board meeting.

Parking Lot:

- Melinda will research the cost and specs of the glass to sand machine and will send them to the Board for review. (*Melinda provided update on 10/26/2020 in FYI*)
- Board meeting: A store tour for Board members.
- Conversation about staff interest in training and purchasing using discount.
- The Executive Committee will draft a statement regarding the Board's commitment to workplace excellence.
- *Melinda will research offering customers Bring Back Bags at no cost. (*Melinda provided update on 10/26/2020 in FYI*)
- *Melinda will provide a plan to the Board regarding how the kitchen/deli/prepared food section is going to work to reduce overtime costs.

*Action items on hold due to COVID-19 response efforts.

CONFIRM BUSINESS AGENDA

The Board suggested discussion of the Pullman Good Food Co-op's Annual Meeting at the end of the meeting.

Motion to confirm the business agenda with the noted addition, seconded, passed 7-0-0.

BUSINESS AGENDA

Board Budget (MD)

Cheyne gave a brief overview of the proposed 2021 Board Budget.

Motion to accept the 2021 budget as presented, seconded, passed 7-0-0.

Monitoring Board Committee Charters (MD)

Cheyne gave a brief overview of a proposed process to annually review Board committee charters.

Motion to add the review of the committee charters to the Policy C3 supplemental calendar in January's proceeding in January 2021, seconded, passed 7-0-0.

Action: Chloe will add the review of the committee charters to the Policy C3 supplemental calendar.

Ranked Choice Voting (SI/MD)

Rob gave a brief presentation on ranked choice voting and what the process could look like if used for the 2021 Board election. Board members asked clarifying questions.

Motion to postpone the conversation on adopting ranked choice voting for the 2021 Election until the January 2021 Board meeting, passed 7-0-0.

Action: Rob will connect with Matthew regarding any follow up questions about the information provided on ranked choice voting.

Patronage Dividend Resolution (MD)

Motion to approve the patronage dividend resolution as written, passed 7-0-0.

Approval of Board Executive Committee Slate (MD)

Alice gave a brief overview of the Executive Committee slate provided. The Executive Committee is recommending a rearrangement of Board officers before filling the fourth committee seat. Votes were cast via SurveyMonkey and tabulated by Chloe.

The presented slate of candidates carries, passed 6-1-0.

Elected Officers:

President: Alice Ma

Vice President: Laurene Sorensen

Secretary: Cheyne Mayer

The Board will accept self nominations for the role of Treasurer in January 2021.

The Board took a 4 minute break and regathered at 6:45.

2018 Board Resolution (SI)

Cheyne gave an overview of the resolution made by the Board in September 2018 which formally directed the GM to cease efforts to open a grocery store in Pullman. Only two currently seated Board members, Cheyne and Laurene, were on the Board when this resolution was passed. The resolution was presented for the benefit of the other Board members to have going into the upcoming Strategic Vision committee meeting with Columinate.

Committee Reports (SI) - update the website

- Policy & Bylaw: The committee has not met.
- Nominations & Elections: The committee is brainstorming logistics of a virtual candidate forum. The committee is working on an addition to the SOP in place to provide clarification regarding the appointment process.
- Owner Engagement Committee: The committee debriefed on the Annual Owners Meeting with the expectation that the April 2021 Annual Owners Meeting will also be held virtually. The committee reexamined the OEC's oversight of the CCF (Co-op

Community Fund). The committee will not meet again until January 2021.

- Strategic Vision: The upcoming Strategic Vision meeting will be held Monday, September 9 at 5 p.m.
- Executive Committee: Did not have any further updates.

Pullman Good Food Co-op’s Annual Meeting (SI)

Isabel gave an overview of the virtual meeting.

End of Year Reflection (SI)

Alice shared an overview of the reflection questions provided in the Board packet. Directors shared their reflections.

Fall Retreat (MD/SI)

The Board discussed interest in holding a virtual Fall/Winter Retreat.

Action: Chloe will send out a Doodle poll to schedule a December retreat.

Board Assignments & Meeting Review

Isabel: Interview with Owner, November 10th

Notes taken by Chloe Rambo. Meeting adjourned at 7:36

Signature of the Board President Date

Signature of the Board Secretary Date