

June 24, 2023

Policy B9 – Emergency GM Succession, last revised: June 14, 2016

I report compliance with all parts of this policy.

Unless indicated otherwise, this data is accurate as of June 24, 2023

I certify that the information contained in this report and any attachments is true.



General Manager



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### Policy Language

To protect the Board and the Co-op from sudden loss of GM services, the GM must not have fewer than two other managers sufficiently familiar with Board and GM issues and processes to enable them to take over with reasonable proficiency as an interim successor.

### Interpretation

To mitigate the risk of disruption of operations that could arise should the GM be unexpectedly unable to perform her duties, the GM will designate and train two primary successors who are familiar with GM issues and the GM/Board relationship, and who can keep the business running smoothly until the Board chooses another GM.

### Operational Definitions

- \* The GM will identify at least two interim designated general managers (DGMs)
- \* DGMs will receive training on basic GM/Board functionality
- \* DGMs will attend some Co-op Board meetings
- \* DGMs will participate in writing at least one monitoring report per year
- \* DGMs will receive ongoing operational training so as to be reasonably proficient in fulfilling the GM's responsibilities
- \* DGMs will conduct at least one meeting per year in a leadership capacity

### Data

- \* Deb Reynolds and Heather Nelson all serve as emergency successors (DGMs)

## \* Training on GM/Board functionality

Date	Topic	Trainer	Who
2005 - Present	Governance	Moscow Civic Assn. Treasurer	Deb
2006 - 2016	Governance, Planning	City Planning & Zoning	Deb
2008 & 2014	Strategic Planning	Moscow Food Co-op	Deb
2011-2012	GM BOD Relationship, Monitoring	MFC Interim GM Team	Deb
2011-2017	Strategic Planning	Starbucks, Hastings, Central Roast	Heather
2019-2020	Strategic Planning	MBA Program	Heather
Currently	Governance	Troy Arts Council	Heather
Currently	Governance	Parent Advisory Committee	Heather
Currently	Strategic Planning	Troy Trojan Boosters - Marketing	Heather
Ongoing	Monitoring	Melinda	Everyone

- \* All emergency successors have attended a variety of Moscow Food Co-op Board meetings over the years.
- \* All emergency successors regularly assist in putting together monitoring reports.

## \* Operational Training

Date	Topic	Trainer	Who
1997-2001	Operations Management	As Management at Hastings	Heather
2001-2011	Operations Management	As Management at Starbucks	Heather
2011-2017	Operations Management	Business Owner (Central Roast)	Heather
2016	Finance	NCG Trainers	Deb
2016	Leadership	Stephanie Merriman	Heather
2016	Retail Operations	Various at Provender	Deb
2018	HR & Operations	NCG Trainers	Heather
2018	Leadership	Stephanie Merriman	Heather
2019-2020	Operations	MBA Program	Heather
2020	Retail Operations	Provender	All
2020	Various	CCMA	All
2021	LEAN Management	Heather	All
2022	DEI Training	TMI Consulting via NCG	All
Ongoing (Weekly)	Operations Training	Co-op managers	All

- \* All emergency successors regularly facilitate meetings at the Moscow Food Co-op and with outside organizations.