

**Moscow Food Co-op Monthly Board of Directors Meeting
Monday, February 3, 2020
Fiske Room, 1912 Center, Moscow, ID**

Present: Melinda Schab (GM), Dave Sutherland (President), Carol McFarland (Vice President), Rob Ely, Alice Ma, Ken Hart, Mark Thorne, Isabel Gaila Barbuto, Willow Venzke (Board Admin – outgoing), Chloe Rambo (Board Admin – incoming)

Absent: Cheyne Mayer (Co-Secretary/Treasurer), Laurene Sorensen (Co-Secretary/Treasurer)

Facilitator: Dave Sutherland

Guests: Diana Armstrong, Ryan Law, David Hall

Seven of nine Directors present; a quorum is reached.

OWNER FORUM

Owner 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.

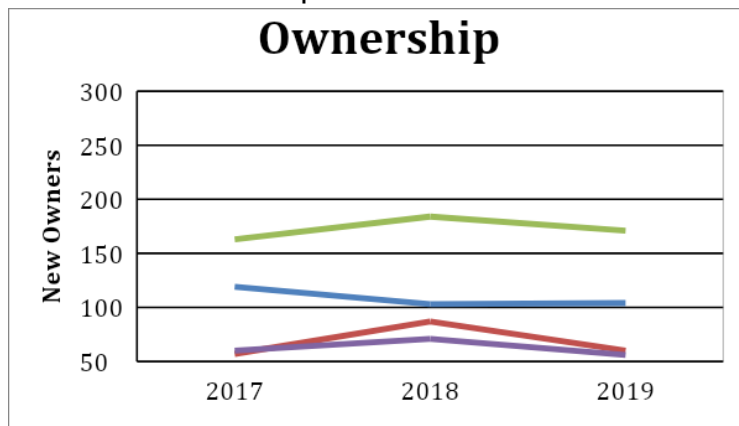
CONSENT AGENDA

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

GENERAL MANAGER FYI REPORT

SALES

- December sales were **down 1.9%** compared to December 2018.
- New Ownerships:



CUSTOMER SERVICE

- Customer Experience Survey results:

	Overall Satisfaction	Availability of Staff	Friendliness of Staff	Helpfulness of Staff
Jun-19	73%	73%	84%	80%
Jul-19	74%	74%	84%	82%
Aug-19	65%	65%	79%	76%
Sep-19	69%	70%	79%	42%
Oct-19	73%	60%	73%	69%
Nov-19	77%	53%	90%	90%
Dec-19	80%	72%	80%	77%

DOWNTOWN OPERATIONS (Updates provided by Kerry)

Center Store:

- The Center Store team is excited about a new Open Book Management game focused on raising sales.

Bakery:

- Relocation has been the big priority! We are still working out kinks with delivery, but the production space is functioning well. The bakers have demonstrated incredible patience, flexibility, and fortitude adjusting to all of the changes.

Produce:

- Logan, Produce Manager, is headed to California during the first week of February to tour citrus producers, sponsored by Organically Grown Company.

Front End:

- Owners Week is coming up Feb. 8-16.

Prepared Foods:

- Christian and Amanda, Kitchen and Deli Service Managers, are both registered for Food Protection Manager Certification in Lewiston on March 5. This is a new certification now required by the Health Department.

Recent positive customer feedback:

1/21: Health food well stocked with helpful knowledgeable staff. Reasonable prices for quality products. Great fresh produce and meat. (Customer Experience Survey)

1/19: This is the friendliest, cleanest, most welcoming coop I've ever set foot in. Everyone feels like a neighbor and friend! We make an effort to learn the names of the staff and are surprised how many know us. Truly the heart of downtown Moscow! (Customer Experience Survey)

1/10: Moscow Food Coop's layout is logical. It's staff is knowledgeable and friendly. I have special ordered a number of items such as almond mozzarella cheese, and it has come quickly. (Customer Experience Survey)

I/9: It was just a good experience. I like the coop quite a bit, I go there quite often lol. I like that they have lots of things I'm interested in, and are more or less conscientious about the world. (Customer Experience Survey)

I/8: The coop has an excellent hot and cold bar that agrees with my vegetarian diet Customer service is always top notch overall food beer and wine selection is excellent atmosphere is very pleasant. (Customer Experience Survey)

I/7: It is more than a grocery store to me. It serves as a place I see and meet friends, check my email, and eat lunch. (Customer Experience Survey)

I2/23: Really like your Orca Bay frozen fish products. Portion size is perfect for couples looking for 2 portion recipes - no waste! Excellent quality too!! (Customer comment card)

I2/23: Christian in Produce is always so helpful and a joy to talk to! So glad to see more friendly produce workers on the floor! :) (Customer comment card)

MARKETING & OUTREACH

- 13 media placements so far in December 2019 and January 2020
- Dime in Time results for December 2019:
 - Latah Alliance for Mental Illness: \$296.20
 - For Women: \$333.70
 - Co-op Community Fund: \$149.20
- FLOWER
 - 4 new participants signed up in December and 4 current participants renewed for another year.
 - Total lifetime participation: 171
- Upcoming events:
 - January 31 - Palouse-Clearwater Food Summit
A Co-op-sponsored conference on local and sustainable food and our Palouse food system, hosted by the Palouse-Clearwater Food Coalition. 9 a.m. to 4 p.m., registration currently open on Eventbrite.
 - February 7 - Wine Tasting and Pairing: Red Wine
 - A Co-op class taught by Peg Kingery. Attendants will sample different varieties of red wine, alongside food chosen to pair with and bring out the best flavors of each wine. \$10, \$5 for Co-op owners on Friday, February 7 at 6 p.m. at the Co-op on Campus.
- February 13 - The Latah County Health and Wellness Fair
 - The Co-op will host a booth at the Health and Wellness Fair with samples of Co-op food and information about Co-op ownership, Fresh Deals, and events like Healthy Eating on a Budget.
- February 22 - Kombucha Brewing with Love's
 - A Co-op class taught by Renée Love of Love's Kombucha. Attendants will learn how Kombucha is made and how they can get started at home. Samples of some of Love's favorite flavors will be provided, and attendants can take home a complementary Kombucha SCOBY so they can get started brewing! \$10, \$5 for owners. Saturday, February 22, 4:30 p.m. at the Co-op on Campus.

- February 29 - Healthy Eating on a Budget 2: Protein
 - A Co-op class taught by Alice Ma, Board member. Attendants will sample easy, low-cost recipes that are 100% plant based and free of the 8 most common food allergens. This class's theme is plant-based protein. \$5, \$3 for Co-op owners and free for student owners and owners participating in FLOWER. Saturday, February 29 at 4:30 p.m. at the Co-op on Campus.
- March 28 - Healthy Eating on a Budget 3: Fruits and Vegetables
 - A Co-op class taught by Alice Ma. Attendants will sample easy, low-cost recipes that are 100% plant based and free of the 8 most common food allergens. This class's theme is fruits and vegetables as the centerpiece of the meal. \$5, \$3 for Co-op owners and free for student owners and owners participating in FLOWER. Saturday, March 28 at 4:30 p.m. at the Co-op on Campus.

PHYSICAL PLANT

IT

- We renewed our contract for copier support & service.
- We are working closely with NCG and Cordelia to prepare our e-commerce platform. Look for a soft launch in June.
- Facilities
- Facilities is working closely with the Bakehouse to coordinate delivery of baked goods now that the bakery has been relocated.
- Quarterly equipment maintenance begins on 1/28 and mostly takes place after hours.
- Annual sustainability metrics reporting (as part of the Co-efficient program is underway).

FINANCE & HUMAN RESOURCES

- Finance is preparing to begin the workman's comp insurance audit – this is an annual audit.
- Finance is beginning the annual review process (for FY 2019) with Wegner CPAs.
- Finance is busy working to close out FY 2019. All 2020 budgets have been developed.
- HR launched a new harassment training that's a lot more thorough. It replaces a unit that covered workplace harassment. The new unit covers diversity, unconscious bias, harassment and workplace bullying. The harassment and bullying portions are covered in new employee orientation. The diversity and unconscious bias portions will be covered in a future (later in Q1) training called Everyone Welcome. This new training will be part of onboarding day for new hires (which takes place before orientation).
- We're looking into a digital communication platform to improve Co-op wide and department communication across our multiple locations.
- Additional notes:
 - The cold salad case is broken and will need to be replaced. Management is looking into options.
 - Bakehouse Update: Bakers are settling into new space and products are being delivered regularly to the main store.
 - Options for kitchen expansion into the old bakery space are being discussed.

BRIEF ANNOUNCEMENTS AND ACTION ITEM FOLLOW-UP

Board Action Items – 2.3.2020

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 job descriptions for Executive Committee positions.
2. Policy & Bylaw will create a draft of the Board's Mission Statement.
3. Policy & Bylaw will create an SOP on Roberts Rules of Order.

Executive Committee (*internal action items kept separately*)

1. The Executive Committee will investigate how to evaluate GM compensation.
2. The Executive Committee will review Policy D5.
3. The Executive Committee will draft a statement regarding the Board's commitment to workplace excellence.
4. The Executive Committee will look at the historical number of owners.

General

1. The Board will discuss internal Board policy monitoring at a future executive session.
2. At an upcoming Board retreat or work session, the Board will spend time learning how to read and understand financial statements.
3. Melinda will calculate payroll during the hours of 8-9 p.m.
4. The Board will revisit a discussion on charging for paper shopping bags at the register.
5. Melinda will explore the cost of a trade area evaluation.

DONE

- ✓ Policy & Bylaw will reevaluate the policy monitoring survey process.
- ✓ Policy & Bylaw will look for Board references to "Strategic Plan" throughout the policies.

Action: Melinda will revisit reviewing operational store hours.

Action: Dave will write SOP regarding the Board's process for evaluating GM compensation.

CONFIRM AGENDA

Motion to add a discussion on Board Retreat dates to this agenda, seconded, passed 7-0-0.

BUSINESS AGENDA

Motion that Melinda will add an additional monitoring of Policy B9 in March, seconded, passed 7-0-0.

GM Monitoring Reports (MD)

Policy A: Global Ends

The Board asked clarifying questions to GM regarding Policy A and highlighted the fact that donations to food banks have nearly doubled through growth in Dime in Time program.

Motion to accept Policy A, seconded, passed 7-0-0.

Policy B: Global Executive Constraint

Motion to accept Policy B6, seconded, passed 7-0-0.

Board Monitoring Reports (MD)

Action: Executive Committee will review annual compiled policy monitoring document.

Policy C1

Call to vote, passed 7-0-0.

Policy D

Call to vote, passed 7-0-0.

Policy D1

Call to vote, passed 7-0-0.

Policy D5

Motion to move Board monitoring of Policy D5 from February to April, seconded, passed 7-0-0.

Motion to disregard the monitoring of Policy D5 at this meeting and monitor it at the April Board meeting, seconded, passed 7-0-0.

Board Candidate Slate (MD)

Motion on behalf of the Nominations & Elections Committee to approve the following Board candidates: Rob Ely, Maxine Durand, Isabel Barbuto, Julia Parker, and Samantha Peterson, seconded, passed 5-0-2.

Isabel Barbuto and Rob Ely abstain because they are re-running.

Citizens' Climate Lobby Support (PI)

Owners Diana Armstrong and Ryan Law, on behalf of Citizens' Climate Lobby, attended the meeting to formally ask the Board to endorse the Energy Innovation and Carbon Dividend Act.

Diana and Ryan shared that people look to the Co-op to lead the way in sustainability, and see the Co-op as a local business that cares about the planet and community.

Action: Chloe will add a discussion on endorsement of Citizens Climate Lobby bill to March Board meeting.

Ends Language Approval (MD)

Motion to accept the Board's updated Ends language, seconded, **passed 7-0-0.**

Action: Chloe will update Policy Roster with the approved Ends.

Single Use Paper Bag Surcharge (PI and/or MD)

The Board and GM continued discussion on the logistics surrounding a potential surcharge on single use paper bags at the cash register, and the possibility of offering recycled and recyclable plastic Bring Back Bags either at cost or for no cost.

Action: Melinda will research Bring Back Bags for the Co-op.

Motion that Melinda is encouraged to investigate the possibility of getting multi-use bags (Bring Back Bags) before establishing a price change for single use paper bags with the intention of establishing a charge in the future, seconded, **passed 7-0-0.**

Submitted Question on Owner Comment Card:

David Hall: How does reusing paper bags fit in? Could they be available at check stands again?

David Hall: How will BIB (Bring Back Bags) interact with Dime in Time?

Response: The Board and GM will be looking into logistics of the program roll-out and will inform owners as soon as decision is made.

Annual Meeting (PI)

In the current Bylaws there is no required month to hold the Annual Meeting, so the Owner Engagement Committee is considering moving the meeting date from April to June 2020.

Motion to hold the Annual Meeting in June, seconded, **passed 7-0-0.** The Owner Engagement Committee will continue to plan the event.

Board Retreat Dates

Board discussed potential dates for the upcoming Spring Board Retreat, which will occur after newly-elected Directors are seated.

Action: Willow will send a Doodle poll to determine final Board Retreat dates.

Committees: Reports (SI)

- Nominations & Elections – The committee is planning the Candidate Orientation, which will be held on February 12th at the Co-op.
- Policy & Bylaw – Has not met.
- Owner Engagement – The committee is planning Owner’s Week activities and the Annual Meeting.

Action: Chloe will send the sign-up for Owner’s Week tabling to the Board.

- Executive Committee – The committee discussed Board Study & Engagement and GM compensation.
- Strategic Vision Committee – The committee discussed growth.

BOARD ASSIGNMENTS AND MEETING REVIEW

eNewsletter and Community News writing

February 10: Why I love the Co-op—Isabel

March 10: Elections—Mark

April 10: The Board’s new Ends – Cheyne

*Notes taken by Chloe Rambo
Meeting adjourned at 8:41 p.m.*

Signature of the Board President

Date