

Moscow Food Co-op Monthly Board of Directors Meeting
Monday, January 6, 2020
Fiske Room, 1912 Center, Moscow, ID

Present: Melinda Schab (GM), Carol McFarland (Vice President), Cheyne Mayer (Co-Secretary/Treasurer), Laurene Sorensen (Co-Secretary/Treasurer), Rob Ely, Alice Ma, Ken Hart, Mark Thorne, Isabel Barbuto, Willow Venzke (Board Admin)

Absent: Dave Sutherland (President)

Facilitator: Carol McFarland

Guests: -

Eight 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.

One owner, Brienne Rossman, attended the meeting and spoke to the Board. She works in the Co-op Deli and attended to discuss wages and staff retention at the Co-op. She shared that she appreciates the Co-op and the managers because she knows her comments don't fall on deaf ears, and she just feels that the Co-op could be more transparent about pay for hourly staff.

The Board thanked her for working hard for the Co-op and for sharing her thoughts.

CONSENT AGENDA

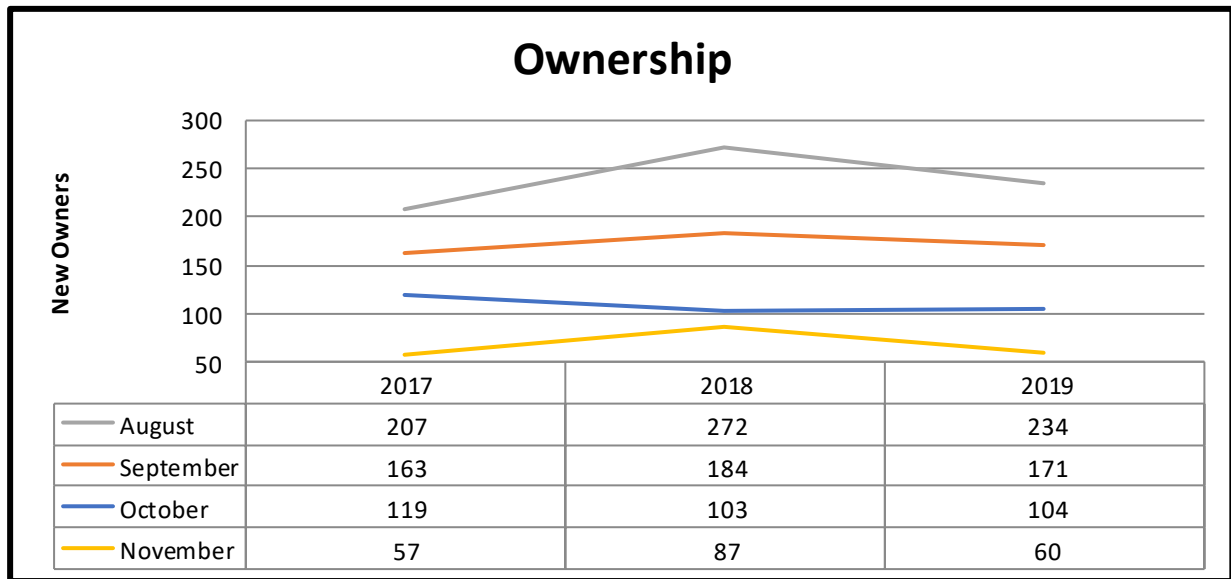
Motion to approve the consent agenda, seconded, passed 7-0-1.

GENERAL MANAGER FYI REPORT

SALES

- October sales were **down 4.4%** compared to October 2018.
- November sales were **up 0.2%** compared to November 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% |

DOWNTOWN OPERATIONS (Updates provided by Kerry)

Center Store:

- Jeniel Vereline was hired as our new Center Store Manager and relocated to Moscow to take the position. She served for several years as the Store Manager of Hunger Mountain Co-op in Vermont in addition to working with Briar Patch and Common Market Co-ops.

Bakery:

- The Bakery had a very successful Thanksgiving, including excellent pie sales.
- We now have a fully operational cookie portioner (which divides dough into individual portions to bake, saving hours of scooping time)!

Produce:

- The Produce department has been coordinating a variety of compelling promotions, complementing Fresh Flyer two-week sales with short-term flash sales like the 12 Days of Good Food promotion.

Meat:

- This Thanksgiving we sold out of Turkeys, both organic and natural. Despite ordering more birds, they were smaller; overall poundage was slightly lower than last year.

Front End:

- One of the Front End's major projects right now is ensuring cashiers are properly identifying and ringing up produce. Joseph (Front End Manager) is working closely with Logan (Produce Manager) to ensure that cashiers (and the computer menus) are well-oriented to changes.

Prepared Foods:

- We're launching an oatmeal breakfast program in January.

Recent positive customer feedback:

- 11/18: Loving the new vegan items on the hot bar. Pancakes, blueberry syrup, and latkes were terrific! Thanks for including! (Comment Card)
- 11/20: I always appreciate the quality of the foods they use when they prepare ready-made foods. The staff is willing to help you when you can't find what you need. And I like the neighborhood feel when I visit. Everyone is up-beat. (Customer experience survey response)
- 11/24: Appreciate the availability of organic food. Appreciate the availability of local meats, dairy and produce. Value the emphasis on sustainability. Highly value the way the coop also functions as an ad hoc community center. It's unique in this respect. (Customer experience survey response)
- 11/25: The professionalism of the staff... without being uptight or stressed. The general atmosphere is nothing like a typical "grocery store" experience. Visiting the coop is something I look forward to and genuinely enjoy. It's worth the drive from Pullman every time I go. (Customer experience survey response)
- 12/3: The produce is always there and if I have any questions the produce guy is always very helpful. The soup is always hot. They just don't make zucchini bread often enough. 😊 (Customer experience survey response)
- 12/11: The items I needed were available and some were even on sale. Service is always excellent. (Customer experience survey response).
- 12/15: Willingness to help me, put orders in for products not typically carried and knowledge the staff has is fantastic. Store hours are great and dependable. (Customer experience survey response).
- 12/23: Really like your Orca Bay frozen fish products. Portion size is perfect for couples looking for 2 portion recipes - no waste! Excellent quality too!! (Comment Card)

PHYSICAL PLANT & BAKEHOUSE

- Sustainability Committee
 - The last committee meeting on 2019 was held on December 18.
 - Current projects include:

- Working with Avista to get an energy audit scheduled for 2020.
 - Working with Gritman and Latah Sanitation to participate in a citywide composting pilot.
- Facilities
 - We hired a new Facilities Assistant, Carey Scott. He's a welcome addition to our team and he's really had to hit the ground running!
 - Fire safety inspection took place in December.
 - Annual backflow certifications have been completed for all locations.
 - Bakehouse
 - Transition to the Bakehouse location is scheduled for the week of January 6th. The Bakery will be completely closed (no baking) during the move.
 - Prior to opening, the Bakehouse needs a final inspection from the City of Moscow and the Health Department. Preliminary inspections have already taken place.

FINANCE & HUMAN RESOURCES

- 2020 budgets are nearly complete.
- The Employee Handbook revisions are nearly complete and the document will be sent for legal review in January.

BRIEF ANNOUNCEMENTS AND ACTION ITEM FOLLOW-UP

Board Action Items – 1.6.2019

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 reevaluate the policy monitoring survey process.

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.

DONE

- ✓ Melinda will look at previous years when we've paid out patronage dividends to see what our net income was before dividends were declared.
- ✓ Policy & Bylaw will review Policy D2 for monitorability.
- ✓ Policy & Bylaw will review Policy D3 for monitorability.
- ✓ Policy & Bylaw will review Policy D4 for monitorability.
- ✓ Policy & Bylaw will review Policy C9, #4 to include "...in accordance with Moscow Food Co-op bylaws".
- ✓ Policy & Bylaw will review Policy B4 for monitorability.
- ✓ Policy & Bylaw will review Policy C7 for monitorability.
- ✓ Policy & Bylaw will review Policy C8 for monitorability.
- ✓ Policy & Bylaw will look for Board references to "Strategic Plan" throughout the policies.

CONFIRM AGENDA

Motion to add a discussion on following up on a price quote for a trade area evaluation, seconded, **passed 8-0-0.**

Motion to accept the business agenda as amended, seconded, **passed 8-0-0.**

BUSINESS AGENDA

GM Monitoring Reports (MD)

Policy B1: Financial Condition and Activities

The Board discussed Melinda's written report of the Co-op's financial condition.

Motion to accept Policy B1 with acknowledgement of noncompliance, seconded, **passed 8-0-0.**

Motion to send Policy B1 to Policy & Bylaw for monitorability, seconded, **passed 8-0-0.**

Policy B6: Staff Treatment and Compensation

Motion to send Policy B6 to Policy & Bylaw for monitorability, seconded, **passed 8-0-0.**

The Board will discuss the Co-op's staff survey at a future work session.

Motion to accept Policy B6, seconded, **passed 8-0-0.**

Board Monitoring Reports (MD)

Policy C

Call to vote, **passed 8-0-0.**

Policy C1

Action: The Board will move monitoring of Policy C1 to the February Board meeting.

Action: Policy & Bylaw will create an SOP on Roberts Rules of Order.

Policy C2

Call to vote, passed 8-0-0.

Trade Area Evaluation

Action: Melinda will explore the cost of a trade area evaluation.

Owners Week – Owner Engagement Committee Activity (SI)

During Owners Week, the Board and Owner Engagement Committee will engage owners with a hearts activity, similar to what was used last year. When it gets closer, Board members can sign up for tabling times.

Citizens' Climate Lobby Support (PI)

A discussion on the Citizens' Climate Lobby request will be held at the February Board meeting when the supporting owners are able to attend.

Board Vacancy SOP (MD)

The Nominations & Elections Committee updated the SOP for Board vacancies with the Board's suggested edits from the last meeting. Two small edits were suggested.

Motion to accept the Board vacancy SOP as amended, seconded, passed 8-0-0.

Draft Policy B4 (MD)

Call to vote, passed 8-0-0.

Draft Policy B8 (MD)

Call to vote, passed 8-0-0.

Draft Policy C7 (MD)

Call to vote, passed 8-0-0.

Draft Policy C8 (MD)

One edit was suggested on Policy C8.

Motion to accept Policy C8 as amended, seconded, passed 8-0-0.

Draft Policy C9 (MD)

One edit was suggested on Policy C9.

Motion to accept Policy C9 as amended, seconded, passed 8-0-0.

Draft Policy D2 (MD)

One edit was suggested on Policy D2.

Motion to accept Policy D2 as amended, seconded, passed 8-0-0.

Draft Policy D3 (MD)

Two edits were suggested on Policy D3.

Motion to accept Policy D3 as amended, seconded, passed 8-0-0.

Draft Policy D4 (MD)

One edit was suggested on Policy D4.

Motion to accept Policy D4 as amended, seconded, passed 8-0-0.

Committees: Reports (SI)

- Nominations & Elections – The Committee discussed the upcoming Candidate Forum.
- Policy & Bylaw – The Committee met and revised several policies that were approved at this meeting.
- Owner Engagement – The Committee met and discussed the Co-op Community Fund, Owners Week hearts activity, and the Annual Meeting.
- Executive Committee – Has not met.
- Strategic Vision Committee – Two committee members were at the last meeting, and they discussed growth.

Action: The Board will revisit a discussion on charging for paper shopping bags at the register.

BOARD ASSIGNMENTS AND MEETING REVIEW

eNewsletter and Community News writing

January 10: Adventures of a “Bring it Back Bag”—Rob

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

March 10: Elections—Mark

*Notes taken by Willow Venzke
Meeting adjourned at 8:40 p.m.*

Signature of the Board President

Date