

Moscow Food Co-op Monthly Board of Directors Meeting  
Tuesday, January 8, 2019  
Fiske Room, 1912 Center, Moscow, ID

**Present:** Melinda Schab (GM), Idgi Potter (President), Carol McFarland (Vice President), Tom Bitterwolf (Treasurer), Tim Kohler (Board), Cheyne Mayer (Board), Rob Ely (Board), Willow Venzke (Board Admin)

**Absent:** Dave Sutherland (Secretary), Laurene Sorensen (Board), David Nelson (Board)

**Facilitator:** Idgi Potter

**Guests:** Ryan Law, Diana Armstrong, Olivia Calza, David Hall, Danielle Solberg, Jenna Ramsay, Tanya Gale, Gabriel DeRuwe

**Six of nine Directors present; a quorum is reached.**

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### OWNER FORUM

Owner Forum is a time for the Board to listen to owner comments. The Board will, if requested, follow up by e-mail after the meeting.

**Ryan** and her husband are long-term Co-op members. She would like to help make the community aware of the harm of plastics. More plastic is now going into the landfill because of the recent changes at the recycling center; they no longer take many kinds of plastic, including clamshells. Ryan would like to find out as much as she can about the Co-op's plastic use and help educate and offer alternatives.

Ryan also shared that she is concerned about the Co-op's use of palm oil because of the damage to orangutan habitats.

**Diana** shared that one of the reasons co-ops got started was to eliminate packaging, but now there is a large amount of packaging for many reasons, including people just being in a different place. Diana is a happy Co-op owner, and she wanted to point out that less packaging is better, and that it is a cooperative principle. She suggested getting rid of most egregious packaging, such as the plastic kefir cup with an aluminum cover and a plastic spoon and lid. The Co-op could put signs up that show the percentage of food to packaging. The Co-op used to have glass containers that people could use but now the Health Department doesn't allow that. Diana brought examples of the kefir cup, a cake clamshell, and a grab & go burrito package, and requested that the Co-op evaluate its use of plastics.

**Olivia** wanted to follow the previous speakers because they all agreed that there is a need to spread awareness. She hoped that the Board would help her take action. She shared that she has always liked the Co-op because she trusts that the buyers do all the research in making sure products are sustainable. Olivia shared that there is no such thing as ethically-sourced palm oil, but that some people think it exists because it is labeled as such. She asked the Co-op to consider using canola oil or olive oil, which are more locally sourced. It might be more expensive, but she would be willing to pay more. Palm oil is in many soaps, candles, cosmetics, and food (as a vegan option). Olivia is mostly concerned with palm oil use in the Co-op's house-made food products.

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## CONSENT AGENDA

Motion to approve the November 2018 minutes, seconded, **passed 6-0-0.**

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## GENERAL MANAGER FYI REPORT

General Manager FYI  
January 2, 2018  
No action needed

### SALES

- We recruited 87 new owners in November compared to 58 in November 2017.
- We recruited 71 new owners in December compared to 60 in December 2017.
- We're still investigating/researching/vetting e-commerce & delivery options with an anticipated service launch date in early to mid-2019.

### MARKETING

- During the month of November, **14 owners became participants in the FLOWER program**, 3 of whom were not owners before joining FLOWER.
- During November, a total of **536 transactions** included a FLOWER discount. The total sales generated by owners participating in FLOWER were **\$12,866.97**, with **\$3,170.57** in discounts granted. In total, **102 owners** participate in FLOWER.
- The **Food For Thought Film Series** event in November was the most popular one in fall's series, with **97 attendants**. Our partners, the U of I Environmental Science Club and the Palouse Environmental Sustainability Coalition, got great engagement and were able to raise funds for reusable steel drinking straws.
- The Marketing department has been fielding a lot of Facebook comments related to our **waste and waste reduction in light of recent recycling option changes**. We've been working with the Ops teams on how to properly convey our messaging, and it's an ongoing discussion.
- During the month of December, **11 owners became participants in the FLOWER program**, 3 of whom were not owners before joining FLOWER.
- During December, a total of **599 transactions** included a FLOWER discount. The total sales generated by owners participating in FLOWER was **\$14,485.88**, with **\$3,457.62** in discounts granted. In total, **113 owners** participate in FLOWER.
- Starting as a limited-time promotion in December, we decided to offer the **\$10 Food Bank Donation Cards** to shoppers at checkout. During that month **49 shoppers** bought cards! We made one purchase of Food Bank donations on December 18, in which we donated about **\$360** in bulk food to the Community Action Center.

- **Zero-Waste Living** is a series by the Moscow Food Co-op dedicated to reducing our impact on the environment. Just like Healthy Eating on a Budget, tickets are only \$5, with savings for owners, student owners, and FLOWER participants.
  - **December 15, 4:30 p.m. – Do-it-Yourself Recipes** was again one of the Co-op’s most-attended classes, with **28 attendants**. We capped this class after selling 35 tickets - the first Co-op class to reach maximum capacity.
- Our Wine 101 Class, slated for January 25, has **sold out!** This is the second Co-op class in a row to reach maximum capacity, and one of the only two classes to ever sell out.
- The **Palouse-Clearwater Food Summit** will take place **Friday, January 25**. The Co-op is sponsoring some of the food offerings!

### PHYSICAL PLANT

- All-store inventory was completed the morning of January 2, 2019.
- The week of January 7<sup>th</sup> we’re rolling out a new customer satisfaction program. We’ll be randomly inviting shoppers to complete a short survey using a link printed on their cash register receipts. Customers who complete the survey will receive a coupon for \$5.00 off a future purchase. This new option will be offered *in addition* to all the other ways we invite customers and shoppers to communicate with us.
- We’re working closely with participating owners, staff, and our neighbor businesses to make sure we comply with the changes to single-stream recycling.

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## BRIEF ANNOUNCEMENTS AND ACTION ITEM FOLLOW-UP

### BOARD Action Items– **1.8.2018**

**Owner Engagement** (*internal action items kept separately*)

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

**Policy & Bylaw** (*internal action items kept separately*)—*Did not meet*

1. Policy and Bylaw will look at the policy on GM compensation and then report back to the Board.
2. Policy & Bylaw will update the language of Policy C3.
3. Policy & Bylaw will update the language of Policy C8.

**Executive Committee** (*internal action items kept separately*)

### **General**

1. Melinda will look up why it was recommended to use “owner” instead of “member”.—  
*Done*

2. Melinda will look up how many new owners we had last October to compare with this year's numbers.—*In Progress*
3. Melinda will ask Todd, Michael, and others in the Co-op's support network about what good owner number goals are.— *In Progress*
4. Idgi and Dave will look at the CBLD library for information on good owner number goals.— *In Progress*

#### DONE

- ✓ Idgi will send an email to the Board that includes the draft of the multi-year plan and solicit feedback from the Board. (Removed)
- ✓ The newly elected Board officers will review committee structure to determine whether the Board has the bandwidth to take on another committee to ensure that officers are following policies better.
- ✓ Willow will add to the Policy C3 supplemental calendar that the Treasurer will present the Board budget in November.
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- ✓ Melinda will ask Willow to email minutes to the entire Board to edit.
- ✓ Willow will update the agenda to include information about the owner comment option and the Secretary's email address.
- ✓ Cheyne and Dave will meet to discuss the changes to owner comments during Board meetings.

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#### CONFIRM AGENDA

The Plastics Reduction agenda item will be moved to the top of the business agenda.

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#### BUSINESS AGENDA

##### Plastics Reduction (AT)

The Board had a conversation about reducing the Co-op's use of plastics, especially those that are no longer recyclable locally.

- They would like to see a reduction of the plastic that is offered, especially silverware, salad bar to-go boxes, and grab & go containers.
- Melinda shared that the Co-op will try implementing a system where they only offer metal silverware that can be taken to go and then returned.
- The Co-op's hot bar paper to-go boxes are compostable, but not in the Co-op's compost system.
- The Co-op is looking into programs to recycle other types of plastic, such as Trex, Gimme 5, and TerraCycle.
- Concerned citizens could lobby for municipal composting and changes with Health Department regulations.

**Action: Melinda will find out what is the largest plastic waste stream item that the Co-op goes through and report back to the Board.**

## GM Monitoring Reports (SI)

### Policy B1: Financial Condition and Activities

Melinda provided a report on the financial condition of the Co-op, and the Board asked clarifying questions.

Tom shared New Pioneer Food Co-op's Annual Report, which shows negative net income numbers. He shared that the Board should not worry when they see low sales numbers when they are part of a national trend.

**Action: Willow will scan New Pioneer's Annual Report financial statement and send it to the Board.**

Motion to accept Policy B1: Financial Condition and Activities and accept Melinda's plan to get into compliance, seconded, **passed 6-0-0.**

*Tom left the meeting at 7:20 p.m.*

### Policy B6: Staff Treatment and Compensation

Melinda provided a report on staff treatment and compensation. It was noted that the Co-op pays 100% of full-time employees' health insurance as a part of the total compensation package.

**Action: The Board will discuss employee health insurance coverage in September 2019.**

The Board discussed the importance of having employees that work hard and are efficient.

**Action: Idgi will draft a statement regarding the Board's commitment to workplace excellence.**

Motion to approve Policy B6: Staff Treatment and Compensation, seconded, **passed 5-0-0.**

## Board Monitoring Reports (SI)

### Policy C: Global Governance Commitment

Call to vote, **passed 5-0-0.**

### Policy C1: Governing Style

Call to vote, **passed 5-0-0.**

### Policy C2: The Board's Job

**Action: Policy and Bylaw will review Policy C2, number 2.**

The Board felt that they could benefit from a better internal Board training and succession system.

Call to vote, **passed 5-0-0**

### Staff Survey (AT)

The Board discussed the biannual staff survey. Melinda will arrange a 2019 Employee Opinion Survey.

### What We Love About our Co-op List (PI)

The Board reviewed the category groupings of their *What We Love About our Co-op* list. They would like to hold an event where owners can share what they love about the Co-op, which will give the Board an idea of whether the current Ends are still representative of what owners feel is important.

Strategic Initiatives will move ahead with organizing this project and will have a meeting to determine specifics of the event.

### Owner Comment Card (MD)

The Board liked the newly created Owner Comment Card. The card will give owners a chance to ask a question or make a comment during a Board meeting; they can write it down and pass it to the Board Secretary.

Action: Willow will change “visitor” to “owner” on the Owner Comment Card and will print them for the next Board meeting.

### Proposed Minutes Approval Change – Updated (MD)

Starting in June, the Board will review and approve meeting minutes by email after June and November, since the Board doesn't meet in July, August, or December. Willow will send minutes out within one week of the meeting, and Board members have until two weeks after the meeting to make any edits. The Board will then vote to approve the minutes. Willow will then send the approved minutes to the owners that are on the email list.

### Committees: Reports (SI)

- Nominations & Elections – The Committee met last week. There are currently 3 people who have expressed interest in running, but no applications have come in yet. If anyone has any suggestions of people who may be interested, encourage them to apply or give Tim their contact information.
- Policy & Bylaw – Has not met.
- Owner Engagement – The Committee welcomed new members Rob and Priscilla S. They are working on organizing the Annual Meeting, completing a self-evaluation, and creating topic prompts for Board members.
- Executive Committee – Has not met.

## BOARD ASSIGNMENTS AND MEETING REVIEW

eNewsletter 2/10: Announcement of the 2019 Board candidates—Tim Also, possibly an article about the *What We Love About Our Co-op* activity.—Tom

Community News 2/15: Same as the eNewsletter

Rooted 1/31: *Topic to be determined*—Dave

### Meeting Evaluation

The Board felt that the meeting went very well. They appreciated the great conversation with owners regarding plastic and palm oil.

### Upcoming dates to remember:

February Board meeting: February 12

February work session: February 19.

*Notes taken by Willow Venzke*

*Meeting adjourned at 8:40 p.m.*

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Signature of the Board President

Date