

Common Ground Food Co-op
 Board Meeting Minutes
 March 9, 2020
 6:15 pm to 8:15 pm
 Common Ground Food Co-op Classroom

Present: Karen Carney, Magdalena Casper-Shipp, Rey Dalitto, Colin Dodson, Michael Feltes, Ben Galewsky, JP Goguen, Evelyne Tardy, Robert Taylor

Absent: None

Others Present: Gary Taylor, GM
 Jeffrey Chandler, Minute Taker

Proceedings	
Meeting called to order	At 6:15 pm by Karen Carney
1. Preliminaries	<p>A. Guests/Owners Gary Taylor, GM Jeffrey Chandler, Minute Taker</p> <p>B. Public Comment Gary Taylor and Karen Carney have been communicating regarding the CU Community Food Summit which happens on April 14th, please let Karen know if interested.</p> <p>The FinMOO is April 16th.</p> <p>Columinate having financial training for boards of directors via Webinar, but there are participation restrictions and requirements. These will be May 12th, 19th and 26th and maybe a 4th meeting. Let Karen know if you are interested.</p> <p>CCMA is June 4th-6th, please let Magdalena know as soon as possible if interested, there may be financial assistance available.</p> <p>C. Agenda Amendments</p>
2. Board Study	<p>A. FinMOO/Forms of Outreach Rey Dalitto reported the committee feels there is better outreach when the board gets away from a table and interacts with the community. He further mentioned events coming up that would be prime</p>

opportunities for this, like the Boneyard Festival and socials, he has posted items to the calendar for consideration. He thanked the board for their participation in the recent seed sell. Colin Dodson noted a lot of interactions where he and Gary were able to inform the community about what the co-op is about, and what makes the co-op stand out from other grocery stores. Michael Feltes observed that good coverage was implemented at the event which seemed to help. JP Goguen noted a food-handling trained employee would be good. Further discussion about how food-handling and paid staff need to work with outreach events. Rey also noted a need for volunteer opportunities.

Evelyne initiated a discussion about what the board would like to accomplish at the FinMOO. Last year, the FinMOO was used to try and re-engage membership and mend bridges. She also noted previous attempts to engage people with giveaways, raffles, and refreshments. Magdalena Casper-Shipp asked if visioning activities could be available. Karen and Robert Taylor discussed possibilities and limitations. Karen, Magdalena, and Gary will give presentations, and will meet prior to the FinMOO to coordinate and practice. Colin asked if there could be a tie in to the last FinMOO to check the progress from last year's engagement efforts. There was discussion for and against asking owners for ideas to increase sales or spark interest.

There was discussion regarding a new point-based loyalty system, wherein owners can earn and use points to purchase groceries. There was general agreement that the FinMOO would be a good place to present plans and predicted outcomes and gather feedback. Ben Galewsky and JP mentioned the opportunity to use the FinMOO attendees as a focus group to gather feedback from very dedicated and invested owners. Gary briefly reviewed how the point-

	<p>based loyalty works and what the outcomes are predicted to be.</p> <p>Karen also noted that an owner's relationship with the co-op is one of trust wherein the store has to curate goods that fit within the sustainability, natural, organic, etc. food categories and the owners have to support the co-op in turn. Discussion noted this may be a more suitable conversation at the MOO.</p> <p>Colin asked ways the FinMOO can be connected to the MOO, notably by starting the election recruiting much earlier at this event. Discussion was in support of this effort annually as part of the election process. Evelyne will follow up with the board about what the board should be prepared to do for the event. It was noted that asking for RSVPs and questions to be submitted ahead of time would increase participation and value .</p>
<p>3. Consent Agenda</p>	<ul style="list-style-type: none"> A. Public Minutes from February Meeting B. Private Minutes from February Meeting C. GM Operational Update (MORe) D. Monthly Financials <p>Ben asked about the planned late openings and early closings noted. It was noted they were adjustments for holidays. Ben advised it would be helpful if they were noted on the report to explain why the hours were changed. Some date and day of week changes were updated.</p> <p>Action Taken The board unanimously approved the consent agenda as a whole.</p>
<p>4. GM Monitoring</p>	<ul style="list-style-type: none"> A. Executive Limitation B5- Treatment of Customers <p>Ben commented this policy is not sufficient to addresses customer satisfaction. He would like the Policy Committee to review this policy for better language and performance review capabilities. The Policy Committee will investigate improvements to this policy.</p>

Action Taken

The board unanimously accepted this report as in compliance.

B. Executive Limitation B6 – Treatment of Staff

Discussion regarding emergency preparedness. The store emergency response guide will be made available to the board for review on basecamp.

Action Taken

The board accepted the report with acknowledgement of non-compliance.

C. Executive Limitation B9 – Emergency GM Succession

Self-reporting interpretation was discussed briefly.

Action Taken

The board unanimously accepted the report as in compliance.

D. Follow up report on EL B1 from February

Karen reviewed the range of possible board responses, noting last month the board requested a plan for compliance. Ben noted this was an improvement from the original report, however, he would like more reporting on how each initiative is working or not working, wants firm deadlines for completion. Magdalena noted she would be comfortable with a causal report in April, Michael also noted he thinks a formal report in May would be sufficient, but agrees with Ben that he would like Gary to identify and track leading indicators of success. Gary noted that sales are back up currently. Discussion was had about the timing of reporting, specifically that this report generally has old information, and a lot can happen in the two or more months between quarterly reports and the board meeting at which they are reviewed. Ben advised that whether or not sales are up or down, it is important to know why and how the plans that are being

	<p>implemented are working or not. He would like more formal reporting on how the plans are working. Gary noted some of the initiatives will be hard to track. Discussion about how previous monthly reporting was structured. Robert agreed that action items on the plan need deadlines. He also agreed that items with proposed outcomes need the ability to be measured and monitored weekly/monthly.</p> <p>Action Taken The board rejected the report and requested a more detailed and specific plan with measurable goals and deadlines the week before the next board meeting on April 6th.</p>
<p>5. Board Monitoring</p>	<p>A. Board Process C6 – Officers’ Roles Responses were gathered and briefly discussed but will be discussed further in July per the board process review.</p>
<p>6. Committee Updates</p>	<p>A. Board Development Committee There was conflict regarding the questions for the election packet. Karen will meet with committee to move forward.</p> <p>B. Owner Outreach Committee Evelyne passed sign-up sheets to fill in holes on the outreach and newsletter tasks.</p> <p>C. Policy Committee Magdalena reported that the committee met and discussed potential policies to change, which they briefly reviewed. She initiated discussion about an external HR audit, which has not been done for 5-6 years. Gary noted operations is also budgeting for this as well. The committee and Gary will continue to work together to determine who might pay for this audit.</p> <p>D. Visioning Working Group Robert reported the committee met and reviewed the results from the exercise two months ago. Results have been posted for review. He noted a survey is</p>

	<p>coming to help determine if suggestions are short or long term goals and to predict impact.</p> <p>Gary reported owner loans will be paid back in March per recommendation. He had a meeting wherein COVID-19 was mentioned. Gary researched strategies and contingency plans if staff is out sick, what departments are necessary to operate, and what departments are at higher risk, like food preparation. He also asked how the co-op might help employees who are out of work for a long periods of time due to illness. Robert asked if the co-op has business interruption insurance, Gary will research. Karen and Gary were designated as media points of contact in case there is need.</p>
7. Closing	<ul style="list-style-type: none"> A. Next meeting April 13, 2020 B. Outreach calendar assignments Newsletter: Magdalena Tabling: Karen & Colin C. Other assignments FinMOO Setup April 16 @ 5pm FinMOO April 16th 6pm-8pm February Study Session: Financial Prep for FinMOO D. Go Around for Comments
Adjourned	At 8:13 pm by Karen Carney