

## **Onion River Co-op/City Market**

Board of Directors Meeting  
Remote Teams Conference\*  
April 26, 2020

### **Board Attendance:**

Eric Boehm (he/him), Board Member, President  
Joanna Grossman (she/her), Board Member, Vice President  
Caroline Keller (she/her), Board Member, Treasurer  
Rubin Jennings (he/him), Board Member, Secretary  
Jody Landon (she/her), Board Member  
Jim Rudolph (he/him), Board Member  
Kristina Sweet (she/her), Board Member  
Meaghan Diffenderfer (she/her), Board Member  
Faye Mack (she/her), Board Member

### **Absent:**

None.

### **Also in attendance:**

Michael Healy (he/him), Board Facilitator  
Kiersten Hallquist (she/her), Member & Board Minutes-Taker  
John Tashiro (he/him), General Manager  
Madelyn Cataford (she/her), Director of Finance & IT  
Mae Quilty (she/her), Assistant Director of Community Engagement  
Claire Ross, Assistant Director of Operations - Purchasing  
Caroline Aubry (she/her), Membership Manager  
Serrill Flash, Member

A quorum was established, and the meeting started at 6:03pm.

### **Preliminaries**

#### Review Agenda

The agenda was accepted as written.

#### Review Minutes

The March 22<sup>nd</sup> minutes were accepted with the following two edits/updates:

- Jim Rudolph, Board Member, was in attendance,
- Under financial planning status: “~~PPE Loan~~” updated to “PPP Loan”

#### Review Action Items

The Board reviewed the Action Items list, and the one action item was removed.

### **Open Member Time**

Serrill shared appreciation for Eric’s president note regarding Board health and wellbeing initiatives.

## **Progress Update on Board Perpetuation Proposal**

Joanna and Eric presented an update regarding the next steps of the Board Perpetuation work and the committee plan under development. Joanna and Eric gathered feedback from the Board to verify alignment on a handful of topics.

The Board asked clarifying questions and provided feedback on the reviewed Board Perpetuation Proposal document.

## **GM Reporting**

### Monthly GM Update

John presented the GM Monthly Update report to the Board.

The Board shared personal observations and asked clarifying questions.

### B4: Financial Condition

John and Madelyn shared information on the Co-op's financial planning status, and they highlighted two instances of noncompliance noted within the report.

Madelyn provided additional updates on the financial condition of the Co-op, which included noting compliance under B.4.5., with 7.9% equity growth.

The Board shared personal observations and asked clarifying questions.

The Board found the interpretations reasonable, the data was sufficient, and the data showed compliance with the policy, except where noted. The Board accepted the report as written, with the noted noncompliance.

### Update on People and Culture Search

John provided a brief update regarding the search for a new Director of People and Culture Department. After facing a few challenges when trying to fill the position, John's team hired and is working with a search firm to expand the candidate pool for the Director of People and Culture Department.

## **Board Self-Monitoring**

### D8: Cost of Governance

Faye presented analysis on the D:8 Cost of Governance policy. Faye found the Board in compliance with the policy.

## **Update on NCG CX Initiative**

Mae presented an update to the Board about the new Customer Experience (CX) survey in collaboration with the National Co-op Grocers, which included an informative PowerPoint presentation on the CX Program, survey, and process.

The Board asked clarifying questions.

*- Half-time Stretch -*

## **Outline of Spring Retreat and Ideas for Outdoor Gathering**

Eric, Michael, and John presented ideas for a Board Spring Retreat and a social gathering time for the board. Four-hour virtual retreat will focus on supporting staff, among other topics.

The Board shared asked clarifying questions and provided feedback on the drafted retreat agenda.

An optional small outdoor social gathering is being planned for June, allowing Board members to meet in person for the first time in over a year.

## **Future Planning**

### Open Board Time

A Board member shared an experience where they observed a customer remove their mask within the store for the first time, and they did not know how to respond. John shared the store protocol: staff to contact a manager to address the situation. This helps customers and staff not feel they need to be put in an uncomfortable position to police the store.

Eric recommended a video called “We Need to Talk About Anti-Asian Hate”, which John recommended, and Eric shared he learned a lot from the film.

Eric also has a teddy bear now wandering his house named “City Market”, and he recommended the new children’s show “Waffles and Mochi,” which he appreciates, especially because he really enjoys the Mochi from City Market.

Jody shared appreciation for linked information within the Board Meeting packets, supporting a more pleasant content review.

### Member Comment

No comments necessitating response, at this evening’s meeting.

### Review Board Calendar

The Board did not have any calendar updates.

Rubin will review Monitoring Manager Performance, in June.

### CCMA Planning

John provided an update on the online CCMA Conference. Registration has opened and detailed agenda information is now available. John will send a reminder for the Board to contact Caroline A. if they are interested in attending all or part of the conference. John highly encourages anyone interested to attend.

## **Wrap Up/Meeting Evaluation**

None.

## **Executive Session**

The Board moved into Executive Session at 8:25 PM to review the B4 Financial Statements. The Board came out of Executive Session at 8:43 PM.

## **Adjourn**

The Board adjourned at 8:45 PM.

## **Action Items**

### April 2021

**The Board** will let Caroline A. know if they wish to attend the CCMA conference no later than Friday, May 07, 2021.

### March 2021

**Eric** will set up one-on-one check-ins with each member of the Board as part of his on-boarding in his new leadership position as Board President.

### January 2021

**Joanna** will draft a Board Perpetuation Committee charter to bring to the Board for review at a future Board meeting (to revisit each meeting until project close).