

Onion River Co-op/City Market

Board of Directors Meeting

July 22, 2019

Board Attendance:

Eric Boehm, Board Member, Vice President

Faye Mack, Board Member, President

Joanna Grossman, Board Member

Julia Curry, Board Member

Leah Soderquist, Board Member

Caroline Keller, Board Member

Allison Searson, Board Member, Secretary

Charles Baldrige, Board Member, Treasurer

Absent:

Jim Rudolph, Board Member

Also in attendance:

Michael Healy, Board Facilitator

John Tashiro, General Manager

Liz Jarvis, Membership Manager

Eric Pierce, Head of Operations

Claire Ross, Assistant Director of Operations – Purchasing

Kiersten Hallquist, Board Minutes-Taker

Ethan Thompson, Member

Jared Knepper, Member

Madelyn Cataford, Director of Finance (present for Executive Session)

A quorum was established and the meeting started at 6:02PM.

Preliminaries

Review Agenda

The Agenda was accepted as written. Faye asked the Board to mindful of the 8:00PM deadline to end the main meeting in order to move into executive session on time.

Review Minutes

The June 24, 2019 minutes were accepted as written.

Review Action Items

The Action Items list was reviewed and accepted with three items removed.

Open Member Time

Members and Board Members introduced themselves.

Ethan Thompson, Member and farmer at Queen City Acres, introduced himself as a potential Board candidate.

Jared, Member and potential Board candidate, also introduced himself as well.

Call for Don Schramm

Faye presented on the purpose and criteria for the Don Schramm Award, and the role of the Board in its selection. She encouraged the Board to review policy D10 in preparation for their review of the award candidates next month.

Faye called on the Board to submit nominations to Liz Jarvis. Nominees must be current City Market Members.

Finalize Board Work Plan

Eric presented the FY20 Board Work Plan with Board-retreat-suggested formatting changes incorporated into the plan. He also updated July's items to align to this current meeting. This will serve as the Board's general guide for the work ahead.

Julia noted how the first two subject areas are tightly bound to operational work; thereby, the work related to those items will involve additional strategic discussions.

Board Perpetuation Committee

Julia led a review of the final job description draft. She shared her appreciation for quality feedback.

Joanna suggested linking to the policy register to provide context for applicants to the section that references the policy register.

The Board approved the Board Job Description document.

GM Reporting

Monthly GM Update

John presented his report to the Board. Highlights included but were not limited to an incredible come back in sales this quarter, hiring of a new Assistant Director of People and Culture, who will begin in August, and a shout out to IT leadership in their dedicated work to improve IT security and effectiveness.

The Board asked clarifying questions.

Burlington continues to experience a challenging labor market. City Market is hosting a Job Fair, this Thursday.

The Board shared that they heard positive feedback from Members regarding City Market's response and communications around the Boil water notice in the South End. The Board asked John to discuss the ramifications and outcomes from this notice and store shutdown.

The Board asked about making adjustments to data points around basket size in this report going forward.

City Market recently launched new advertising for the Food for All Program; discount changes to this program have been a “soft launch” until this point, however, people will now start to see advertisements on our local buses.

The Board asked about the new Member Access Portal. Liz Jarvis shared how it’s up and running and will launch to the general Membership within the week.

B1: Staff Treatment, Compensation, & Benefits

John presented the B1 report to the Board.

The Board asked clarifying questions and shared observations. B1, under “data”, page 2, the Board observed that “Active Shooter” was not listed as a potential threat to employees. City Market does have a protocol, and leadership will deliver training in early September.

The Board observed the number of workers’ compensation claims decreased, posted on page 4.

The Board noted that on page 8, comparing benefits to other cooperatives, the Board felt it would be helpful to see comparisons with organizations with comparable sales volume (i.e. national grocery industry). The Board also shared their appreciation for the impressive list of employee benefits.

The Board accepted the report as demonstrating compliance with the policy.

B7: Customer Services & Value

John presented the B7 report to the Board.

The Board asked clarifying questions and shared observations.

The Board noted that days the stores are open will differ depending on the store.

The Board observed overall high satisfaction, especially in regards to positive customer experiences with City Market staff.

The Board accepted the report as demonstrating compliance with the policy.

Board Candidate Speeches

John presented on the upcoming Member Meeting and feedback regarding Board Candidate speeches. This year, the Community Engagement team plans to collect video speeches from interested candidates and then, in October, Board candidates can choose between presenting an in-person speech or their video, and then the pre-recorded video will be available if/when a candidate is unable to attend the Member Meeting or feels like sharing the video would be a better way of representing themselves at Member Meeting. A candidate may also choose to do both.

The Board suggested setting a speech time limit that is the same for in-person and video speeches. However, the Board had mixed feelings about removing the human element to board candidate presentations entirely and wasn’t sure if the video provided consistency/fairness across candidates.

The Board approved of John and the Community Engagement Team's plans to move forward with Board Candidate Speech Videos.

Board Monitoring

Faye opened Board monitoring with a reminder to keep strategic discussions moving forward on Board work, engaging in the work, and finding/keeping meaning in the work.

D2: The Board's Job

Charles presented the D2 to the Board and reported the Board is in compliance.

The Board had a thoughtful discussion on D2.1, touching on how they do engage with Members and the existential question is about how and how much is expected; what is the capacity of the current Board structure? How do we define "meaningful engagement", and how might we capture/measure the Board's delegation of Membership engagement to their leadership and staff? How do Member engagement and the work of the Board intersect and overlap?

Faye suggested the Board review The CBLD Policy Template in a future discussion to consider incorporating aspects or language from it to better capture components of this policy.

D5: Committee Principles

Allison presented the D5 to the Board and reported the Board is in compliance.

D6: Board Meetings

Leah presented the D6 to the Board and reported the Board is in compliance.

In reflection on D6.1, Leah shared her appreciation for the ongoing offline work that occurs.

Strategic Discussion Planning

Faye requested a check-in with regarding finding/creating space for strategic discussions and planning around Board meetings, capacity, focus, and identified priorities. The Board made some suggestions: could incorporate strategic discussions into the fall retreat agenda or fold them into quarterly dedicated meeting time.

Open Board Time

Board Members shared life and local developments. Joanna reflected on her positive experience tabling and running into current and former staff in the store. Allison agreed the experience was positive and shared the idea that there might be a need to better advertise the Board tabling opportunities in the future, possibly incorporating scheduled tabling times into the Board elections page and/or the Board application.

Future Planning

Open Member Time Response

There were no Member requests requiring follow-up.

Review Board Calendar

The Board reviewed the calendar. Board Members volunteered for several policy monitoring slots (captured in the Board calendar). John shared an upcoming event: on September 25, there will be a

12-1:30pm meet with C.E. Pugh, CEO for NCG over lunch. A number of neighboring co-op leaders and partners were also invited to attend with some already confirming their attendance.

The Board added Coop Café to their calendar, which will occur on October 19th in Keene, NH.

Wrap Up

The Board shared general appreciation for thoughtful engagement in the meeting content.

Executive Session

The Board moved into Executive Session at 8:02 PM to receive an update on union negotiations, an update on the FY20 budget, and for an initial Board discussion of the GM's annual review.

The Board came out of Executive Session at 8:55 PM.

Adjourn

The Board adjourned at 8:55 PM.

Action Items

John will follow up with CCMA presentations and speakers.

The Board will review D10 in preparation for review and selection of the Don Schramm Award recipient and submit nominations to Liz Jarvis by August 12.

Julia will work with staff to incorporate a hyperlink to the policy register in the Board job description draft to provide context for applicants.