

Draft Minutes
East End Food Co-op Board Meeting
Held Remotely via Cisco WebEx
October 17, 2022

In attendance:

Board Members: Ariel Barlow, President; Tom Pandaleon, Vice President; Mia Sorada, Treasurer; Laura Valentine, Secretary; Brian Alderman; Debi Johnson; Marty Seltman

Management: Maura Holliday, General Manager; Elly Helgen, MMS; Tyler Kulp, Produce

Member-Owners: Mark Bowers, Audrey Fisher, Rebecca Keating

Board Clerk: MaCall Scott

** Due to the Annual Meeting on October 16, this was scheduled to be an abbreviated meeting.*

Introduction

The Board President called the meeting to order at 7:00 pm and read the Ends Statement aloud.

The East End Food Co-op exists to enhance physical and social health in our community.

To these ends, we will create:

1. A sustainable member-owned business open to everyone
2. An ethical and resilient food infrastructure
3. A vibrant, dynamic community of happy, healthy people
4. A creative vision to transform the future

Check-In

Those in attendance checked in to express their feelings and any needs.

Amend/Approve Agenda

Decision: Motion to approve the agenda as written by Marty. Second from Tom.

Vote: 7.0.0

Amend/Approve July and September Minutes

Decision: Motion to approve the July meeting minutes as written by Brian. Second from Debi.

Vote: 7.0.0

Decision: The September meeting minutes were approved as written, with no objections.

Member-Owners Open Session

There were no comments from member-owners.

GM Update

Maura provided the following update to the Directors before the meeting:

This report is in addition to monthly monitoring reports. The expectation of this update is to give additional information to the Board of Directors that may not be included in the month's monitoring report. This report aligns with parts of sub-policy B7: Communication to the Board.... 'The General Manager shall not cause or allow the Board to be uninformed or unsupported in its work.'

Membership:

Current total member-owners: 15,889

New member-owners: September – 45 (4 refunds)

Total member equity: \$1,598,809

Register Round Up Total:

September recipient: The Food Trust

October recipient: Co-op Community Fund – <http://community.coop/ccf>

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Operations Update:

- The CX survey continues to go smoothly. To date we have had 196 participants in the survey and 117 have redeemed the \$5 off offer. We are still learning the reporting features of the platform and once we are more versed in that we will be able to report more on the content of the CX survey. Our scores are slowly moving in the direction of the targets I have outlines so far and hope that this will continue to be the pattern.
- October events: 10/8 – Forest Bathing with Cloud Gate; 10/15 – tabling at Hometown, Homegrown; 10/24-30 is our Member Drive
- Thanksgiving preparations are underway! Turkeys were pre-ordered over the summer and now we have opened up the pre-orders for shoppers. The Café is offering a limited pre-order menu this year of the top faves and will be opening up in the coming weeks. We are not renting an additional refrigerated truck this year, which always makes the walk-ins a little bit crowded, but it is a short-lived inconvenience.
- The renovation update to the e-commerce area is underway! The goal is to complete the work before the Thanksgiving holiday rush begins. We are going to be replacing the carpet in the entire front end of the store, which may cause some delays, but we are not sure yet.
- Our NCG Prepared Foods Specialist was in last week to work with us on getting our production processes refined to open up the hot bar and keep the grab n’ go case full at the same time. We are about two full-time hires away from opening the Café Counter back up. We have hired two new Counter staff members in the past 1-2 months, which has allowed us to begin batching up recipes of grab n’ go juices and coffee/tea beverages!
- We just received our PRC Waste Audit Report this week; we will be reviewing that data and will present more information at the next board meeting.
- Our in-house accounting platform changeover is scheduled to go live at the end of October.
- Our D&I Committee is looking to roll-out some new programs:
 - Autism House on a regular schedule. We are looking for the Board’s input on this initiative. Here is a summary of what the committee is brainstorming:
 - Specific day and time each week, possibly one or two options for accessibility
 - No overhead music
 - Less lighting on the sales floor
 - No overhead pages – use radio system to communicate between departments
 - Less carts on the sales floor
 - Possibly different color shopping baskets for folx ti indicate if they want to be offered assistance or not
 - What education do we need to provide staff to roll this out?
 - Other ideas/thoughts/suggestions?
 - Community Freedge Mutual Aid Program
 - Have a medium-sized fridge outside the front of the co-op to offer free food items to community members
 - Possibly a great opportunity for member-owner volunteers to participate in the upkeep and maintenance of the fridge and the items inside?
 - Are there any local partners that EEFC could partner with to offer this program?
 - Looking into what barriers we would need information on in order to problem solve: liability insurance, Allegheny County Health Department codes, etc.
 - I saved a copy of the presentation in the MOP Committee folder on the Board Drive.

Appreciations

Those in attendance took a moment to share acknowledgments.

Closing

Next Meeting: Monday, November 21, 2022 at 7:00 p.m.

Packet submission due: Monday, November 14, 2022

Decision: The Board agreed to adjourn the meeting at 8:01 p.m. with no objections.