

Adopted Minutes
East End Food Co-op Board Meeting
Hybrid Meeting held in EEFC Conference Room and via Cisco WebEx
November 20th, 2023

In attendance:

Board Members: Laura Valentine, Secretary; Tom Pandaleon, Marty Seltman, Brian Alderman, Tyleda Worou, Carlos Gasca Yanez

Management: Maura Holliday, General Manager; Jeff Guererro, Marketing and Member Services Manager; Tyler Kulp, Store Operations Manager; Erin Myers, IT Manager; Amber Pertz, Café Manager

Member-Owners: Nick Leise, Harry Gregory, Debi Johnson, Nico

Board Clerk: Jessie Ryan

Absent Board Members: Ariel Barlow, President

Introduction

Tom called the meeting to order at 7:01 p.m. and Marty 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: The agenda was approved without objection.

Amend/Approve Minutes

Decision: The October meeting minutes were approved without objection.

Member-Owners Open Session

There were no comments from member-owners in attendance.

November Working Meeting Report

The Board met on December 4th to discuss Board Member retention. They also discussed the upcoming new Board Member onboarding session and Board Retreat that will be happening in January.

GM Update

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

This report is in addition to monthly monitoring reports. This update expects 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.'

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Membership:

Current total Member-Owners: 16,434

Fully Paid Member-Owners: 14,108

New Member-Owners: October – 49 (9 Refunds)

Total Member Equity: October - \$1,650,064

Total Member-Owner sales: October - \$766,813 (\$1,215,521 total sales – 63.1%)

Register Round-Up Total:

October-December Recipients: currently raised - \$679.33

DeafStone Servies – <http://www.deafstone.org/>

Three Rivers Waterkeeper – <https://www.threeriverswaterkeeper.org/>

Operations Update:

- We are in full Turkey holiday mode at the store from Produce to Café.
- It is turkey time! Turkeys arrive later this week and we sold over 200 turkeys.
- Café Turkey pre-order prep begins later this week getting ready for pick up next week.
- The bi-annual employee satisfaction survey is complete and we are in the process of getting the data from that report to report on in January for the B-6.
- Q1 of the FY24 is closed and we had about +\$36,000 net income!
- Annual meeting was a pretty good success, and we had about 60 member owners attend!
- YTD sales week ending 11/12/23: \$4,571,306, which is 6.9% above PY sales.

Updates and Clarifications:

- NCG will be here December 6th and 7th to do a store readiness audit to see what we are doing internally, and talk about the challenges and obstacles that we are currently facing and anticipating with expansion or relocation. They will meet with the Management Team, visit our store, and get a better idea of what we are doing.

Questions/Comments:

- Is there something in particular that you're looking forward to hearing them discuss or hear insights on?
 - Maura is curious to hear all of the feedback they have to offer. The rest of the Management Team will get a chance to meet the people that Maura is engaging with on a regular basis.
- Will they give us an audit report?
 - They should give us some feedback and some ideas on how to work through some of the obstacles we are facing and offer us support.
- Sales are up in every department over last year.

Tyleda joined the meeting at 7:18 p.m.

Management Report

Tyler Kulp, Store Operations Manager, shared that it is a fun time in the store. There are so many turkeys and sweet potatoes, the Produce walk-in cooler is so full you can barely move through it. Things are flying off the shelf. He is still learning a lot in his new role. He has been working more in the Grocery department and placed his first grocery order last week. He had a meeting with all of the Buyers and will expand that meeting to some of the other departments soon. He hopes to have these meetings on a regular schedule. He also hopes to start Open Books Management meetings again.

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Amber Pertz, Café Manager, shared that it is a busy time in the Café. Customer pre-orders are together and pick-ups will start tomorrow. They are making as much food as they can to stock the grab and go case. There is a ton of food ready to go.

Jeff Guerrero, Marketing and Member Services Manager, shared that it has been an eventful month in the MMS department. The Annual Meeting went well. They put out the Annual Report which was a success. He gave a big shout out to Debi Johnson for all of their hard work on the Annual Report.

B9 – Emergency GM Succession

The Policy Register states, “To protect the Board from sudden loss of GM services, the GM shall not have less than one other manager sufficiently familiar with Board and GM issues and processes to enable her/him to take over with reasonable proficiency as an interim successor.”

Updates:

- Maura made some minor edits to this report. Because of the timing of the Staff Satisfaction survey, she asked to report it on a different schedule, so she swapped it with the B6. Since the report is two months early, it didn't feel right to her to report on the two months that were previously reported. She is reporting on a 10-month period.
- She discussed this report with the Interim Management Team and they decided to keep it as is, like it has been the past few years. One change that was made was that Managers who have previously opted out of the Interim Management Team now have the option to opt in.

Questions/Comments/Clarifications:

- Did you change the list of the management team members? It's missing the Store Operations Manager.
 - Maura did not change this list but will add Tyler.
- How long do you think you could take off before chaos ensued at the store?
 - All managers on the IMT are familiar with these reports. Maura has made changes to these reports over the years so that it is easier to figure out what one is doing when they don't have a lot of exposure to it. Many managers come to the Board meetings, so they are more informed than they have been in the past. Maura provides them with regular Board and expansion updates

Decision: The Board accepts the B9 as compliant.

The Board completed the GM Monitoring Matrix, highlighting strengths and opportunities.

Committee Updates:

Resilience

Laura posted the updated expansion document to Discord for the Directors to review. The Board gave Laura consent to send it to Jeff and he will send it to the membership via email.

Finance

Brian, Tom, Shawn, and Maura met on Monday to discuss the raw data and balance sheet for the first quarter in anticipation of the B1 next month. There was also some forward-looking, expansion related discussion.

Board Perpetuation and Elections (BP&E)

Board member voting ends on December 3rd. The next event will be an orientation session for new Board members and the Retreat.

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Member-Owner Participation (MOP)

The meeting last week was mostly spent debriefing the Annual Meeting. The Governance Survey has been ready to send out for a few months, but the Committee decided to defer it until January with everything else going on.

Labor and Team Relations

There was no update to provide.

Executive

Ariel, Tom, and Maura met to discuss some personnel issues and relocation updates.

Carlos joined the meeting at 7:50 p.m.

Action Items

Directors and managers reviewed progress or lack thereof on action items from previous meetings.

Appreciations

Those in attendance took a moment to share their thanks.

Closing

Next Meeting: Monday, December 18th, 2023

Packet submission due: Monday, December 11th, 2023

The meeting adjourned at 8:04 p.m. without objection.

The Board and General Manager entered Executive Session at 8:04 p.m. to discuss relocation and staff.
