



Board Meeting Minutes
August 14, 2019
APPROVED

Directors present: Julie O'Dwyer, Steve Bowman, Ed Claassen, Trine Ostergaard, Annie Hoy, Charlie Douglass.

Others present: Emile Amarotico, General Manager; Gwyneth Bowman, Director-Mentor; Abby Lazerow, Board Administrator.

Attending by conference phone: Lisa Beam and Melina Barker.

Facilitator: Steve Bowman Timekeeper: Trine Ostergaard

The meeting was called to order at: 6:00 p.m.

	Description	Discussion
1	Positive Affirmation	<ul style="list-style-type: none">Charlie Douglass led the positive affirmation.
2	Owners Forum	<ul style="list-style-type: none">Owners Brendan Musselman, Natasha Nix, Barry Haynes, Crystal Bentley, Laura Howell, Riley Barraclough, David Wong, Chessley Sexton, Justin Stahl and Anne Golden attended the meeting.Deli employees Natasha Nix, Brendan Musselman, and David Wong reported they are having challenges with their manager. They said they have exhausted the proper channels and now wanted to bring their concerns to the Board.AFCEA representative Chessley Sexton said that Deli employees are attending this meeting to express their desperation. Approved methods have been brought to appropriate channels without results.Board President Ed Claassen said the main role of the Board is governance and policy. He will direct

		the employee complaints to the GM and ask him to investigate, take appropriate action and to report back to the Board. While the Board has a responsibility to be as transparent as possible, there are some discussions that must be confidential. Actions with regards to employees must be handled in a way to let employees, on both sides of the challenge, maintain their dignity and to make sure the policies and intentions of the organization are properly conducted. There may be some results that may be confidential and some actions that will be apparent.
3	Announcements and Opportunities	<ul style="list-style-type: none"> • The Employee Fall Assembly will be held September 24-26. Directors should RSVP to Emile. • The Co-op First Friday event will be held on September 6, from 4-7 p.m. • Cultural Agility Training for the Board and MT will be held on September 12 from 8 a.m. to noon. • Start a Co-op Contest applications close on August 16. Applications will be reviewed on August 21. The winner will be announced at the Small Business Fair in Medford.
4	Agenda Review	Done.
5	Results, Action without a Meeting	<ul style="list-style-type: none"> • Results of an action without a meeting: On July 2, 2019 the Board of Directors unanimously voted by email to have new director stipends be effective on the first day following their election, and that the new directors be paid a proportionate amount for June, which would be \$60, 18/30 of the \$100 monthly stipend.
6	Welcome New Directors	<ul style="list-style-type: none"> • Board President Ed Claassen welcomed new directors Annie Hoy, Melina Barker and Lisa Beam.
7.	Consent Agenda	<p>The Board unanimously voted to approve the following documents on the Consent Agenda:</p> <ul style="list-style-type: none"> • Board Meeting Minutes, June 12, 2019 • Executive Session Minutes, June 12, 2019 Board Finance Report, May 2019 • Board Finance Report, June 2019 • Board Committee Chair Job Description, Revised 6-2019 • Board President Job Description, Revised 8-2019 • Board Vice President Job Description, Revised 7-2019 • Board Administrator Job Description, Revised 8-2019 • Board Meeting Procedures, Revised 7-2019 • AFC Elections Results, 2019 • AFC Financial Policies, 2019

8.	Board Officer Elections	<ul style="list-style-type: none"> The Board unanimously elected the following Board officers: President: Ed Claassen; Vice President: Julie O'Dwyer; Secretary: Trine Ostergaard; Treasurer: Charlie Douglass.
9.	Board Committee Chair Elections; Member Selections	<p>The following committee chairs and members were selected:</p> <ul style="list-style-type: none"> Chair, Executive Committee: Ed Claassen Members: Trine Ostergaard, Julie O'Dwyer, Charlie Douglass, Emile Amarotico, Abby Lazerow Chair, Finance Committee: Charlie Douglass Members: Ed Claassen, Emile Amarotico, Lisa Beam Chair Board Development Committee: Steve Bowman Members: Annie Hoy, Abby Lazerow, Emile Amarotico, Chair, Owner Engagement Committee: Trine Ostergaard Annie Hoy, Steve Bowman, Abby Lazerow, Tracy Kaiser Chair, External Relations: Annie Hoy Members: Steve Bowman, Melina Barker, Lisa Beam Co-Chair, Strategic Planning Steering Committee: Julie O'Dwyer and Emile Amarotico Members: Ed Claassen, Lisa Beam; Barry Haynes; Kelly MacNamara. Chair, AFC Gives Committee: Julie O'Dwyer Members: Melina Barker, Charlie Douglass, Trine Ostergaard
10.	Meeting Break	<ul style="list-style-type: none"> A ten-minute meeting break was taken.
11.	Board Retreat Date	<ul style="list-style-type: none"> The Board retreat will be held on October 12 from 9-4 p.m.
12.	NCG MT Effectiveness Survey Report	<ul style="list-style-type: none"> Early this spring, Emile circulated a survey developed by NCG to the Management Team. The survey results indicated the pulse of the group. Many areas showed positive change. Others pointed to places for potential improvement. Emile and the MT agreed to focus on and discuss areas with lower ratings that revealed challenges
13.	Board Finance Report	<ul style="list-style-type: none"> The Co-op has had positive sales to budget nine months in a row. Sales are up 3% year to date. There have been fewer significant health claims this year, resulting in savings in benefits. The cost of goods sold has increased and margins have been off from where they had been projected. Deli margins after COG and labor have dropped by 5 percentage points YTD.

		<ul style="list-style-type: none"> • A productivity bonus was paid out to employees for Q2. • Funds for the patronage dividend are still accruing. • Gift cards are currently only 6% of sales. Shoppers who buy gift cards receive \$3.00 for every \$100 spent. The Owner Engagement Committee and the Marketing Department will discuss rebranding and promoting gift cards to increase their use. • The Co-op now has additional costs for trash removal of packaging that is no longer recyclable.
14.	GM Report	<ul style="list-style-type: none"> • A preliminary draft of private label standards went to the MT for feedback. • The smoke response strategy is being implemented. MERV-13 filters have been put in the four HVAC units and the PurpleAir website will show the quality of air inside the store compared to outdoor air quality in the area. Other commercial air scrubbers will be installed soon and turned on as needed during periods of smoke. • Twenty employees have taken advantage of the \$30 gift certificate towards the purchase of a home air purifier at Ashland Hardware. Employees appreciate that their health is being taken seriously. • The hiring process for the IT/POS Department Manager is moving forward. The financial manager and store manager assisted during the department vacancy and gained insight into the department's processes. • NCG did a poll of Western corridor employee turnover rates. AFC turnover was in the middle range. • The Board discussed whether a no gun sign should be posted at the Co-op. Employees will receive training from the Ashland Police to deal with active shooters. • The GM shared responses from a weekly online employee survey. • New outdoor tables have been placed close to First Street. Signs will be posted stating no soliciting. • AFC is investigating a pilot reusable to-go container program.
15.	Owner Termination	<ul style="list-style-type: none"> • The GM requested an owner and their partner be terminated for repeated theft of product. • The Board of Directors unanimously approved the termination of this owner and their partner.

The meeting was adjourned at 8:00 p.m. Minutes were prepared by Abby Lazerow, Board Administrator.