

Fairbanks Community Cooperative Market dba "Co-op Market Grocery & Deli"
Board of Directors Meeting Minutes
Date: March 12, 2018

1. Call to Order/Roll Call
 - a. Board President Anduin McElroy called the Fairbanks Community Cooperative Market Board of Directors (Board) meeting to order at approximately 6:00 p.m. at the Literacy Council of Alaska, 517 Gaffney Road, Fairbanks, AK.
 - b. Attendees: Hans Grier, Anduin McElroy- Chair, Annmarie Billingsley, Stephen Andersen (Zoom/Call in), Heather Conklin (Zoom/Call in), Jodi Tansky- Secretary, Mary Christensen- GM, Richard Seifert- Treasurer
 - c. Absences: Chase Nelson- Vice Chair, Tracy Woller
 - d. Visitors: Nana- Owner, Robert Leach – Owner, Tony White – NCG Consultant (Zoom/Call in).
2. Special Guest: Tony White joined us. He is a NCG Development Specialist who helped perform an audit of our Co-op in June and continues to work with the Co-op's management team on improving margins with a goal of getting to a positive bottom line. The board heard how he has been working with Mary and the management staff on putting efficient systems into place for the success of the store. Our positive sales growth is giving us the time to build our systems and having Mary strengthen her team. Tony will help assist Mary in putting together key indicators and a simplified trend graph to outline our progress. The goals he has created for our store will take time, perhaps 3-4 quarters now that key positions have been filled in deli, meat and produce. The board was very appreciative of his input and time. Tony plans to return in April for more onsite training with the Co-op staff.
3. Read Mission Statement: Rob Leach
4. Owner Time: Robert Leach, founding board member, came to ask for help to collaborate on compiling the Co-op History. Richard and Hans volunteered to help Rob put together a timeline of events for the Co-op.

Nana, Member #499, came to board with the following items:

 1. GMO's- She passed along an article for the board to read about organics/GMO's and had a concern last year about Mary's turkeys, the vendor the Co-op uses for turkeys. They had a lawsuit against them because of their false advertising with organic standards. So, she did not buy a turkey and requested that the Co-op be more mindful about the vendors we use.
 2. Lend a Hand Program- She questioned the process which is used to award. She did submit an application on behalf of the Friends of Fox Spring and wondered if online voting encourages

skewed voting. She also questioned if we would consider limits on who is awarded in multiple years as this year, 5 repeat awards were given.

3. Thank you for stocking, “Co-op Spirit” magazine. She loves to read about other co-ops and was so excited to see our co-op mentioned in the magazine! She also loves the donation Mary and the directors thanked her for coming to voice her opinion as it is an important co-op principle we value. We encouraged her and other members to please submit questions via email to board@coopmarket.org, and also leave a comment card at customer service.
5. Bulletin Board – She didn’t know it was there in the back of the store near the bathrooms. It’s one of the Co-op Principles to share with the community and it would be great to see it placed where its more visible to members. I think it would make people happy to see it.
6. Fall -- She also fell at the store the previous night because of ice forming outside and the store promptly put out gravel and warning signs outside.
7. Review and Adopt Agenda: Anduin moved to table Policy B2 until April.
8. February Minutes: Corrections/Additions to minutes- (Jodi) Change Board Decisions section to reflect that Policy B2 was not accepted, but tabled until March. Minutes are approved with those additions.
9. Review February action items:

Date	Assignment Action Items with Timeline	Status
11/13/17	Annual Retreat Planning Committee (Tracy, Chase, Mary) to meet and arrange a retreat date.	Done
12/11/17	Anduin to organize and set up a Strategic Planning document that outlines processes and ideas, with a timeline on Dropbox.	Done
1/8/18	Annual Retreat Planning Committee to arrange agenda.	Done
2/12/18	Jodi to email Kristin past years minutes website posting.	Not done.
2/12/18	Anduin to email Kristin agenda prior to the next board meeting for website posting.	Done.
GM Action & Non-Compliance Monitoring Report Items		
6/5/17	Mary to contact a facilitator (rec. from CDS Staff Treatment Survey provided 3/17). Mary wants to revisit in December with strategic planning. Needed action from Monitoring Report B6 –Mary to revisit in March.	Done. See FYI report.

1/8/18	Mary to ask Tony/NCG financial person about setting aside money for audit	Done. See FYI report.
1/8/18	Mary to confirm highlighted areas in Executive Constraint Policy to finalize policy B monitoring report.	Done. See FYI report.
2/12/18	Mary to talk with Kristin about Education/Outreach charter and follow-up with Education/Outreach committee.	Done. See FYI report and will discuss in committee report.
2/12/18	Mary to research cost of FNB line of credit.	In progress
2/12/18	Mary to ask Tony to meet with board during next visit.	Done.
2/12/18	Mary to update dates, current ratio, and add specifics with a timeline (B1-2) on Monitoring report B1.	Done.

Nice job Mary for getting lots checked off! The board also reflected that its nice to see it documented in the FYI report prior to board meetings. Great Job.

6. Announcements: Meet and Greet this March 17 & 18. Please sign up at this meeting. Annemarie applied for the CCMA grant to offset our registration cost and is waiting to hear back.
7. Committee Reports:
 - a. Annual Retreat Planning Anduin liked the dual focus of leadership on Saturday and Accountability on Sunday. It's good to have more focus with our current board, than in years past. Rich commented Raven's Landing worked out well for Friday night's discussion. Jodi liked having more time.
 - b. GM Evaluation – Jodi reported that Tracy and Chase met on short notice last week to discuss a change in the process. Rich said he needed a little more notice to meet. We will be meeting soon again to finalize process.
 - c. Strategic Planning – Anduin reported they have not met since board retreat, but will meet after the board meeting to assign roles and responsibility.
 - d. Education/Outreach – Mary did speak with Kristen in Marketing and forwarded an email from Kristen about ideas on how the board can get involved in outreach. They felt that the charter was too big of scope for the board and it wouldn't be good for the Co-op to be taking on offering classes right now. They are too overwhelmed this year and must focus on margin and profitability. Mary would like for the board to focus on strategic planning and participate. She asked if the board understands how it borders the line of supervision on a new position for the co-op? Jodi responded that in the charter it is not written that we would have a separation between the board and the GM/Co-op, they would be working together to form the ideas and present the marketing. We were not sure of Kristen's job description, and had we known of her specific duties, we would not have been written into the charter. Kristen's email had many good ideas for

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outreach, but they do not represent the education piece that we are missing in our Ends policy. Mary said that despite everyone wanting these events, we will just have to wait a few more years until we can hire someone for an Education position. Rich commented that this was never intended to ask for creation of a new position or create more workload for the GM and Co-op staff, but Mary has always viewed it this way. This does not have to be major workload; let the membership get involved. This is an area that is not being addressed and I'd like to see these events come back like we used to. Your resistance to this event is misguided. Kristen does not need to be involved if she does not want to. Maybe we'll have to revisit this and have it be a board activity. Hans suggested that we reach out to the community for resources for these types of classes, like Cooperative Extension, while our resources are limited. We can encourage our membership to request these events by using comment cards and coming to board meetings. Anduin encouraged the committee to meet before the next meeting.

8. GM Reporting:

a. FYI Report –

Discussion: Jodi appreciated the GM actions items listed in the FYI report to save time. Anduin is uncomfortable with using sales growth as our only indicator listed for the board. Mary explained the comparison of previous years is helpful for her managers. Rich is happy to see the Wegner financial review starting. Kristen is compiling over 600 comments from the shopper's survey for the board.

b. Monitoring Report Policy B6—Staff Treatment and Compensation – Accepted in compliance B6 (6Y). Mary to change the grievance process for B6 as advised by CDS consulting from their audit last year and the boards request to include exit survey data for employees who leave the Co-op.

Discussion: Mary reviewed improvements made since the audit data was presented to the Board in October. Mary commented that the management staff has changed dramatically since the audit was done and she reports raising staff wages. SOP's in progress for each department. Grievance process will be changed since CDS has changed their recommendation. Jodi asked if this report would be an appropriate place for exit surveys to evaluate any trends on why there is staff turnover. Mary said there is an exit survey procedure.

9. Closing:

a. Review Action Items (Decisions, Tasks/Assignments)

Board Decisions
<p>-Accepted Policy B6 in compliance (6Y) -Board members signed up for Meet & Greet 17 & 18</p>

Date	Assignment Action Items with Timeline	Status
2/12/18	Jodi to email Kristin past years minutes website posting.	Not done.
2/12/18	GM Evaluation Committee to prepare GM evaluation.	
2/12/18	Strategic planning committee to meet and assign roles for first facilitated discussion in April.	
GM Action & Non-Compliance Monitoring Report Items		
2/12/18	Mary to research cost of FNB line of credit.	In progress

- b. Review next meetings topics: Policy B2 – Planning and Budgeting, Policy A -- Ends, Approve a GM Evaluation
- c. The next meeting will be held Monday, April 12, 2018 at 6:00pm, Literacy Council of Alaska. Potluck reception will be held at 5:30pm.
- d. The meeting was adjourned at approximately 8:07 p.m.

Respectfully submitted,



Jodi Tansky
Fairbanks Community Cooperative Market
Board Secretary

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