

Tidal Creek

FOOD CO-OP

BOD MEETING MINUTES

Board Meetings are open to the owners of the Co-op. Our Board meets once a month, usually on the second Wednesday of each month, at 6 PM in the Co-op conference room. Owners are invited to sit in; in addition, they can address the Board for three minutes at the start of each meeting.

DECEMBER 13 2017

CO-OP OFFICE

Attendance: Ali, Bill, Joe, Kelsey, Ashley, Matt, Danica, Kaitlin, (Jeffrey is excused)

GMs: Anthony, Krista

Action Item Summary

12/14 @NOON: ALL BOD CAN JOIN! **Danica sent email about how to participate.**

TODO Anyone: C-Build on Jan 20th in Durham!

TODO DANICA- Send packet of bylaws and policy register to Ashley & Joe.

-Relay GM coaching cancellation to Joel.

-Continue with retreat scheduling!

TODO ALI: Reach out to co-op connections.

TODO ANT: Repair list and estimates. What needs attention at the co-op.

TODO ASHLEY: Email us about QENO.

MOTION PASSED: Cancel the GM coaching contract.

Parking Lot: Team building activity moved to January

Welcome/Check-Ins - What value do you feel that you bring to the board?

Kelsey: Engage between meetings with communication and also continue to look at how to reduce our waste and align with our environmental vision as a co-op.

Matt: Would like to improve BOD communication with the public.

Joe: 9 years experience on the BOD, build on that in a positive way. Passion for the co-op, is a collaborator, and good at making consensus.

Ashley: Works closely with their board at work, and learns from the ...experience with outreach and environmental organization.

Bill: 40 hrs a week at the co-op, meets a lot of our owners

Ali: Previous BOD experience, managed another co-op, and owns small business, passion for local foods, and networking.

Danica: Participation in lots of leadership academy, finds very useful for her role on the Board. How to lead, most effective methods.

Owner Comments:

-Plastic Bags: Fully Belly Project does something about making desks out of plastic bags, maybe contact them about.

-NPR ad: Worded as to it only has WF or vegan options, maybe relook at that?

-Former owners: Noting the transition when Jason took over, burned a lot of bridges, friends of his stopped coming to the co-op. What do we think about contacting them? Who would reach out? Informally write them an email?

-Hot bar & juice bar: Comment relayed via BOD about consistent disappointment about un-stocked hot bar options (scrapped/bottom of the barrel). Sited our competition since their hot bar never appears completely picked over. Also issue with customer service at the juice bar, distracted employees.

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CO-OP CAFE

Approval of Minutes/TO DO's/Agenda Planning — *November good to go!*

Recap of NOV Action Items:

Anyone- Contribute to board orientation ideas to Danica, *discussion below.*

Danica- Compile a list of board member contact information, *still in progress.*

Bill- Post meeting date in store, *complete.*

Board Process Monitoring Review: Start anew in January!

Board Orientation Discussion: Probably do it in January here at co-op. Danica is excited about the Meyer-Briggs indicator, Joe is certified. Ali said we could do it in Earth room upstairs. Ali offered to buy a few copies of a helpful book, Conflict & Consensus & Leadership. Store tour can happen during a BOD meeting. Would like Ali to speak about Board responsibilities.

****Scheduling**** Jan 14th, Sunday 9am at Danica's office.

TODO KELSEY: MAKE PANCAKES, find hot pan.

TODO Anyone? C-Build on Jan 20th in Durham!

TODO Danica: Send packet of bylaws and policy register to Ashley & Joe.

CDS Consulting Contract/GM Coaching Contract- Discussion about the effectiveness about GM coaching calls. Looking at local and free resources.

MOTION PASSED: Cancel the GM coaching contract.

TODO DANICA: Relay that cancellation to Joel. Discussion of the Board consultation value. Applied for \$3000 grant to help with the \$7900 cost of CDS consulting. Next call is at noon, day after the meeting, for an hour.

ALL BOD CAN JOIN! TODO DANICA: Text them info to join call. Keeping Board consultation for now, is an integral part of co-op support.

CDS Board Retreat Date/Planning: Discussion about doing it with CDS or on our own. One of our best retreats was on our own with Molly as our facilitator. What can our CDS consultant offer us for a retreat? What are our goals for the retreat? Anthony: Our biggest need from the BOD is the beginnings of a medium and long-term plan. When the downtown mission didn't happen, we've been lacking a vision. Big picture stuff.

TODO DANICA: Continue with retreat scheduling!

Ashley: Bring in other co-ops via webinar or call-ins.

TODO ALI: Reach out to co-op connections.

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CO-OP CAFE

GM Report/Ownership Report

- Discussion of fostering the best environment for customer service.
- Owner drive coming up!
- Ownership pricing structure overhaul, moving to our POS system with lots more options! -Applied for a team of grad students to come up with some great solutions.
- Starting Jan 1st ownership fees goes up \$40. One time a month 10% discount stays but have other more frequent perks and will be much easier to deal with at the register.
- Heavy maintenance issues going on, need to look at that in short-term plan.

TODO ANT: Repair list and estimates. What needs attention at the co-op.

Check Out- *What value can the board bring to you?* (didn't record answers)

via Ashley: Referenced SOS Day which is a project of a group called Dogwood Alliance. Marketing idea for the new year, favorite products at home, take a pic in TC. Engage with owners.

QENO- Free classes for board resources and offer grants. Very helpful development.

TODO ASHLEY: email us about QENO

Next BOD Meeting: January 10th @ 6:00pm