



Board of Directors Meeting Minutes

April 2, 2020 • 6 – 8pm

Zoom Call

Present at meeting:

Board Members: James Kloor (President/Treasurer), Colin Fiske (Vice President), Leah Stamper, Cheri Strong, Kirsten Lindquist, Roger, Laura Wright (Secretary)

Absent Board Members:

Co-op Employees: Emily Walter, Larry Hupp, Kiya Villarreal, Barney Doyle, Sean Nolan

Member-owners: Diane Sharples, Kathleen Pelly, Nichole Chase

1. **Welcome**

The meeting was called to order at 6:02pm by James.

2. **Agenda Review and Approval**

Consensus to approve the agenda.

3. **Member Comment Period**

- Nichole - impressed with how the Co-op is taking COVID-19 seriously. Staff are doing a great job.
- Kathleen - happy with the cleanliness of the store.
- Roger – gratitude for all that Colin has done for the Co-op. Hopes the Co-op will stay ahead of the curve for dealing with COVID-19. Concerned that more plexiglass is needed at the checkout stands for when bagging. Would like to see an in and out at the Arcata store.
- Kiya - need to add language to our signs to remind shoppers to respect the space of the employees.

Masks Discussion

- Sean - the Co-op is following CDC recommendations and will continue to do so regarding masks.

4. **Board Correspondence**

Colin Fiske submitted a letter resigning from the board effective one year prior to the end of his current term. Many thanks were given to Colin for his service and his early notice.

5. **Consent Calendar**

Motion: Approve the April 2, 2020 consent calendar.

- a) Approve March 5, 2020 board minutes as amended* (*Roger's comment - staff upset about parking lot)
- b) Approve the Annual Membership Meeting to take place the weekend of October 10
- c) Approve the Shareholders Disclosure Renewal

Colin moved, 2nd from Kirsten, approved (6/0/1). Laura abstained.

6. **GM Report - reported by Sean**

A new template was created for the monthly GM Report to be more uniform and useful. Highlights from the report include:

- We held our first W.A.Y (We Appreciate You) days celebration during the first week of March for staff.
- Completed the Arcata seating project out front near the plants. The tables are now put away due to COVID-19. While out, the tables were popular with shoppers and staff.

COVID-19

- The Directors team has been meeting several times a week and sometimes daily to share feedback and reassess response techniques based on CDC recommendations.
- In contact with GMs in other Co-ops sharing what they are doing.
- Listening to feedback from employees and shoppers which has been helpful and creative.

- Main efforts are focused around safety of staff first and foremost, as well as shoppers.
- Wages have been temporarily raised by \$1.50 hour for staff working in the stores and all staff are now getting 25% off instead of the usual 15% off.
- Curbside pickup is something we're seriously looking into.
- We're doing our best to replenish all out of stock items, including finding replacement products for those that are no longer available. We are looking into all options of how to keep the shelves filled.

7. Public Banking

Tabled until the next meeting.

8. Financial Bottom Line - reported by Barney

There was a small loss for P10. The first weeks of March (P12) broke all records for weekly/daily sales. We were not able to do an end of the FY inventory due to COVID-19. We believe our inventory would have been low with the large increase in shopping in March. We are still working on the FY21 budget.

9. Member Benefits Proposal - reported by Sean

Current member discount is 5% on one transaction of the members choice each month. My proposal is offering a 15% discount on one transaction of the members choice per quarter. Rationale behind this is that 5% isn't high enough for members to get excited about. We don't see as much engagement of that discount as we'd like to see. By increasing the discount amount it will encourage members to do a bigger shop to get their bigger discount. An increased discount could encourage more shoppers to become members.

Feedback:

- Can we have the option between using the 5% monthly discount and 15% quarterly discount?
- Low income shoppers are not able to make large purchases and it could harm them.
- A month is easy for people to follow but quarters can be confusing.
- We could poll our members online about the discount.
- People are on edge right now and any changes can be a trigger.
- If we hold off on this, we can figure out a bigger package of change for members. It would make sense to make changes in a coherent package.
- We need to look into transitioning the senior discount into the CAP program.
- It would be interesting to see how much member discount is given yearly.

It was decided to revisit a member benefits proposal at later time.

10. NCG Contract

Tabled until the next meeting.

11. Reserved for Removed Consent Agenda Items

None

12. Member Comment

None

13. New Business (items for next agenda):

- NCG Contract
- Public Banking
- Review staff directives
- Review strategic plan

ACTION ITEMS

- Kiya will draft a support letter for public banking in California.
- Barney will look into the amount of member discounts the co-op gave in the last FY.

Consensus reached to adjourn the April 2, 2020 meeting at 7:58pm and move into Executive Session.

Minutes by Emily Walter

**North Coast Co-op
Board of Directors Executive Session Minutes
April 2, 2020
Arcata Community Center**

Present at meeting:

Board Members: James Kloor (President/Treasurer), Colin Fiske (Vice President), Leah Stamper (*via phone*), Cheri Strong, Kirsten Lindquist, Roger, Laura Wright (Secretary)

Absent Board Members:

Approved Guests: Sean Nolan

No reportable action taken

Executive session ended.

Reported by James Kloor