



Member Action Committee (MAC)

Minutes – January 9, 2019

Ten Pin Building, Arcata

Present:

Board Members: Cheri Strong, Colin Fiske

Member-Employees: Emily Walter, Laurie Talbert, Kiya Villarreal

Members: Roger, May Patino

1. **Welcome:** At 5:33pm Laurie welcomed everyone.

2. Approve Minutes

Consensus to approve the December 2018 meeting minutes.

3. Member Comments

- Roger – I'd like to have the calendar of meeting dates at the bottom of the board agenda. It seems that for members attending recent board meetings wanting more signs in the stores that if it couldn't happen the way they wanted it to happen then it feels to them like nothing is being done about their request. The membership doesn't feel like what they think matters.
 - o Colin – the feeling of disempowerment is a problem in any democratic organization. I've been on both sides of it. People generally don't show up to meetings and when they do it's because they care about something. The fact remains that most of the time what a person wants to happen either doesn't happen, or not the way they want, or at a later time that they don't notice. The only way to make people feel like they're heard is to just do what they request, but that's not always possible.
 - o Roger – I have as much influence at others stores as I have at the Co-op. More and more people see the Co-op just as a store. Workers should be able to request time to come to meetings. I've heard nothing from the Union on what they want for the store and how to move forward. When the store is in crisis, it would be a good time for the Union representative to attend a board meeting.
 - o Colin – American labor laws tend to make the union and employers have a combative relationship. In other countries unions and laws are set up for interests to be inline.
 - o Kiya – can we explore more of the member-employee break for employees to attend meetings? We could have signs about the meetings on time clocks and have Department Heads remind employees.
 - o May – there should be signs up in store when the MAC meeting is taking place. Make an announcement on the sound system. Cashiers can let people know about the meeting. Make it as welcoming as possible.
- Roger – there doesn't seem to be a succession plan. Our store should look to having more people in the store ready if something happens to the GM.
 - o Colin – there is an emergency succession plan for the Co-op. It's an important topic. There is cross training, building a pipeline of people so that when people in senior positions move on, we can hire from within. We should make sure to have an effective method of developing internal talent.
 - o Cheri – hiring from within has created mentoring in the past. It went away for a while. It's back a bit now.
 - o May – it creates empathy for people when they understand how to fill in for other positions.

- Emily – a lot of time has been spent writing Standard Operating Procedures. We have a lot on paper. Maybe we need to spend time with the actual employees and make sure what's on paper makes sense and that there is some cross training, if that isn't already happening. We should see what plans are already in place.

ACTION: Laurie and Emily will work on signs for in the store. The next MAC meeting will be held on the mezzanine in the Arcata store.

ACTION: Add a succession plan item to the social bottom line agenda item on the February board agenda.

4. Employees at AMM

Tabled – not enough time.

5. Agreements

Roger and Kiya will write the MAC report.

6. Next Agenda Items

Employees at AMM

Cooperative work environment discussion (succession planning)

Underground member driven newsletter (announce this at the board meeting)

7. Roles & Responsibilities

Laurie will facilitate the next MAC meeting.

Next MAC meeting:

Wednesday, February 13, 5:30pm at the Arcata store mezzanine area.

Minutes by Emily Walter