

Silver City Food Co-op — Board Meeting Minutes
Wednesday, September 23, 2020 — 5:30 P.M. to 7:30 P.M.
via Zoom*

Present: Members Shanti Ceane, Gwen Lacy, Julianna Albershardt, Scott Zager, Emma McKinley, Tuan Tran, and Susan Golightly; staff Kevin Waters and Mike Madigan; Scribe Jo Lutz.

- I. Welcome / Membership-board discussion (5:30-5:45, 15 minutes)**
 - A. Approve agenda. Agenda approved by consensus with an added executive session to discuss a personnel matter.**
 - B. Directors' Announcements: none**
 - C. Members' comments: none**

- II. Old Business (5:45-6:00, 15 minutes)**
 - A. Approve August board meeting minutes:** tabled pending attachment
 - B. Concern Coordinator Update:** A member got in touch about weed patrol for Pope Street, MCC looking for organize a volunteer member day. Scott wants operations to help organize a work day. Kevin says they are not able to hire a landscaper that doesn't carry insurance. Snedicker's took the median clean-up on Pope Street. Scott wants operations to mail membership about volunteering. Mike says that the volunteer list consists of people who are good at popcorn Fridays. The board generally thinks the notion of hiring uninsured landscapers should be looked into, in the meantime MCC will move forward with coordinating a volunteer work day and Scott will tell the member who complained about weeds that it is being worked on.

- III. Committee Decisions and Announcements (6:00-6:30, 30 minutes)**
 - A. Member Connect (MC) Board Booth Proposal** approved by consensus: Susan has sent the banner to Bart at the Museum, who is working on it. Costs are negligible. Gwen wants to change some wording to be more positive. Mike says the canopies are over at Pope Street, Susan still needs key. Mike says there is a key at the front office at the co-op she can check out.
 - B. Recruitment, Orientation and Development (ROD) Committee Charter:** Shanti likes that Gwen has added two more optional board members, gives the board flexibility. The new charter is approved by consensus.
 - C. Board and Management Evaluation (BME) no meeting**
 - D. Finance Committee (FN) no meeting**

- IV. Monitoring Reports (6:30-7:15 pm, 45 minutes)**
 - A. Board Acknowledges B3** by consensus (Asset Protection): Most insurance policies and bank accounts have been there since before Kevin arrived. Recent addition of alarm system to the premises, still days away from going live. There are \$350k in inventory, plus cash on hand, so Kevin thought getting an alarm system was a good investment. The system they are able to afford is designed more for home use, but Kevin thinks it works well enough for the way the

buildings are. Susan recommends Dement Electric. Scott asks if remote cameras have been considered. Kevin says that cameras came with the system, but concerns were expressed and they were not installed, and he had that capability at past stores and it was not used. Scott asked about responding to an alert, Kevin agrees that is a good point. Shanti asks about an alarm about Pope Street, Kevin says there is not one. Susan brings up motion activated recording, and Gwen said that she had an incident and the police wanted surveillance footage. Kevin is exploring a monitored camera system with Comcast. Financial files have been password protected and appear to not be accessible by everyone on the network. All HR files are electronic.

- B.** **Board Acknowledges B7** (Communication to the Board) by consensus. We are almost \$148k over revenue budget for the year. We are still tracking slightly over budget for admin although we are chipping away. This relates to a large cost at the beginning of the year. We are not conducting inventory at the end of this month. Margin of last inventory was spot-on after last inventory which had waited six months, so Kevin is confident in inventory. Complication arises from travel restrictions from El Paso for inventory company. Shanti asks if it is still the case that basket size is contributing to revenue over budget. Kevin says NCG has not been releasing detailed information on where co-ops as a group are for sales. Generic statement said that co-ops are coming back, last statement had them down 1%. Kevin estimates that co-ops are up 1-3%. We are up 15% over last year, which is very strong. At one point EBT represented 50% of sales increase. That proportion has been falling, it is now 30%. Kevin is watching this number to make sure if something artificial is inflating this number, but we still have a 10% increase without EBT. Scott asks if the increase in new shoppers. Mike says we are seeing a considerable amount of new faces, it's hard to say if they are passing through or live here. Basket size decreased 10% from prior month, customer count increased 5%. NCG has disaster fund for climate-related disasters, but made decision to halt that due to COVID-19, and are using fund to help co-ops effected by wildfires in California. Information was put out about post-COVID trends that might be useful for remodeling. We received a call from New Mexico OSHA based on a call from an employee about a positive COVID-19 case that management had turned a blind eye. He gave them all pertinent info and OSHA was satisfied that we were doing everything to the letter of the law and no action was necessary. Vince was promoted to Bulk MOD. All-staff meetings have been replaced by smaller format. Emma asks if employees are tested regularly. Kevin says there is no organized testing, but there is an aggressively response protocol to symptoms or circumstances. Based on this protocol, at least ten employees have been off work seeking diagnosis, and zero positive tests. Shanti clarifies that employees are reimbursed for time taken off. What happened in the store involve rumor innuendo, maybe bad information. Kevin feels they are doing everything they are allowed to do, and is reluctant to start temperature checking employees when they start their shift. Emma says the efficacy of temperature checks is dubious. Kevin gives weekly written update to staff posted in the store about day-to-day news. Scott wants one too. Susan brings up electronic membership

renewal. Kevin says the reason this happens that way is because a legal document needs to be generated for equity.

- C. **The Board approves Simplified Business Solutions Proposal** by consensus: A new proposal for a floor plan from Seven Roots. Susan says she was disappointed in the current floor plan, it didn't take in a lot of things that would enhance the store. She thinks the deli should be more prominent. Shanti says that is the reason a new proposal has been sought, and is also trying to figure out how much of these decisions are board and how much is operations. Scott agrees with Susan, thinks it may be captured in proposal. Kevin says there was language about meetings with other stakeholder that include the board, and assures the board it will be a collaborative process. He adds that in addition to breaking the mold, he also wants to use a mold that has a proven record of sales expectations. Shanti asks if Kevin is comfortable with the expenditure on the floorplan. Kevin says it is a lot of money, but if it is done well it would be well worth it in sales, as well as Susan's concern about community area.

- V. Board Meeting Closure (7:15 – 7:30 pm, 15 minutes)
VI. Executive Session