

MINUTES

This meeting was held in person at the Co-op, 8/17/2023

Meeting started at 5:30 pm and ended at 7:30 pm

Board members present: Christa Hamilton, Kitty Love, Terra Marshall, Adam Bowers, Clare Schwartz, Jerome Smith

Board members not present: Andrea Burkins, Nick Fury, Lulu Edmonds.

Others present: Bobby Sullivan, General Manager (GM): Amy Zimmerman BOD
Assistant: Board assistant

Meeting Summary:

- 8/17/2023 Agenda, Approved
- 7/20/2023 Minutes, Approved
- Owner Comments
- Monitoring Reports B1, Approved
- Board Meal
- Committee Check-ins and Miscellaneous Updates
- Agenda Items Not Covered or Unfinished
- Additional Items for Next Month's Agenda

Approve Agenda

- Terra motioned to approve, Adam seconded. Motion approved.

Approve Minutes

- Kitty motioned to approve, Terra seconded. Motion approved.

Owner Comments

- Does FBFC has a dress code? Bobby: Yes, but we choose our battles. Adam: It's better to be vague if it isn't being enforced. Bobby: It's about time to update the employee manual.
- Kitty called KP Whaley at Asheville FM about the Recyclery. They have changed the language in their post and the social media comments have died down.

Monitoring Reports/GM Reporting

B1 Finance Condition

- Finance Condition. Business is up. The store is always packed. We've made improvements and changes like meat cases, two-door freezers. Tourism is helping us this year.
- Kitty: Would you consider raising wages? Bobby: Yes. It's best to do a little at a time. I'm looking at what other stores are paying. We did a bonus that was based on the hours they worked. The staff gets a 20% discount and can now buy cases at cost plus a dollar. We have no problem filling spots and are retaining people.

Questions/Answers

- *Can you provide where the NCG Benchmarks are published so that we can get a broader sense of how the Co+Op is measured against other stores in the Eastern Corridor & other territories?*

- Bobby: We get numbers from the eastern corridor by NCG. We're well above a typical small co-op, and this is just for the quarter. I have a presence on the sales floor every day, trying to figure out where there is stress or where we need more labor.
- *Does the board have a reserve policy?*
 - Bobby: That's up to the board. It's the same thing with restricted funds.
- *Where is the equity held?*
 - Bobby: It's just cash.
- *What's happening with receiving?*
 - Bobby: We have a staff member dedicated to receiving three days a week. It works well because he also pays the bills.

Discussion: B6 Staff treatment and compensation

- This report must be done after a survey. It was suspended for two years. Vote to send it back to Bobby to take over. The last one was 2021.

Staff Survey Ideas/Comments

- Columinate: what's a normal response rate on a staff survey?
- Incentivize: A reward if everyone fills it out.
- Have the Amy, the board assistant send it out.
- Have a management survey, too.
- Add a survey question about benefits.

Committee Check-ins and Miscellaneous Updates

- **Bios and/or Pics** needed for Clare, Lulu & Nick for webpage.
- **Testimonial:** Does anyone want to write a testimonial in the next two months? Christa, Jerome and Terra are thinking about it.
- **Crisis Fund:** Does the board want to research and start a savings account for staff emergency/crisis fund? Is this something we want to explore? Terra: I think so.
- **Board Attendance in bylaws:** Failure to attend any four meetings in any one year period or missing three consecutive meetings.
- **DEI Committee Planning:** Bobby: Is putting in the Columinate template in the folder for the next meeting.
- **Book Club:** We will put a hiatus on the book club so the board can do more projects and public facing events since we are getting close to the holidays.
- **Finance Committee Meeting:** These meetings happen every quarter on Tuesday a week before the monthly board meeting. All Board members can attend.

Agenda Items Not Covered or Unfinished

- Discuss Cultivating Food Justice: Chapter 13
- B6 Vote.

Additional Items for Next Month's Agenda

- B6 Staff Survey: Draft questions and discuss at September meeting.

Next meeting will be 9/21/2023 at 5:30 pm.
Amy Zimmerman, Board Assistant