

MINUTES

This meeting was through Zoom, 2/20/2025

Meeting started at 5:30 pm

Board members present: Terra Marshall (Co-President), Andrea Burkins (Co-President), Jerome Smith, Buffy Ford, Tricia Baehr, Jamie Carson (via Zoom), Clare Schwartz (Treasurer), Laura Ann Edmonds (Secretary).

Board members not present: Marielle Angell.

Others present: Amy Zimmerman (Board Assistant), Bobby Sullivan (General Manager), Sage Turner (Finance Manager).

Meeting Summary:

- Check-ins
- Owner Comments
- February Meeting Agenda, Approved
- January 2025 Minutes, Approved
- GM Reports
- Last Opportunity Items

Check-ins

Owner Comments

Approve Agenda

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

Approve Minutes

- Lulu motioned to approve, Buffy seconded. Motion approved.

GM Reports

- The BI Financial Condition
 - Will be voted on in March.
 - Q4 Financial Report, presented by Sage.
- Executive Limitations Monitoring Report: A. Ends Policy
 - Overall, the report highlights strong financial performance, enhanced staff compensation, growing customer engagement, and continued commitment to local sourcing and sustainability.
 - Will be voted on in March.

Last Opportunity Items:

- E&O Insurance: Bobby Confirmed that we do have E&O
- Discussion on DUFB fundraisers
- Audit Follow Up: Bobby thinks it is time and will discuss it with Sage
- Ownership discussion, talking points at check-out
- Satisfaction survey: Customer satisfaction surveys have been done, and we can do one again. Bobby wants to look into the CX survey program from NCG.
 - The CX Survey allows stores to capture post-transaction shopper feedback, measure satisfaction and improve customer loyalty.

The Board Moved into Executive Session**Moved to next meeting:**

- Vote for Ends and BI report will be moved to March.

Next meeting will be 3/20/2025 at 5:30 pm.

Amy Zimmerman, Board Assistant