

**Willimantic Food Co-op
Meeting of the Board of Directors
July 13th, 2023 7:00 pm – 9:00 pm, Webb Hall, ECSU Campus, Willimantic**

Directors Attending: Brock Alosky, Steve Bachiochi, Linda Brock, Matthew Coolbeth, Katherine Gavin, Alice Rubin. Joanne Todd & Niti Pandey

Absent:

Others Attending: Kimberly Montoya (scribe)

Call to Order: 7:06 pm

Agenda Item	Resolution
Members Speak Out	
- None	<i>Action: none.</i>
Consent Agenda <i>(no motion to approve required)</i>	
<ul style="list-style-type: none"> - Minutes of June’s monthly meeting <ul style="list-style-type: none"> • Approved - Committee Reports: <ul style="list-style-type: none"> • None as committees have been absolved now. 	<i>Action: none.</i>
New Business	
<p>Monitoring Report B.7 Customer Service & Value</p> <ul style="list-style-type: none"> - Alice gave synopsis on report. WFC scored the highest overall satisfaction in NCG’s Customer Experience Trends Report for April 2023 (92%). - Noted support of local vendors continues to increase (up 14% from prior year, local vendors up 29%) - Awarded LPFA Grant of \$34,700 to purchase locally produced food & \$1,000 for the labor to make 20 boxes/ week for the Covenant Soup Kitchen. - Continue to participate in & support Windham Community Food Network’s “Rooting Deep & Scaling Up” for a Regional Food System Partnership Grant from the USDA. Alice is on Local Purchasing & Aggregation Committee & Patty has been on the Fundraising & Advocacy Committee. - The NCG’s Basics Program required the co-op to carry Field Day packaged items. This has been a challenge as some of these products are not seen as sustainable, non-local, or contributes to waste. The co-op has requested an exception on these products; however the NCG’s expectation is that we carry a majority of them. 	<i>Action: motion to approve B.7 as compliant (motion: Todd, second: Coolbeth; abstain: Rubin) All in favor of approval.</i>

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<p>Monitoring Report D.2 Board's Job</p> <ul style="list-style-type: none"> - Bachiochi gave synopsis on report saying the board was compliant and only mentioned a few areas of improvement. <ul style="list-style-type: none"> • Member engagement in store and ways to collect member input still need improvement. • Board & Management to work to develop more member committee/activity opportunities. • The Executive Committee and GM should improve timing and process on bonus and salary decisions. • A board procedure manual covering the complex processes so that legacy knowledge is not lost. 	<p><i>Action:</i></p> <p>Update Evidence on item 2, as new GM was just hired.</p> <p>Schedule time Alosky & Todd to document Treasurer role & processes.</p> <p><i>Motion to approve D.2 as compliant (motion: Todd, second: Coolbeth)</i> <i>All in favor of approval</i></p>
<p>Member Benefits</p> <ul style="list-style-type: none"> - The Summer issue of The Compost had an article by Alice about Member Benefits there will be several information sessions as follows: <ul style="list-style-type: none"> • Grounded Coffee Company, 869 Main St, Willimantic: Wednesday, August 9th @ 7 pm & Friday, September 1st @ 7 pm • Library, September 9th @ 10 am • County Fair, September 30th - Considering sharing the financial detail related to the small amount the co-op makes from non-member pricing vs the large amount of money going out for the member discount. - Management is also considering looking at other food co-op benefits and what they are doing and if any of their options may fit WFC's members. - Next step after member information sessions and research will be to create a member survey to determine the needs of the members and how to move forward. 	<p><i>Action: Delegates from the Board need to be present at each event.</i></p>
<p>Old Business</p>	
<p>Member Engagement Committee: Discussion of Aims & Role</p> <ul style="list-style-type: none"> - The concept of this committee is that it does the legwork and brings feedback to the board to determine future action. - Further discussion will be made on this topic at a later date. 	<p><i>Action: none.</i></p>
<p>Board Retreat</p> <ul style="list-style-type: none"> - Manifest Station, Mansfield, Saturday August 12th from 9:00 am - 3:30 pm (continental breakfast at 8:30 am) - Morning: Discuss GM & Board relationship <ul style="list-style-type: none"> - Discussion will be based on how the board can best support Patty on her start and Alice as she transitions out of the GM role. - The goal is to create a strong collaboration. - Afternoon: Discuss how to interpret Ends Statements & How to break it down easily for the new GM to report upon. <ul style="list-style-type: none"> - How to best review member feedback to create a strategic plan that links back to the Ends Policy. - Coyote Flaco's, Mansfield, Saturday at 6:00 pm for the board to chat with Columinate Consultant as well as Kathleen Krider & Kirk. 	<p><i>Action: Board members to give Linda Brock a headcount for dinner attendance.</i></p>

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<p>Member Survey Timing & Focus Revisit</p> <ul style="list-style-type: none"> - This topic is on hold as management & board hold the information sessions. 	<p><i>Action: none.</i></p>
<p>DEI - Continuing the Conversation</p> <ul style="list-style-type: none"> - A committee of Alice & Patty, as well as Brock Alosky & Katherine Gavin has been formed to discuss the background & starting point, they will report back to the board on this. 	<p><i>Action: Committee will meet to discuss.</i></p>
<p>Transition Plan</p> <ul style="list-style-type: none"> - Alice discussed working with United Services as an interim HR service, pricing is good and contract will be signed soon. - With regards to The Compost the plan is to have the next articles orchestrated by both Alice & Patty, and the following articles will be by orchestrated by Patty only. - Todd brought up the reincorporation and how it fit in with the GM transition. It was decided that the reincorporation will be a separate item reported on monthly. - A formal Product Policy is in the works as part of the transition plan. This policy would help the co-op with challenges it is facing like the previously mentioned NCG 's Basics Program. If any items that came in were not in line with the product policy the co-op could more easily create an exception to not carry those items. - Board discussed whether it should be included in the Product Policy or whether that fell under store operations solely. It was determined the GM will report on the policy to the board, however, the board doesn't own the policy. 	<p><i>Action: none.</i></p>
<p>Store Report</p>	
<ul style="list-style-type: none"> - The co-op donated 10% of sales on Juneteenth to NWACP, the total donated was \$1,750. - The co-op also donated \$750 to Dollars for Scholars in Windham - The employees received their 2Q gain share (\$8,000), this is based on the team hitting certain metrics. The amount given to each staff member is based on hours worked. - Alice suggested the board approve the Gain Sharing plan annually for the GM. 	<p><i>Action: none.</i></p>
<p>Executive Session</p>	<p><i>None</i></p>
<p>Meeting adjourned</p>	<p>9:02 pm</p>