

Oryana Board of Directors' Meeting

August Board Meeting 8.26.21

Attendees: Colleen Valko, Kathy Baylis-Monteith, Holly Jo Sparks, Marty Heller, Chuck Mueller, Cy Agley, Laura Cavender; Steve Nance, CEO; Devin Moore, Education and Outreach Coordinator. Absent: Kaitlyn Burns, Chris Miller

Guests: None

Welcome: Kathy began the meeting at 5:33pm.

Agenda: Since Kaitlyn is absent, her update on Owner Engagement Next Steps will be pushed to the next meeting; minutes were approved by all members during the last meeting.

Board Calendar: There was a discussion about whether to discuss 2.4 Financial Conditions should be reflected upon in November. Steve shared that the critical reflection volunteer has been added to the appropriate month which will serve as a reminder. Also, Holly Jo stated that the perpetual calendar is up to date.

Public Input: None

CEO Report: Steve presented the Big Picture Report via PowerPoint. Currently, West has been remaining busy; 10th Street is slowing down most likely due to the bridge closures. Sales have slowed at 10th, but West is absorbing this softening. Year to date (YTD), total sales are over \$20 million. We are up 37.2% from 2020. Labor and wages are both lower because of staffing issues. We are at 9730 owners as of today. We have received some initial surveys and people are liking West! Steve shared that the current staffing issue is still impacting Oryana, as well as Traverse City as a whole. We are using our advertising budget to help HD to attract people to apply! Tomorrow Steve and his team will announce their new sustainable wage increase. This will get us to \$15/hour as a base wage.

OCIPS (Oryana Constant Improvement Projects): West's new front façade is now almost complete! We are still working on the Community Kitchen Project. There is a big sign project happening at West. The Green Grocer Initiative is occurring at West which will enhance the recycling and composting programs.

Oryana For Good/Trends: Steve shared some current grocery trends. Devin and Steve presented on the plethora of donations, promo, and Oryana for Good that occurred over the past month.

Monitoring Report: Financial Conditions 2.4: Steve briefly went over the report that was presented in depth to the Board prior to the meeting. He shared that the first quarter was below forecast. The second quarter was just slightly off target but better than the start of the year. He went on to say that they are working on improving margin, but this has been a challenge due to reduced culinary staffing and hours. He stated that the third quarter is looking positive, which is mostly due to low staffing. Cash flow and position are in a good place.

Holly Jo motioned to accept both Monitoring Report Financial Conditions 2.4; Colleen second:

The Board accepted the General Manager's Monitoring Report Financial Conditions 2.4:

Chuck Mueller

Chuck Mueller, Secretary

Critical Reflection on Financial 2.4 – Colleen

Colleen discussed how finances are related to every board meeting that occurs. After researching other financial policies and she decided that our policy is well throughout. Colleen stated that she would share the links to other policies to further Board education. After some discussion, it was decided that the Cometrics Tool would be a great future educational opportunity. Chuck went on to suggest that Board Members should reflect on the financials over time. Colleen then stated that there are nine things listed that the GM should not do related to the fiscal status of the co-op. She posed a question asking the Members to reflect on whether these nine things should remain or change. Holly Jo stated that we should look at the policy with a critical eye toward how it could be interpreted by someone other than Steve. Also, she thought we should consider metrics and peer comparison when viewing the policy. After some discussion, it was decided that a critical reflection of Financial Report 2.4 would occur in November.

Board Work Plan – Committee Reports & Assignments

Governance Documents Review working group update: There were no updates given.

Owner Engagement Next Steps: There were no updates given at this time.

GM Succession Process Review: There will be an email sent out by Laura regarding this committee within the next few weeks. There were no updates given.

Recruitment and Nomination Committee: Cy shared that tricky schedules and plans made connecting with Colleen challenging. He added updates and emails together for candidates into SharePoint. He shared that they were wondering if open nominations should remain or should we pick and choose the most qualified candidates. The messaging currently is a little vague. He opened this discussion to the rest of the Board to reflect and decide on. Colleen responded saying that this conversation is necessary but requires more time. Delaying this chat will not impact recruitment efforts beginning in September. Steve did follow up saying that the mass number of candidates in 2021 was confusing for owners. He went on to say that many larger co-ops have a vetting process that makes things easier for Board Members and owners. He followed up by suggesting that the committee should research this further. Then it will be **added as a future agenda item** to discuss with the entire Board at a later date. This was supported by the rest of the Recruitment Committee.

Executive Committee: Holly Jo shared that delegation was the focus of this month's meeting. Chuck wrote the newsletter piece this round and Kathy facilitated the meeting this evening. Colleen facilitated this month's reflection. Colleen, Kathy, and Holly Jo reorganized SharePoint. Colleen further discussed the changes to SharePoint. She shared that she wanted to create a more accessible homepage. This was intentionally designed to create easier navigation to frequently visited pages and folders. Also, there is now an area for events and birthdays (hint: add your b-day!). She shared that you can also add a photo to personalize your profile. These changes were to promote engagement in SharePoint. Please strive to use file naming convention of YYYY-MM-DD along with a good description of your document when adding to SharePoint.

These updates will remain on the agenda in future meetings.

Upcoming Events: Columinate CBL 101 is coming up in September. September is also Owner Appreciation Month. October is Co-op month, and Jon Steinman will be visiting to celebrate once again! There will be a leadership, owner, and Board engagement activity. Also, La Riojana will be hosting virtual events in October as well. Stay tuned!

Chuck hopes that the Board finds a way to engage the community in October for Co-op Month. He suggested that there be promotions related to this effort added to the Record Eagle or collaborative efforts made with other co-ops. He will meet with Rose Marie and share the insights with the rest of the Board. Steve stated that there are multiple ways we could connect with other cooperative businesses and that there is an owner equity article that we could share with local publications.

Public Input and Announcements: None

Meeting Minutes Review: Colleen motioned to accept the minutes; Marty second.

The Board accepted the August Minutes:

Chuck Mueller

Chuck Mueller, Secretary

Adjournment: Colleen motioned to adjourn; Cy second. The meeting adjourned at 7:11 pm.

Next meeting: The board next meets on September 16 at 5:30 p.m. in a hybrid format.