

Board of Directors' Meeting

January 16, 2020

Approved Minutes

Present at the meeting: Jim Dagwell, Kathy Baylis Monteith (via phone), Chuck Mueller, Colleen Valko, Holly Jo Sparks, Kaitlyn Burns

Absent: Laura Cavender, Chris Miller, Rebecca Teahen

Oryana: Steve Nance, General Manager; Stephanie Mathewson, Marketing and Communications Manager; Wendy Walter, Human Development and Finance Manager

Guests: *Celyn Sparks, Tom Slater (Owner)*

Welcome

Jim Dagwell convened the meeting at 5:47 pm.

Additions or Changes to Agenda

The agenda was reviewed. Steve asked that an item related to banking business be added.

Minutes from the December meeting were approved by email.

Board Calendar

The Board reviewed the upcoming Board calendar. There were no changes.

Public Input

There was none.

GM Report:

Steve Nance

Big Picture

- December ended up 2.43%. The busiest day of the year was 12/23/19.
- 2019 finished up 2.45%, a bit off from our goal of 3%. This was strong considering the closure of 8th Street during the co-op's busiest months.
- Labor came in under budget.
- Oryana is currently rating at 99% overall satisfaction in their mystery shopper reports.
- We ended 2019 with 7,052 Owners and the number continues to go up.
- Currently January is up 1.37%.
- Labor is trending up, but includes the 2019 bonuses paid out to staff.

Trends

- New 'nanostores' are popping up in Europe utilizing old shipping containers.
- TART Trails is looking to fill a funding gap for the Boardman Lake Trail Loop. Oryana is in talks with Tart to help.
- Horizon Books is closing in downtown Traverse City.
- CCMA will be happening June 4-6 in South Dakota.
- The North Boardman Lake District is still working toward becoming part of the DDA.

OCIPS (Oryana Constant Improvement Projects)

- Oryana added a new logo sign at the top-most point above the East Entrance (it can be seen from the library!)
- Next week the East Entrance will be enclosed with a second set of sliding glass doors to help with temperature control and cover the cart parking.
- The Bulk Department was fully reset last week for easier shopping and stocking.

Oryana For Good: Stephanie Mathewson

- Oryana offered a new, unique Fire Cider Cooking Class with a local herbalist.
- A Hormonal Balance educational talk with local practitioner Carol Bell for next week is already full at 45 attendees.
- Oryana has been hosting Health Tours every Tuesday in January and attendance has happily surprised us all with 45+ people each week so far. These have been promoted in the Ticker and Record Eagle and have drawn in a lot of people who are new to Oryana.
- Laura will be an instructor at the NMC Festival of Foods.
- Ownership will be the main focus of marketing for February.

Monitoring Report

Monitoring Report: 2.0 Global Executive Constraint

Steve introduced the written report that was provided to the Board by the GM. The report confirmed that the Board has accepted and approved all 2019 deliverables from the GM.

Chuck commended Steve and thanked him for his work for the co-op over the last 10 years.

Motion to accept

Monitoring Report: 2.0 Global Executive Constraint

Action: Colleen moved. Chuck seconded.

The Board accepted.

Monitoring Report

Monitoring Report: 2.7 Emergency GM Succession

Steve introduced the written report that was provided to the Board by the GM, with written contribution by the Human Development and Finance Manager, Wendy, in their packet.

Motion to accept

Monitoring Report: 2.7 Emergency GM Succession

Action: Kaitlyn moved. Holly Jo seconded.

The Board accepted.

Board Retreat Discussion

Jim Dagwell, Board President & Steve Nance

Jim provided a draft agenda for review.

Rose Marie, the Board's Columinate consultant, will be letting the Board know if there is any preparation that needs to be made prior to the meeting.

Committee Report Out: GOM

Stephanie Mathewson

Stephanie asked for approval from the Board for the date and location of the 2020 General Ownership Meeting. The Board agreed to the following date and location:

Thursday, April 23, 2020

Central High School Cafeteria

Stephanie will email Board Members to ask if they would like to participate in the GOM planning process alongside staff.

Meeting Review: next meeting date, time and agenda

There will be no February Board Meeting as the Board will be attending an annual Board Retreat. Next meeting will be held on Thursday, March 19 at 5:45 pm in the Oryana Meeting Room.

Public Input and Announcements

Tom Slater made some musical suggestions and recommended Nature Has a Remedy as a great book about health.

Agenda Addition: Authorization of Board President as Financial Signatory

Steve Nance

Oryana is interested in refinancing with a local bank and contracting with them for local business services. Steve asked that the Board vote to allow the Board President to sign mortgage documents on

behalf of Oryana. There will need to be an anonymous approval, so an e-vote will be administered to reach all members if needed.

Other Business:

Kathy asked if she could address the Recruitment/Nominations process and contact member for potential Board Candidates that appeared earlier on the agenda. Colleen said she would be happy to be the Board Contact for potential Candidates.

Colleen confirmed that when applications come in at the end of the month, they will be shared with the Recruitment/Nominations Committee for review.

Meeting Closed

Jim adjourned the meeting at 6:52 PM.