

Frederick County Consumer Cooperative
Board of Directors Meeting
June 23, 2022

Board Members Present: Megan Schneebaum, Mary McKelvie, Toby Schermerhorn, Juan Ducos, John Beutler, John Clarke, Armando Martinez, and Joe Eastwood

Board Staff Liaison Present: Joe Asim

Board Member Absent: Alecks Moss

Staff Members Present: Román Diaz, Sarah Lebherz, Blair Barnes, Nick Fitzpatrick and Harrison

Kent The meeting was called to order at 6:08pm by Megan Schneebaum via Zoom.

Food for Thought: A Speaker Series

A 20-minute YouTube video called “What Everyone gets Wrong about Farm Work” by Yara Elmjouie

Approval of Agenda

The meeting agenda was approved. The May meeting minutes were approved.

Consent Agenda

A total of 4 Owner refunds were submitted - all were from Owners who are moving. The Board approved the Owner refunds.

Monthly Financials

Sarah reported the monthly financials for both April and May. Highlights from the reports included: • **7th Street Store**- 2.8 million in sales (9% sales growth)

Net income loss 4.32% of sales

- **Route 85 Store**- 1.68 million in sales (15% under last year)

Net income loss 6.51% of sales

- Both stores consolidated- 1.5% below sales volume

GM Monitoring

B5- Communications and Counsel to the Board

- B5.1- All reports were submitted on time

Policy Compliance- Some benchmarks were out of compliance

- B5.2- Non compliances = B3 partial compliance, B2, B9 and B4 all in partial compliance

- B5.3- Reports presented on time

Data shows compliance- all monthly reports presented by GM

- B5.4- The general manager does not see anything out of compliance

- B5.5- No out of compliance report, no data for survey

- B5.6- This information has been submitted to the board via GM

- B5.7- All in compliance

- B5.8 GM has submitted information to the board

- Signed contract with Instacart- still will be doing curbside
- CX customer service survey will start in July

- New price initiative to start in August
- Loco for Local event on July 30th at Route 85 store
- August bonus discount promotion for owners

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- Food tasting for the holidays in November/December
- 2nd Anniversary for 7th street store in September

John B moved to approve GM Monitoring B5 Communications and Counsel to the board, Mary M seconded. All voted in favor to accept the report. Alecks Moss was absent.

Product Mix Plans

Román presented a proposal for product mix changes. The purpose for these changes is to be more accessible and inclusive to the community. We want to offer better prices and affordability for everyone in our community. We will be expanding our product mix to appeal to a wider range of customers. A letter will be going out to all our Owners explaining the new initiative.

Staff Board Liaison Update

Joe A. says he has gotten a lot of feedback about having active shooter training. • This is something we spoke about at our last lunch with leadership. Román, Roger and Blair will be working on an active shooter training for employees

Román followed up with last month's employee comments

- Lack of response for Admin on weekends and holidays
- Employees should be allowed to use admin bathrooms
- Employees should not have to ring the doorbell to gain access to HR
 - Román stated lots of the admin work is done during the weekday. Admin helps with a lot throughout the day. Admin stays for inventory, helps during holidays, helps with bagging during busy periods. Last holiday (Memorial Day) over half the admin staff worked that day as well as store management.
 - We will be providing open access to the admin office Monday-Friday 8am-4pm. Loss prevention prevents 24-hour access to admin office due to confidentiality reasons.
 - HR response has been the best it has been in a long time. HR is always willing to speak with employees and pretty much has an open-door policy with staff
- Román would like to have names on the comment cards so that he can follow up directly with staff about their concerns or ideas.

Staff Department Focus

Harrison Kent, the Front-End Manager at the 7th street store presented updates on the Front-End department. CX customer service survey coming up in July will help gain customer perspectives on different aspects of the store. It will allow us to get a true feel from customers about products, customer service, store conditions, etc. Harrison has been working closely with Sue (recruiter) on hiring initiatives and recruiting for the department. Harrison's biggest on going challenge would be making sure staff are putting customers first, reinforcing customer service basics and retraining staff with direct on the floor training for a better learning experience.

CCMA Wrap up

- Román - Enjoyed hearing about the importance of the role of Co-ops. He learned about ideas on keeping the Co-op fresh and moving together at the speed of trust. The CCMA participants were a mix of people from all over the U.S.

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- Armando- this was his first time he participated in the CCMA conference and although he walked in blindly it gave him great perspective on Co-ops. He realized our Co-op is doing a lot of things right regarding the systems we've built and relationships within the market. He enjoyed the merchandising tour and getting to know others from different Co-ops.
- Toby- Overall had a great experience. Toby enjoyed creating relationships and the diversity trainings.
 - Megan- Really enjoyed the indigenous people talk and diversity training.

Board of Elections and Calendar Changes

- Candidate packet deadline moved to June 13
- Open Board nomination period- moved to end of July
- Info Session 1- July 12th 6p-7p at Route 85 location
- Info Session 2- July 16th 11a-12pm at 7th Street location
- Application deadline- July 22nd
- Board reviews applications on July 28th
- Ballot packets mailed August 15th. Paper ballots will be available to those who need • Meet the candidates August 18th 6pm-7:30pm at Route 85 location

Board Monitoring

- D6- Board Committee Principles
 - No changes in wording
 - Toby- How many different committees? We don't seem to have many committees.

DEI Update

Next meeting July 11th at 12:30pm via Zoom. All are welcome, register on the Common Market website to receive link

Upcoming Food for Thought Speaker for July: Lacy Walker- Fox Haven

Odds and Ends

- Green Committee
- Lunch with Leadership (7/14 @ Route 85 & 7/21 @ 7th street)
- Instacart- Just signed contract- still will be doing curbside at 7th street
- CX customer survey- will start in July
- Owner Drive
- Loco for Local 7/30 @85 10am-2pm
- Board lunch 6/24
- CBLD - Training Calendar (Board Presidents Roundtable - 7/10, CBL 101 - 7/16, Advanced Finance Topics - 7/27, Navigating GM Compensation & Eval Process - 8/10, Diversity: More than a Number - 8/17)

- *Spoonful*
- Envision Frederick
- MAFCA - September 11 at 7th street
- *The Beet* planning
- Good of the Order

The meeting was adjourned at 9:06pm