

**Bloomington Cooperative Services**  
**Board of Directors Meeting**  
**07.07.2022**  
**Farmstop 6:30-9:30**

**Board Members in Attendance:** Pam Weaver, Isabelle Daellenbach, Tosh Lewis, Corbin Baird, Stacey Giroux, Liz Barnhart, Brianne Jamerson

**Absent Board Members:** Bobbi Boos, Jeff Goldin

**BCS Staff in Attendance:** Dee Bohler, Phil Phillipy, Jaime Weaver

**Kelley Fellows in Attendance:**

**Guests in Attendance:** James Morell

1. Preliminaries
  - a. Ends Statement
  - b. Announcements
  - c. Review Board Calendar
  - d. Review Action Items
2. Consent Agenda
  - a. Tonight's agenda
  - b. Minutes from 220602
    - i. proposition to alter the meeting minutes from June in order to edit the lender repayment wording, using Bobbi's recommendations
      1. Giroux approves, Baird seconds, approved
  - c. Ownership cancelation request memo
  - d. B7 communications
  - e. Expansion reporting for B policies
  - f. May financials
  - g. Committee minutes
    - i. BCCF update
    - ii. Finance
      1. propose to change finance minutes date from 2003 to 2023 for the date
      2. Giroux approves, Baird seconds, approved
    - iii. OMCC
    - iv. Education
    - v. Annual Meeting
3. Member Comments - None
4. GM Monitoring and Reports
  - B7 - Communications Report
    - a. Road closures around the East store began at the end of May. Removal of the mask mandate happened at the beginning of May. These changes can help to understand changes in sales.
    - b. City not has not approved signage, though we are working to resolve this issue.

- i. Yard signs are alright to use so those will be going up until another solution is found.
- c. Staff is back up to pre-covid numbers.
- d. CAT surveys went well over two weekends during June.

#### B2 - Business Plan

- a. Multi-year plan, some goals have been dropped, some added.
- b. A lot of marketing changes are currently in progress, including the hiring of a new Marketer for the team.
- c. Some progress has been made regarding the HR department.
- d. Waste production / improved operations -
  - i. No new beverages in plastic containers. Existing plastic bottled products will remain, but going forward we will be favoring non-plastic products when bringing in new vendors.
- e. There was some discussion of adding the sustainability measures already employed to the website.
- f. An idea for switching from paper bags to boxes was discussed because boxes take up a lot of space, so maybe having people donate their reusable bags for others to take would be another alternative.
- g. Compostable bags are employed in the stores for fresh greens and vegetables.
- h. Could potentially open up a position for coordinator of vendors; there may be a grant we could apply for. The coordinator would be responsible for gathering more local vendors.
- i. Some discussion was had around offering a resource for people to open up their own businesses, like a training event or online resources available for people to learn how to bring their products to market.
- j. There are currently fewer local products at the West store.
- k. The idea of selling input products at cost to vendors so the vendors can price finished products more cheaply might help bring in more local products - especially to center store.
- l. There is no document which bridges the gap between where we are in the policies and where we would like to be in our vision.
  - i. The possibility of establishing a new vision statement that more-clearly articulates goals related to the Ends Statement, was discussed.
  - ii. Weaver proposes we continue the vision process started prior to COVID.
  - iii. A finalized vision statement could potentially be factored into East store plans and could be discussed at the Fall board retreat.
- m. Brand guide toolkit will be a “go-to” of standards so that brand statements hold specific elements and nothing else (aka, official colors, fonts, etc.)
- n. Where is the crossover between committees and GMs?
  - i. Up to GMs to ask the board for input regarding those factors they want help on
- o. It was suggested that the GMs consider the board as a partner for promotion of new ideas
  - i. restarting newsletter and OMCC goals

- ii. reinforcing the communications between marketing and members
- p. B2 was approved through the decision tree

#### East Flowchart

- a. There are no dates or a timeline on the project as of yet.

### 5. Education

#### James Morell from Columinate on staff surveys

- a. Independent consultant group
- b. Columinate means - Co-ops working together to light the way forward.
- c. Surveys represent satisfaction/workplace experience, providing accurate non-anecdotal data from the staff
  - i. strengths and weaknesses of employer in the eyes of employees
  - ii. how the staff experiences the co-op
- d. Operationally we can take information from surveys and put that knowledge to work
- e. The questionnaire ranges from strongly agree to strongly disagree with weighted values (1-5)
  - i. measures perceptions not facts (opinion survey).
- f. Once they have data from the survey, the GMs, HR, and other management can interpret that data vis a vis how the workplace can be improved.
- g. The survey is a snapshot of time and is not meant to represent long-term perceptions of the workplace.
  - i. Present context, present conversation, should not be referred back to. Rather, a new survey should be taken when new data is necessary.
- h. Use of standard deviation is employed in order to establish whether there is a general consensus or a wide diversification on opinions.
- i. Compilation of data allows us to compare with other similar organizations.
- j. Engagement scores - questions related to human needs (unable to use skills, etc.)
  - i. Are the staff members fully involved, enthusiastic, and committed to their work
  - ii. Does staff feel empowered to make a difference, are they feeling recognized
- k. Survey answers are compiled into categories in order to quantify any specific category
  - i. themes within questions are grouped together in order to take a snapshot of specific areas of the stores respective areas
- l. Trends with how different people within the organization are experiencing the workplace are established.
- m. For purposes of anonymity, the survey administrator assigns key codes to each team member; facilitators do not know which code has been assigned to which staff member, only which codes have been used per survey.
  - i. The administrator is able to follow up with codes who have not completed the survey without having to involve the facilitator
- n. Columinate will create a summary presentation which talks about overall themes and results. The GMs can use this summary to present options for next steps to the board, either separately or in the appropriate policy response. The summary and

follow-on plans can also be presented to the entire staff in order to show that their opinions are valued and what came of their participation

- o. The question was asked: is the survey separated into categories including demographics?
  - i. Seniority is taken into account and other demographic information can be factored in if desired
- p. High levels of participation are required in order to make sure a full range is being included in the data, so the Columinate administrator will continue to solicit responses until at least 90% have participated. If someone doesn't participate, you don't know why they did not, which leaves gaps in our knowledge.

#### 6. General Business Items

Self-monitoring: C, D2, D4

C - We now have enough candidates running for the board

- a. C policy was approved through the decision tree

D2 - point 1 may be too vague in terms of what the word "performance" means

- a. if the B policies are accepted as in compliance than the GMs performance would have to be identical to the organizational performance
- b. If we decide we do not like the interpretation of a policy we need to follow up with whether or not a proposed change happened or is there a plan for change?
- c. Policies and ends shouldn't be separated from goals and aspirations, how can we find a place for aspirations within the policies?
- d. D2 was accepted as compliant through the decision tree with a plan to revise wording on point 1 within the policy.

D4 - What does the word "reasonable" mean in the context of this policy?

- a. If we develop aspirational goals, could that clarify the definition of reasonable?
- b. D4 was accepted as compliant through the decision tree.

C1 - Director Evaluation

- a. C1 was accepted as compliant using the decision tree
- b. The policy seems squishy/abstract, so discussion followed to generate ideas for improvements:
  - i. Re-adding a parliamentarian role who could also act as sort of an MC/facilitator at board meetings.
  - ii. Having aspiration/vision show up within the data for each policy. If a policy isn't contributing to an End then it should be changed and/or a plan made to bring it in line with the Ends.
  - iii. Having warm up questions or icebreakers to share any Ends achievements board members have witnessed during the month.
  - iv. Explore new ways of running the board in order to create a more effective experience
    - 1. Potentially switch to one self-monitoring policy per month vs doing them quarterly
      - a. The board was in consensus to make this change
    - 2. Having a more enjoyable board meeting through the use of "get-to-know-you" activities

D5 revisions - removing #5 will be added to the consent agenda next month

The gender neutral version of the Policy Register will be added to the consent agenda next month

Staff wage ad-hoc committee proposal

- a. This is essentially a data gathering team which can hopefully supplement data already gathered by the GMs
  - b. Is an ad-hoc committee the correct step for exploring the vision of fulfilling the ends?
    - i. fact finding regarding an aspirational purpose
    - ii. having the information will be beneficial no matter the timeline
  - c. This would be an opportunity to have a conversation with more members that may or may not change anything.
  - d. Revisions to the charter are needed in terms of moving some of the members (Thane and staffers) into a separate Advisor category.
  - e. The revised committee charter will be added to the consent agenda at the next meeting.
7. Committee Reports
- a. Perpetuation - We have eight people who have submitted packets to run for the board
  - b. OMCC - The open house will be September 24th. There is a follow-up survey being prepared to see how the Buddy Program went. The group discussed the possibility of more tabling events.
  - c. Annual Meeting - Will be October 20th outdoors in the street next to West
  - d. SNAP - We got the grant and are working on the project manager job description
  - e. Staff/board relations - the staff party on July 4th went well
8. Closing

Weaver moves to adjourn, Girox seconds, The meeting was adjourned at 9:36pm.

### **Compliance Review - What was not in compliance and why**

- a. All policies were found to be in compliance.