

**Daily Groceries will be a welcoming place to shop and work. Intentionally sourcing food; nourishing a kind, engaged community.**

- Daily Groceries Co-op - Board Meeting-Mon. April 13 5:00 PM - Virtual/Conference Call

In attendance: Kara Brown, Heather Frayer, Will Hodges, Landon Bubb, Liz Solomon, Tom Reynolds, Amelia Herb, Theo Horne, Sage Rios

I. Approve Meeting Agenda

Will approves. Tom approves, Liz approves

II. Approve Minutes From March 2020 Meeting

Landon motions to approve; Tom seconds.

III. GM Report

B. **GM Monitoring** Policy B4 Membership Rights & Responsibilities

- Not compliant with member voting and attendance growing year over year
- Kara recommends revisiting this operational definition in the future; perhaps a percentage benchmark instead of a number
- Not compliant, with the chart on page 2
  - Member participation in board elections and meetings has been decreasing
    - Could be due to a lack of understanding of the democratic responsibilities
    - Lack of awareness of what a cooperative is and its function
- We need more member participation
  - Only 13 people voted in the election
  - Liz states that people are still not sure what their benefits are
  - Kara suggests giving percentage of sales made by members
- Room for the board to experiment with
  - Kara suggests changing the indicator from number to percentage
  - How do we instill the rights of membership. People understand the benefits of discounts and community but lack the understanding there are also rights in participation
- Will motions to table this, Tom approves, Liz seconds

A. General Manager Updates

- Kara suggests a customer survey
- Journalism students are reaching out to Daily
  - Most of them are asking how is Daily coping with this pandemic
  - Daily Groceries and Collective Harvest was mentioned in the Red & Black
- Employees
  - 2 employees are off the schedule indefinitely until the pandemic is over
  - Sending lost hours to the DOL
  - Possibility of tax credits from Paylocity

- All-Staff Meeting
  - Discuss how to pick up our efficiency with curbside pick up
  - Very positive
  - Kara wrote up a permission slip for employees so that they would be able get to and from work
  - Daily Change now includes Daily Staff
  - Open on Saturdays now
  - Not sure how long we will be able to stay curbside
  - Currently: getting ~100 orders/day but sales are low because of the steps of getting people to pay and pick up their groceries
    - Weekly sales goal: 30,000 a week
    - Basket sizes are doubling
    - The labor is high
    - Trying to keep in people's shopping habits
      - Liz suggested paying online
      - Liz brought up the 72/hr wait is considered problematic for people who only want a few groceries
      - Our technological capabilities are limited due to our lack of an IT department; costs for getting to shopping and paying online through POS prohibitive
    - Trying to adjust inventory on the fly
      - Perishable items are getting tricky to navigate
      - Deli's future is a little uncertain
      - Reduced bread delivery
      - Still feeling out pars
      - Daily's inventory service company cancelled on us, so 1Q inventory not done
    - March Sales were high! Up 31%
      - Basket size is up
      - Transaction count lower
    - PPP with Synovus
      - This will cover payroll, rent, and utilities with this for 2 months
      - Will asked about the amount that Daily qualifies for
    - Applied for EIDL
    - In good communication with landlord
  - Kara is in contact with NCG
    - Virtual meeting on April 22nd and that will be decided whether Daily is grandfathered in
    - Hopefully in May, grocery prices on staples could be coming down
    - NCG cancelled their summer conference for grocery managers
- Liz asks if there's any staff willing to work with customers who have smaller baskets?

- We can't at the moment because we can't operate curbside and have customers shop.
- More labor hours
- Tom asks if Daily can open later? Thinking about peak alcohol sales.
  - It's hard to gather enough local information
  - Under normal times our peak is: 3 p.m. -5 p.m.
  - In the shortening of hours, Kara is concerned about overworking staff.
    - More emotional and mental labor
  - Kara is considering splitting Daily's schedule in two
    - Wants to let customers in the store again
- Liz is concerned about the high labor and low sales
  - Special orders are up
  - Produce and grocery sales are up
  - Kara is concerned about the supply chain / problem stores all over are dealing with
    - The produce department is experiencing this
      - Problem: In California, there are not enough people harvesting produce to be shipped
- Will asked about the feedback for curbside
  - Pretty positive! Some customers are disgruntled about the 72-hr wait
    - Daily is operating faster than chained grocers
- Landon suggested meal kits / meal packs?
  - Tom suggested working with the Grit on putting this together
- Will Daily continue doing the curbside after this crisis?
  - Curbside could continue but it would be capped
  - This could be a service that could be an additional profit / \$10 service charge in the future
- February was \$11,000 profitable

#### IV. Board Report

A. Vacant Board Seat Update B. Board Turnaround Policy Discussion (Draft Included) C. Board Policy Monitoring Discussion (If needed) [Review Policy C3 Agenda Planning](#)

- No other applications (Ben Landes still pending and Stephanie Raines won't be able to)
- Policy C3, allows the GM more time during crises to focus on priorities and the board more responsibilities
  - The board is able to place a timeline
  - The board is still able to check in with the GM
  - Kara does not think its necessary for May but may be worth considering for June

#### V. Member Forum

- Call for executive session

#### VI. Misc

- Next Meeting May 11

## VII. Executive Session