

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. September 14th 5:00 PM - Virtual/Conference Call

In attendance: Kara Brown, Hether Frayer, Will Hodges, Tom Reynolds, Amelia Herb, Sage Rios, Theo Horne, Abe Bocinec, Landon Bubb, Liz Solomon, Caroline Singletary, Diane Ehlers

I. Approve Sept 2020 Meeting Agenda

- Tom motioned, Landon seconded, approved

II. Approve Minutes From July and August 2020 Meetings

- Motion from Tom to approve the minutes, Liz seconded, none opposed

III. Check In - "Around the Room Chat"

- Tom - "Don't get me started"
- Kara - discussed packed agenda, lots to talk about today (board elections, thinking towards the end of the year and how we will proceed)
- Theo - seconds what Kara said, staying busy, lots coming up in the next few months, namely the election, the member meeting (trying something new), busy but excited
- Landon - very mixed bag of emotions, everything is on fire; there is a lot going on in the world, loved seeing Sage at Daily
- Will - it's nuts out there, frustrated by people being rude to service staff, part-time teacher now to the kids since they're staying at home
- Amelia - cutting hair on porches, loving being outside for that and having Georgie around
- Caroline and Leo - having a good time
- Liz - had a lot of positive things happening, difficult to celebrate in a normal way but nice to have some positivity

IV. GM Report

A. General Manager Updates

- Theo is getting more engagement every day on board elections
- Instead of a member drive we will do a member appreciation month (Theo and Kara will work out a basket discount for every month in October)
- Online voting primarily, but ballots will be available at the store
- NCG promotional calendar is almost fully on board and done, Co+op Basics is active, got coupon imbursements

- AB monthly promotions coming up, flyers are here with promotions on them from NCG
- New member coupon sheets are now available to new members immediately
- Daily change recipients for September were just listed
- HR - down to 16 employees, all are active
- Hesitant to hire right before the winter holidays, seeing as December will likely be slower than ever (there are applicants though)
- New fresh manager internally filled
- Planning Sunday Sept 27th third quarter all-staff meeting; Jo Barnes will be involved
- Alcohol license shouldn't be too onerous this year; need to renew it but it may not be the full fee
- There have been several food recalls, but only affected by one at Daily (unlisted ingredient issue)
- New cooler in the store for deli items (way more space now for sammies and sides)
- Where deli cooler used to be is where online orders are now stored, so the cooler is the solution to that (bought used from local vendor)
- What's next for us - current set-up has plateaued - this will be discussed in the all-staff meeting Sept 27th
- We are in a better position to up amount of customers in the store slightly, starting with opening the doors more and having more air-flow in-store
- Next step feels necessary for the customer service side of things
- Idea is to open the store up enough to let them shop their own produce - will make customers more happy and will be easier on staff. Drink cooler would also be accessible to shoppers.
- Timeline - enact the new plan after third quarter inventory (October 1st)
- In the current climate sale growth is unsure no matter how we choose to operate, but we need to continue to adapt
- Numbers for August are still trending the same decline year after year, but more importantly this August it is up from this July
- Still achieving margin goals even with lower sales - everyone is doing great keeping things stocked and filling orders
- Net income for the year is still negative, but coming loan will increase those numbers (\$59,000 will be forgiven due to current understanding)
- If government releases new stimulus package for payroll we will apply
- On budget for all other items; payroll is biggest expense
- Board application deadline is next Monday, hopefully ballot can be opened on the 25th and voting can begin

B. GM Monitoring - B6 Staff Treatment

- Reported compliance with some parts of this policy last year; first part of policy is the same as last year

- Aiming to do another staff survey by end of 2020 for more up-to-date data
- Anonymous survey was conducted last year by the hiring committee to redo the employee application
- We continue to work on safety, especially in the backroom
- Facilities checklist is much more detailed than in 2019
- Staff turnover - lots in 2018 and 2019, we were an organization in transition; in 2020 we have had the lowest turnover in many years (36% improvement over 2019)
- All policies have been reviewed by a third party (Jo Barnes)
- Subpolicy 1 - compliant (one part of non-compliance - people said they understood the dispute policy but did not agree with it)
- Subpolicy 2 - compliant
- Subpolicy 3 - compliant
- Policy does not call for another HR audit for at least another 3 years
- Subpolicy 4 - compliance with some parts
 - The wages and benefits subpolicy - what is fair for employees and our region as compared to other co-ops and other businesses like us in Athens
 - Livable wage calculators - MIT and NCG calculators were used
- April 2020 - payscale was updated (Daily pay became better than average in comparison to similar jobs in our area)
- 12-39 hours a week average for all employees, average weeks time over the year is 27.85 hours a week (includes spans of hours work, PTO, sick days, etc.)
- Equity and benefits - not compliant last year as well; one manager and GM has health insurance - currently GM is only person on salary - this is a remnant of a previous system when more managers were salaried
- Employees averaging over 30 hours a week and raising wages were goals for 2020 - raises wages was achieved
- March 2021 insurance policy will renew and it will be offered to people averaging over 30 hours a week
- Membership match program for staff instituted in 2018 - at least 3 staff currently take advantage of this
- Through NCG we have access to free online webinars (Co+op U Program)
- Regular employee evaluations for first 90 days and then yearly (resets if employee changes positions)
- First quarter of 2020 exceeded internal metrics - staff profit-sharing kicked in during this time
- Proposing increasing target store margin to 40%

- Going forward Daily wants to increase business profit and employee profit sharing - 72 cents an hour is what came out of the profit sharing so far
- End of year planning and budgeting for 2021 is when store target margin will be changed to 40%, and detailed labor proposals will be included in regards to current times
- Subpolicy 5 - compliant
- Liz motioned, Amelia seconded, approved

IV. Board Report

A. Vacant Board Seats - Board Election Updates

- By-law gives board discretion on filling seats post-election and holding elections as see fit
- Theo made board interest log - Will has shared it with the board
- Two seats and board election coming up
- Liz and Amelia have applied to keep their seats
- Up to one Daily employee can be on the board
- Once an employee is on the board, if they terminate their employment with the co-op (whether asked to leave or leave on own accord) their board seat is revoked
- How to handle open seats - may be left for a closed executive meeting
- At the point to have a contested election - very exciting!
- Worth waiting to 21st (application deadline) but most everyone on the interest list has said they'll fill their applications out in the next couple of days
- Hether - contested elections are healthy, we're a democratically controlled election
- Liz - seconds pro-democracy stance; and pro-participation; pro-people showing up
- Will - 4 seats up for election
- Will - this year voting could be a lower turnout due to Covid
- Kara - ideally more people will vote due to everyone telling people they know to vote; last year voter turnout was very low; half in-person and half online
- Theo - speaking as an employee of the co-op it would feel great to see the democratic process happening
- Tom - greatest gift to membership is to give them a full board!
- Will - encouraging board members to reach out to people they know are interested in running and getting them to go ahead and fill out that application
- Tom - the board took steps previously to remove the option for an employee to be on the board
- Issues in the past with employee on board - Tom suggests we would be better served to have a staff-elected ex-officio staff member

- Abe - discussed how having an employee on the board makes sense with the circular structure of co-ops

B. Annual Meeting Detail Planning

- Kara - rather than an event of a specific time, let pre-recorded statements be made by board president (Will) and Kara, and whoever else wants to make a statement and it becomes a week of events in a way, promoted over a few days with the pace decided by the person intaking the information
 - Could promote snacks for people to eat while doing it, even give some away for free
 - Could offer online conversation/meeting with people who have additional questions
- Will - suggested a meet the candidate zoom call
- Kara - put all info out that people need but let them engage with it in their own way and at their own pace
- Week of October 13 for board engagement week
- Prizes for voting or for watching the video

C. Board Policy Monitoring Discussion (If needed) [Review Policy](#)

C8 Government Investment

D. Open Discussion - Member Engagement and Capital Planning For the future etc.

V. Member Forum

VI. Misc

- Next Meeting October Annual Meeting: October 15 (Tentative)
 - Kara - no official meeting in October - we will take it off the calendar for now
- Board Retreat Nov 1,8 or 15th - Virtual 4 Hour Session + 2 Hour Orientation for New Directors
 - Will - would have to be virtual of course - 4-hour session for all, with new members having a 2-hour separate session
 - Hether - once a date is decided anyone is welcome to be a part of retreat planning

VII. Executive Session (none called)