Adopted Minutes
East End Food Co-op Board Meeting
Hybrid Meeting held in EEFC Conference Room and via Cisco WebEx
January 27th, 2025

In attendance:
Board Members: Tom Pandaleon, President; Nick Leise, Vice President; Desmond Zheng, Secretary; Mark Bowers, Nico Demkin, Lucia Covato, Mike Murphy, Heather Kenner
Management: Tyler Kulp, General Manager
Member-Owners: Jeremy Kahn, Jill, Syd, Iris Powell, Fritz Geist, Aviva Lubowsky, Rebecca Eutassid, Jackson, Emily DeFerrari, Chris Eadie, Isabelle, Jake McGrowan, Jamie M., Jean P., K. Walker, Cecilia, Lucas M., Marion, Regina Myers, Simone Shapiro, Victor Schmooly, Clif Alvarez, Hannah, Susan, Jeffrey Fisher
Board Clerk: Jessie Ryan
Absent Board Members: Tyleda Worou, Treasurer

Introduction
Tom called the meeting to order at 7:02p.m. and read the Ends Statement aloud.

The East End Food Co-op exists to enhance physical and social health in our community.
To these ends, we will create:
1. A sustainable member-owned business open to everyone
2. An ethical and resilient food infrastructure
3. A vibrant, dynamic community of happy, healthy people
4. A creative vision to transform the future

Check-In
Directors in attendance checked in to express their feelings and any needs.

Amend/Approve Agenda
Decision: Nico motioned to approve the agenda as written. Second by Desmond. There were no objections.

Amend/Approve Minutes
Decision: Tom motioned to approve the minutes as written. Second by Nick. There were no objections.

Member-Owners Open Session
Tom reminded Members in attendance that there is a two-minute time limit for each person who would like to speak.

Several Members in attendance took a moment to share their thoughts regarding the Union's petition to boycott Israeli-made products and endorse the BDS movement.

Director Appointment
Decision: Tom motioned to appoint Nico to the remaining two years of Lucia's term. Second by Nick. There were no objections. This now leaves two seats open.

January Working Meeting Report
The Board met on January 6th for a DEI information session with Gabby Davis. A majority of Gabby's presentation focused on different definitions of healthy eating. Directors also discussed time limits for the Member-Owners Open Session and organizational structure, including supporting the General Manager.

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GM Update
This report is in addition to the monthly monitoring reports. The expectation of this update is to give additional information to the Board of Directors that may not be included in the month's monitoring report. This report aligns with parts of sub-policy B7: Communication to the Board…. 'The General Manager shall not cause or allow the Board to be uninformed or unsupported in its work.'

Membership:
Current active Member-Owners: 16,966
New Member-Owners: December – 38 (net)
Total Member-Owner Sales: December – $637,543
FYTD New Members (net) – 235

Register Round-Up Total:
January-March (Q3) Recipients:
Harmony Dog Rescue – https://www.harmonydogrescue.org/
National Opera House – https://www.nationaloperahouse.org/

YTD Total Raised: $2,730 (as of 12/30/2024)

Operations Update:
- Due to Christmas Day and New Years Day falling on Wednesdays this year, and the several weather events we have seen so far this winter we have had several truck cancellations from our largest distributors. This impacts our ability to keep shelves full and meet customer demand. There also have been supply chain issues with dairy, and eggs. It has been a challenging season and its's only mid-January!
- We are hosting another sold out event on 2/4, Community Cultures is presenting an Intro to Miso class in our conference room. We are leaning into more food and cooking-centered programs in 2025.
- In December we placed an order for 35 new shopping carts to arrive in spring 2025. However, in the last few weeks we have had several carts disappear. We expedited the shipping of our order to arrive asap, hopefully by the end of February. Occassionally we do lose a cart but for 6-8 carts to disappear in a few weeks is unprecedented, to my knowledge. If you see any of our carts out there in the city, please let us know! We will collect them.

Finance Update:
- YTD sales week ending 1/19/2025: $7,501,864, which is 5.2% growth over prior year.
- With Aldi's scheduled to open by the end of this month we are projecting an approx. 2-4% decline in sales for the month of February.

Updates/Questions/Comments:
- Tyler shared that a lot of other Co-ops in our corridor are experiencing the same supply chain issues that we are, but he is not sure about other grocery stores in the area. Our Buyers are ordering from different sources to keep products on the shelves.
- If you had an unlimited budget how would you address reduced stock?
    - This is not a budget issue, we are buying all of the products that we can.

- Have there been any equipment issues in the last few months?
    - Fazio was here last week to work on the wet rack. It was a thermostat issue but it was fixed quickly. We have not had any significant cooler issues since the weekend after Thanksgiving.
- When we look at investing in our current space, we should consider how to use that money to avoid some of these equipment issues.
    - Yes, some of the equipment is aging rapidly and there could be significant investment in new refrigeration in 2025, but it needs to be done strategically.
- We had about 58% sales to Members last month, which is pretty consistent.
- Do we have access to cameras to see who is taking the carts?
    - We have access to the camera in the store and the sidewalk in front of the store. Our landlords have access to cameras all around the building. The problem is that we can see them leave but can't follow the cart to its destination. We can't pinpoint a time to look at the footage to know when the carts were taken.
- How much does each cart cost?
    - Around $7,000 for 35 carts.
- Can you touch on Café trends and the smoothie bar?
    - Smoothie and juice sales have been consistent. Juice sales from the grab-and-go and the counter are pretty even.
- We are working on the hot beverage training with Counter staff, Cafe Specialists, and Supervisors. That service will be starting soon. The oven will be next.

B7 – Communication to the Board

The Policy Register states, "The General Manager shall not cause or allow the Board to be uninformed or unsupported in its work."

Updates/Questions/Comments:

- Tyler shared that this report is generally the same year to year, but he did add some data about how we went through a transition last year after the departure of our prior General Manager. Since we were in an IMT phase, we made some adjustments to the reporting calendar.
- Tyler will most likely present the B6 – Staff Treatment and Compensation report in May, after the completion of the staff survey. This way he can include the data from the survey in the report.
- The Monitoring Matrix has not been updated recently, but there needs to be a way to give feedback on the reports. The strengths and weaknesses should be recorded. This was maintained by the Board Secretary in the past, but all Directors have access to it and can enter their feedback.
- Tyler and the Directors discussed the importance of understanding the information that is presented in the B reports, as well as Policy Governance. It's Tyler's job to keep the Board informed through these reports. The format does not have to look like the current monitoring matrix, but there needs to be a way to know that the Board is being informed and that the policies are being followed.
- It might be beneficial to discuss the B report that will be presented that month at the Working Meeting.
- Tyler would like to work closer with the Board on drafting a calendar that makes the most sense regarding the B reports.

B8 – Board Logistical Support
The Policy Register states, "The General Manager shall not allow the Board to have inadequate logistical support."

Updates/Questions/Comments:

- How effective is the Cooperator in sharing information? Are customers reading it?
  - We have gone through around 500-600 paper copies in the last few publications. It is also posted on the website and sent via e-mail. Jeff has a way to track that.
- Where are the paper copies located?
  - They are at Customer Service, the vestibule area, and by the public restrooms. They are also given out in new member bags.
- Have we ever thought about getting the Cooperator into other places? It could be good advertising to bring more people to the store.
  - We have not, but it could be evaluated. Most of our customers just want to shop and aren't interested in reading material. We haven't done a study to determine what would be the best ways to advertise.
- It might be worth it to add advertising initiatives and opportunities to a B report.

Decision: Desmond motioned to accept the B7 and B8 as compliant. Second by Mike. There were no objections.

The Board completed the GM Monitoring Matrix, highlighting strengths and opportunities.

Committee Updates:
Resilience
Tom made a motion to disband the Resilience Committee. Second by Desmond. There were no objections.

Finance
The Committee will meet in March to discuss the B1 report, most likely the week before the Board Meeting. That meeting may be longer than usual because the Committee needs to discuss some changes that will be happening to financial recording and reporting.

Board Perpetuation and Elections (BP&E)
The Board had their retreat at Greenhouse Co-op in Greenfield. The Directors voted on officers: Tom, President; Nick, Vice President; Desmond, Secretary; Tyleda, Treasurer. Nico has been appointed as the Co-Chair of this Committee. Directors would like to start attending Co-op events, so it would be helpful to know when they are happening. Jessie will communicate upcoming events to the Board as they are scheduled, and all events are also posted. All Committee Charters need to be updated and sent to Jessie before next month's Board Meeting.

Member-Owner Participation (MOP)
The next meeting will be February 19th. There was a discussion with Jeff about what the MOP Committee can do internally in terms of events or meetups to better grow the Committee.

Executive
The Committee met with Tyler twice this month to discuss the Strategic Plan. They met with a consultant to get some input on the plan. Tyler is working with a NCG consultant for a GM development course.

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Action Items
Directors reviewed progress or lack thereof on Action Items from previous meetings.

Appreciations
Those in attendance took a moment to share their thanks.

Closing
Next Meeting: Monday, February 17th, 2025
Packet submissions due: Monday, February 10th, 2025

The meeting adjourned at 8:51p.m. without objection.

The Board and General Manager entered Executive Session at 8:51p.m.