Adopted Minutes
East End Food Co-op Board Meeting
Hybrid Meeting held in EEFC Conference Room and via Microsoft Teams
May 19th, 2025

In attendance:
Board Members: Tom Pandaleon, President; Nick Leise, Vice President; Desmond Zheng, Secretary; Tyleda Worou, Treasurer; Mark Bowers, Mike Murphy, Heather Kenner, Frank Noll, Dominika Blach
Management: Tyler Kulp, General Manager; Jen Girty, HR Manager
Member-Owners: John K., Gwendolyn Schwab, Fritz, Jeffrey, Aaronde, Iris, Josh, George, Syd, George Tarasi, Korbkarn Williams
Board Clerk: Jessie Ryan
Absent Board Members: Nico Demkin

Introduction
Tom called the meeting to order at 7:01p.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
The Union sent an email to the Board requesting a postponement of the B6 report until they had a chance to review the Staff Satisfaction Survey results. Tom motioned to table the request because the Board received it too late to give it proper consideration, and the Union has never been given this report in the past. This matter will be discussed at the next Working Meeting. Vote: 5-1

Decision: Dominika motioned to approve the agenda as written. Second by Nick. 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
Fritz, UE Local 667 Chief Steward, introduced themselves to the new Board Members. They explained the reasoning for the Union's request to postpone the B6 report. The Union believes they have a right to preview the results of the Staff Satisfaction Survey before they are presented publicly. Fritz also shared that the Union is still working on their petition.

Iris is a Dishwasher at the Co-op and a member of the UE Local 667 Palestine Solidarity Committee. They took a moment to condemn recent anti-Semitic propaganda that was distributed in the community. They also reiterated that the Union's petition supports the decision to boycott Israeli-sourced products at the Co-op.

Josh took a moment to share that they believe the Union and Management should have equal access to the results of the Staff Satisfaction Survey. They also shared their thoughts about racism at the Co-op. Tom encouraged them to reach out to the Board directly with any concerns, and they can bring that information to Tyler if they feel it is appropriate.

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May Working Meeting Report
Tom will provide a summary of the May Working Meeting at the June Board Meeting.

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: 17,216
New Member-Owners: April – (net) 81
Total Member-Owner Sales: April - $858,119
FYTD New Members – (net) 485

Register Round-Up Total:
April-June (Q4) Recipients:

Pittsburgh Struggling Student Association – https://pghstrugglingstudentassociation.weebly.com/
Allegheny Cleanways – https://www.alleghenycleanways.org/

YTD Total Raise: $3,894 (as of 3/31/2025)

Operations Update:
- We installed fresh, new signs at the parking lot entrance on Penn Avenue and at the Meade Street side too. They look great and will hopefully catch some new eyes traveling along Penn Ave!
- Strategic Plan Info Sessions are being held on 5/20 & 5/27, we sent out email invitations to membership last Tuesday and we will send out some reminders as well.
- Our Beyond Meat cooler is still down, unfortunately. We have re-merchandized that product in other places to avoid losing as much of those sales as possible.

Finance Update:
- YTD sales week ending 05/11/2025: $12,175,782, 7.6% growth over prior year, continuing the upward trajectory of sales growth that began in Mid-February.
- We concluded Q3 2025 with 10.8% growth compared to the same quarter in 2024. The first week of Q4 saw some of the highest week-over-week increases yet, at +16.3%.
- Customer count and basket size continue to increase.

Updates/Questions/Comments:
- Will there be a third Strategic Plan info session held virtually? Also, will the final draft be published before the All Staff meetings?
    - There was no formal request for a third meeting, it was just a discussion. Tyler will be discussing the Strategic Plan at All Staff meetings in June. The document is still in the draft phase. The point of the info sessions is to gather feedback from the membership before finalizing the plan.

B6 – Staff Treatment and Compensation
The Policy Register states, "The General Manager shall not treat staff in any way that is unfair, unsafe, or unclear."

Updates/Questions/Comments:

- There are two non-compliant sections in this report: B6 and B6.1. Tyler took the time to read through the report and discuss the results of the Staff Satisfaction Survey.
- Seeing the standard deviation scores across the page would make it much easier to understand.
- Questions 11 and 31 don't use the word harassment, but could be interpreted as discriminatory treatment. It would make sense to compare them to a higher threshold and use standard deviation. These questions should be moved to a different category. Do you know why they are categorized that way?
    - Melanie Reid/Columinate decide how to categorize the questions.
- We reimburse medical co-pays up to $350 per plan year, which was a mistake in the report.
- Mike would appreciate a reminder when the Diversity and Inclusion Committee meetings are held. These reminders could be a good way to get more participation in the committee. We should focus on seeking out new members and incentivizing staff to join.
- Frank asked for some clarification of the report's non-compliance. Questions 42 and 44 were non-compliant for not having a score of 3.75 or above, or a standard deviation not higher than 1.0.
- Some Directors found the layout of the report to be confusing.
- Mike thinks it would be useful to describe the types and number of meetings between the Union and Management.
    - Tyler shared that we haven't kept that data in the past, but could possibly track it going forward.
- Do all staff get the same list of questions?
    - Yes, all staff receive the same questions, but the first question that is asked is to state what department you work in and if you report to the General Manager. That is how Melanie was able to pull data related to supervising.
- Is the additional information about the question of promotion based on the interviews specifically, or does it also include qualitative feedback from the survey?
    - The information was taken from the follow-up interviews.
- The qualitative data is not included in the B6 report. Tyler has not seen any of the comments from the survey. Although Tyler does write some of this report, most of the information that pertains to the Staff Survey is written by Melanie. She does not disclose the data that she gathers during the interviews, but she does include a couple of comments throughout the report on things that she thought were noteworthy. The Board agreed that they would like to see more of this information.
- The Board would like to see a summary of the discussion that Tyler has with staff at the All Staff Meetings, as well as some additional information from Melanie.
    - Tyler needs a specific request from the Board so that he knows what information they are looking for. Tom suggested trying to get more information as to why certain questions were non-compliant, such as Questions 42 and 44. At the next Working Meeting, the Board will be focusing on reviewing the B6 as well as the other B reports.
- Would it be beneficial to use another surveyor to conduct this survey instead of using the same one each time?

- Question 11 might not be clear to the surveyee, so we could look at possibly striking that question in the future if we feel like it is too confusing. Mike isn't sure about striking the question completely, but perhaps putting it in a different category.

Directors discussed the report monitoring procedure and concluded that the B6 report should be accepted with consequences and additional follow-up monitoring by the Board. Specifically, they would like a summary of the conversation that is held at the All Staff Meetings regarding the non-compliant areas, including Questions 42 and 44, as well as B6.5. They would also like to see more qualitative information provided by Melanie.

Decision: Mike motioned to accept the B6 report with consequences and additional follow-up monitoring by the Board. Second by Tom. There were no objections.

Committee Updates:
Finance
The committee will meet the week before the June Board Meeting to discuss the B1 report. Tyleda will email Shawn to schedule a date that will work for everyone.

Board Perpetuation and Elections (BP&E)
The committee conducted onboarding training for Frank and Dominkia. The elections will be coming up in the fall.

Member-Owner Participation (MOP)
The committee will be meeting on Wednesday, May 21st. They will continue to discuss member board game night.

Executive
The committee has met several times over the last few weeks to discuss the usual topics, such as the Strategic Plan.

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, June 16th, 2025
Packet submissions due: Monday, June 9th, 2025

The meeting adjourned at 8:45p.m. without objection.

The Board and General Manager entered Executive Session at 8:45p.m.