Adopted Minutes
East End Food Co-op Board Meeting
Virtual meeting held via Microsoft Teams
February 16th, 2026

In attendance:
Board Members: Tom Pandaleon, President; Nick Leise, Vice President; Desmond Zheng, Secretary; Mark Bowers, Heather Kenner, Frank Noll, Jeremy Kahn, Michael Vogel
Management: Tyler Kulp, General Manager; Jeff Guerrero, Marketing and Member Services Manager; eric cressley, Front End Manager
Member-Owners: See Attached
Board Clerk: Jessie Ryan

Introduction
Tom called the meeting to order at 7:04p.m. and Frank 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
Given the large number of attendees at the meeting, Tom made the decision to forgo check-ins.

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

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

Member-Owners Open Session
Tom outlined the expectations for members who wished to speak during the member-owners' open session. Fifteen members took time to share their thoughts and opinions about the petition and the referendum.

February Working Meeting Report
The Board met on February 2nd, 2026 to discuss next steps regarding the petition.

Referendum
Directors were given an opportunity to speak to the issues raised by the petition. The Board first voted on a binding referendum, followed by a vote on an advisory referendum.

Binding Referendum
Tom made a motion that the EEFC shall hold a binding member referendum vote on whether or not to implement a boycott of Israeli sourced products until and unless Israel immediately ends all wars, and ends its occupation of any foreign land in adherence with international law. Second by Heather.
Decision: The motion failed to carry, 2-6.

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Advisory Referendum

Tom made a motion that the EEFC shall hold an advisory member referendum vote on whether or not to implement a boycott of Israeli sourced products until and unless Israel immediately ends all wars, and ends its occupation of any foreign land in adherence with international law.
Decision: The motion carried, 5-3.

Jeremy outlined to the Board a constructive process to hear member feedback and engage them in deliberative democracy, ultimately leading to a boycott policy. However, he was not allowed to make that motion before the vote on the advisory referendum. Tom stated that the Board would not consider the motion because it proposed not holding a referendum. The Board will begin to structure the nature of the advisory referendum and may also start taking steps to establish a boycott policy.

Tom called for a short recess at 8:32p.m. The meeting reconvened at 8:34p.m.

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 total Member-Owners: 17,577
- fully paid Member-Owners: 15,016 (as of 10/31/25)

New Member-Owners: January – Net 51
Total Member-Owner sales: January $851,359 = 62% of sales, +3.4% over 1/2025.
FYTD New Members (Net) – 276 (Prior Year thru January – 298 ~ -7% decrease)

Register Round-Up:
Jan – March (Q3) Recipients: Information on each recipient is available on our website, and at each checkout lane.

Grow Pittsburgh

FY26 YTD Total Raise: $2,150

Operations Update:
- The snowstorm on 1/25/26 forced us to reduce store hours on 1/25 and 1/26. The closures and weather led to poor sales for the week ending 2/1/26. The extreme cold temps have also had an effect.
- Strategic Plan work continues following NCG's visit: we contracted with a company named Independent Floor Testing & Inspection to create a 3D rendering + CAD plan for our entire front and back of house space, plus the Gemini Theater Space. IFTI will be on site in the next 2-3 weeks to complete the project.
- The direct mail campaign we sent out in mid-January has a coupon expiration date of 2/15/26. Currently we have seen less than 1% redemption. I believe the weather has also contributed to this underperformance, as customer count is also down.
- Gas line work continued on Meade St. and North Braddock last week, closing Meade St. for at least 2 days from 7:30am – approx. 3:30pm, further reducing traffic.

Finance Update:
- YTD sales as of week ending 2/1/2026 (week 32): $8,346,145 +3.8% over prior year.

- The week ending 2/1/2026 sales were $228,948, a -16.9% decrease over prior year, eliminated all of the gain from the previous week, and more.
- The 5 week fiscal month of January '26 sales total of $1,375,625, an increase over prior year of only +.9%, down from our year.
- Customer count and basket size fluctuate week to week, overall YTD transactions are fewer than prior year. More info on this is in the B5 report tonight.

Updates/Questions/Comments:

- The idea of sending out a direct mailing came from a Board Meeting, and it was a good initiative to follow through with. The redemption rate seems very low.
    - They say that a successful direct mailing campaign has around 3% redemption. The fact that we got 2.2% redemption, including a week where sales and customer count were down, is pretty good. If we would have done the mailing when the weather was nicer, we probably would have gotten closer to that 3%.

B5 – Customer Service and Value

The Policy Register states, "The General Manager shall not be unresponsive to customer needs."

Updates/Questions/Comments:

- Does the CX survey separate staff from customers?
    - Yes, one of the questions asks if you are a staff member.
- Do you know how many comments are included in the data presented in the comments by category graph 2/25-1/26 on page 22?
    - Tyler did not have that information available, but can follow up.
- Does the survey go out every day?
    - For every 25 transactions, 1 survey is generated.
- Even though the response rate is so low, do you still feel like this is useful information?
    - It can get stagnant, but they did alter a few questions in January, so we do have new data coming in.
- Are we getting roughly the same number of comments every year?
    - It doesn't usually fluctuate much unless there is a change at the store.
- What is the process for reporting incidents in the store?
    - Staff members and customers can fill out an Incident Report Form if they have witnessed or were involved in an incident. That report then goes to the Front End Manager if they need to capture video footage of the incident. The report then goes to our HR Manager, who will follow up.
- What would be an alarming number to see for theft?
    - This is a concerning number. A lot of theft recently was higher price cuts of meat. We did add security guard hours to the mornings and have seen a significant reduction in the meat theft.

Decision: Tom motioned to accept the B5 report as compliant. Second by Desmond. There were no objections.

B10 – Environment

The Policy Register states, "The General Manager shall not fail to take reasonable measures to ensure that the Co-op activities and practices minimize the Co-op's negative impact, and maximize the Co-op's positive impact, on the environment."

Updates/Questions/Comments:

- Tyler feels that this report is problematic. The policies are difficult to report on annually because so many are facility dependent that we cannot alter or control. Tyler proposed that these policies be revised at least for now, while we are in this current space.
    - The Board will consider forming a subcommittee to examine the report and see if there is a format that would be more useful and accurate.
- We installed new signs in front of the store with LED lighting to reduce electricity consumption, reduce maintenance, and increase the lifespan of the bulbs.
- We improved the signage on the recycling, compost, and garbage bins in the vestibule. The Marketing department worked with our compost collector to upgrade those signs to make them clearer and easier to read.
- We changed the paper that the Cooperator is printed on to FSC certified paper, which helps reduce deforestation and ensures sustainable practices. It is less expensive and more environmentally sound than recycled paper.
- Are we tracking how many plastic containers like those that are used in the Café grab and go?
    - We know how many we purchase, but we don't know how many are being properly disposed of. Some of the items are compostable.

Decision: Desmond motioned to accept the B10 report as compliant. Second by Nick. There were no objections.

Committee Updates
Committee updates were tabled due to time constraints.

Action Items
There were no changes to the Action Items from previous meetings.

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

Closing
Next Meeting: Monday, March 16th, 2026
Packet submissions due: Monday, March 9th, 2026

Tom motioned to adjourn the meeting at 9:22p.m. Second by Michael. There were no objections.

The Board did not enter Executive Session this evening.

February 16th, 2026 Board Meeting Attendance

Alex
Allen
andrea london
Ben Wilson
Bonnie Swanson
Braver, Molly
Carol James
Cathy Fitzgerald
Chris Eadie
Chris Kuznicki
Claudette Kulkarni
Clifford Johnson
Cohen, Sari
Dan N
David
David Stanger
Desmond
Ehab
Enily De Ferrari
eric cressley
Faith Schantz
Fissell, Catherine
Frank N
Gonzalez Rivas, Marcela
Harvey
Heather K
Henry Schneiderman
Hope Anne Nathan
Iris w
Jamie
Jane Olszewski
Jeff Guerrero
Jennifer Christmas
Jessie
Joel Rosenthal
Josh (they/them) Free Palestine
Judith Adelson
Judith Koch
Julie Paris
Kahn, Jeremy M
Kyle Broflovski
Laura Berman
Laura Schneiderman
Marin, Jennifer
mark
Marty Seltman
Michael Vogel
Mike Collura
Nancy Levine
nick leise
nina
pam
Pamela Barroso
Paula
Peter Oanes
Polk, Deborah E
Rabbi Seth Adelson
Racheli Holstein
Rebecca Elhassid
Sam
Sarra Bridges
SD
sharda segall
Sheri
Stan Beck
Susan Segall
Tiffany Taha
Tom Pandaleon
Tyleda W
Wendy Levin-Shaw
Weston Markham
Tyler Kulp