

MINUTES July 21, 2010

Present: John Boutin, Margaret Drye, Tricia Groff (left the meeting at 8:30 p.m.), Paul Hoffman (left the meeting at 7:20 p.m.), Donald Kreis, Kay Litten, Corrie Martin, Jill Mikucki, Janet Saint Germain

Absent:

Staff: Terry Appleby, Tony Alongi, Eugenia Braasch, Tony White

Guests: Mark Goehring (CDS consultant)

Welcome and Introductory Remarks

Kay Litten called the meeting to order at 5:30 p.m. and welcomed Tricia Groff's infant daughter Ingrid.

Agenda Review & Changes

The GP 4 - Board Members' Code of Conduct monitoring report was tabled.

Co-op Stories

Margaret Drye noted the feature story in *Valley News* today about the FishWise seafood label program at the Co-op.

Jill Mikucki is teaching a course, *Ecological Agriculture*, this term at Dartmouth. She cited the Co-op's positive role in helping students make food choices as independent young adults.

Corrie Martin described her positive experience with a flat tire repair at the Service Center.

Don Kreis complimented Ken Davis's graphic design work.

Kay Litten observed that Hannaford employees are very approachable and easy to identify because they wear company T-shirts.

Tricia Groff mentioned that she recently met a custodian at the White River Jct. store, who is grateful for his employment there.

Approval of June 16, 2010 Minutes

MOTION: Tricia Groff moved to accept the June 16, 2010 minutes as corrected.

Margaret Drye seconded the motion.

VOTED: To accept the June 16, 2010 minutes as corrected.

9 in favor, 0 opposed, 0 abstained, 0 absent.

The motion passed.

Two typos were noted.

Prior Month Action Items Review

1. Revise EL 4.7 (Corrie)
2. Continue to work on board monitoring report format. (Margaret, Janet, Genie)
3. Attend White Rive Jct. co-op store opening on June 23rd. (Board)

Monitoring Reports

EL 4 Treatment of Customers (Terry)

EL 5 Treatment of Staff (Terry)

GP 4 Board Members' Code of Conduct (Board)

Administrative Matters

Planning has begun for an exhibit featuring Hanover Co-op archival documents. It will be presented in Baker Library, Dartmouth College, March – July, 2011.

General Manager Monthly Update

The board asked for clarification about the employee reporting structure, management team members, and requested a current organizational chart. On July first, Tony White and Paul Hoffman's job titles changed, reflecting their current responsibilities as Operations Director and Merchandizing Director.

In response to a question about deflationary trends and increased prices, Terry noted that food inflation is rising, grocery sales are generally soft in the Upper Valley, and he is keeping a close watch on the situation. Sales at the White River Jct. store are strong, but this new venue makes it impossible to establish a trend with prior years, due to the associated impacts on sales at the other three stores.

There was a discussion about beverage sales at the Lebanon store, given the upcoming expansion of the NH State Liquor retail outlet in the Centerra marketplace.

The meeting broke for dinner at 6:17 p.m.

The meeting resumed at 6:55 p.m.

Policy Monitoring

EL 4 Treatment of Customers

MOTION: Margaret Drye moved to accept the EL 4 monitoring report as presented.

John Boutin seconded the motion.

VOTED: To accept the EL 4 monitoring report as presented.

5 in favor, 2 opposed, 1 abstained, 1 absent. The motion passed.

Two board members indicated that there was inadequate data to determine compliance for EL 4.3 and EL 4.4. When questioned about the incidents cited on pgs. 11 and 15, with the liability potential, Terry said that there has never been a threat of, or an actual lawsuit. He encouraged people to come directly to management to report concerns or incidents.

Policy Revision

EL 4.7 Treatment of Customers

MOTION: Jill Mikucki moved to approve the policy revision EL 4.7.

Tricia Groff seconded the motion.

VOTED: To approve the policy revision EL 4.7.

7 in favor, 0 opposed, 1 abstained, 1 absent. The motion passed.

The approved text:

EL 4.7: The GM shall not fail to conduct regular customer satisfaction surveys. This policy is not intended to interfere with the use of customer survey information for educational purposes.

MOTION: Margaret Drye moved to approve the policy revision EL 4.7 as amended.

Tricia Groff seconded the motion.

VOTED: To approve the policy revision EL 4.7 as amended.

7 in favor, 0 opposed, 1 abstained, 1 absent. The motion passed.

The amended text:

EL 4.7: The GM shall not fail to conduct regular customer satisfaction surveys. This policy is not intended to interfere with the use of customer survey information for educational or Board purposes.

The policy points to a mechanism to structure customer feedback.

Policy Monitoring

EL 5 Treatment of Staff

MOTION: Corrie Martin moved to accept the EL 5 monitoring report as in compliance.
Tricia Groff seconded the motion.

MOTION: Don Kreis moved to table the EL 5 monitoring report.
John Boutin seconded the motion.

VOTED: To table the EL 5 monitoring report.
3 in favor, 4 opposed, 1 abstained, 1 absent. The motion was rejected.

VOTED: To accept the EL 5 monitoring report as in compliance.
3 in favor, 4 opposed, 1 abstained, 1 absent. The motion was rejected.

MOTION: Don Kreis moved to provide the 2010 employee survey results to the board members.
Janet Saint Germain seconded the motion.

VOTED: To provide the 2010 employee survey results to the board members.
5 in favor, 0 opposed, 2 abstained, 2 absent. The motion passed.

Terry explained the modification rate; it documents work-related injury on a cost basis, yet doesn't convey work conditions. Terry also outlined his rationale for hiring the new White River Jct. store manager and other staff previously associated with the P&C store, leading to non-compliance of EL 5.6. The Board held a lengthy discussion about staff morale. A few board members cited experiences of employees talking with them about workplace concerns, and requested the opportunity to review the 2010 staff survey results. Board members were advised to suggest to staff that they follow established employee handbook procedures if approached about operational issues. Board members recognized that the current policy is primarily about standard working conditions, rather than employee satisfaction. Opinion was mixed about whether the policy interpretation was reasonable and whether data adequately supported the interpretation. Board members agreed to continue this policy discussion, with the objective to revise the text, using email.

Discussion

HCCF

Margaret Drye reported that Paul Hoffman has stepped down from the committee. Brandy Bouchard (employee at the Lebanon store) has agreed to join. Additional committee members are needed. The goal is to set a target for fundraising and increase the fund's principal balance through special events.

Board Retreat – September 26th

Kay Litten outlined the retreat concept and distributed a planning questionnaire. The retreat will focus on the 75th year outcomes. Management team members and other participants will be invited. Litten noted that her efforts to secure a commitment from a nationally recognized speaker for a special 75th year event have not materialized.

Nominating Committee

Corrie Martin solicited volunteers to serve on the committee, Don Kreis and Jill Mikucki offered. She would like to explore the possibility of an on-line voting process for next year's election.

Executive Session to discuss a Business Matter

MOTION: Corrie Martin moved to go into executive session at 9:10 p.m.
Margaret Drye seconded the motion.

VOTED: To go into executive session.
7 in favor, 0 opposed, 0 abstained, 2 absent. The motion passed.
The executive session ended at 9:25 p.m.

The board discussed cooperation between the Upper Valley Co-op and the Hanover Co-op. Kay, Corrie, Don and Terry will meet with their counterparts at the Upper Valley Co-op.

Meeting Review

There was no meeting review discussion.

Meeting Adjournment

MOTION: Jill Mikucki moved to adjourn the meeting at 9:26 p.m.

Margaret Drye seconded the motion.

VOTED: To adjourn the meeting.

7 in favor, 0 opposed, 0 abstained, 2 absent.

The motion passed.

Respectfully submitted,

Eugenia F. Braasch
Board Administrator

Tricia Groff
Secretary

Action Items:

1. Continue to work on board monitoring report format. (Margaret, Janet, Genie)
2. Distribute a current organizational chart to the Board. (Terry)
3. Discuss EL 5 potential policy revisions via email. (Board)
4. Prepare Board Budget draft for FY 2011. (Don – September)
5. Complete retreat questionnaire and return to Kay by August 4th. (Board)

Monitoring Reports pending

GP 4 – Board Members' Code of Conduct (Board)

GP 6 – Board Member Nominating Process (Don)

August Monitoring Reports

EL 2 – Financial Condition and Performance (Terry)

EL 6 – Compensation and Benefits (Terry)

B-GM 2 – Accountability of the GM (Board)