

Los Alamos Co+Op Board meeting
November 20th, 2019
Location: Project Y

Board members present: J. Faulconer (President), D. Hampton (V.President), S. Snapp (Treasurer), R. Muldord (Secretary), L. Badran, J. Jansen, M. Jansen

Auxiliary Board Member (ABM): Miles (Deli)

Also present: Jim (GM), Kate (Outreach/Marketing), Isiah (Front-end), Lauren (Produce), Ron, Jackson

Also present: Co+Op members: Elsa, Andrew

6:06 pm: call to order

Preliminaries

1. Welcome and Introductions

- Several Co+Op employees and 2 Co+Op members present.

2. Agenda Review/Check-ins

- Correct numbering on agenda; remove #7 from Self-Monitoring and Decisions. Renumber Point Of Sale (POS) system as #7. Renumber Competitive Immunity (#13) to #8. Renumber X2 – Staff Treatment as #9. Renumber X3 – Financial Conditions for Q2 as #10. Renumber X3 – Financial Conditions for Q3/Summary of all X Reports as #11. Renumber X8 – Conflict of Interest as #12. Renumber Member Owner Loans – Discuss meeting next month as #13. Remove #15 from Executive Session. Agenda is 14 items long.
- **Motion** to approve agenda as amended; Passed 5:0 (R. Mulford/S. Snapp absent)

3. Review previous meeting's minutes

- Will approve minutes over email

4. Open Member/owner time and comments

- Comment made that members have not received any communication related to the Co+Op in several years.
- **ACTION ITEM:** Need to continue working on capturing all member information (updated) to ensure that communication occurs as appropriate.

GM Reporting

5. GM Reporting

- Everything looks good for Thanksgiving Holiday.
- Holding meetings with managers, got everyone on new insurance policy.
- New printer coming in.
- Met with Entrada Park management and discussed cooperation with regards to maintenance of Entrada Park (e.g., snow ploughing).
- Purchased two new glass-top freezers for greater visibility of products.
- Holiday Inn is under new management and they have plans to install electric bikes for rent and this may bring more traffic to the Co+Op.

6. Staff Auxiliary Board Reporting - Miles

- Came with suggestion that an HR person would be beneficial to have on board.
- GM will look into hiring a call-in service for HR issues
- Would like the Board to review the proposed changes to the Employee Manual and would like to have it finalized in January/February 2020 timeframe.
- Reports that morale is positive
- **ACTION ITEM:** Board members to review changes to Employee Manual.
- **ACTION ITEM:** Add discussion around Employee Manual to December agenda.

Self Monitoring & Decisions

7. *Point of Sale (POS) System*

- Reviewed available documentation about installing new POS system (specifically Catapult).
- This system is recommended by NCG and is used by most Co+Ops
- Pros: will reduce margin of sale errors, will capture customer information for targeted sales/specials, will provide automatic updates on merchandise supplies and re-ordering, may implement a loyalty system.
- An option for purchase includes hand-held devices which can be used during high demand hours with shoppers who don't have many purchases (would be of great use during lunch hour rush, for example).
- **ACTION ITEM:** GM will find out what are the maintenance and/or service fees for the proposed system.
- **Motion** to approve purchase of the Catapult POS up to \$52,000; passed 6:0 (R. Mulford absent)

8. *Competitive Immunity - Kate and Marshall*

- Kate presented 4 main outreach and marketing strategies: engaging staff in staff-pick and food prep videos, email coupon campaign, hosting events, website revitalization
- Presented samples of videos produced
- There are preliminary indications that the videos are having a positive impact on the products highlighted in these videos.

9. *X2 – Staff Treatment*

- Motion to approve X2 as submitted; passed 7:0

10. *X3 – Financial Conditions for Q2*

- Motion to approve X3 for Q2 as submitted; passed 7:0

11. *X3 – Financial Conditions for Q3*

- Motion to approve X3 for Q3 as submitted; passed 7:0

12. *X8 – Conflict of Interest*

- Motion to approve X8 as submitted; passed 7:0

13. *Member Owner Loans – Discuss meeting next month*

- **ACTION ITEM:** GM will email status of Member Loan letter to Board
- **ACTION ITEM:** Kate will add this information to the website and will be added to sandwich board starting the month of December.

Closings

14. *Other Business*

- A. Next meeting: December 18th, 2019 @ Project Y, at 6:00 pm
- B. Monthly GM-Board meetings

Executive Session

8:25 pm.: adjourned