

Los Alamos Co-op Board Meeting
Wednesday, 22 April 2020

Held via Zoom, with thanks to Joshua for sponsoring this Zoom meeting.

Agenda item 1. Welcome, Introductions, and Agenda Review Call to order 6:12

Board members in attendance: Joshua Faulconer (President),
Robi Mulford (Secretary), Jeff Jansen, Jesse Samdahl, Steve Snapp, Laila Badran
Also present: Jim Fischer (coop GM), and Jack Majure Barkely (Staff Auxiliary board member)

Agenda accepted without amendment, approved 6:0

Agenda item 2. Review of March Meeting Minutes

March meeting minutes have not been circulated. Item postponed

Agenda item 3. General Manager Reporting

Jim attended the annual NCG meeting. Coops around the country are responding to the Covid-19 situation in different ways. Some Coops are seeing 30 to 50% increases in business. Some Coops are operating entirely via curbside delivery. For comparison, our Coop has seen about a 15% increase.

Curbside is not working well for most Coops, as it requires development of a large clientele, efficiency in operating, and other local factors.

We will be receiving an additional 0.25 % patronage dividend from UNFI, now that we can reliably order 30K per week. The amount of the dividend could be between 10K and 30K.

Jim circulated the “Hero” video from Boise, which would be a good thing to replicate.

NCG is putting out a template for handling bulk sales, and instructions for deliveries. Grocery staff has been packaging bulk items, but this is time-consuming. Bulk sales are down with the emptying of the bins.

Laila asks about dried fruit. There is none to buy, although Lauren says it is available to order. Dried fruit “died out about 3 months ago,” when grocery stopped ordering dried fruit. They stopped ordering bulk, including dried fruit. With improved cleaning from Drew, bins will be re-implemented, and a shipment of bulk foods is due on Friday. With a full staff of 6, shelves can be stocked.

Jim quotes numbers by department [not transcribed, available in P&L.]

Deli is down, and Jim suggests that they may need to cut staff. The Deli personnel are helping out in other departments, particularly front end and curbside. Their time is charged to “administrative” when they are not working Deli.

Jim is looking at better ways to do curbside. Direct billing without going through the register would increase efficiency. Online inventory is being implemented to streamline curbside.

Curbside has yielded about 10K in tips so far, which will probably need to be run through payroll. It might be used to extend the “hero pay.” There was previously a plan to devote the tips to a medical need, but now the large sum will be divided among all who worked curbside. The State of NM has a constraint on management sharing in tips.

Financial: 215K in the bank with big bills due. 4K paid to Entrada. 13K coming from State of New Mexico (still.)

Availability of stock is improved over the last several weeks. UNFI is open to accept orders of any size, and fulfillment is up to 80%.

New Point-of-Sale (POS) system is still being investigated. Front-running choices include Catapult, ShopHero, and one out of Rhode Island. Other vendors are being considered. ShopHero will handle the online catalog, but is too expensive, billing \$1 per order and \$300/month. The Rhode Island system is about half the price of Catapult, and handles the online catalog better.

Using an online catalog is risky without the new POS system, because at present, there is no way to determine whether something is out of stock and should be marked as unavailable.

Agenda item 4. Staff Auxiliary board member report (Jack Majure-Barkeley)

Chatting around the store, staff do not have any particular comments for the board, probably because in general the staff is unaware of the existence and work of the board.

Austin is killin’ it at curbside.

Minutes are not on the website. Can minutes be e-mailed to staff?

In general, the “middle” majority of staff is silent. The annual staff survey will address this when it next occurs.

The website is, in general, still lacking in a number of links. The board member listing is out of date, and minutes are not available.

Agenda item 5. Financials

Financial conditions for Q4 (2019) and Status of prior year annual goals for Ends.

X3 is presented.

Steve and David report on outsourcing of the 4 functions

- HR
- Payroll
- Accounting
- CPA

They discussed these with Randy and UNFI. The store has been using HR Concierge for the last 6 months, although it hasn't been heavily accessed. A higher level of service is also available. HR Concierge allows staff to make complaints to the offsite office, where they will be documented, evaluated, and reported for address by the store as appropriate. The grievance policy in the Employee Handbook should be altered to require that complaints be made to HR concierge before a grievance can be filed.

Jim is introducing a timeclock on iPad which provides continuously accessible reporting.

Agenda item 6. Customer Survey, X1

Due in May, the customer survey will be delayed by the Covid-19 constraints. Delaying the survey will make the answers relevant to normal operation of the store, whereas holding it now will provide data specific to store operations throughout the year. However, Jim suggests adding some question specific to changes during the current quarantine, to evaluate some of the changes that have been made. While we have already selected the questions, this is an easy and productive change.

Agenda item 7. Monthly financials update - deferred

Agenda item 8. Staff Survey

Jesse Samdahl volunteers (sic) to move the staff survey forward. A member of staff should also be involved, and Jack Majure-Barkeley was put forward last month to participate.

The cost of the survey is discussed, and cost-benefit value questioned. The survey is required by our participation in NCG, which is an indispensable benefit. The cost is not known but falls between 1 and 5K.

Laila suggests doing the staff survey by 1-on-1 meetings between GM and staff, to clarify the source of the several negative outliers that have skewed the data and widened the standard deviations in past years' responses.

Agenda item 9. Employee Manual

Amendments to the Employee Manual have been sent to Jennie at NCG. No word has come back, and Jim will inquire after its status.

While it is clear which hardcopy Employee Manual is current (the one next to the phone), there may be uncertainty as to which online Employee Manual is the appropriate one to use.

Agenda item 10. Colluminate Webinars

The board should choose two webinars and hear them.

Agenda item 11. Community

A local physician is lauding the many measures the store is taking to prevent infection, but would like to see staff change gloves between customers. Some staff do this, but it may be impractical. The exteriors of gloves could be sanitized in lieu of changing gloves.

Agenda item 12. Closings

Next Board meeting May 27th.

The annual meeting will be postponed, via the letter currently in draft. Board members should review this letter by Friday.

Meeting adjourns 7:48 Adjournment approved 6:0