

**Los Alamos Co-op Board Meeting**  
**Wednesday, 25 March 2020**  
**Via ZOOM during Coronavirus requirement for social distance**

**Agenda item 1. Welcome and Introductions** Call to order 6:08  
Board members in attendance: Joshua Faulconer (President),  
Robi Mulford (Secretary), Jeff Jansen, Laila Badran  
Also participating:, Jim Fischer

**Agenda Review**

X3 is removed for the time being  
Discussion of the Annual Meeting is added  
Agenda approved as amended 5:0

**Agenda item 2. Review of February Meeting Minutes**

February minutes approved 5:0.

**Agenda item 3. General Manager Reporting, X3- Financial conditions for Q4 2019**

Removed from agenda until additional information is available.

**Agenda item 4. General Manager Reporting, X4, Budgeting and Financial Planning**

Jim presented X-4 in January, and X-4 was discussed in January and February.

Accept X-4 Acceptance Approved 5:0

**Agenda item 5. Annual Operational Goals for 2020**

Annual operational goals were also discussed in January and February. Projected growth of 8% is still Jim's goal.

Annual Operational Goals Accepted 5:0

**Agenda item 6. Staff Auxiliary Board Reporting**

Why are employees not planning on staying more than 6 months? This is normal. Coops have about 54% retention.

Filip is our new Front End Coordinator.

**Agenda item 7. NCG membership renewal and authorization of designated representative**

Approve continuation of our membership in NCG 5:0.  
We designate Jim Fisher as our representative to NCG. Approved 5:0.  
We designate Joshua and Jim as signators.

**Agenda item 8. Customer Survey**

The customer survey should be occurring approximately now. Jim suggests a continual 3-question survey in the store, for instance printed on the receipt. Completion earns a gift card, and the survey continues throughout the year. This method would survey non-members as well as members.

Our bylaws require a survey, but no format is specified. An ongoing survey could be reviewed quarterly.

### **Agenda digression. State of the Store during the Coronavirus**

The store is taking aggressive precautions to eliminate any possibility of infection. Members and non-members are relieved and impressed. Staff are wearing masks, aprons, and gloves. Staff is cleaning every hour.

A raise (“hero pay”) of \$2/hour for all employees is in effect through April.

When do the delivery trucks arrive? Some items are hard to get. Jim doesn’t want to comment, since our share of the trucks is constrained and small, and so the trucks are not very full of stock for the Coop.

Laura Lis and others have been astute in ordering and stocking, despite limited availability.

Curbside pickup is being developed.

Staff is getting tired. Jim wants to close one day a week.

Jim is not asking people to work if they don’t want to. A very few staff are staying home.

### **Agenda item 9. Staff Survey**

Jack Majure-Barkeley and Dave Hampton are appointed to contact Sarah Dahl, and get the staff survey underway. The committee should include a staff member, so Jack is included.

### **Agenda item 10. Monthly Financials update**

Checking was 225K yesterday (24 March) 220K today, with payroll next week. Our only big payable is 10K for unemployment, but we expect 14K back for the State. The big sales days were largely back inventory previously paid for. Sales are running between 10K and 26K per day. Meat and produce are doing well, but Deli has fallen off somewhat. Jim is reluctant to add staff.

While the store has hit above 200K, we need to hold off on paying dividends, because we have costs coming up, 4800/week, and increased cleaning costs. The store is “doing more turns” of inventory.

Curbside is running \$125.00 per pickup, and we can do 4 curbsides.

Jim will close on delivery day, and allow curbside only on that day. Shamrock is delivering products because they have lost their restaurant business. UNFI is limiting the store to a certain (relatively small) number of cases at present.

It is important to leverage current good will to develop a stronger customer base.

Now is the time to be adding members.

### **Agenda item 11. Review Updated Employee Manual**

We defer review of the Employee Manual to April, when we have the draft back from NCG.

### **Agenda item 12. Colluminate Events and Webinars**

The Coop Café is not happening this weekend.

We will hear “Financial Training for Directors,” or “Cooperative Board Leadership,” or “being a Great Employer.”.

### **Agenda item 13. Competitive Immunity: Addressing Coronavirus**

Advertise a volunteer opportunity to deliver groceries. Jim has considered an over-60-only time in the store, but rejected it because the store is usually fairly empty, and over-60-only time is not necessary.

The water machine is back up, with hourly cleaning and a bottle-cleaning protocol.

Local products are increasingly available.

### **Agenda item 14. Closings and Other business**

Marshall has resigned from the board.

The Annual Meeting is scheduled for May 27. Kate should send early notice soon. It might be prudent to take written questions in advance. It is time to ask for people to run for the vacant board positions. Kate will post an invitation in the store, and one on Facebook.

The next board meeting is on April 22, 2020.

Monthly GM/Board meetings: Steve Snapp is scheduled for April 10.

Joshua Faulconer is scheduled for May 8.

Adjourn 7:22 Approved 5:0.