

Natural Harvest Food Co-op
September Meeting Held Tuesday, September 22nd, 2020
Board of Directors Meeting Via Zoom Video Conference

Board Members Present: Pauli Rancourt, Julie Juntune, Victoria Ranua
Kyle Lynch, Kelsey Gantzer, Kristin Dosan, Jenna Ballinger, Emma Peterson and Stephen Levchak.
Staff Members Present: General Manager Anja Parenteau

Call to Order – President Pauli Rancourt called the meeting to order at 5:32 PM

Welcome Guests – No guests

Consent Agenda Items Approved by Directors were:

- August 25th, 2020 Meeting Minutes
- New Owners for August
- Board Policy – B6-Staff Treatment & Compensation & supplemental documents
- B-7 – Communication to the Board
- C-9 -Board Member Succession

Motion was made to approve by Julie and seconded by Kelsey. The motion carried.

GM Reports

The monthly sales chart was presented for August by Anja. This year's August beat last years by 1.22% which is exceptional because we had our 40-year celebration in 2019. September sales are looking good as well. Anja stated that the produce department's sales growth is doing the best of all departments.

Store Happenings –August was a quiet month for happenings. Anja reported on the employee surveys which were done in August. We had an 80% participation rate and one area noted for improvement needed was in the area of training. Generally, the surveys were positive. Discussion continued about the frequency of surveys and the suggestion to try a new type called CX Surveys, a survey with coupon incentive immediately following a shopping experience. The 2019 NCG Participation report was reviewed. Natural Harvest has many good ratings throughout. We applied for and are confirmed to receive a \$500 grant from the Department of Agriculture. The funds are to help pay extra costs incurred because of the pandemic. The solar awning project is moved to 2021 with hopes of coordinating the installation with any exterior building work.

Covid – 19 Updates – Anja stated that the protections in place to prevent the spread of Covid-19 are working as well as can be expected. Nothing negative to report on. She is being vigilant in upholding the safety precautions. We have had a few negative interactions with customers who are asked to wear a mask in the store.

2021 CBLD/Columinate Contract Renewal – The offer to renew the annual contract for \$7,275 was discussed in detail, including the pros and cons of the contract and a review of the benefits it offers and how it

has served the Board Members. Kristen motioned to accept the renewal. Kyle seconded and the motion carried.

Board Retreat – Emma reported that the dates suggested by Leslie, October 15th and 26th, are set for the virtual retreat. The approximate times are from 5:30 PM to 8:30 PM. The topics are set from last month's suggestions.

Upcoming Officer Election – The board discussed the upcoming officer election to be held in October. Current office holders gave input to their respective duties and the time involved in each, in preparation for both the election process and the scheduled policy review of C6 - Officer's Roles, also scheduled for October's meeting.

Treasurer Report

Emma presented the expenses for August as the monthly stipends (\$520.00) and the Board T-Shirts paid (\$110.00).

Committee Reports

GM Evaluation – Julie reported that the committee met and reviewed the contract. They updated the requirements and conditions met through August. A report was sent to all Board Members on the progress of the contract's fulfillment

Education Committee – After completing the arrangements for the Board Retreat, the committee addressed an idea of sharing links that offer educational services on relative topics that owners and shoppers may enjoy. This was considered a good fill for the loss of holding classes for the community.

The Perpetuation Committee – Pauli reported that no meeting was held but that she is interested in starting a weekly plug on Natural Harvest's Facebook page promoting becoming a Board Member. Discussion continued and the fact that meetings are now held via Zoom, there may be increased or renewed interests in candidates to run for the Board.

Old Business – Pauli and Kelsey shared the reorganized Dropbox with all. Each folder was explained in detail. The "How to" files and other documents were explained and shared. Board Members expressed their gratitude for taking this project on. Julie mentioned that the website could be evaluated for free by an app. She will share the link with others to see if it is something we would like to pursue. It basically finds weaknesses and offers solutions/constructive criticisms for being user friendly.

Next Board Meeting – The next Board Meeting is scheduled for Tuesday, October 20th at 5:30 held via Zoom Video Conference.

A motion was made to adjourn at 7:31 PM by Stephen and seconded by Julie and it was approved.

Respectfully submitted,

Lori Beth Maki