

Kootenay Country Store Cooperative
Regular Board Meeting Minutes

April 11, 2016, 6 PM

Present: Jon, Alex, Stephan, Andrew, Liz and Cathy-Ann

Regrets: Abra

Staff Present: Paul, Russell, Sean and Jamie

Guest: Anne Mowat

Recorder: Nancy

Next Meetings: May 9, 5:30 pm

Adoption of April 11 Agenda: M/Andrew S/Liz

Approval of March 7 Minutes (with edit to Action 4): M/Cathy Ann S: Andrew

Business Arising				
	Who	Does What	By When (assumptions)	Complete (Yes/No)
1	Jamie	Email Stephan the full data file results from this survey.	May 9	
2	Jamie	Research what percentage of staff responded to this survey.	May 9	
3	Jamie	Research survey respondent demographics.	May 9	
4	Jamie	Investigate the costs and potential member advantages of a points program.	May 9	
5	Finance Committee	Discuss how and if the Finance manager should produce ratios around key indicators for Quarterly reports.	May 9	
6	Jon	Send Anne Mowat the board manual and the TOR for the CMC committee.	May 9	
7	Nancy	Send Doodle poll for June and July upcoming board meetings and confirm AGM date with Jamie.	May 9	
Ongoing/In Process				
	Who	Does What	By When (assumptions)	Complete (Yes/No)
1	Jon	Add discussion of MOC TOR to May 9, 2016 meeting agenda	May 2	
2	Member Outreach Committee	Review Paul & Jamie's communications strategy and plan how to communicate it to the membership	May 9	
3	HR Committee	Consult with Sarah about the development of a Disclosure of Wrong Doing Policy	May 9	
4	Board Development	Review board budget to determine if necessary to contract someone to update the election process	May 9	

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	Committee	policy		
5	HR Committee	Generate a report on the 3 rd party GM Evaluation process of 2015	May 9	
6	Board Development	Review best practices for interviewing candidates	May 9	
7	Russell	Request a weekly report on the project's timeline and present the following motion on the board's behalf: Motion: The board has expressed its concern regarding a two-week delay for the store space that was reported on March 7, 2016 and would like a written report on how ITC is going to rectify the situation in order to ensure that later deadlines will be met.	May 9	
8	Paul	Ask Sarah if she can provide an annual HR report that includes: reporting on wages, work-safe, a review of the board's responsibility (to ensure that the mission is being upheld), staff education/development and the board's strategic plan	May 9	
9	Paul	Ask Jamie about the broader request of how to integrate communications between the board, the store and the redevelopment project	May 9	

Business Arising

Jon led a round of director introductions and invited comments from guest Anne Mowat.

Development Report

Russell presented the Development report. 39 condos sold with 2 sales pending. The west half of the project is scheduled to be finished within 4 or 5 weeks. The crane is coming down by the end of the month; the expense for additional crane costs is being absorbed by ITC. Financing continues to progress smoothly. Deirdrie will be meeting with all significant parties in Vancouver to finalize the "air parcels" so that project can proceed with commercial sales. Altering the original floor plan has vastly improved the office and staff space. Details around the evolution of the floor plan were presented and discussed. There were concerns around how the decision to effect this change was made. And although the change was unanimously agreed upon by the Collaborative Management Committee and was circulated via email for review and discussion among the full board, it was agreed that more time could have been taken to examine this decision more thoroughly. The funding for the civic space is still in process. Actively researching other sponsors.

GM Report

Paul presented highlights from his GM report. Sales figures and results were presented. Sales were strong in Wellness and Grocery. A need to develop controls around stock and shrinkage has been identified. Grocery manager will transition to deli and an internal candidate will take over the Grocery management position. Produce department is still in development. Plan to continue making products in-house. Pallet stacker is being repaired so that it may be sold and a new pallet stacker will be purchased. Development of the deli is in full swing.

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Refrigeration is running at the lowest cost possible. Current HR manager has decided to move on and the position has been officially posted. An entry level marketing position is becoming available.

Marketing Report

Jamie presented the marketing report. The results of the member survey report's key findings along with recommendations on how to move forward with these results was discussed. **Action:** Jamie to email Stephan the full data file results from this survey. **Action:** Jamie to research what percentage of staff responded to this survey. **Action:** Jamie to research survey respondent demographics. **Action:** Jamie to investigate the costs and potential member advantages of a points program. The Marketing Department is reviewing the Coop's Community Giving program to ensure that funds are being used in the best way possible. A suggestion to post the amount of funds donated by the Coop within the community at the top window behind the cash registers was made.

Finance Report

Sean offered to answer any questions arising from the Q3 finance report that was electronically submitted prior to the meeting. There was further discussion regarding cost changes due to the low Canadian dollar and how that impacted sales margins for this quarter. It was suggested that a graph on key indicators would be helpful in understanding the Finance reports. **Action:** Finance committee to discuss how and if the Finance manager should produce ratios around key indicators for these reports.

General Manager Search Committee

Alex offered to answer any questions arising from the GM Search Committee report. There was a brief discussion around work so far and what the next steps in this process will be.

Collaborative Management Committee Report

Jon presented a brief CMC report. The committee has decided to meet once a month from this time forward. **Action:** Jon to send Anne Mowat the board manual and the TOR for the CMC committee.

Member Outreach Committee

Liz presented the MOC report. Terms of Reference review on hold until board governance model review proceeds. The Communications plan presented by the Marketing department was discussed. An important event is taking place in the garden for the Nelson Food Cupboard on April 22 (Earth Day). It was agreed that Board community outreach activities are very important and strategies for involving board members for some of the upcoming events was discussed.

Board Development/Policy Committee

Andrew presented the BD/PC report. The committee has prioritized policies around the board election process. A change in rules will be required. The Committee's focus will be on Policy for the immediate future.

HR Committee Report

Sarah and Jon have been looking at different templates for the Disclosure of Wrongdoing Policy and work is underway to develop these documents. The third-party GM evaluation report should be ready for May. An expanded Administrative Assistant role for 2016/17 is being drafted for consideration and there was some discussion around how that will be allowed for within the board's budget/expenses.

Board Annual Calendar Check-In

Annual Calendar reviewed. Paul recommended that it would be financially prudent to miss this year's CCMA (June 9th through 11th), the board agreed.

Upcoming Dates

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Next Meetings: May 9, 2016, 5:30 pm

Earth Day: April 22, 2016, 12 to 1:30 pm: Work Party at the Nelson Food Cupboard Ward & Hoover Street gardens

Soccer Saturday: April 23, 9 am to 12 pm: Coop Outreach Booth

Public Wellness Lecture with Dr. Jen: April 26, 7 pm: Adventure Hotel

Lorna Vanderhaeghe Public Wellness Lecture: June 1, 7 pm: Mary Hall

Coop's 41st Birthday & Market Festival: June 24

2016 AGM: September

Action: Nancy send Doodle poll for June and July upcoming board meetings. **Action:** Nancy to confirm AGM date with Jamie.

Member/Guest was invited to ask and discuss any questions she may have.

Meeting Adjourned: 7:55