

MINUTES

Weavers Way Cooperative Association Board of Directors, 3/6/2012

Attendance: Chris Hill, Stu Katz, Nathea Lee, Margaret Lenzi, Bob Noble, Linda Shein, Sue Wasserkrug, David Woo, Ian Zolitor
Absent: Sylvia Carter
Staff present: Glenn Bergman, Karen Plourde, Rick Spalek, Norman Weiss, Susan Beetle, David Chaplin-Loebell, Mike McGeary, Annette Aloe, Jon Roesser, Beau Bibeau, Dean Stefano
Guests: Fran Johnston (speaker from Teleos), Nancy Weinman (past president), Jeremy Thomas (board candidate), Megan Clinton (board candidate), Dave Tukey (former board member & current board candidate), Amanda Saunders (board candidate), Jonna Naylor (board candidate)

The meeting began at 6:30 pm. We started with introductions because of the large number of staff and guests. Glenn gave a brief description of the Cliveden House where the meeting was held.

Agenda Review

We will add a discussion of PACA (Philadelphia Area Cooperative Alliance) to tonight's agenda.

Approve Minutes of February 2012 BOD Meeting

The GMM agenda appended to the draft February minutes is not the corrected one; the correct one will be provided to the secretary and appended to the minutes before posting. One correction was offered: the minutes need to reflect that Ian was not at Executive Session because he is staff.

Board Action: The minutes of the February Board meeting were unanimously approved as amended.

Teleos Leadership Institute Presentation

Glenn gave some background of Teleos' involvement with Weavers Way. Teleos is an organization development firm that worked with WW to assist our co-op following the opening of the Chestnut Hill store. They interviewed staff, members & board. Tonight's presentation is the result of that work. Chris added that this is an opportunity for us to get some perspective on the culture of WW and prepare us for further exploration at our board retreat in April.

Fran Johnston of Teleos (and a WW member) asked us to think about what it would be like to be in a different role in WW. She noted that with the opening of the Chestnut Hill (CH) store, there was a new reality for WW.

Fran said the purpose of her presentation was to share the data & the journey of supporting management group during growth of co-op. Fran likes that WW's values are right at the surface & shared by all. The challenge now is having 2 locations, with the new one being very big with a lot of energy, requiring lots of growth, so some of old cultural patterns weren't going to serve WW as well. She posed the question, how can we rise to that challenge?

For the study, Teleos first surveyed about 45 people, asking 3 questions at the 3 stores. Teleos also interviewed 31 people and did a systematic research study of the data. Then there was a retreat of staff, who were asked: what do you need to be more effective at your job, and what does leadership team need to be more effective at their job. Then Teleos determined the most compelling things that need to be worked on. Two things emerged: operational issues and cultural issues. Then there was a second retreat.

Fran noted that it's a good time to figure out what's next, because we did strategic planning 5-7 years ago & implemented a lot of the plans, and now it's time to move on.

Our discussion centered around the extent to which the new store feels like a separate organization, whether that is still an issue, and how folks feel about it. There also was considerable discussion of diversity, and the fact that reality does not always reflect our beliefs. The last issue discussed was resistance to change. Change is necessary because of growth, but it is accompanied by emotions that must be addressed.

Finally, we learned that one priority now is to hire an Operations Manager who shares our values enthusiastically, to streamline costs & improve efficiency. The work with Teleos will continue.

Glenn invited leadership staff to board retreat on April 14. Chris clarified that we're looking for approximate equal number of staff as board.

Policy Monitoring L1: Financial Conditions, Mid-Year

The Board reviewed Glenn's L1 Policy Monitoring Report. There was some discussion about whether the interpretation of the policy (specifically an "increase in net income & sales") was reasonable. The Board did vote that the interpretation was reasonable. Glenn & Mike clarified "reversal of sick leave accrual": sick leave accrual is not paid out when an employee leaves, but the data had not reflected that previously.

Board Action: The board unanimously accepted the L1 Policy Monitoring Report.

Finance Committee Report & Recommendation re: Audit RFP

Chris reminded us that finance committee put out an RFP (Request for Proposal) for a full audit as well as for just a review, but the finance committee determined that our loans require a full audit. The finance committee recommends accepting the proposal from Maille Falconiero, which Chris will email to the board. Chris will also distribute the engagement letter to board.

Board Action: The board voted unanimously to accept the proposal.

Board Policy Monitoring G7: Cost of Governance

The Board discussed the Survey Monkey results, focusing on G7.1.4 (incurring costs for outreach to members to solicit their viewpoints & input). What does it mean for board to incur the costs? The Member Engagement Committee will come up with a plan for getting member input and determine what it'll cost. The current board calendar calls for G7 monitoring to be done in March and the board budget to be done in April. In the future they should be done together. David will determine whether March or April is best.

Policy Monitoring L8: Member Committees

The Board reviewed Glenn's L8 Policy Monitoring Report. There was some discussion about the fact that the text of the broadest level of this policy doesn't even mention committees, which prompted us to consider changing the name of the policy to "Member Involvement."

Board Action: The board unanimously voted to change the name of the L8 policy to "Member Involvement."

Board Action: The board unanimously accepted the L8 Policy Monitoring Report.

General Manager Report

Glenn referred us to his written report and the supplemental membership report. Glenn passed out blueprints for MA store renovation. Most of what is currently on the second floor will go across the street to 610 Carpenter Lane, next to the pet store. Second floor will become all bulk. Plans call for new floors, new refrigeration, new shelving. Anticipated start date is July 16; construction should take 6 weeks. Construction on 608/610 Carpenter Lane should take place in June and be complete before construction at 559 begins. There will be an article in April Shuttle about this.

CCMA (Consumer Cooperative Management Association) Update

Karen will poll directors about whether they would like to attend. David has informed board candidates and hopes those who are elected will attend.

Philadelphia Area Cooperative Alliance (PACA)

In January 2011, co-ops & start-ups (food & other, such as housing, energy, etc) in Philadelphia began meeting, in a way that was similar to MAFCA's (Mid-Atlantic Food Co-op Alliance) beginnings. As a result, there have been a few events including the Feb 8th IYC event with 70 representatives from different co-ops. There will be a one-day conference in June. PACA is still defining its vision & mission. We decided to discuss PACA in more depth in the future because it's such an important issue. David will try to put it on the agenda for April.

Review Calendar

David will write May Shuttle article due April 1, on tonight's Teleos presentation.

Announcements

- MAFCA meeting this Saturday at Hungry Hollow Co-op in Chestnut Ridge, NY. See Sue about carpooling.
- Anti-fracking event this Saturday; see signs in store & hand-outs.
- Linda's brother is running for US Congress in Massachusetts. He is a member of Berkshire Food Co-op.
- Stu announced that there was an event to support the renovation of the Chestnut Hill Friends Meeting House, which aspires to bridge the CH & MA communities. Stu spoke and received a very nice thank you note.
- Sue's friend is doing a book reading next Friday at Big Blue Marble.
- Luna Festival was very successful.

The meeting adjourned at 9:50 pm.