

Next Meeting: July 6, 2020

MINUTES FROM THE LEXINGTON CO-OPERATIVE BOARD MEETING

June 1, 2020 via Conference Call

**Attendance:** Matt Caldiero, Hope Hoetzer-Cook, Domenic Licata, Peter Cimino (7:18), Marissa Pace, Alison Wilcox, Valerie Rettberg-Smith, Derek Bateman and Heather Lazickas (7:07) **Staff Members:** Tim Bartlett, Amanda Cammarano, Sarah Easler, Annabelle Ludwick **Owners:** Andrew Marconi (until 7:27),

Marissa Pace called the meeting to order at 07:06 PM and reviewed the agenda.

Agenda Item	Discussion/Documents Reviewed	Board Action
Review Agenda	Board reviewed the following document: <i>Agenda May 4, 2020</i>	
Owner Observers	Andrew Marconi-	
BOD Calendar	<b>The Board reviewed the BOD calendar</b> <ul style="list-style-type: none"><li>- Next Board meeting on July 6, 2020</li><li>- There will be another round of D-Surveys this month</li><li>- Date and more information about Annual Meeting will come in July</li></ul>	
Minutes	The Board accepted the May Minutes as written. <b>Motion: Derek, Second: Hope. Vote: 7-0, Motion Passed.</b>	
D-Surveys	Board discussed the possibility of amending several board policies, including D6.5, D7.1, D7.5-6, and D8. Various board members volunteered to look at the policies and come back the group with recommended amendments.	
GM Reports	<b>B8: Customer Service and Value</b> Motion to accept the B9 Customer Service and Value report. <b>Motion: Dom, Second: Matt, Vote: 8-0. Motion Passed.</b> Reasonable Interpretations?: Yes, Data Provided?: Yes, Compliance?: No B8.1-B8.5 (Monitored together) Severity: low, Implication: high, Trend: low, Board Action: None. Non-compliance stemmed from the co-op missing financial indicators for growth. These financial indicators are monitored quarterly in the B4 reports.  <b>Discussion:</b> After conducting a customer survey we found our net promoter score lower than in previous years. When comparing it to grocery stores nationwide it is considerably higher than our competitors.  <b>B9: Membership</b> Motion to accept the B9 Membership report. <b>Motion: Dom, Second: Matt, Vote: 8-0. Motion Passed.</b> Reasonable Interpretations?: Yes, Data Provided?: Yes, Compliance?: Yes Severity: low, Implication: low, Trend: none, Board Action: None.  <b>Discussion:</b> Since initial growth when Hertel opened, we have seen the number of new owners taper off. This combined with an increase in a percentage of sales to owners indicates that we have opportunity to create more brand awareness outside of our owner base.	
COVID-19 Impact Update	<ul style="list-style-type: none"><li>• The co-op announced that COVID pay will continue through June 13</li><li>• Curbside pickup has been launched to all owners</li><li>• The co-op is moving back to "normal" by returning bulk to gravity bins, returning to normal hours, accepting paper coupons and giving cash back at the registers.</li><li>• The co-op saw its first week of sales growth over last year since March.</li></ul>	
Adjournment	<b>Meeting was adjourned at 9:12pm</b>	

Respectfully submitted by *Amanda Cammarano* on June 2, 2020