

**HARVEST BOARD OF DIRECTORS
MEETING MINUTES—MAY 2
MEMBER SESSION**

Attending: Stacey Cordiero, Ellen Dickenson, Dwayne DeSaulniers, Lydia Peabody, Kashif ul Huda, Corie Scibelli, Meghan Strauchon, Wayne Clark, Marc Cutler, Maggie Cohn, Mike St. Clair (via telephone).

Absent: Hunter Gates, Lila Givens

Vote Key

Votes are recorded in this order: For, Against, Abstaining

Minutes taken by Diane Simpson.

The meeting commenced at 6:34 p.m.

Member Comment

Stacey asked what the plan was to deal with the complaints of the worker.

Maggie made reference to CFNE writing a letter of interest.

The previous month's action items were completed.

Motion: Approve March minutes. The motion was moved and seconded. Approved 6-0-0.

Draft Policy-Meeting Cancellation

The board discussed how far in advance the cancellation notices should go out, and thought that 12 noon would be a good time to send out the alert. Marc said a post on the website and social media would be doable and that someone from the Board should be able to post.

ACTION ITEM Kashif to connect with Chris to learn how to send out the meeting cancellation alert.

Member comment: I could have used better directions to get to this place and clearer directions as to what entrance to go in. (Or just a note on the door.)

ACTION ITEM Meghan to connect with the people at Hope Lodge and find out better way to get directions.

Expansion

The history of the expansion effort was explained for the members present. The Lease & Finance Committee was formed to take a look at the financials to see if it's feasible. The Board will need a thorough understanding of project scope and the time commitment required to raise capital. Financial and sales projections for this project need due diligence. Taking on debt requires an accurate assessment of the payoff period. The committee must explore the various perspectives from financial and cooperative experts in order to thoroughly evaluate the project. The Lease & Finance committee is not ready to make a recommendation yet.

Next, the member engagement part of this process was reviewed. Next steps are to talk to community leaders and hear from members.

Someone suggested seeing what other community meetings are occurring and looking at the BRA website in order to sign up for meetings the BRA is sponsoring and meet people.

Going to Farmer's Markets was another suggestion. Two questions came up:

1. Is it a good business opportunity?

2. Can Harvest afford it?

The original pro-forma answered “yes” to both questions but surveyor did not have experience with cooperatives. The Board continued the discussion and they anticipated getting the answers after talking to some external stakeholders and reevaluating the sales projections & budgets.

HR Updates

There were two updates:

- 1) Eric’s questions
- 2) Board question of employee satisfaction

Regarding Eric’s questions, there was not much the Board could say because of the privacy that surrounds any Human Resources situation. The Board feels that Mike and his team are handling everything compassionately and appropriately.

Regarding employee satisfaction, that is monitored via the monitoring reports the Board requests from Mike. The Board will go deeper into this subject when they review the Global End on employee satisfaction. The Board sees the morale issue as a sales issue as well as an HR issue. It is important for salespeople to be happy in order to promote the values of the co-op.

The Board has a Global Ends committee that is working to determine the next steps and to figure out how to monitor the Global End on staff satisfaction. Each Global End monitoring document will probably take two or three months to complete and the Board hopes to use information they already have.

A member commented that this ties in to the expansion project, saying that if Harvest is not known for good jobs there will be community resistance to the new store. She was anticipating finding stories from former Harvest employees who did not have a good work experience. A director pointed out that it was hard for them to know how to respond if they had not heard these stories.

Some potential ideas that were raised:

- Have an outside organization come in and talk to the workers
- Ask the Board advisory group (CDS) about the best practices
- Talk to people at the Ujima Project about their idea of best practices
- Attend CCMA conference; see who has good working conditions and what they’re doing
- Listen to the community
- Find out what tools Harvest has used in the past and what tools the Dudley initiative is using
- Find co-ops where people really like working and find out why they like working there
- Annual review of worker satisfaction
- Find out what the industry satisfaction rate is
- Find out what is important to the consumer members
- Find out how putting money into staff saves on costs of hiring and training new staff

ACTION ITEM Meghan to connect with Haley House and ask Bing Broderick if he will share the report done by Stacey Cordeiro.

ACTION ITEM Corie to help Mike figure out what organizations, certifications and trainings the new HR Director needs.

ACTION ITEM Global ends committee to do survey and find out what company (or what tool) to use to survey employee satisfaction annually.

Committee Updates

Global Ends

Globals Ends is working on #5 first. They want to extract data from previous reports. The committee also plans to talk to Mike about their approach.

5. *Employees*

Create a positive work environment for employees while providing a respectful workplace and a living wage.

Meghan and Hunter are the only ones on the Global Ends communication committee now. The Board set a September deadline for rejuvenating the Policy Governance committee.

ACTION ITEM Corie will remember the action item for rejuvenating the PG committee.

MSCC

Kashif's report noted that one more person came to the last meeting. He thinks the MSCC should be called member engagement committee and that it should be setting up events & classes and creating a sense of community. He said the committee may have to revisit the mandate. The Board discussed engagement opportunities and what kind they want to set up for people.

ACTION ITEM Kashif and Corie check in before the next meeting and compare charters and combine into one committee or see what the Board recommends.

ACTION ITEM Kashif to combine Ellen's survey questions with his survey questions, leave out expansion, and send out via Chris Durkin.

Motion: Accept Lila's resignation from the Harvest Board of Directors. The motion was moved and seconded. Approved 6-0-0.

The Board discussed whether or not to try to fill the vacant seats now and whether they had asked members before for people with specific skill sets to run for the Board.

ACTION ITEM Next meeting: All Board members to think through what strategic skill set needed.

ACTION ITEM Diane to send out a survey on needed strategic skill sets to the Board.

ACTION ITEM Meghan to double-check the bylaws regarding absences.

ACTION ITEM Meghan to connect with Hunter and see how he's doing.

The Board discussed management of the election committee. It is a 2 hour commitment per month initially, but it increases when the applications arrive. It also includes scheduling tabling and outreach.

ACTION ITEM Lydia will take on sending out the question (about who wants to head up the election committee) to the Board in another week.

Board Monitoring

There were two monitoring surveys this month due to the missed April Member meeting.

Motion: Remove "Consent Agenda" from C.3 – Agenda Planning in Harvest's policy register. The motion was moved and seconded. Approved 6-0-0.

MEMBER

Motion: Approve April monitoring report with the removal of “Consent Agenda” from C.3 – Agenda Planning. The motion was moved and seconded. Approved 6-0-0.

ACTION ITEM Megan to ask “Here are 5 (or however many) things that came up and ask people to rank them to see if they want to put them on the agenda.

Motion: Approve May Board monitoring survey, C4 – Board Meetings. The motion was moved and seconded. Approved 6-0-0.

ACTION ITEM Diane to update the Policy Register.

Motion: Close the Member meeting. The motion was moved and seconded. Approved 6-0-0

The Member meeting closed at 8:24 p.m.