



**New Pioneer Board of Directors  
Open Session Meeting Minutes  
Wednesday, December 18, 2019  
New Pioneer Food Co-op, Cedar Rapids, IA**

Present: Caitlin, Kelli, Jon, Ramji, Patrick, Wannette (late), Cal (late)

Absent: none

Member Owners Present: Julie Parisi

Staff Present: Matt, Linda, Ryan

Meeting Called to Order at 6:31PM

**Member Open Forum**

None

**Approval of Minutes**

Ramji motioned to approve July 17, 2019 and September 19, 2019 meeting minutes; Jon seconded; approved 5-0-0

**B1 Financials and Finance Committee Report (Matt)**

- Matt and team compared data from New Pioneer to cooperatives part of the NCG, for the purpose of determining where we stand nationwide among similar organizations. The B1 financial statement is non-compliant on sales growth and net income, which has been a trend for several months now. The financial condition of the organization is 'urgent'. Projections for the Coralville and Iowa City stores, post-remodel, were showing to be slightly inflated as a result of timeline, thereby the forecasted projections are being adjusted. In short, immediate increased revenue is essential to long term financial success of the Co-op.
- Adjustments of member benefits are also playing into the short term financial condition of the Co-op, both positively (new member rewards) and negatively (removal of senior discount). An increase in marketing resources, including the addition of a team member, were among one of the additions to continue to incrementally influence sales growth. Cost-saving measures in other non-frontline areas will continue.
- Ramji noted that while some of our costs are higher due to multiple locations in the organization, there is a benefit to this diversification (high quality bakery, advanced meat cutting operation, competent IT staff, and more).
- The Board is expecting that Matt and appropriate management refines and executes the plan to grow revenue immediately, which includes a weekly (Friday) email communication to the Board starting on Friday, 12/20/19.

Cal motioned to approve B1 report noting non-compliance on B1.1 and B1.2; Ramji seconded; approved 7-0-0

**Staff Survey Results (Linda)**

- A formal report will come next month, but staff survey results were shared with the Board. Linda mentioned that the survey was administered at a particularly stressful time for the organization (during the two store remodels) which might have impacted the scores. There were 45 areas of measure in the survey, 7 of them increased from 2017 and 38 decreased. Of those areas that decreased, 16 of the areas of measure showed significant decrease.

- As a result of the survey results, Linda shared that there will be both store level and department/team meetings to focus on issues directly related to their workflows. More details will be provided in January.
- The Board agrees that these survey results show that an opportunity to be proactive with supports during the stressful remodels was missed. It impacted morale and staff satisfaction. The Board looks forward to more specifics at the January board meeting.

#### **Member Owner Relations Committee and Marketing Report**

- A marketing report was provided to the Board by Amy. It provided crucial, data-informed reporting to the Board, and we look forward to continued communications on a monthly basis.
- Meghan, a new marketing team member, joined the staff this week. Welcome!
- There was no MOR Committee meeting this month.

#### **Board Calendar Review (Caitlin)**

- Board meetings are on the 3<sup>rd</sup> Wednesday of the month, located in both the Iowa City Admin Offices and in the CR store.
- The Board agreed to not hold any Board retreats in 2020. The Board will hold monthly board meetings (instead of 9 months out of 12) in 2020, three of those being Executive Session (March, August, November) to discuss financials.
- The 2020 Board Secretary will upload important dates to the shared calendar.

#### **Farewell and thank you to Patrick Brickel for 3 years of service!**

#### **2019 Board of Directors Meeting Adjourned**

Cal made a motion to adjourn; approved 7-0-0

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#### **2020 Board Convenes**

Open session with Board Members for 2020 called to order by Ramji; Jon seconded, passed 7-0-0 at 7:34pm

#### **Attendance**

- Board members present: Caitlin, Cal, Jon, Ramji, Wannette, Kelli, Julie
- Board member absent: None
- Staff attending: Ryan, Linda, Matt
- Owner(s) attending: Patrick Brickel

#### **Board Officer Nominations**

- President – Ramji nominated Caitlin, Jon seconded, Caitlin accepted
- Vice President – Cal and Wannette nominated Kelli, Ramji seconded, Kelli accepted
- Treasurer – Cal nominated Ramji, Wannette seconded, Ramji accepted
- Secretary – Kelli nominated Cal, Ramji seconded, Cal accepted

The Board voted to approve officer appointments as listed above; approved 7-0-0

#### **Committee Assignments**

- Finance (Treasurer)

- Treasurer (Chair) - Ramji
  - Cal
  - Kelli
- Governance
  - Secretary (Chair) - Cal
  - Julie
- Member Owner Relations
  - (Chair) - Wannette
  - Jon
  - Caitlin
- Planning
  - Vice President (Chair) - Kelli
  - Julie
  - Jon
- Management Relations
  - (Chair) - Caitlin
  - Wannette

#### **Meeting Adjournment**

- Kelli moved to adjourn; motion passed 7-0-0
- Meeting adjourned at 7:53pm