

Attending: Alice Ciccu, Amy Derry, Angie Felton, Barb Griggs, Ginny Haight, Janet Sturm, Mike Lents, Sarah Christensen

Absent: Debbie Peterson, Lee Ruffino

Agenda

1. Check In
2. Agenda – Ginny made a motion to approve the agenda, Angie seconded.
3. Approve June Minutes – Amy made a motion to approve the minutes; Janet seconded.
4. Member Input –
 - a. Super friendly staff; sometimes the shredded chicken is out.
5. Email Update – no valid email has been received.
6. GM Report – July and August
 - a. There have been more shoplifting incidents; Sarah and team will develop a policy on how to handle these incidents based on objective criteria, so all incidents are handled uniformly to avoid bias.
 - b. The geofencing program seems to be working well and the metrics achieved surpass national averages as well as the goals set for the program. Laura would like to continue it.
 - c. Customer Survey numbers were up with scores over 90 and 95%.
 - d. An investor has requested a refund of their initial investment. The language of the contract indicates that repayment won't be considered until 2029, and the Board supports keeping to this. There is a provision for the investor to sell their certificate to someone else. Sarah will communicate with this option to the individual.
 - e. The Board reviewed the draft letter to the investors and made a couple of suggestions. Sarah will make those updates and send it out.
 - f. Angie moved to accept both GM reports from July and August; Barb seconded.
7. Monitoring Report:
 - a. B1 Financial Conditions
 - i. Sarah has started to change the format of reporting a bit so as not to rely as heavily on the indicators of trouble. Instead, she'll use metrics recommended by NGC and benchmark Greentree against the median of our peer coops. She will report compliance if we are above the median of our peers on these metrics.
 - ii. Janet made a motion to accept the report; Barb seconded.
 - b. B5: Treatment of Customers – Barb made a motion to accept the report; Janet seconded
 - i. Sarah recommended using the receipt survey data instead of purchasing a formal survey from a consulting firm. The Board concurred and felt this was financially prudent.
8. Board Monitoring Report
 - a. C4: Meetings
 - i. The Board agreed with the wording of the interpretation as well as our compliance.
 - ii. A couple of questions were submitted, however:
 1. Can a Board member request an executive session - Yes
 2. Should we add to the policy that executive session minutes are kept, but not shared – No
 - b. C5: Code of Conduct
 - i. The Board agreed with the wording of the interpretation as well as our compliance.
 - c. Angie made a motion to accept the Board Monitoring reports; Janet seconded.
9. September Article – Angie agreed to write the article and Janet will edit. The topic will cover some of the changes we've encountered since the move including the increase in shoplifting and the numerous awards won by both the store and Sarah.
10. Board Candidacy Committee

- a. The committee has put together a new draft of the candidacy form – a candidacy packet. The nominating process is becoming more formal and thus will require a longer runway.
 - b. One addition is introducing a ‘Board endorsement’ for candidates. The endorsement would be based on a prospective candidate meeting four objective criteria including:
 - i. Attending at least one regular meeting of the Board of Directors.
 - ii. Attending at least one Meet the Candidate Event.
 - iii. Agreeing to abide by the Director's Code of Ethics and Code of Conduct if elected.
 - iv. Submitting their candidate application by the deadline.
 - c. Members can still run for the Board without meeting these criteria, they just would not have the ‘Board endorsement’ indicator.
 - d. The committee’s final task is to create a timeline of events leading up to the election in May.
11. Adjournment – Janet made a motion to adjourn; Ginny seconded. The meeting ended at 7:53.