

# TPSS Board of Representatives Meeting

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Date: August 28, 2016

Time and Place: 6:00pm, TPSS Community Room

Board present: Rachel Hardwick (RH), Robert Anderson (RA), Adam Frank (AF), LuLu Fulda (LF), Emily Townsend (ET), Melissa Schweisguth (MS), David Zuckerman (DZ), Patrick Brown (PB), Katie Parker (KP)

Staff present: Abdi Guled (AG), Marilyn Berger (MB)

Others present: Dave Paris (DP)

Minutes submitted by: Solveig Mortensen (SM)

## RESOLUTIONS:

- The Board approved the July 14, 2016 open session Board meeting minutes.
- The Board accepted the GM Monitoring Report for L-5 as submitted.
- The Board approved the Policy Committee's recommendation to accept the proposed modification of policy L1 as submitted in the 2016 June and July GM report.

### APPENDIX A

- The Board approved the Policy Committee's recommendation to accept the modification to L2.6 of policy L2 as proposed in the GM's June L2 Monitoring report. APPENDIX B
- The Policy Committee tabled the review of the MC policies, specifically in regards to the aim of integrating them into the L's policies.

GM Report: AG stated that he was pleased to share that per "Co-op Metrics" for the first quarter of 2016, the Co-op ranked #3 in percentage of sales growth and #1 in greatest total sales for co-ops of its size within the Eastern Corridor. AG gave an update on the progress of the audit; he explained that the Co-op's Finance Manager Yodit Gebremeskel worked well with the Aronson auditors and that they finished their in-store work within a few days. Management explained that with the completion of the auditors' fieldwork, the auditors will spend a bit over three weeks doing their review and finish the audit in time for the annual report deadline.

AG reported that the Co-op continues to communicate with representatives of Interior Federal Credit Union (IFCU) and expects to install an IFCU ATM machine in/at the store within weeks. AG also reported that the Co-op's Membership and Outreach Coordinator Aaron McKeel has been participating in community events and general outreach. Per Board inquiry, management relayed that the Co-op hoped to reach out to those that lived in the apartments where an explosion occurred.

Finally, AG described two recent incidents at the store, where the involved individuals became so aggressive and unpredictable that the police were called. AG reported that the police responded quickly and that the Co-op has safety precautions in place.

Membership Committee: LF conferred with Board and management about the fall Member-owners meeting. The meeting was planned for the date of October 23rd and the location will be the Takoma Park Volunteer Fire Department.

The Policy Committee: DZ shared the Policy Committee's recommendation to accept the GM's proposed modifications to policies L-1 and L-2. DZ reported that the Policy Committee reviewed policies G8 and G9 and recommend no changes at this time. In addition, DZ explained that the Policy Committee is tabling the task of integrating the MC's policies into the L's policies.

MAFCA: PB described the recent MAFCA meeting hosted by the Common Market in Frederick, MD. PB shared that the Common Market (CM) was celebrating its 40th anniversary; MAFCA attendees toured the store and learned about the CM's profitable meat and seafood department and the CM's relationship with their local, organic suppliers. PB also summarized how the MAFCA attendees discussed other types of co-ops, the interest in becoming a licensed beer and wine seller, and the challenges they also face with maintaining an operable, accessible loading dock.

Expansion Update: Management gave the following updates on the expansion:

- the City of Takoma Park signed the land development agreement with Neighborhood Development Company (NDC)
- to date the Co-op has not signed a letter of intent and does not plan to do so until the Co-op is assured that its unloading needs will be met
- the Co-op has agreed to work with a mediator if mediation will sufficiently address the Co-op's needs
- the Council set up an advisory committee that is charged with organizing community meetings and garnering community feedback re: the redevelopment of the municipal lot. These meetings are open and co-sponsored by NDC and the City; the Co-op is planning to attend them

Meeting adjourned 7:05pm

Term 2016:

<u>Rep.</u>	<u>Dec.</u>	<u>Jan.</u>	<u>Mar.</u>	<u>April</u>	<u>May</u>	<u>July</u>	<u>Aug</u>
				<i>(May 1)</i>			
Anderson	*	*	*	*	*	*	*
Brown	*	*	*	*	*	ex	*
Frank	*	*	*	*	*	*	*
Fulda	ex	*	*	ex	*	*	*
Hardwick	*	*	*	*	*	*	*
Parker	*	ex	*	*	ex	ex	*
Schweisguth	*	ex	*	*	*	*	*

Townsend \* \* \* \* \* \* \*  
Zuckerman ex ex \* \* \* ex \*

(ex=excused)

**APPENDIX A:**

Policy Type: Executive Limitation  
Policy Title: L1 – Customer Service and Value  
Adopted: July 2002  
Last Revised: [August 2016](#)

Customer Service is a high priority at TPSS Co-op. Consistent with TPSS end statements, the general manager shall make every effort to ensure that TPSS Co-op provides exceptional value and service to customers.

**MONITORING:** The GM will create a system for soliciting, addressing, and reporting customer suggestions, complaints, and product requests that will be reviewed regularly by the Board.

**APPENDIX B:**

Policy Type: Executive Limitation  
Policy Title: L2 – Staff Treatment  
Adopted: July 2002  
Last Revised: August 2016

Paid staff and volunteers shall not be subjected to unfair, undignified, or unsafe treatment or conditions. Accordingly, the general manager shall ensure that:

- L2.1 Discrimination is not tolerated in the workplace.
- L2.2 Staff shall have regular access to Human Resources professional(s) who can provide confidential resources and support for resolving workplace conflicts, hearing staff complaints, and assisting with staff development and morale.
- L2.3 Personnel records are kept confidential, clear records of all personnel related decisions are retained, compensation is equitable, and benefits policies are administered appropriately.
- L2.4 Staff shall not be exposed to unsafe, unhealthy or illegal conditions.
- L2.5. Staff have access to written personnel policies that:
  - L2.5.1 Provide for fair and thorough handling of grievances.
  - L2.5.2 Inform staff that employment is neither permanent nor guaranteed.
  - L2.5.3 Include a progressive discipline policy.
  - L2.5.4 Inform staff that they have the right to report on improper or illegal management actions to the Board if administrative measures are exhausted.
  - L2.5.5 Protect staff from being reprimanded or retaliated against for reporting suspected wrongdoing.
  - L2.4.6 Are consistently applied.
- L2.6 Staff shall have clear job descriptions, access to appropriate training and staff development opportunities, and regular performance conversations with their supervisors.
- L2.7 Open jobs shall be posted so that current staff may have the opportunity to apply.

**MONITORING:**

This policy will be monitored every year through a report using data recommended by the HR consultant report dated Oct 2, 2009 or alternative data that provides the same level of confidence that compliance has been achieved.