

HPC Board Meeting Minutes

Monday, February 23, 2015

Back room of HPC

6pm-8pm

Present: Mark Chapin (Chair), Martha Hotchkiss, Greg Junge, Joe Kruse (staff rep), Nick McNeely, Scott Vargo, Paul Hanemann, Jesse Winsell, and Paul Moore via telephone.

Absent: Chris Dart (secretary)

Hampden Park Co-op's mission is to serve its member-owners and the community by promoting wholesome, healthful, and ecologically sound food consumption with the involvement of its members in food selection and the operation of the co-op.

Item and timeline	Discussion Points	Relevant materials	Action Taken	Follow-up Needed
6:00 pm Check-in, general announcements and adjustments to agenda (10 min)	Connect with mission - general discussion of HPC's overall goals; Updates and announcements; Discussion of member letter from the board.		Mark's Motion: Alter letter to include year to date sales figure. Second: Scott Vote: All in favor	
6:10 Finance Committee Report (10 min)	Update on Loan Refinance: HPC discussion of alternative institutions for HPC refinance.		No - Informational	
6:20 Consent agenda (5 min)		a. January Meeting Minutes b. Prospective	Jesse: Motion to approve consent agenda Second: Paul H. Vote: all in favor	

		Members List		
6:25 LLC Board Report (15 min)	Discussion of LLC regarding current leasees. Discretion of leasees and leases previous granted to a representative of LLC. Discussion of separation between HPC and LLC and whether value exists in current separation.		Mark: Motion to evaluate the relationship between HPC and LLC board and take steps to align the two entities Second: Paul H. Vote: all in favor.	
6:40 General Managers' Report (20 min)	<p>Discussion of floor replacement; identification of some oddities consistent with most construction projects; floor work/painting completed and folks are happy with the product.</p> <p>Ceilings cleaned & re-painted - no sales lost as work done overnight.</p> <p>Floor manager meeting completed.</p> <p>HPC color scheme determined by member/staff/collective input.</p> <p>Board interested in financial audit.</p> <p>Mini-audit: Regarding HPC store condition:</p> <ul style="list-style-type: none"> - audit shared with all managers; - message of audit - designing what our look will be and our message; - HPC received audits from other coop's for comparison; <p>*idea was to bring in an outside group to assess the store layout and product.</p>	<p>Managers' Report, Mini-Audit, Key Indicators and</p> <p>January Financial Documentat ion: Balance Sheet (long), Balance Sheet (short), P & L (Jan), P & L (July '14 through Jan. '15).</p>	<p>Jesse: Motion that the BOD accept the managers report.</p> <p>Second: Martha</p> <p>Vote: all in favor</p>	

	Review of 365 day metrics; overview of improving financial condition.			
7:00 B8 - Customer Service (20 min)	<p>Showing signs of improvement;</p> <p>3 staff members took margin training and more planned to in the next few months;</p> <p>HPC taking customer comments seriously, monitoring comment box actively. HPC has received below comments since August 2014:</p> <ul style="list-style-type: none"> - 59 product requests - 16 positive comments - 3 negative comments - 25 general suggestions. • in the previous year there were six comments, total. <p>Working on signage and store cohesion to improve shopping experience.</p> <p>Discussion - off-duty police officer on site.</p>	B8 - Customer Service	<p>Nick: Motion to accept B8 policy.</p> <p>Second: Jesse</p> <p>Vote: all in favor.</p>	
7:20 GM Six Month Review (30 min)	Board enters closed session			
8:00 pm Adjourn		Adjourn	No motion or approval required	