

Harmony Board of Directors  
Minutes for February 22, 2023

Present: Rita, Jan, Mary, Tom, Kathryn, Diane, Natalie (zoom)

Staff: Colleen, Danielle

- Call to order: 6pm @ 309 Building
- Check In: “Has it snowed enough for you this winter?” yielded a full range of responses.
- Consent Agenda
  - January minutes – Deferred to March because technical difficulties prevented members from accessing Teams to review and copies were unavailable at the meeting
  - Agenda
- Governance
  - Board Narrative
    - Colleen presented Harmony’s financial results, including the dividend from NCG which shifts our 2022 year end, though with no change to the analysis of patronage dividends. She also highlighted the accountant’s letter for the year which affirms that payroll taxes are current and filings up to date among other things.
  - B4 Financial Condition – IN COMPLIANCE
  - B8 Customer Service – IN COMPLIANCE
    - Danielle spoke about the ongoing work to hire and train front end staff. She shared an example of feedback she receives from customer surveys and talked about how she uses it in her staff meetings and training.
  - B9 Environmental Policy – IN COMPLIANCE
    - Colleen noted that her report contains a great deal of history of Harmony’s efforts in this area. The members concurred that this is helpful for both new and existing board members.
  - What does Colleen need from us? What does the staff need from us?
    - Colleen will let us know at our March meeting when she’d next like a board member to attend the Team Harmony meetings to talk about Ends Statements. Danielle said that our support of the wage strengthening and staffing levels was what she saw as a need that we’ve met.
- Calendaring
  - Chose January 6, 2024 for our Annual Retreat. Rita will contact the facilitators to book the date.
  - Reminders for 2/27 DEI Allyship video and 3/21 Financial Literacy workshop.
- Relationship with Owners
  - The Annual Meeting on April 23<sup>rd</sup>
    - Will be held in person; no zoom option.
    - 10:30am-1:30pm. With food starting at 11am and the meeting starting at noon.
    - Suggestion was to livestream some of the event.
    - Ideas for owner engagement centered on:
      - Value of ownership
      - Values based corporation
      - Significance of co-op
      - What is a co-op
      - What does it mean to you?
      - Graphic on what benefits of ownership are to owner directly and to community
      - Graphic for how employee salaries multiply into the community

- Puzzle pieces was generally agreed to be a good way to graphically show how all the pieces come together.
  - Then, the owner question could be which puzzle piece is most important to you.
  - Suggestion was that the puzzle could be the basis of our co-op month at the store and we could use materials Jess creates for it.
  - Rita will send Colleen and Jess the list of ideas to start the creative process.
- **Learning**
  - We discussed learning objectives and came to the conclusion that the “Why” of our leadership process (policy governance) is the first and foundational learning objective. And, that should be covered strongly in the Orientation session. The “How” of healthy boundaries and accountability follow. The “What” is more concrete and can be layered in monthly through the year. Rita will bring an outline for the Orientation session incorporating this discussion to our March meeting for consideration.
- **BOD Planning**
  - Review and clarify 2023 Action Plan – Deferred for time
  - Rita reviewed some of the best practices she’s learned about hybrid zoom meetings. Equipment and position of table in the room are implemented. Need to have someone other than facilitator be responsible for ensuring that people on zoom are recognized when they have input. Rita is attending a seminar tomorrow to hopefully gain more ideas.
  - Rita reviewed the BOD attendance requirements and actions from D3, which was a point of discussion at the Annual Retreat. Kathryn missed both the Annual Retreat and the January meeting which triggered a discussion by the board about her continuing to her full term. Her term ends this year, and her inability to attend the Annual Retreat was because we had to change the date to book facilitators. Consensus was for her to finish out her term. We also discussed her interest in returning to the board this fall, after she finishes some intense training she’s currently engaged in.
- **Closing**
  - Jan: Process reflection
  - Kathryn: Group photo and summary for website
  - Next meeting is March 29, 2023 @ 6pm at 309 Building
  - Meeting adjourned at 8:08

Rita Chamblin, Board Chair