**Harmony Board of Directors**

**Minutes for February 28, 2024**

**Present: Mary, Tom, Angie, Linda, Rita, Emily, Kathryn, Natalie (zoom)**

**Staff: Colleen, Danielle**

* **Call-to-order: 6:00pm @ 309 Building**
* **Consent Agenda**
  + **January Minutes – APPROVED**
* **Governance**
  + **Board Narrative**
    - **Colleen reviewed strong sales to start the year, management training, all staff training, and two department resets.**
  + **B4 (Financial Condition) – IN COMPLIANCE**
  + **B8 (Customer Service) – IN COMPLIANCE**
    - **Danielle presented an example of reports from customer surveys and spoke to their importance and use with Front End staff.**
  + **B9 (Environmental) – IN COMPLIANCE**
* **BOD Planning**
  + **No edits noted for the 2024 Action Plan**
* **BOD Recruitment and Planning**
  + **Set date for 2025 Retreat at January 11, 2025**
  + **Rita will follow up with facilitators about costs and date**
* **Linkage**
  + **Linda and Kathryn shared and the BOD discussed the updated Board Communications document.**
  + **Initial plans for the Annual Meeting include tabling at the back of bulk for “Why Harmony” and table discussions in the back room led by board members for “Why are you a Harmony owner”. Discussed use of puzzle to lead conversations. Further planning at March meeting.**
  + **Colleen and Danielle agreed to include prompts at the till in April for owners to complete and submit their ballot.**
* **Board Growth and Sustainability**
  + **Reviewed Chair and Vice Chair roles.**
  + **BOD affirmed Linda becoming Vice Chair and Mary becoming Tech and Communications.**
  + **Emily will consider the Secretary role and job shadowing Treasurer.**
  + **Several folks shared information and stories about the larger environment in which Harmony operates.**
* **Tell the Story**
  + **Mary says this team doesn’t need anything from the group to get started on this project.**
* **Closing**
  + **Natalie: Process reflection**
  + **Mary: Group photo and summary for website**
  + **Next BOD Meeting is March 27, 2024 @ 6pm at 309 Building**

**Rita Chamblin, Chair**