



**New Pioneer Board of Directors  
Open Session Meeting Minutes  
Wednesday, January 20, 2021**

**New Pioneer Food Co-op, Cedar Rapids, IA – meeting held virtually via Microsoft Teams**

Present: Caitlin, Christine, Jon, Julie, Ramji, Jennifer

Late: None

Absent: None

Member Owners Present: Unknown

Staff Present: Matt, Linda, Ryan, Tony

Meeting Called to Order at 6:39PM

**Member Open Forum**

**December Meeting Minutes (Wanette)**

No objections to minutes as they were written.

**Jon made a motion to approve the December Meeting minutes submitted by Wanette; Jennifer seconded; Christine Abstained. Approved 5-0-1**

**Committee Assignments**

Caitlin described the tasks of each committee and asked for Board members to volunteer or self-assign themselves to the following committees and the results are as follows:

- **Planning:** Jon (Chair), Jennifer
- **Governance:** Julie (Chair), Christine
- **Finance:** Ramji (Chair), Christine, Jon
- **Member Owner Relations:** Jennifer (Chair), Caitlin

**Review of Executive Limitation Reports Discussion**

Caitlin provided an overview of policy governance for incoming Board member, Jennifer. In general, through our system of policy governance, the Board allows the GM to define and interpret reporting procedures. The GM reports either compliance or non-compliance across defined areas of each report. Board members are welcome to direct input to management about how we define reporting criteria and to ask clarifying or relevant questions whenever necessary.

**B1 Financials and Finance Committee Report (Matt and Ramji)**

- Matt explained a little about how he interprets the Board policies in general.
- Matt reports compliance in all area of the B1 noting that this was the best Thanksgiving the co-op has had in the last 4 years.
- Net income is good.
- One point of clarification: the last few quarters are showing a 9+% growth which is up compared to prior year figures which were not strong.

**B5 Consumer Treatment Report (Matt)**

- Matt explains the B5 “customer service” report.
- A recent addition to evaluating customers’ perception of the service they receive at the co-op is the customer receipt platform. Matt shared a document showing all of the feedback received from customers and whether or not they were satisfied with their co-op shopping experience. Many positive responses.
- Ramji notes that he anecdotally receives comments from friends and co-workers about how safe they feel while shopping at the co-op.

**Christine made a motion to approve B5 Consumer Treatment Report; Ramji seconded; Approved 6-0-0.**

**Jon made a motion to adjourn Open Session; Approved 6-0-0; Meeting adjourned at 7:26pm.**