

**Ozark Natural Foods**  
**November/December Board Meeting Minutes**  
Tuesday December 5th, 2017  
6:30 p.m.

Board Members Present: Joshua Youngblood, James Selvey  
Danielle Dotson, Conner Corley,  
Ben Ozanne, Elizabeth Quinn

Board Members Absent: John Bailey

Staff Members Present: Mike Anzalone -GM, Pauline Thiessen

**Consent Agenda:**

Approve minutes from October Meeting and Renewal of CDS contract:

- Motion to approve consent agenda was made, seconded and passed 6/0.

**Floor Reports**

President's Report:

- Met with GM and Vice President over the past months.
- Vice President is working on GM contract.

GM Report:

- Black Box presentation to the Board rescheduled to January 23 (next Board meeting).
- Phase I from Black Box recommendation: simply business model with focus on customer.
- Modus Architects hired to help with store changes.
- GM to pursue a change in unclaimed patronage process with the state. Currently unclaimed patronage is returned to the state. Has contacted local representative David Whitaker.
- Community bulletin board has been removed from the vestibule.
- Recent fridge loss- rented refrigerated truck failed. Approximate \$5,000 loss.
- Rising Stars Produce Consultant Mark Mulkahy recently worked with over 45 staff members for customer service and produce training.
- Board Portal and email server will be moving to a Google collaboration space.
- Seeking a Retail Manager.

**Reporting and Board Decisions**

B9 Sustainability

- Board received and reviewed the report prior to the meeting.
- Pauline Thiessen presented the report to Board. Board discussed the report and asked questions.
- **Motion to accept B9 Sustainability was made, seconded and passed 6/0.**

### Ends Review

- Board received and reviewed the report prior to the meeting.
- GM presented the report to Board and Board discussed the report and asked questions.
- **Motion** to accept ENDS Review was **made, seconded and passed 6/0.**

### Unclaimed Funds

- GM requested Board's approval to discuss with legal team about pursuing changes to Arkansas laws regarding unclaimed patronage funds.
- **Motion** to allow GM to use funds on legal fees regarding unclaimed property laws in Arkansas and a strategy for moving forward was **made, seconded and passed 6/0.**

### Perpetuation Committee

- Charter is under review and will collect feedback for January approval.

### Owner Outreach Committee

- Committee Chair Connor requests previous year charter for review.
- Recent Dinner with the Board was a success and is compiling all the owner comments. It was very positive engagement with the owners.

## **Discussions**

### Retreat Report

- Recent retreat created a uniform reporting calendar, held lively discussion and was a great team building exercise.
- Board will review and determine 2018 calendar.

### Board Calendar

- Board to incorporate onboarding process into calendar.

### **Board Policies for review/discussion:**

- B2- Business Planning and Financial Budgeting
- B3- Financial Conditions
- D9- Board Member Code of Conduct

### **Upcoming meeting dates**

- January 23, 2018

### **Meeting adjourned at 8:45pm**

### **Closed Session:**

#### **Expansion Opportunities**

#### **GM Contract**

## **Owner Comments**

*Owner comments are a welcome line of communication between owners and the board.*

*All owner comments are the personal views and opinions of the named owner and do not reflect the ownership as a whole. The board does not guarantee a response or rebuttal owner comments. The board takes all owner comments under advisement.*

Don Austin

*Recommends more awareness of owner issues (decisions being made without informing the owners nor seeking owner input). Concerns over necessity and expense of changing the logo. Concerned the community bulletin board has been removed, and owners should have an avenue to communicate with other owner via ONF.*

Linda Ralston

*-Any member in good standing should be allowed to run as a candidate.  
-Rebranding should be about widening the marketing focus, not shrinking it via a millennial target.  
-Inquired if ONF is still renting the former conference room in Evelyn Hills?  
-Opposed to renewing CDS contract, prefers we hire locally.  
-GM is the board's employee, so the member/owners should have access to offer store management comments/ideas and concerns via the Board of Directors.*

Sue Graham

*Pleased with the new board members, however concerned the Board doesn't know what a co-op is and that she should be vetted to run for a position on the Board.*