Chatham Marketplace
Board Meeting
October 21, 2013
Members Present: Kathy Mohr, Sarah D'Amato, Paul Griswold, Jamie Saunders, David Simmons, Kathleen Conroy
Visitors: Jeremy Sylvester, Doug Wilson

1. Reading of the ends
2. Introduction of Visitors
3. *September 23, 2013 Minutes Accepted*

4. <u>Finance Committee Report (Kathy)</u>: No official report because there were no egregious errors, numbers are satisfactory

5. <u>General Manager's Report</u>:
   a. PCI (Payment Card Industry) Compliance (Jeremy): Jeremy provided a handout with updates
   i. Might need to upgrade some programs to become compliant
   ii. Physically securing the access points to prevent siphonage of computer information has been a top priority
   iii. Jeremy is looking for in-house firewalls
   iv. Need to update to Windows 7 or 8 soon(tech support would be paid for by the hour)
   v. Will Need a new server in order to handle the upgrades and updating lanes, etc
   vi. New employees need security training, Jeremy has a program in place but needs to implement it
   b. <u>GM Report (Paul)</u>
   i. Numbers of new memberships is incorrect, need updated info for September
   ii. Will cost $1600 to get meat case up and running, $1200 on freezer
   iii. Paul has entered into an informal maintenance agreement (cleaning, calibration, etc) for refrigeration on a quarterly basis
   iv. Coolers were too warm, now at the right temperatures (so less spoilage and customer complaints)
   v. Deli to work on developing a system to improve deli ordering and pickup system
   c. <u>B2</u>:
   i. Paul to submit draft 2014 budget by October 31, 2013;
   ii. Need to clarify that the real number (current liabilities, notes that we've agreed to not pay right now) is as Paul has it or that we need to amend that number to comply with B1 definitions; Number is internal benchmark, so can be whatever we define
   iii. *Board to hold off on accepting interpretation until next meeting when budget information has been presented*

   d. Q3 financials: bought a lot of beer and wine, maintenance, produce from Four Seasons was originally invoiced through WSM, but there were changes in invoicing schedules and payment schedules, but now back on track, so this affected AP while this was getting sorted out.

6. <u>CAM report</u>: no new news from Tom about CAM adjustment

7. ENDS reporting: What is the store is doing to fulfill the ends? Paul: no one has really thought about the ends in years because of being in survival mode, so to report on this now would be superficial since there hasn't been any intent to meet the ends, need a committee/joint effort with board members, staff, owners, etc to help to work on meeting ends, maybe 2008 was last time since last ENDS were discussed with management to make sure it's being implemented/held to; a lot is done naturally, but what's missing is a structure to do that-Paul to invite one or two people to the board retreat for the lunch program; Cafe meeting with informal board, staff, interested owners to devise ENDS plan

8. Monitoring Summaries: need to update template for reference with policy governance reporting; the change to policy governance happened after Paul was hired; Paul needs to see the the summaries to know what reports he might need to turn in to be compliant prior to meeting, use CBLD template (***Sarah to send out template)-Finish template by end of week***

9. Board Monitoring Policies to put off for next meeting

10. Board Retreat weekend:
a. Friday night dinner: Pick up from Angelina's and then have dinner at Jamie's, Angelina's $8-10 pp (Sarah to contact Angelina)
b. Saturday retreat: CM to bring food (talk to Morgan, place catering order), desserts, coffee/tea

11. Staff party: need to pick a date, either 12/7 or 12/8 or 12/14 and 12/15, need to check with Starrlight on availability, ***Kathleen or Kathy to check in via availability and will send email, invite volunteers (3-6 max), Paul to incorporate staff appreciation into staff party***

12. ***Next meeting changed to 12/3 at 5***
a. ***B4, B5, Global Executive Restraint***
b. ***Board policies***

13. Adjourn