

Plainfield Co-op
Rescheduled Special Meeting of the Board
Sunday, February 9, 2020
5.00pm – 5:30pm, Community Center
Minutes

Called by Sarah Phillips, Board President, to review recommendations on a General Manager from the Hiring Committee and discuss recent emails to the board regarding Nutty Steph products.

The meeting convened at 5:08pm.

The board received 22 emails in the past week or so regarding the Co-op's discontinuance of Nutty Steph products. About half were from member-owners and half from customers/concerned community members. At least half of the emails were a form email that encouraged by the company. Generally, the concerns could be categorized as about the buying policy of the co-op and/or discontinuance of Nutty Steph products.

Board discussion: Board members agreed that they all were glad to hear from customers and member-owners about issues that they care about. There was some frustration expressed about the tone of some emails and that the company did not reach out to the board directly to express its concern. The board expressed both a desire/agreement that buying decisions follow the policies/ends set by the board, but that the board remain outside of making individual product decisions for the store.

As part of future monitoring of the ends policies, the board could consider asking management to include any updates on major product shifts. The board's desire is that the Co-op's management put in place and use strong purchasing guidelines that flow from the ends set by the board. The board will look to strengthen this aspect of its policies.

The board reviewed management's response. The board heard from management that only a few products were being carried by the store at the time they were dropped. Management provided that the main reason that the Co-op stopped carrying the few products was due to low demand, and that discontinuance followed from changing products first. Review of products is a regular practice by buyers based on sales. Management reviewed and shared sales from similar product lines from different companies, where other similar product lines sold significantly better. This review clearly demonstrates low sales justify discontinuing the few products. Management acknowledged that personal knowledge and feelings were also part of this decision.

The board discussed its approach to respond to concerned community members.

Action: Sarah will send a draft to board members to finalize and then that response will be sent to all who inquired.

The next regular board meeting was rescheduled to 2/17.

The meeting adjourned at 5:50pm.