



## Policies & Procedures Committee

Meeting Minutes - December 20, 2017

Ten Pin Building Conference Room

**Board:** Ed Smith

**Staff:** Emily Walter, Laurie Talbert, Jules Katz

**Members:** John Lucas

### 1. Welcome/Introductions/Agenda Review and Additions

Meeting commenced at 4:13pm. Ed welcomed everyone.

### 2. Approval of Minutes

November 2017 minutes were approved by consensus.

### 3. Member Comments

John is glad we are moving forward on the single-membership roll out.

### 4. Update on Single-membership Roll-out

Laurie – updated everyone on how at the December board meeting the board approved that moving forward all single-memberships will have only one optional “household shopper”.

Jules – met with customer service in both stores to find out what the process is for selling memberships and is beginning to prepare them for the single-membership roll out.

- Legacy members can retain other members on their membership, but if they remove anyone they are not able to add another member. They would only be able to add a “household shopper.”
- Currently finalizing new membership materials. Will do in-house printing until we are confident that any kinks are worked out.
- A new membership packet has been created for customer service to simplify selling memberships.
  - o A lot of duplication has been eliminated from the new membership process.
  - o Articles of incorporation, bylaws, shareholder disclosure document, brochure for business partner program and a share withdrawal form are included in the packet.
  - o The packet is streamlining the process and will reduce our postage fees. We’ll now only need to mail their official membership card.
- The membership database has been streamlined, updated and is ready to launch for the roll out on Jan. 1.
- Lastly, the website needs to be updated, which is currently being worked on.
- Jules will be checking in with customer service the first week of January to see how the roll out goes.

### 5. Review Hotlist Items

- One person – one membership (limit on # of memberships a person can have)
- Unclaimed Equity Policy
- Board qualifications (report back from Leah)
- Conflicts of Interest

### 6. Agenda Items for Next meeting:

- One person – one membership (limit on # of memberships a person can have)
- Conflict of interest policy

### 7. Next meeting: January 17 at 5:30pm

Meeting adjourned 4:40pm by consensus.

*Minutes by Emily Walter*

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