

## Co+opportunity Owner Input Policy

Both the Board and the staff continue to strive to find better ways to serve and communicate with our owners. We hope these policies will further that goal.

Being a community-owned natural foods grocer, both the Board of Directors and the staff at Co+opportunity value and encourage owner input about the store. In order to facilitate that dialogue and foster more opportunities for sharing among owners, staff and the Board, the Board has refined and finalized the procedures for owner input to the Board. Please be aware that generally the Board does not get involved in daily operational decisions affecting the store—those decisions are left to the professional staff—but the Board still would appreciate hearing any thoughts about our market.

1. If owners\shoppers have any suggestions or comments about the operation of the store, they should initially direct those to management. If their concerns continue or if they have ideas they believe the Board should hear, they can then contact the Board.
2. The Board can be contacted (a) in writing c/o the Board President at Co+opportunity, 1525 Broadway, Santa Monica, 90403, (b) via e-mail at [board@coopportunity.com](mailto:board@coopportunity.com), or (c) by leaving a telephone message for the Board President at Co+opportunity (310) 451-8902. Many concerns can likely be answered or resolved through these communication routes.
3. To promote candid discussion of confidential financial matters, personnel and management issues, Board meetings are generally closed to members. However, if owners wish to make a presentation to the Board at one of its meetings, owners should contact the Board President through one of these methods no later than 10 days before the Board meeting. The dates of upcoming Board meetings shall be posted in the store, published in the newsletter and put on the co-op's website.
4. If the proposed topic or issues reasonably relate to the operation or mission of the Co-op, the Board President shall schedule a reasonable period of time, not to exceed 30 minutes, at the Board meeting for the owners' presentation. That presentation will be added to the Board agenda.
5. Owners interested in becoming Board Members should contact the Board President to discuss attending part of a meeting. As set forth in the Bylaws, qualified owners can be nominated and run for election to be Board Members either (a) by the Nominating Committee of the Board, or (b) through a prescribed self-nomination process.
6. In order to promote owner understanding and input, the co-op is revamping its website at [www.coopportunity.com](http://www.coopportunity.com) to include this policy, upcoming Board meeting dates, as well as the Bylaws.