



BOARD OF DIRECTORS – MEETING MINUTES

Meeting Date	October 7, 2022	Time	1:41pm
Meeting Title	Board Meeting	Type	Regular
Meeting Chair	P. Liang	Location	Virtual

Attendees		Regrets
Board	P. Liang, Chair K. Arora, Governance Committee Chair C. Balas, HR Committee Chair A. Chen, Finance Committee Chair E. Gardner, USC President K. Henricus J. Liu R. Mohamad	I. Berry
Management	J. Armour, COO K. Pacheco, Senior Manager People and Development E. Biswurm, VP Governance and Finance	V. Macauley N. Soave
Recording Secretary	J. Higgins, Leadership Support Manager	
Guests	G. Pimlatt, Senior Manager Information Systems J. Oware, USC Finance Manager D. Mazzuca, Executive Assistant	

1. Call to Order:

The meeting was called to order at 1:41pm.

2. Land Acknowledgement

3. Disclosures of Conflict of Interest:

There were no disclosures of conflict of interest.

4. Adoption of Agenda:

Motion – E. Gardner motioned to approve the agenda. A. Chen seconded the motion. The motion was approved.

5. Comments from the Chair:

P. Liang stated that it has been nice to get a lot more familiar with the Board's roles, and have these meetings, and appreciate this flexible schedule to meet virtually. Happy thanksgiving weekend.

6. USC Mission Moment:

E. Gardner said it was difficult to find a mission moment in a hectic, but rewarding, last little while. His main thought was the different way he views this organization and position from August until now. He thought he knew the position in August, and back then he worked almost exclusively with Western Admin on Orientation, and he lost the goal of working with the student voice. It has been amazing shifting gears back to making the student voice his priority. The Board is here to hold the organization and him accountable, but also to add a student perspective. Thank you for the role you all have played so far and I look forward to experiencing the year with you by my side.

7. Approval of Minutes:

7.1.	August 30, 2022 Meeting Minutes
Motion to approve the minutes from the August 30, 2022 meeting. J. Liu motioned to approve. E. Garnder seconded the motion. The motion was approved.	

8. Reports for Information:

8.1.	Executive & COO Report	J. Armour & E. Gardner
<p>J. Armour summarized the Executive & COO Report. He provided a staff hiring update. He stated that things were progressing well, but the world has changed, and the USC is working to be flexible in our recruitments. He stated that the priority is hiring roles that will meaningfully impact the student experience, and align with our strategic plan. K. Pacheco added that some hiring processes have not gone as we expected, such as securing work permits for J. Oware. She continued that it is well worth it to invest in these employees.</p> <p>E. Gardner provided a return to campus update. He stated that we are seeing incredible engagement from students this year. He stated that all our services and operations are being heavily utilized.</p> <p>P. Liang inquired if sales are at pre-pandemic levels. J. Armour stated that there is a 50% increase in pre-COVID sales levels, which is astounding.</p> <p>K. Pacheco stated that like every other hospitality or retail provider, we are struggling with staff right now to ensure people are working safely, without getting injured or disengaged. She stated that her concern would be if people start getting injured or their quitting in high numbers, as that would be a larger issue than sales at this point. She stated that we will follow up next cycle on Spoke attrition levels.</p> <p>P. Liang asked if their training is being developed on an existing program. K. Pacheco stated they receive Health & Safety, Operational, and EDI training. To get prospective staff to do all of this with 100 people in line, is not a great recipe for engaging in a safe workplace. She stated that we are trying to be mindful of not sacrificing those doing the job for efficiency right now. We hope it will even out, but as we keep hiring staff, this will continue to be an issue. We hope by after fall reading week we have a solid group of trained staff.</p> <p>K. Pacheco provided an update on part-time staff onboarding. She detailed the training they receive, as this was a point of concern for our productions staff. She continued that if you are not trained you</p>		

are no longer eligible to work shifts. She detailed the training that the AVPs, Coordinators and Volunteers receive.

R. Mohamed inquired if the increased use of the Food Support centre has raised red flags for students and affordability. E. Gardner stated that they are working to collect data for the usage of Food Support.

R. Mohamed inquired if Centre Spot is seeing the same increased volume as the Spoke. J. Armour stated that their numbers, without detail, are down. He continued that the stuff they're serving may not be the desired food of students right now, he does not have that information, but their overall sales are down.

A. Chen inquired if we ever considered opening a second Spoke location. J. Armour stated we once pushed to have one at the Mustang Lounge. He stated the problem is prepared food and the exclusivities in the Western Agreement for our space; he doubts they'll give us more range to open another outlet. He stated that a proposal will likely come forward at some point with changes that need to be done at the Spoke.

9. Reports from Board Committees:

9.1.	HR Committee			C. Balas	
C. Balas reviewed the HR Committee Report and the Right to Disconnect Policy. The Board was asked if they should do EDI Training once during their full term or once per cycle. The Board agreed that the training should be completed annually. J. Higgins to send out to those who have not completed it, and give until December for completion.					
9.1.1.	Right to Disconnect Policy			C. Balas	
BIRT the Board of Directors approve the Right to Disconnect Policy.					
Moved	E. Gardner	Second	A. Chen	Approved	Unanimous

9.2.	Finance Committee			A. Chen	
A. Chen summarized the Finance Committee Report .					
K. Arora inquired if there were any vacancies with our tenants and rentals, and if we have to pay for these vacancies. J. Armour stated that V. Macauley and N. Vassiliou cover tenants, and there is no net loss, it's just the loss of a potential gain.					
K. Arora inquired if we can expect to see a deferred expense for the Student Leadership line due to the late start of the new hires this year. J. Armour stated it's not a deferred expense, but it hasn't been realized yet. V. Macauley stated the annual budget is accurate, but the by month is inaccurate. K. Pacheco stated that it is impossible to predict with people coming and going, but for the Board, you can be sure that we are not overspending.					
9.2.1.	F2023 Q1 Financial Statements			A. Chen	
BIRT the Board of Directors accept the F2023 Q1 Financial Statements.					
Moved	C. Balas	Second	P. Liang	Approved	Unanimous

9.3.	Governance Committee			K. Arora	
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K. Arora summarized the [Governance Committee Report](#), highlighting the changes recommended to the Appeals Board Policy and Terms of Reference from the Appeals Board Chair. There were no questions.

9.4.	Gazette Publishing Committee	K. Henricus
<p>K. Henricus summarized the GPC Report. G. Pimlatt stated that the Gazette Manager, D. Brown, spoke with the Chair of GPC and had a verbal commitment to get a GPC meeting scheduled.</p> <p>J. Armour stated that G. Pimlatt is covering for Gazette department oversight while N. Soave is on paternity leave, and he recommends K. Henricus work with G. Pimlatt on this committee. He reminded the Directors that this is a subcommittee off the board, and this is no different from your subcommittees not meeting. He highlighted it as a concern as it has drifted from the Board proper.</p>		

Motion to accept the reports provided by the Executive/COO, HR Committee, Finance Committee and Governance Committee.

Moved	A. Chen	Second	E. Gardner	Approved	Unanimous
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10. Confidential Session

Motion to go in camera.			
Time	2:39pm	Return	3:16pm
Moved	R. Mohamed	Second	J. Liu

11. For Decision

11.1.	Vice Chair Election	J. Higgins
<p>K. Henricus was the only applicant for the role. The Board of Directors were given the opportunity to ask her questions. After a vote of confidence K. Henricus was elected as the 2022-2023 Vice Chair.</p>		

12. Inquiries and Other Business:

13. Motion to adjourn at 3:21pm. A. Chen motioned to adjourn. E. Gardner seconded the motion. The motion was approved.