

**Concord Food Co-op Board Meeting**  
**March 15, 2017 - 5:30 to 7:30 pm**  
**New England College, 62 Main St., Concord NH**

<b>Facilitator</b>	Cathy Menard	<b>Note taker/Recorder:</b>	Melanie Waldvogel
<b>Participants</b>	Board members, Chris Gilbert (General Manager), Nick Schneider (Operations Manager), Stacey Cooper (Co-op Organic Farm Manager) & Greg Lessard (Director of Development); All Co-op Members are invited to attend Board meetings.		
<b>Primary Focus</b>	Board Education: 30 minute video “Courageous Leadership Today, Stronger Co-ops Tomorrow,” an overview of trends affecting the world of co-ops by Dave Olson at National Co+op Grocers (NCG); ideas for leaders to guide our co-op through this changing landscape		
<b>Desired Outcomes</b>	<p><b>Desired Outcomes for this meeting:</b></p> <ul style="list-style-type: none"> <li>• A robust discussion of challenging trends in the industry and potential responses</li> <li>• A review of marketing plans to increase Co-op sales, advertising strategies in FY17 and FY18 &amp; Customer Survey considerations</li> <li>• An update on our organic farm partnership at Canterbury Shaker Village</li> <li>• Adoption of a revised reporting mechanism for grievances</li> </ul>		

<b>Agenda</b>	<b>Item #</b>	<b>Item</b>	<b>Purpose*</b>	<b>Leader</b>	<b>Time</b>
	1	Minutes	Decision	Cathy	5 min
	2	Verify June meeting dates & October Retreat	Decision	Cathy	5 min
	3	Report from the Co-op Organic Farm Manager	Discussion	Stacey	15 min
	4	Marketing Update - (handout at the meeting)	Discussion	Greg	20 min
	5	Revised reporting for grievances – (handout)	Decision	Tracie	10 min
	6	NCG video during dinner & time to respond	Discussion	Cathy	40 min
	7	General Manager’s report	Discussion	Chris	10 min
	8	Nominating Committee update	Information	Jim	5 min
	9	Message to Members	Discussion	Cathy	5 min
	10	Special announcement	Discussion	Cathy	5 min
	11				

<b>Decisions &amp; Key Conclusions</b>	<b>Agenda Item #</b>	<b>Decision/Conclusion</b>

<b>Action Items</b>	<b>Who</b>	<b>Action</b>	<b>By when</b>

<b>Next Meeting Date</b>	April 19, 2017
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\* Purpose: Info, Discussion, &/or Decision