



# CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS

## BOARD MEETING MINUTES

**Monday, September 19<sup>th</sup>, 2016, 5:30 PM, New England College, Concord, NH**

David Marshall, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 5:37 PM. A quorum was present.

**Attending:** David Marshall, Krista Helmboldt, Jim McConaha, Cathy Menard, and Bill Graham. Staff: Chris Gilbert (General Manager).

- BOARD VOTE:** Approve the August 17<sup>th</sup>, 2016 minutes as amended.  
(Motion by Cathy Menard, seconded by Krista Helmboldt; approved unanimously).

### CALENDAR OF EVENTS

The Annual Meeting of the Concord Food Co-op will be held Saturday, October 16 from 1:00 to 3:00 at Canterbury ShakerVillage, North Shop Building.

Ballots for election of board members went up on Co-op website today;a notice to members of the election and availability of ballots are being mailed.

### GENERAL MANAGER'S REPORT

Chris Gilbert reported that August sales were down by 10% in Concord, up by 10% in New London. Construction continues to take its toll, but hopefully will be completed by October 7. Community outreach included groceries delivered to 4 NFP's, kitchen prepared dinner for 100 at Friendly Kitchen, approximately 80 lbs. of Shaker Village carrots delivered to N.H. Food Bank. Also, 3 Wellness and 2 WKXL radio programs occurred. Marketing has implemented metrics on social media, which will be tracked. A Facebook help wanted ad yielded many applications and 10 new people have been hired, including a new chef and two assistant chefs, also produce and grocery clerks, in anticipation of increased sales following construction. The Green Stamp program in its current form will end January 1st. Customers will have January and February to use stamps for other options. Chris and Marketing are working on possible member discount options in lieu of Green Stamps or more limited changes to the present program.

### POLICY MONITORING

**Policy B.2, Compensation & Benefits.** For the operational definition of B.2, the GM reported non-compliance for FY2016, except for the period from April, when he assumed the GM position, to the end of the FY.

- BOARD VOTE:** To accept the report.  
(Motion by Cathy Menard, seconded by Krista Helmboldt; approved unanimously)

### FINANCE COMMITTEE REPORT

Cathy Menard reported that, in response to the board's request for financial trend slides and graphs, the finance committee had developed 4 new charts and 7 graphs that will compare CFC performance with peer co-ops and CFC goals. Also, 3 one-page summary statements were developed.

- BOARD VOTE:** That the board fulfill its financial monitoring responsibilities by adopting the reporting recommendations of the finance committee (Board will review reports and new graphs at November meeting).  
(Motion by Cathy Menard, seconded by David Marshall; approved unanimously)

*Chris Gilbert left the meeting at 6:40pm.*

## **ENDS POLICY**

David Marshall presented Chris Gilbert's draft mission statement, with which there was general agreement. This will be the basis for discussion at the upcoming retreat. One area to be addressed may be treatment of employees. Also, David and Cathy will develop a straw proposal, taking into account response to the mission statement member survey.

## **POLICY GOVERNANCE**

Krista Helmboldt presented the very thorough work of the policy governance committee, which evaluated and updated the new CBLD Policy Register Template. While there is concern about making the monitoring process more relevant, members feel policy governance gives structure and focus to the board. David commented that it is a tool, and only as good as the people using it. Krista and Cathy identified areas of the template where policies were absent or needed modification. Also, there are governance policies that might be bumping into ENDS policies. The committee recommends these be resolved at the upcoming retreat.

- **BOARD VOTE:** To accept the policy governance committee's recommendations, with the discussed changes, subject to final confirmation at the October retreat  
(Motion by David Marshall, seconded by Bill Graham; approved unanimously)

## **POLICY MONITORING**

Policy D.7, Relationship to Member Owners. The policy was reviewed by the board.

## **NEW BUSINESS**

None

## **OLD BUSINESS**

None

## **EXECUTIVE SESSION**

- **BOARD VOTE: Enter Executive Session at 8:10pm.**  
(Motion by Cathy Menard, seconded by Krista Helmboldt; approved unanimously).
- **BOARD VOTE: Exit Executive Session at 8:35pm.**  
(Motion by Krista Helmboldt, seconded by Bill Graham; approved unanimously).

## **GM PROBATIONARY PERIOD**

- **BOARD VOTE: Resolution:** The Board congratulates Chris Gilbert on the successful completion of his probationary period, ending October 1, 2016, and offers their appreciation and vote of confidence. (Motion by David Marshall, seconded by Cathy Menard; approved unanimously)

## **ADJOURNMENT**

- **BOARD VOTE: To Adjourn the meeting.**  
(Motion by Jim McConaha, seconded by Cathy Menard; approved unanimously).

The meeting adjourned at 8:40pm. The next meeting is scheduled for Wednesday, November 16<sup>h</sup>, 2016, 5:30pm at New England College in Concord.