

# CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS

BOARD MEETING MINUTES

Wednesday, January 18<sup>th</sup>, 2017, 5:30 PM, New  
England College, Concord, NH



Cathy Menard, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 5:34 PM. A quorum was present.

**Attending:** Cathy Menard, Tracie Sponenberg, David Marshall, Krista Helmboldt, Derek Owen, Jim McConaha, Finis Williams, Tedd Evans and Charlie Cole (5:44pm). Staff: Chris Gilbert (General Manager), and Melanie Waldvogel (Board Administrator).

The Agenda was reviewed. A Board yearly calendar was distributed. Board members are expected to review their packets prior to the meeting to optimize meeting time.

- **BOARD VOTE: Approve the November 16<sup>th</sup>, 2016 minutes as submitted.**  
(Motion by Finis Williams, seconded by David Marshall; approved unanimously with Tedd Evans abstaining).

## STAFF SURVEY

Checking in with staff and conducting a staff survey is important after a year of change. Different ways to survey the Co-op staff were discussed, and the Board agreed using an outside source was necessary. Tracie explained a 360 degree review and establishing first year benchmarks. Factors to explore include: timeliness, cost, and the ability to provide an initial survey online with in-person follow up. A committee consisting of Krista, Tracie, Cathy and Tedd will develop a plan.

## MISSION STATEMENT REVIEW

In a bid to keep the mission statement more concise and functional, a draft mission statement was reviewed.

*The Concord Food Co-op is a member-owned cooperative that provides high quality natural and organic food and other products to our community with an emphasis on local sourcing, while operating in an environmentally responsible and sustainable manner and compensating employees fairly.*

**The Ends, recently revised, represent the goals of the organization and function as guidance for the General Manager, while the mission is a succinct, public relations statement for the general public. Krista and Charlie emphasized signage around the co-op related to the Ends, Mission and co-op principles that is fun and engaging.**

- **BOARD VOTE: Approve the revised Concord Food Co-op mission statement as drafted.**  
(Motion by Jim McConaha, seconded by Tedd Evans; approved with Finis Williams voting No.).

## **GENERAL MANAGER'S REPORT**

Chris Gilbert reported on the holiday season at the co-op. The construction ended mid-November with the road opening back up. 118 more turkeys were sold this year, bringing the total to 832 for the season. Sales are down compared to prior year (6% for November and 12% for December in Concord) due to snow days and a slower rebound than expected after the end of construction. Concern over repayment of loans was expressed and Chris explained safeguards are in place. Chris will be working hard to gain back customers – it should help that the Co-op will receive free advertising as a featured business customer for Merrimack County Savings Bank on all the bank's affiliated websites and in related venues.

\$54,000 in green stamps were redeemed in November with another \$58,000 in December. Snow removal costs have added up quickly during the winter. Membership increased significantly, primarily due to seniors obtaining memberships in order to retain senior discounts. Nick is once again managing the store in New London. Excitement is building for the planned Spring Into Healthy Giving event next June. New and interesting products (Buddha fingers in produce) and positive shopping experiences were shared.

## **POLICY GOVERNANCE**

Chris has revised the governance reporting to be more relevant and understandable by creating a tracking chart for General Manager Monitoring Report Compliance.

- **BOARD VOTE: Approve Policy B7: Communication to the Board as submitted.**  
(Motion by Jim McConaha, seconded by Finis Williams; approved unanimously).

## **COMMITTEE STRUCTURE**

- **BOARD VOTE: Nominate Jim McConaha as Chair of the Nominating Committee.**  
(Motion by Cathy Menard, seconded by Tedd Evans; approved unanimously).

Jim will bring a proposal of other Board members and co-op members to serve on the Nominating Committee to the next meeting.

## **NEW BUSINESS**

Tracie and Cathy attended the annual Co-op conference in Keene. Tracie noted introduction to the vast co-op world and how the lego financial exercise (to visually demonstrate how a balance sheet works) was helpful.

## **EXECUTIVE SESSION**

- **BOARD VOTE: Enter Executive Session at 7:24pm.**  
(Motion by Jim McConaha, seconded by Tedd Evans; proved unanimously).
- **BOARD VOTE: Exit Executive Session at 7:55pm.**  
(Motion by Finis Williams, seconded by Cathy Menard; approved unanimously).

## **ADJOURNMENT**

- **BOARD VOTE: Motion to Adjourn at 7:56pm.**  
(Motion by Derek Owen, seconded by Finis Williams; approved unanimously).

The meeting adjourned at 7:56pm. The next meeting is scheduled for Wednesday, February 15<sup>th</sup>, 2017, 5:30pm at New England College in Concord.