



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS

BOARD MEETING MINUTES

Wednesday, January 15, 2020, 5:30 PM, Nature Conservancy, Concord, NH

Cathy Menard, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 5:30 PM.

Attending: Cathy Menard, Jim McConaha, Pete Engel, Krista Helmboldt, Tracie Sponenberg, Finis Williams and Chuck Gilboy. Staff: Chris Gilbert (General Manager) and Melanie Waldvogel (Board Administrator). Guest: Willow Gilboy.

GENERAL MANAGER'S REPORT

- 1) Chris Gilbert reported that November was an amazing month for sales at both co-op locations.
 - a) Concord sales growth was 5.1% in November
 - b) New London sales growth was 19.7% in November
 - c) In Concord, replacement of a hot water tank in November cost \$9,000.
- 2) Several snow days proved a drag on December sales, although the holiday week was strong.
 - a) Combined sales growth at both locations was 2% in December.
 - b) In New London, leading departments are Health and Beauty Aids (HABA) and produce.
 - c) 40 new members joined Concord in December, a record (outside of member drives).
- 3) Member benefits are being researched at other co-ops in New England as part of a comprehensive review of our benefits, including member discounts. This was enthusiastically supported by the Board!
 - a) A new program is being launched for members to "Tour the store with a Wellness Ace." Wellness Educators will help orient members to the store and its products.
- 4) A Concord Monitor story will follow up on the newspapers' "Cappie" awards and cover what the Co-op offers to promote health. The story will be titled: "Co-op refutes award that it is a gourmet store."
- 5) Hotel Concord has invited the Co-op to participate in a quarterly speakers' bureau in connection with a new community workspace at the hotel.

STAFF SURVEY

As part of planning for the annual staff survey, the Board affirmed that economic security and a livable wage are important to the Board. After discussion, the Board recognized that keeping the questions consistent for a certain period will allow us to measure progress. It would also be helpful to add a question about which benefits are most useful to employees (checking all that apply).

BOARD VOTE: Keep the same series of employee survey questions for consistency, and add the question regarding benefits to gather information. Support Chris Gilbert and the

Co-op Human Resources staff in their roles implementing the employee survey and consequent results.

(Motion by Krista Helmboldt, seconded by Tracie Sponenberg, approved unanimously).

BOARD STRATEGIC WORK PLAN FOR 2020

The Board discussed their strategic work plan for the year and made decisions about the 2020 board calendar.

- a) The annual member celebration will be scheduled on Saturday, September 19, 2020.
- b) It was fun for board members to help with bagging groceries during the busy holiday season and we valued the interaction with members; we plan to continue this in 2020.
- c) In March, we will revisit the measures being used to evaluate progress toward our ENDS. Are we using the best measures to make sure that the Co-op is going in the right direction overall?

POLICY GOVERNANCE

Policy Governance B7: Communication to the Board: Chris Gilbert noted that he feels supported and not micro-managed by the Board. The Board appreciates Chris's high level of open communication and responsiveness.

Policy Governance B10: Environment: Positive changes in this area continue to be made, including daily compost pick-up and green food containers. Trending topics, including mailing boxes and case pack waste, and the upcoming plastic ban bill, were also discussed.

BOARD VOTE: Accept Policy B7: Communication to the Board and Policy B10: Environment as submitted.

(Motion by Finis Williams, seconded by Krista Helmboldt, approved unanimously).

COMMITTEE CHARTERS

Jim McConaha presented a Committee Charter for the Nominating Committee (handout). Each Committee Chair will submit a charter for their committee, which will include duties and a statement of purpose.

BOARD VOTE: Approve the November 20, 2019 minutes as submitted.

(Motion by Finis Williams, seconded by Krista Helmboldt; approved unanimously).

BOARD VOTE: Approve the November 20, 2019 Executive minutes as submitted via e-mail, with no concern or discussion.

(Motion by Finis Williams, seconded by Krista Helmboldt; approved unanimously).

BOARD VOTE: Motion to Adjourn at 7:15pm.

(Motion by Krista Helmboldt, seconded by Peter Engel; approved unanimously).

The meeting adjourned at 7:15pm. The next board meeting is scheduled for Wednesday, 2/19/20 at 5:30 pm at the Nature Conservancy.