Concord Food Co-op Board Meeting
July 17, 2019 - 5:30 to 7:30 pm
Nature Conservancy, 22 Bridge St., Concord NH – 4th Floor

Facilitator	Cathy Menard	***Note taker/Recorder*:**	Melanie Waldvogel
Participants	Board members; Adam Orcutt, (Concord Store Manager); Greg Lessard (Director of Development); Interested Staff; All Co-op Members are invited to attend Board meetings.		
Highlighted Topics	• Highlights and analysis from the annual Customer Satisfaction survey: - What actions will the Co-op take in response to customer input • Marketing Plan for Fiscal Year 2020 – possible ideas: - Consistent communication about the Co-op as a place that builds & supports local community - Attracting and retaining younger and diverse customers		
Desired Outcomes	**Desired Outcomes for this meeting:** 1) Approval of governance monitoring reports: (a) Membership Rights and Responsibilities (B4) (b) Treatment of Consumers (B5) 2) Prepare board members for annual board self-evaluation survey (monitoring of C&D policies)		

Agenda

Item #	Item	Purpose*	Leader	Time
1	Introductions	Information	Cathy	5 min
2	Treatment of Consumers (B5)	Decision	Adam	25 min
3	Marketing Plan for Fiscal Year 2020	Discussion	Greg	20 min
4	Membership Rights and Responsibilities	Decision	Cathy	10 min
5	Dinner break			15 min
6	Board self-evaluation survey (monitoring of C&D policies)	Discussion	Finis	10 min
7	Planning for August board meeting	Decision	Cathy	5 min
8	Nominating Committee update	Discussion	Cathy	5 min
9	Minutes	Decision	Cathy	5 min
10	Executive Committee – legal & personnel matters	Discussion	Cathy	10 min
11				
12				
13				

Decisions & Key Conclusions

Agenda Item #	Decision/Conclusion

Action Items

Who	Action	By when

Next Meeting Date	Next board meeting is 08/21/19 at the Nature Conservancy.

*** Purpose**: Info, Discussion, &/or Decision