



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS

BOARD MEETING MINUTES, April 23, 2020, 11AM, via Zoom Conference

Cathy Menard, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 11:30 AM. **Attending:** Cathy Menard, Jim McConaha, Pete Engel, Krista Helmboldt, Traci Komorek, and Tracie Sponenberg. **Staff:** Chris Gilbert (General Manager) and Melanie Waldvogel (Board Administrator).

CO-OP STORE UPDATE

Chris Gilbert reported that masks are mandatory for employees, and many customers are also wearing masks (approx. 85%). Masks are provided for employees.

Curbside service for pickup of grocery orders has increased substantially, with 6-7 employees dedicated to filling around 50 online orders per day. Curbside orders represent up to 15% of sales, and most orders are a higher basket size. Overall, curbside service can be a labor-intensive process.

For both store locations combined, sales are down 10% overall for the second quarter ending March 31, 2020. Approximately 30% of items remain out of stock with UNFI, and costs of food are expected to increase across the board. National Co-op Grocer (NCG) will offer patronage refunds in mid-May.

2020-2021 BUDGET PROCESS

Management is developing two budgets for next year, one based on best estimates for sales, and another as a worst-case scenario. The Finance Committee will review preliminary budget drafts at their regular meeting on May 13th.

GOVERNANCE BUDGET

The board developed a governance budget for next year which is mostly consistent with prior years; the primary change is an increase in Director's and Officers coverage after switching carriers. One area of uncertainty is how we will manage the annual Member Celebration and board election in September.

COMMUNICATION

Krista Helmboldt was thanked by the Board for writing a letter to the membership. Pete Engel is also working on a video, a new way of communicating with the members.

BOARD VOTE: Approve of the March 18th, 2020, March 27th, 2020, and April 9th, 2020 minutes as submitted.

(Motion by Jim McConaha, seconded by Pete Engel; approved unanimously).

Chris Gilbert will continue to keep the Board updated. The next meet is scheduled for Thursday, May 7 at 11:30am. The meeting adjourned at 11:47am.