



## **CONCORD FOOD COOPERATIVE**

BOARD OF DIRECTORS BOARD MEETING MINUTES,

**Wednesday, July 15, 2020, 4PM, via Zoom**

Cathy Menard, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 4:04 PM. **Attending:** Cathy Menard, Pete Engel, Krista Helmboldt, Traci Komorek, Tracie Sponenberg, Finis Williams and Chuck Gilboy. **Staff:** Chris Gilbert (General Manager) and Melanie Waldvogel (Board Administrator). **Guests:** Board candidates Katherine Leswing, Erin Waters and Kathy DesRoches.

### **GENERAL MANAGER'S UPDATE**

Chris Gilbert reported that annual sales reached \$8 million for the first time in Concord Food Co-op history for the year ending June 30, 2020. Compared to prior year, monthly sales for June were down by 6 1/2% in Concord, but up by 45% in New London. Chris attributes New London growth to more residents & vacationers, issues with other local grocery stores and increased selection. Compared to prior year, Concord customer count is reduced yet basket size increased dramatically. Curbside orders are booming again after a drop in numbers during the middle of June. Other news included:

- City code enforcement in Concord gave the Co-op the highest score and commendation for excellent COVID-19 sanitation programs.
- Food Service and Bakery departments were combined under the leadership of Jacob Maxwell.
- Inventory was taken June 27<sup>th</sup> from 8:30am to 12:30am.
- The Double Up Bucks program started, offering 50% discount on produce when an Electronic Benefits Transactions (EBT) card is used. This program is fully funded.
- Online ordering for customers is coming soon using the Rosie program. Delivery will be available through Door Dash.
- The hot bar may not be available until next March, but the staff continues to brainstorm fun ideas for this area.

### **ECONOMIC DOWNTURN**

The Board discussed the National Co-op Grocer (NCG) article "Assessing the Impact of an Economic Downturn" noting especially several factors:

- Increased competition has proliferated in the natural and organic food marketplace.
- The U.S. unemployment rate reached 14.7% in April 2020.
- The Congressional Budget Office predicts that the unemployment rate will remain at 10% through 2021.
- On the positive side, Concord Food Co-op has proved to be very adaptable - quickly and effectively responding to retail and operational changes during the pandemic. The expertise of our management and staff are the Co-op's most valuable assets.

### **MASK POLICY**

Chris noted that masks will again be mandatory as of July 20<sup>th</sup> to keep employees and customers safe. There will be a zero-tolerance policy on those who do not wear masks. Store signage and an announcement on the website will advise customers of the policy.

## **BYLAWS**

The Board considered recommendations from Michael Healy, Columinate consultant, regarding potential revisions to the Co-op bylaws to address concerns that they are complicated and difficult to decipher. Finis would like to review the "Fresh Start" bylaws template written by Michael Healy. Potential changes will be discussed at the next board meeting.

## **ROUND-IT-UP AT THE REGISTER PROGRAM**

To establish guidelines for the Round-It-Up at the Register program, the board considered the broader criteria for community partners posted on the co-op's website. To be considered for a donation from the Co-op, organizations must generally:

1. Be a charitable not-for-profit
2. Have a non-political and secular mission
3. Focus their efforts in New Hampshire
4. Be socially and environmentally responsible
5. Do work that is complimentary to the Co-op's mission

Chuck and Finis will consider what further guidelines might be appropriate and will bring a proposal to the board at the August meeting.

## **2020 ANNUAL MEETING**

Board candidates Katherine, Erin, and Kathy introduced themselves and spoke briefly about their backgrounds, qualifications for the Board, and what the Co-op means to them. Incumbents Pete Engel and Cathy Menard are also running for re-election. There will be four open seats at the election, 3 seats for a three year term and 1 seat for a two year term.

Krista, Traci and Chris will plan the Annual Member Meeting to be held in September, communicating their recommendations to the board by email in two weeks, so that we can move forward with plenty of time for the required 30 day notice to members.

***BOARD VOTE: Approve of the June 17th, 2020 minutes as submitted.***

*(Motion by Finis Williams, seconded by Pete Engel; approved unanimously).*

***BOARD VOTE: Enter Executive Session at 5:08pm.***

*(Motion by Finis Williams, seconded by Pete Engel; approved unanimously).*

The Board went into Executive session at 5:08PM and adjourned at 5:29PM.

The next meeting is scheduled for Wednesday, August 19<sup>th</sup> at 4PM.