



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS BOARD MEETING MINUTES

Wednesday, March 16th, 2022, 4:30PM

Remote meeting

Katherine Leswing, Vice-President, called the meeting of the Concord Food Cooperative Board of Directors to order at 4:31 PM. **Attending remotely:** Katherine Leswing, Pete Engel, Finis Williams, Cathy Menard, Erin Waters, Chuck Gilboy, Krista Helmboldt, Jaran Blessing, Chris Gilbert (General Manager), and Melanie Waldvogel (Board administrator). Board quorum is met (8 out of 9 present).

POLICY GOVERNANCE

BOARD VOTE: Approve Policy B1 from February discussion as submitted.

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

B10: ENVIRONMENT

Chris Gilbert reported that eliminating plastic bags from the store has been a huge success. Customers bring their own bags, use paper bags, or use available boxes. Co-op members appreciate this environmentally friendly and convenient change. Eliminating wasteful product packaging remains a challenge. Packaging is in high demand due to nation-wide shortages. Krista suggested supporting packaging-free products and looking into ways to repurpose existing packaging. The Board discussed other ways to reduce carbon footprint, such as buying and supporting local products. A customer satisfaction survey will query other ideas for reducing carbon footprint. The Board also discussed farms that produce organic produce without the organic label.

BOARD VOTE: Approve Policy B10: Environment as submitted.

(Motion by Finis Williams, seconded by Chuck Gilboy; approved unanimously).

GENERAL MANAGER'S REPORT

Chris noted that February sales are below budget, and last year's sales level, due to snowstorms and a two day store closure due to a Covid outbreak. Catering orders are increasing at the UNH Law School, but have ended at Hotel Concord. Previous shipping, transportation, and stock issues are slowly improving. The new rotisserie oven is great! There are changes in landlord management in New London. PCI compliance, which protects customer's credit card data, is being reviewed and updated for all new protocols. Chris was happy to report that the co-op is working towards its Livable Wage goals for all of its employees. To reach the current Livable Wage of \$14.24, the co-op would need to increase its sales by \$13,000 weekly. The Co-op does not plan to eliminate jobs to obtain livable wage, but it may ask employees to take on increased roles from vacant positions. Chris monitors updates to Livable Wage, and is awaiting the new numbers from MIT. The open Human Resources position was filled with the combined efforts of the consulting firm HR ROI, and an in-house People Operations Employee, a newly created position assumed by a current Marketing employee. These combined services are less expensive than the combined cost of a full-time HR employee, and a Marketing employee. Payroll and surveys are handled through Paylocity, while People Operations would recruit and onboard new employees. Staff surveys are a focus, and Chris continues to work on best practices for a 90% response. Katherine noted that reflecting data back to employees is a great way to encourage responses.

POLICY GOVERNANCE DISCUSSION: B6 (Staff Training)

Chris informed the board that *employee* training regarding problem solving and conflict resolution will be forthcoming, and he will report to the Board on the mechanics of the training. The current policy may or may not need to be updated to reflect this.

MEMBERSHIP COMMITTEE / LETTER TO MEMBERS

The Board will use its April platform to highlight Board member recruitment, plastic bag elimination stats, updates on activity at the Co-op's Canterbury Shaker Farm, and current educational offerings. Chuck agreed to complete this correspondence.

BOARD VOTE: Approve the February 16, 2022 minutes as submitted.

(Motion by Finis Williams, seconded by Chuck Gilboy; approved unanimously).

BOARD VOTE: Enter Executive session at 5:52pm.

(Motion by Finis Williams, seconded by Cathy Menard; approved unanimously).

BOARD VOTE: Exit Executive session at 6:15 pm.

(Motion by Finis Williams seconded by Cathy Menard; approved unanimously).

The Board adjourned at 6:17 PM. The next meeting will be Wednesday, April 20, 4:30pm.