



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS BOARD MEETING MINUTES

Wednesday, April 20th, 2022, 4:30PM

Hotel Concord, Concord NH and Zoom

Jaran Blessing, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 4:35 PM. **Attending in person:** Jaran Blessing, Katherine Leswing, Pete Engel, Cathy Menard, Chris Gilbert (General Manager), and Melanie Waldvogel (Board administrator) **Attending remotely:** Chuck Gilboy, Krista Helmboldt. Board quorum is met (6 out of 9 present).

GENERAL MANAGER'S REPORT

March combined sales were 1.05% less than the same timeframe last year. The Kearsarge customers are returning to in person employment, which is reflected in the Kearsarge sales drop of 2.62%. Customer counts continue to rise at both store locations, with item counts and average basket size down slightly. This is attributed to more foot traffic as the lunch crowd increases with people returning to the office.

Product costs continue to increase and are monitored closely by Coop Staff. Delivery fuel surcharges have increased dramatically (for example, a \$60 increase per delivery for each of six deliveries per week). The product out of stock situation continues to improve.

Department Manager meetings are being held, with good positive discussion resulting in problem solving ideas and solutions. Human Resources is focusing on improvements to the employee handbook; recent job postings have resulted in a good response from applicants.

The first employee pulse survey was successful, with an approximate 50% employee response rate, and the possibility of incentives to drive employee participation was discussed.

Chris reported that the livable wage has recently increased to \$16.98 (relative to Manchester), and that obtaining a livable wage for all Coop employees remains the goal.

POLICY GOVERNANCE

B8: Board Logistical Support

Chris Gilbert reported that in person meetings and staff support are effective, and online board packets are a great way for the board to save money and paper.

BOARD VOTE: Approve Policy B8: Board Logistical Support, as submitted.

(Motion by Cathy Menard, seconded by Katherine Leswing; approved unanimously).

C8: GOVERNANCE BUDGET for FY2023

Directors and Officers Insurance cost has again increased. Food costs remain the greatest expense for an annual meeting (and renting space is sure to cost less than setting up tent space on property). September 17th is the date for the next annual meeting, which Krista will chair the planning committee for, along with Finis and Chuck and co-op staff.

BOARD VOTE: Approve the FY2023 Governance budget, amended to \$22,500.

(Motion by Krista Helmboldt, seconded by Katherine Leswing; approved unanimously).

POLICY GOVERNANCE DISCUSSION: B6 (Staff Training)

BOARD VOTE: Approve language change in Policy B6: Board staff training to: B6.9 (Shall not) Fail to provide staff with training that supports internal problem solving and conflict resolution.

(Motion by Cathy Menard, seconded by Katherine Leswing; approved unanimously).

POLICY GOVERNANCE

B9: General Manager Succession

Chris Gilbert reported that Adam Orcutt ensures he stays current in Coop operation policies and

procedures, and continues to grow and learn in his role.

BOARD VOTE: Approve Policy B9: General Manager Succession, as submitted.

(Motion by Katherine Leswing, seconded by Cathy Menard; approved unanimously).

NOMINATING COMMITTEE and COMMITTEE CHARTERS

Each committee is responsible for drafting their own charter, and charters can be approved at Board meetings as completed. The Board noted that Nominating Committees are referred to by Columinate as Board Perpetuating Committees. Board members felt that incumbent board members should not serve on the Nominating Committee. Co-op members not on the Board can and should be encouraged to serve on committees, and Cathy Menard said committees should strive for DEI (diversity, equity and inclusion). The Board continues to search for qualified candidates, and store signage to this effect was suggested.

NEW BUSINESS

Board members should note that the shortened meeting time of one and one half hours may need to be occasionally extended to incorporate all business. Michael Healy noted recently that the co-op's meeting are shorter than many boards he advises.

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

(Motion by Cathy Menard, seconded by Jaran Blessing; approved unanimously).

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

(Motion by Cathy Menard, seconded by Katherine Leswing; approved unanimously).

The Board adjourned at 5:52 PM. The next meeting will be Wednesday, May 18, 4:30pm.