



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS BOARD MEETING MINUTES, Wednesday, June 16th, 2021, 4:30PM, Rollins Park, Concord, NH

Katherine Leswing, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 4:35 PM. **Attending:** Katherine Leswing, Cathy Menard, Pete Engel, Finis Williams, Krista Helmboldt, Traci Komorek, Erin Waters, Chuck Gilboy, Tracie Sponenburg, Board Candidate Bob Moses, Chris Gilbert (General Manager), and Melanie Waldvogel (Board Administrator).

The Board was very happy to meet in person again – the first time in over a year!

POLICY GOVERNANCE: B2 PLANNING AND BUDGETING

Chris Gilbert developed two working budgets: one with the \$800,000 employee retention credit from the IRS and one without. The Co-op is scheduled to receive this credit. The starting wage has been increased to \$11 per hour. The Concord budget also reflects \$12,000 needed for a new air conditioning unit. With hot bar reopening and catering sales resuming, sales are projected to rise to where they previously were.

BOARD VOTE: Approve Policy Governance B2: Planning and Budgeting, as submitted.
(Motion by Finis Williams and Cathy Menard; approved unanimously).

POLICY GOVERNANCE: B7 COMMUNICATION TO THE BOARD

Policy reporting was shortened over the previous year due to the focus on emergency protocols, but is resuming as expected.

BOARD VOTE: Approve Policy Governance B7: Communication to the Board, as submitted, with the following addition: “An issue that was brought forth last year was resolved by the Board in a timely manner.”

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

GENERAL MANAGERS REPORT

Chris reported that the Co-op appeared on *Good morning America!* in a segment about staffing shortages and the Governor’s recent back to work incentive. Concord is close to on par with sales from last year, and New London continues to be above last year’s sales. Customer counts are increasing and cash flow remains strong for the end of the year. The Shaker Farm passed its organic inspection and the Co-op staff are gearing up for the reopening the hot bar in July. A touch free utensil dispensers will be installed, and staff continue to improve on no touch safety.

An anonymous donor has kindly given the staff of the Co-op \$10,000 to divide equally, in recognition of their heroic efforts during the many months of continuing to faithfully serve the community during a global pandemic.

Masks are no longer required for customers; all employees wishing to be vaccinated have been able to receive a vaccine. Staff will continue to wear masks while working.

CONVERSATIONS WITH THE GM

Chris reported making strides toward improving marketing and sales of underperforming areas, maintaining sustainable personnel costs, and improving staff communications.

Marketing/Sales: Kimberly Brandes has been promoted to Marketing Manager. She presented an excellent budget and plan for marketing, and will bring her ideas to the board in July. An

experienced chef has been hired to oversee the hot bar, which will allow for its reopening.

Sustainable Personnel Costs: The Board acknowledged the value in the several internal promotions and recognized Chris for giving staff pathways to rise within the Co-op. The Co-op is currently operating with fewer employees than the past and is working on cross-training and improving efficiency.

Staff Communication/Feedback: Paylocity is proving to be a valuable tool for the Co-op to collect more frequent feedback from staff. Management is strategizing its use for improving the performance appraisal process and internal communication in general.

POLICY GOVERNANCE: B6 REVIEW

Chris Gilbert will bring a revised draft of the B6 policy to the July meeting for review and/or approval. The Board continues to discuss livable wage, and the best way to work towards this.

BOARD LEARNING

Traci Komorek led a discussion on Michael Pollan's *The Efficiency Curse*, which discusses the impact of global pandemic on the supply chain and healthy food sources. The Board noted this could be a way positively market relying on smaller distributors of diverse products, like the Co-op. The Board will use this as inspiration for its letter to the members.

BOARD VOTE: Approve of the May 19th, 2021 minutes as amended.

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

Traci Komorek will not be running for re-election. She was thanked by the Board for her work and service. The Board anticipates a non-contested election. The Board adjourned at 6:03PM. The next meeting will be in person on Wednesday, July 21st at 4:30pm.