



CONCORD FOOD COOPERATIVE

BOARD OF DIRECTORS BOARD MEETING MINUTES

Tuesday, May 16, 2023 5PM

Hotel Concord, Concord NH and Zoom

Jaran Blessing, President, called the meeting of the Concord Food Cooperative Board of Directors to order at 5:05 PM. **Attending in person:** Jaran Blessing, Katherine Leswing, Pete Engel, Alisa Barnard, Cathy Menard, James Stever, Krista Helmboldt, Chuck Gilboy, Chris Gilbert (General Manager), Vicky Bennet (Finance Manager) and Melanie Waldvogel (Board Administrator). Board quorum is met (8 out of 9 present).

POLICY GOVERNANCE: FINANCIALS

Third Quarter Financials - Chris reviewed the Third Quarter financials with the board. Margin is decreasing across the board at NCG, with the exception of Bakery. The Co-op is seeing much of the same in-store. At the NCG conference, the term for this is "stag-flation." A 38-39% margin is desired, and the co-op is at 38%. Margin decreases as prices increase, and costs continue to increase, especially for smaller vendors. Board questions/answers included corrections to be made in the budget and downward trends in sales per labor hour and inventory turnover (due to seasonal items). While overall this was not a great quarter, a plan is in place for going forward.

BOARD VOTE: Approve Policy B1: Financial Condition as submitted, with non-compliance explanations noted.

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

Budget Planning - The budget is both a five-year big picture and a breakout by quarter. The goal of the budget is to simply be positive. Budget saving highlights included:

- PTO to be its own line item.
- All departments to be given labor dollar budgets. Managers will be given a monthly budget and be responsible for scheduling. Managers will assess monthly.
- Salad bar will be opening shortly. The NCG prepared foods specialist will be scheduled to visit for ideas to generate sales.
- Some discount programs (including senior discount) will be eliminated. Many stores across NCG have already eliminated their senior discount. Case/bulk and buying club programs, along with the Food for All program, will be promoted instead. Any discontinued discount programs will be communicated to the membership and public.
- Savings include: HR consulting on an as-needed basis, floor cleaning assumed by current staff, programs such as Shaker Village and UNH Jury Box removed

With an increase in sales, these ideas and more will bring positive change to the financials.

GENERAL MANAGER'S REPORT

Chris reported that online sales continue to happen, and financials changes will be implemented in-store. Chris attended the National Cooperative Grocer conference (NCG), and the most important topics included: best practices, patronage refunds, how to counteract General Manager turnover, and counteracting ransomware. Café sales are strong, and are at roughly 50% of pre-pandemic levels.

STRATEGIC PLANNING UPDATE

Chris continues to monitor all city planning updates, including those adjacent to the Co-op building. An Ad Hoc Committee of Pete, James, Krista and Chris have volunteered to consider the strategic impact of construction.

NOMINATING COMMITTEE DISCUSSED SLATE

Katherine reminded the Board of their C and D policy evaluation, and their desire to strengthen the board with robust board elections. Ideas included:

- All board members should nominate a candidate(s) (name and contact submitted to

BOARD VOTE: Approve the May 16, 2023 minutes as amended.

(Motion by Cathy Menard, seconded by Chuck Gilboy; approved unanimously).

The Board adjourned from regular session at 6:59PM.

The next Board meeting will be Tuesday, June 20, 2023 at 5:00 PM, at The Hotel Concord.