

# Littleton Consumer Cooperative Society

## Board of Directors

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### Meeting Minutes: Regular Board Meeting

September 24, 2018

**Meeting convened at the Co-op break room @ 17:00.**

**Members Present:** Tom Southworth, Marcie Hornick, Laura Walls, Luther Kinney, Alyssa Sherburn, Wayne Ruggles, Deb Sullivan, and Angela McShane.

**Staff Present:** Ed King, Chris Whiton, Minnie Cushing, Kristina Zontini, Rodney Mitton, Melissa Bridges, Jessy Smith and Charise Baker.

#### Agenda Items:

##### 1. Housekeeping & Governance:

- a. Wayne motioned, Laura seconded and the board voted unanimously to accept the August minutes as presented.
- b. Wayne motioned, Angela seconded and the board voted unanimously to accept Ed's compliance with section B2 of the Governance Policy.
- c. Wayne motioned, Angela seconded and the board voted unanimously to accept the 2019 Budget as presented.
- d. Minnie stated that the tax returns were almost ready. Minnie still had several items to receive clarification on from the auditors. Once she has those clarifications, the returns will be ready for Marcie to sign.

##### 2. General Manager's Report:

- a. August sales were \$66k above budget and 10.4% over last year.
- b. Margins were 0.24% short of budget. Labor was 0.25% under budget.
- c. Net income was \$35k, \$5k over budget. Year to date figures are at \$111k, \$40k over budget.
- d. Discussion of the 2019 budget included:
  1. Projected sales of \$13,008,000, which is a 4% increase over 2018. Changes to the way discounts are going to be reported will result in a decrease of sales figures by approximately 1%. This accounting change, as recommended by the auditors, will also impact margins by about 1%, but expenses will be reduced by roughly the same amount.
  2. All other revenues and expenses will remain relatively flat as a percentage of sales.
  3. The biggest cash variance will be the first member loan payments that start in January totaling \$144k. Cash levels will also be impacted if patronage rebates are distributed for 2019.
  4. Cash hits a projected low in April (\$525K) but is projected to rebound in December (\$820k).

5. Money is in the budget for board training. It was suggested that perhaps a board member could attend the CCMA event this. This event is often held in early June but a date and location have not been announced yet.
6. Copies of the 2019 budget are available on the Board Drive.
- e. The final requisition has been submitted to Mascoma, spending the last of the funding and officially ending the Project. Items submitted for reimbursement were:
  1. New register pin pads
  2. New dishwasher
  3. New flooring in the foyer, bulk and manger's offices.
  4. Parking lot resurfacing and striping. Sealing of the cement sidewalk will be completed before cold weather.
- f. Chris and Charise went to the Expo East trade show in Baltimore this month.
- g. The Co-op Café is being held in Keene on October 13<sup>th</sup>. It is a highly recommended event. Sign up for this event is available on the Board Drive.
- h. The Harvest sale starts 9/28 and the Truckload sale starts on 10/19.
- i. October is National Co-op and Fair Trade month.
- j. Kristina is leaving and Jessy will be the interim marketing person.
- k. The Co-op will be creating the new position of Membership Service. The need for this position is long over due and a job description is being developed.
- l. February is B-Corp month and Ed is considering working with local B-Corp companies that month to promote what B-Corp means.
- m. The latest edition of the NCG Board Update publication is available on the Board Drive. Ed stated there were several good articles for the board to read.
- n. Ed is considering having an NCG deli specialist come to work with our deli.

### **3. Board Issues:**

- a. Review of section C8 of the Governance Policy was tabled until the October meeting.
- b. The recent board retreat was recapped. Thank-you to Deb for hosting and the delicious food. All felt that Michael Healy did a great job. The focus of the retreat was on the customer experience. Discussed was the difference between customer experience and customer service. It was felt that the retreat allowed board members to engage in more in-depth discussions. Michael shared some examples of engagement that other co-ops/boards are doing to include:
  1. Quarterly new member orientation breakfasts.
  2. Board email blasts.
  3. Videos showing the history of the Co-op
- c. Charters of current and past committees were distributed. Discussion included timeframes of committees. It was decided that the Nomination Committee should begin in November. Board members should contact Marcie with the Committees they want to serve on.
- d. Discussion was held on the updating of the mission and vision statements. It was felt that Marylou Krambeer would provide a more structured approach to the process. Marylou submitted an outline of the project with her cost being \$2200. There will be a series of approximately 6 meetings over two months. It was recommended that no more than 8 persons be on the committee. The breakdown of committee members was decided to be 3 board members (Wayne, Charlie and Deb), 3 staff members and 2 external customers (both to be decided by Ed).

- e. Discussion was had about a member survey available from NCG. This survey would be conducted by members responding to invitations that would print at the bottom of receipts. Pros and cons included:
  - 1. Those who opt out of receipts/ how will members participate?
  - 2. Who actually does these? Smaller pool of participants than big box stores.
  - 3. Survey questions would be developed by professionals.
  - 4. Can compare our results to the results of other co-ops.
  - 5. Ed will gather more information and see if he can get some feedback from other stores that have participated in this type of survey.
  
- f. Ed will do the board education piece for October, focusing on Fair Trade Month.

**4. Other Topics:**

- a. Future dates are:
  - 1. October 13<sup>th</sup> - CDS Board event in Keene.

Alyssa motioned and Laura seconded to adjourn the meeting at 18:20. This motion passed unanimously.

**The next scheduled meeting is October 22<sup>nd</sup> in the Co-op break room to begin at 5:00 pm.**

Respectfully submitted by:  
Charise Baker