

**Littleton Consumer Cooperative Society**  
**Board of Directors**  
**Meeting Minutes: Regular Board Meeting, September 18, 2017**

**Meeting convened at the Co-op Break Room @ 5:10 pm.**

**Members Present:** Patricia O'Brien, Tom Southworth, Mark Hollenbach, Marcie Hornick, Laura Walls, Marnie Hoyle, Luther Kinney and Alyssa Sherburn

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

**Agenda Items**

**1. Housekeeping & Governance:**

- a. Luther motioned and Mark seconded to accept the July minutes. This motion passed unanimously.

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

- a. Sales growth for the summer has been strong, averaging 17.1% over the last ten weeks. July sales were \$37k over budget. August sales were \$48k over budget.
- b. Net income was \$32k in July and \$21k in August. Losses from the first two quarters should be offset in the third quarter.
- c. There is still \$100k in the dispersement account which will be spent on capital expenditures.
- d. The results from the staff survey were overall very positive. More than 70% of categories scored in the top quartile. A full report will be given in October. Trish requested information on turnovers numbers and percents to accompany the October report.
- e. The focus of the NCG Fall Meeting was 'tell your story'. This will be a marketing focus going forward.
- f. Discussion was had on the Joint Liability Fund (JLF), which guarantees payment to UNFI in case of default of a fellow co-op. Our JLF is currently 25% but should drop to 8% after the first of the year. Competitive pressures have increased the work of the JLF Assessment Committee and changes are being considered. Currently 30% of co-ops are on a watch list.
- g. Ed recommended that all board members take time to read the Board Bulletin from NCG sent to the Board email address. This bulletin does a great job explaining what NCG does for the co-op. If desired, these bulletins can go directly to board members. Please let Ed know if interested.
- h. The annual CCMA meeting should be scheduled sometime in June. The board budget allows for two board members to attend. The 2018 location is Portland Oregon. The exact dates are yet to be determined. Ed will be happy to attend if the board decides it is a good idea.
- i. Ed stated that the five year business plan needs updating and if anyone who has input is to contact him.
- j. Ed suggested holding a mid-year Owner's Forum. This meeting would take place in the café area and would be a six month check in with the membership. There would be a brief presentation and a Q&A period. Time frame would be October/

November of this year. It was suggested that member lenders receive a special invitation to this event.

- k. There is a NFCA/CDS meeting scheduled for November 4<sup>th</sup> in Greenfield, MA. A group of managers will be going and board members are welcome to attend.
- l. Marketing focus for October will be Co-op Month and Fair Trade Month.
- m. The end of October will bring the installation of the last cooler, converting open refrigeration cases to LED lighting, and more ventilation in the Deli/Bakery. A new scale management system (PLUM) will be added to the POS system early in 2018.
- n. Ed announced that the Co-op will add a Market Match program to the Healthy Access Program. This is similar to the Market Match program used at the Farmer's Market this last summer.
- o. NCG is looking at a home delivery/ pick-up process.
- p. Ed reported compliance in the B2, B7 and B8 sections of the Governance Policy. Luther motioned and Laura seconded accepting the compliance reports as presented. This motion passed with a unanimous vote.
- q. Meetings about changing the retirement savings benefits have begun. There are three meetings scheduled. AGNE also offers a group plan and Ed will learn more about that soon. There was conversation about who will be the trustee of the plan and who will hold fiduciary responsibilities. These issues will need to be addressed prior to choosing the final plan.

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

- a. Luther will need to reach out to the auditors concerning the upcoming audit.
- b. The board retreat was viewed as well attended and though provoking. Marnie took notes and will type them up soon. Many thanks to Marnie for hosting the event.
- c. All board members are to review C7 and C8 of the Governance Policy prior to the October meeting.
- d. Plans were finalized for the upcoming Employee Appreciate event. There is going to be a rock climbing wall. There was some discussion about hosting a similar event for the Admin staff.
- e. Marnie motioned, Marcie seconded and the board voted unanimously to have reports on NMTC Compliance included as part of section B2 of the Governance Policy compliance reporting during the time frame of the NMTC.
- f. The board felt that the next few months of board education should be presentations from the staff on how the co-op operates. Ed will begin this series in October. The annual calendar will be updated and resent to the board members.
- g. Tom gave a solar power presentation, which included several handouts. This presentation covered solar power terms and a description of the co-op system. Tom also estimated cost savings and return on investment timeframes and figures. This was very informative and the board appreciates the information that Tom presented.
- h. Trish announced that she will not seek re-election next April and suggested that succession planning begin soon. Trish also suggested that any board member who is interested should join the monthly calls with Michael from CDS.

### **4. Other Topics:**

- a. Melissa reported that the store is currently fully staffed with 91 employees. Melissa is working on the results of the employee survey.

- b. Minnie stated that any board members who wish to have access to CGN notify her. CGN is very similar to CD
- c. Kristine stated that NCG provided a free template that she used for the Fall Radish. This offer also comes with two articles per quarter to include. All present felt that the Radish was evolving nicely.

Marcie motioned and Laura seconded to adjourn the meeting at 7:30 pm. This motion passed unanimously.

**The next scheduled meeting is October 23rd at the Co-op break room to begin at 5:00 pm.**

Respectfully submitted by:  
Charise Baker