

# Littleton Consumer Cooperative Society

## Board of Directors

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### Meeting Minutes: Regular Board Meeting

October 22, 2018

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

**Members Present:** Marcie Hornick, Laura Walls, Luther Kinney, Wayne Ruggles, Deb Sullivan, Charlie Wolcott and Angela McShane.

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

**Guest Present:** Mary Lou Krambeer

### Agenda Items

#### 1. Housekeeping & Governance:

- a. Laura motioned, Wayne seconded and the board voted unanimously to accept the September minutes as presented.
- b. Wayne motioned, Laura seconded and the board voted unanimously to accept Ed's compliance with section B1 of the Governance Policy.
- c. Wayne motioned, Laura seconded and the board voted unanimously to accept the third quarter financials after questions on a few line items were answered to the board's satisfaction.
- d. Angela motioned, Wayne seconded and the board voted unanimously to grant a membership redemption request presented by Melissa. Marcie signed the document.

#### 2. Mission and Vision Committee Update:

- a. Mary Lou updated the board on the progress of the Mission and Vision Committee. She defined 'vision' as a long term goal and that the 'mission' is the why and how of the vision. There was a handout showing examples of mission statements of other companies. All present participated in a noun/verb exercise that helped highlight what most felt was important. All words were gathered by Mary Lou to use at the next committee meeting. It is anticipated that the final versions of both would be available for confirmation at the December meeting.

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

- a. The Harvest Food Co-op in Boston area closed and the liquidation of assets has begun. It is likely that we'll have to cover a small portion of their UNFI payable as part of the NCG JLF program.
- b. Ed attended a Member Engagement Workshop in Portland that was very productive. Some takeaways that he hopes to implement include a quarterly new member meeting

(spring 2019) a community dinner (cap at @200) and top 100 customer phone calls (do annually, live feedback).

- c. Dave Olsen from NCG visited earlier this month and there was great discussion on what NCG can do to support us. One aspect would be the use of department specialist.
- d. NCG is getting involved with leveraging our POS with other Co-ops that have a common system. ECRS currently charges for each license (we have three). With NCG negotiating on the behalf of Co-ops, it is hoped that prices will be better. There was concern if additional licensing was in the new budget.
- e. Ed will be attending a three day training in Greenfield, MA beginning November 1<sup>st</sup>. The topic is Cooperative Business and attendees will include many types of Co-ops.
- f. A&P Landscaping is the new plow contractor.
- g. Since the closing of the disbursement account, some funds will be transferred to higher interest bearing accounts. There was some discussion on risk tolerance with investments and all present felt it was best to keep those funds in FDIC insured accounts.
- h. Member loan payments begin in January. The repayment process will take four years with approximately \$160k dispensed each year in three installments.
- i. There are currently three full time positions available: Marketing Manager, Community Outreach and Meat Cutter. Interviews are underway.
- j. Upcoming marketing events include the chili cook-off, a two week Thanksgiving ad beginning November 9<sup>th</sup>, and plaid Friday on November 23<sup>rd</sup>.
- k. The decision on patronage rebates will be at the February 2019 meeting. It is still planned that rebates, if any, would be 50% cash and 50% retained.
- l. Ed discussed the plans for promoting B-Corp during February to include free reusable bags.

#### **4. Board Issues:**

- a. Board review of the Governance Policy sections D2 and C8 were tabled until the next meeting.
- b. Board education focused on the upcoming customer experience survey. A handout of FAQ was distributed. The cost of this survey is \$3500 but does not include any prize for participation. Benefits of this survey include:
  1. Comparison to other co-ops.
  2. Identify and document customer issues and satisfaction
  3. The feedback is constant and is a full sampling of all customers.
  4. Customized questions.

The information from this survey would be for internal use only. Ed is waiting to see a sample list of questions. Two suggestions include waiting for some of the issues identified by the NCG store walk be addressed first and to make the survey loud/fun/fresh. The survey process would begin early 2019.
- c. Committee charters were reviewed. The Nominating committee will consist of Laura and Angela with a deadline of March 2019. The Appraisal committee will consist of Luther, Wayne and one other board member. It was decided the By-Law committee will be formed as needed.
- d. The partner of the month for November is the local food bank. It was discussed that perhaps customers could be encouraged to purchase full cases, the need for fresh product and the possibility of using Market Match to purchase fresh products. There was concern that the value raised for the September POM had not been posted yet for customers to see.

- e. Charlie gave feedback on his attendance at the recent Co-op Café. He stated that it was very fun and covered many topics. Charlie met many new people and will send a copy of a sign from the Bozeman Co-op to other board members.
- f. There was minor discussion about a weekend backpack program that is being considered. More information to come.
- g. Charlie is responsible for the December board education piece. This meeting will begin earlier as it is anticipated to run longer. Food will be provided.

**5. Other Topics:**

- a. Future date(s) are: December 8<sup>th</sup> - Employee Holiday Party at Chef Joe's in Franconia

**Wayne motioned, Deb seconded and the board voted unanimously to adjourn the meeting at 18:50.**

The next scheduled meeting is December 10th in the Co-op break room to begin at 16:30.

Respectfully submitted by:  
Charise Baker