

Littleton Consumer Cooperative Society
Board of Directors
Meeting Minutes: Regular Board Meeting
July 20, 2020

Meeting convened via Zoom @ 5:02 pm.

Members Present: Wayne Ruggles, Jim Moore, Deb Sullivan, Vanessa Robbins, Stephanie Bournival, Angela McShane, and Matt Whiton.

Members Absent: Dani Shaw, Luther Kinney

Staff Present: Ed King, Chris Whiton, Minnie Cushing, Becky Colpitts, Melissa Bridges, and Annie Stuart

Housekeeping & Governance:

- a. Jim motioned, Deborah seconded, and the board voted unanimously to approve the June 2020 board minutes.
- a. Stephanie chose her education topic around diversity/inclusivity and what that means. She shared the benefits of having a diverse group of employees in multiple aspects, which creates a successful, supportive, collaborative, and respectful environment. Becky added her involvement with the National Food Alliance and Racial Equity Committee; she will send out an invitation for a conversation each Tuesday 1pm-2pm which will be recorded for those who cannot attend. Melissa added that each new LFC employee is given information regarding our diversity statement and anti-harassment statement. Ed added that he would email board members the Columinate "The Abolitionists Challenge" enrollment with the monthly program starting August 4th at 7pm.
- b. Angela has a summer salad recipe to email out as her education piece tabled from last meeting.
- c. Angela motioned, Matthew seconded, and the board voted unanimously to renew Columinate contract, as a continuing education/calibration tools for new and existing board members, as well as GFC contract for financial consulting.
- d. Vanessa motioned, Angela seconded, and the board unanimously voted to accept the B7 and B8 reports.
- e. Stephanie motioned, Jim seconded, and the board unanimously voted to accept additional 12 weeks medical benefits for salaried employees during a short term/long term disability leave.
- f. Deborah motioned, Matthew seconded, and the board unanimously voted to move \$250K at .45% interest (FDIC protected), to new Mascoma money market account with Wayne and Ed as authorizers.

2. Interim General Manager's Report:

Financials:

- a. Sales in June 2020 were 1.36M, which was approximately 314K over last year (30% increase) and 264K over budget.
- b. First three weeks of July remain strong, 1.04M vs 902K last year (15.3% increase). 102K over budget.
- c. Q2 Inventories were taken in early July, showing strong numbers, adding an additional 26.6K to the bottom line.
- d. Deli/PFD sales are still down vs LY. This is a common issue in all Co-ops. Still finding our balance with to-go meals. New chef David Eyler has been a good addition to the creative team with vegan and GF options, which we hope to grow.

Topics:

- e. Ed is back in the store starting tomorrow. He has been missed - welcome back, Ed!

- f. We will begin to make our Facial Covering policy mandatory for all shoppers starting this week - target day Wednesday. New signage will be added to the entryway and throughout the store, as well as messaging via social media and email (sent out to board for review prior to sending). Prior to this, for employee safety we opted to avoid the occasional unmasked shopper rather than risk a potentially hazardous confrontation. With many major retailers now starting such a policy, there should be less pushback, as this becomes a social norm. Management staff will be ready with training, talking points and free masks. I've discussed this with several Co-ops who have taken the step and feel we are in a good position to make this happen. ADA compliance is met with our Curbside program.
- g. Franconia Market had a soft opening on June 30th. Most of our management staff have taken time to check out the store and compare departments. Very conventional product mix, which may change over time due to clientele pressure and local ownership. The exact impact to sales vs LY has been difficult to accurately measure due to several factors (stunted tourist season this year vs very strong July numbers last year, COVID related shopping patterns, more restaurants opening, etc). On the books, July shows a 15% increase vs June's 30% increase over LY, but likely not all due to Franconia.
- h. New Senior Member Discount program (Senior Five and Dime) was successful, and did not cost much more than past single-day Wednesday sales. We have decided to commit to continuing this program through the end of the year, at which time we will reevaluate.
 - i. We may do another floating member discount day later during the year.
 - j. Premium \$2/hr pay for all in-house employees has been officially extended to Labor Day. Mid August, we will again reassess risk and affordability.
 - k. The NH governor has still not rescinded the reusable bag ban, despite some other states doing so. We are opting to follow that mandate and will continue to wait for official approval to bring these back.
 - l. We will be making a solid push to get WebCart rolling over these next few weeks (Webcart would replace our current Curbside program with a more user-friendly online store format which is integrated with our current register system). I am planning on making this a personal focus now that Ed is back in house.
 - m. Supply chain has still been struggling, but improvements are being made. Meat prices coming back down and product availability is better. Cleaners, paper products, beans, rice and other commodities still having issues. Multi-sourcing has been a benefit as we are able to fill categories with other suppliers when needed.
 - n. Sarah Dahl from CDS Consulting completed compiling data for our 2020 Employee Engagement Survey in February and the final report is in the Board Drive. Results were extremely positive, highlighting a few areas that we can improve upon concerning wages and how merit increases are determined. We will be doing a wage study prior to next year's raise cycle, as well as improving communications of the metrics that calculate increases. The survey was broken down by department, so that each area of the store can concentrate on areas that affect them more than others. These will be a focus of the Q3 review process.

3. Board Issues:

- a. C-2 board monitoring reviewed and discussed.
- b. LFC 5 year plan reviewed and discussed.
- c. The new bakery oven, approved in June meeting, has been ordered.
- d. It was decided that B1 financial report would be presented on the last Monday of the month instead of the following month. This will change approximately four meetings in 2021.
- e. Ends Report Committee update tabled to August meeting.
- f. Employee Appreciation Committee update tabled to August meeting.

g. Q2 financials tabled to August meeting, as discussed at June meeting.

4. Other Topics:

- a. Retreat 2020 is scheduled for September 19th, 2020. Deborah offered to host a socially distant, outdoor event at her home. For weather, possibility to rent a tent from Abbotts. Various topics discussed, at August meeting we will finalize a topic for the retreat.

Stephanie motioned, Angela seconded, and the board voted unanimously to adjourn the meeting at 6:29 pm.

The next scheduled meeting is August 17th, 2020. Location to be determined.

Respectfully submitted by: Vanessa Robbins, Secretary