

**Littleton Consumer Cooperative Society**  
**Board of Directors**  
**Meeting Minutes: Regular Board Meeting**  
**March 23, 2020**

**Meeting convened at the Co-op Breakroom @ 05:00 pm.**

**Members Present Via Phone:** Wayne Ruggles, Luther Kinney, Dani Shaw, Deb Sullivan, Alyssa Sherburn, and Angela McShane.

**Members Absent:** Stephanie Bournival and Marcie Hornick

**Staff Present:** Ed King (via phone), Chris Whiton, Minnie Cushing, Becky Colpitts (via phone), Annie Stuart (via phone), Melissa Bridges and Charise Baker.

**Agenda Items:**

**1. Housekeeping & Governance:**

- a. Angela motioned, Dani seconded and the board voted unanimously to approve the February 2020 board minutes.
- b. Angela motioned, Deb seconded and the board voted unanimously to accept compliance with B9: Emergency GM Succession of the Governance Policy. It was noted that Brian Labonte and Ashley Wallingford were in place to help if Chris or Charise need to stay home for two weeks during the COVID-19 Pandemic.
- c. Becky presented two shares for redemption due to moving. This request was approved by the board.
- d. Angela motioned, Alyssa seconded and the board voted unanimously to renew the Co-op's NCG contract for another year. Wayne will sign the form electronically.

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

**a. General:**

1. Sales in February 2020 were \$1.07M, which was \$108k over last year and \$84k over budget.
2. The first three weeks of March exploded beginning 3/11 due to the panic buying in response to the COVID-19 Pandemic. Consecutive record sales were set for weeks ending 3/14 and 3/21. Total sales for March so far is \$1.06M vs \$693k for the same period last year. This is a 52% increase.

**b. COVID-19 Response Update:**

1. The Pandemic has had an immense impact on sales, staff and supply.
2. We have joined with multiple peer discussion groups of GMs and HR management through NFCA, NCG and other organizations to go over strategies and challenges as they come. We have also received information from the Health Department and CDC.
3. Supply chain has been a problem. UNFI missed two deliveries and sent a small load at the end of the week. UNFI implemented a strict piece count limit per department going forward that we are following. AGNE is also limiting key items. Many out of stocks are happening with promises to catch up. We have adapted and are utilizing multiple smaller suppliers to help fill the gaps.
4. Robie Farms, Black River and several other smaller producers are helping to fill the gap of beef supply from our main distributor.
5. The service meat counter, service salad counters, soup bar, and cafe have been closed. All bakery items are being wrapped. Coffee service and reusable dishware is also discontinued. These steps were taken as a result of customer aversion to open products and to discourage gathering.
6. Produce and Bulk sales are still very strong, so we are monitoring patterns and continuing as usual.
7. Store hours were adjusted to 9-7 to help with staffing and cleaning.
8. Our janitorial service has begun a bleach sanitizing process nightly on all common surfaces through the store. We continue several times throughout the day, and the front end sanitizes registers and pin pads frequently.
9. Staff has been amazing! There has been a crew reduction of about 15% due to various reasons such as health risks to themselves or those they live with. Some of the Admin staff are working from home. We instituted a \$2/hour 'hazard' wage increase last Sunday for all staff members working in the store. Cross-training

efforts have been started as we see Deli sales declining and we move those staff members to the registers. A daily 8:30 all-staff meeting is held every morning for updates and opportunities for questions. We have advertised for cashiers and stock clerks, both to have backup as well as looking forward to summer sales.

10. All employees are firm on washing hands often and not touching their face. Gloves are available in every department. Employees have been told to stay home if they are sick and to call their PCP for guidance. We have created a Pandemic Response Committee here at the store to discuss plans and strategies to follow if an employee becomes ill. Currently, a confirmed employee case could cause the store to close for several days to clean. Details would be directed by the health department.
11. Employees are now able to utilize extra PTO hours if they need to go into the negative. We hope to have some extra options available in the future to help bring those balances back, beyond the standard PTO replenishment. We are also assisting with the new immediate unemployment option for anyone choosing to leave for an indefinite period, and will arrange for them to return when ready.
12. A reusable bag ban went into effect on Sunday 3/22.
13. Sanitizer wipes and hand sanitizer are in extremely short supply. We entered into a contract with Cintas, who will hopefully have sanitizer stations set up for us by next week at the front end, entrances and restrooms.
14. Marketing is using signage to push hand washing and not touching your face for employees, as well as good social distancing practices and daily updates to customers.
15. Curbside pickup options started. We are tweaking this option as we go. Becky is working with other organizations to establish a volunteer list to pair up shoppers with folks stuck at home.
16. We have limited the number of carts available to help reduce the number of customers in the store at one time.

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

- a. The Board reviewed section Governance C3- Agenda Planning of the Governance Policy.
- b. The board thanked Chris and the staff for all their hard work during the COVID-19 pandemic panic buying. Angela and Dani both stated that the information available via the website and Facebook were very helpful.
- c. The review of the by-laws and possible changes have been tabled.
- d. The board decided to wait until the April meeting before making the decision to cancel the Annual Meeting scheduled for May 14th.
- e. Angela and Charise have made progress on the 20/21 Board calendar.
- f. The Nomination Committee updated the board on their progress. The committee will continue to meet to determine on how to proceed with presenting information about the candidates during the COVID-19 Pandemic.
- g. Dani motioned, Deb seconded and the board voted unanimously to accept the following slate of candidates as presented:
  1. Vanessa Robbins
  2. Barb Radmore
  3. Jim Moore
  4. Matthew Whiton
  5. Penny Keeler

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

- a. The COVID-19 pandemic has slowed the forward progress of the Androscoggin Food Co-op. Minnie informed the board that they repaid their \$1000 loan.
- b. Melissa has a phone conference scheduled with DRM on 3/24. The purpose is to address all HR concerns during the COVID-19 pandemic. Luther stated that all programs being discussed must be equally applied to all employees.

- c. A shout out to Marcie for helping to box groceries on the busiest day ever!
- d. All agreed that the phone platform used to conduct the meeting worked and could be used in future events where gathering together is difficult.

Luther motioned, Angela seconded and the board voted unanimously to adjourn the meeting at 6:03 pm  
**The next scheduled meeting is April 27th. Location and time to be determined.**

Respectfully submitted by:  
Charise Baker