

Littleton Consumer Cooperative Society
Board of Directors
Meeting Minutes: Regular Board Meeting
May 18, 2020

Meeting convened via Zoom @ 5:01 pm.

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

Members Absent: Luther Kinney and Stephanie Bournival

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

Agenda Items:

1. Housekeeping & Governance:

- a. Angela motioned, Deb seconded and the board voted unanimously to approve the April 2020 board minutes.
- b. Angela motioned, Matt seconded and the board voted unanimously to accept compliance with B1- Financial Conditions and Activities; B-3- Asset Protection of the Governance Policy and to accept Q1 Financials as presented.
- c. The board has delegated the redemption of shares to the store management team. This helps expedite the procedure and keeps members from waiting until the next board meeting for approval. It has been requested that the board be informed of these redemptions at future board meetings.

2. Interim General Manager's Report:

a. General:

- a. Congratulations to all three new board members.
- b. Sales in April 2020 were 1.61M, which was approximately 462K over last year (40% increase) and 411K over budget.
- c. First two weeks of May continue this trend, 682K vs 485K last year (41% increase). 180K over budget (36%).
- d. Average basket size is still holding at roughly \$30 more per customer than last year (~\$65 vs ~38). Customer count is roughly 16% less than last year. These numbers have been fairly consistent since the end of March.
- e. Discussed food needs with Bob Muh at Grafton County Senior Center / Meals on Wheels program. The Co-op donated \$1000 in canned goods which was offset by \$300 in donated funds, as well as lack of a Senior Discount day the last few months.
- f. Also donated some much needed pantry items to the Good Neighbor Food Pantry and the SWAN/Backpack program in Bethlehem. Thank you to Becky for her help in this effort.
- g. Working on a mini-case sale for the end of May where customers can purchase cases of pantry items for donation to local food pantries. There is a struggle to get any guarantee on quantities of product to support this type of sale.
- h. Granite United Way raised \$4750 through the POM program in April - will be using the entire amount to purchase Co-op gift cards to give out to people in need.
- i. Floating Member Discount up to about \$21k for the month to date, making it four times more expensive (so far) than our typical single-day discount. Unlikely to do this as a regular feature, though the increased sales have helped make it affordable in the short term.
- j. Market Basket in Plymouth opened on the 15th with a very aggressive ad, but did not seem to impact sale trends this past weekend. Franconia Market tentatively opening late June to early July. Will be ramping up on hot sales and marketing as we get closer.
- k. Extending store hours to 8 PM starting 5/22.
- l. Working on new Co-op t-shirts in rainbow colors to distribute to all staff members.
- m. There is a virtual training event this Saturday from Columinate. It is the CBLD101 class and the supporting documentation is available on the board drive.

- n. Copy and paste for a Columinate Doc “How to help your GM in a Pandemic.

<https://docs.google.com/document/d/1GTUVO672gzcJK1zm05AqsKHTQq2A5fCPJCzSuR6eoi0/edit?usp=sharing>

b. COVID-19 Response Update:

- a. The Governor's Economic Taskforce announced on May 1st the new “Stay at Home 2.0” universal state business guidelines, as well as retail-specific guidelines. We were very pleased to see that we were already doing most of the newly mandated practices.
- b. One new mandate was daily employee screening and temperature check at the start of each shift. We created a new “Covid Spread Protection Policy” and phased this process into our routine without issue.
- c. New Covid Spread Protection Policy also gives official guidance to employees on proper social distancing practices, proper hand washing, proper face mask wearing and store sanitation procedures. All of these had been implemented earlier, but this put the verbiage into a solid document with a mandatory sign-off.
- d. Updated the Employee Illness Policy to include COVID verbiage to better guide employees on the correct course of action when feeling ill.
- e. Upped the employee discount to 25% for the month of May. \$2/hr hazard pay still in effect and will likely continue for some time. Pushing for employees to use PTO in June for a well deserved break.
- f. Took advantage of the State of NH free mask program (2000 masks), Hanes free cloth mask program (~500 reusable masks) and Concept2 free mask program (1000 masks). Cloth masks to go to employees and paper masks free for customers.
- g. Started a staffed educational table in the entryway to run Fridays and Saturdays, handing out masks and teaching customer code of conduct. We will try to collect data on why customers choose to not wear masks and how many customers take or refuse masks.
- h. Supply chain still struggling with rice, canned vegetables, soup, flour, yeast and household disinfectants. Meat department hit particularly hard - conventional beef, pork and chicken showing massive out-of-stocks, with prices more than doubling over the last two weeks. Local suppliers filling in the gaps and keeping us full, with little price changes of their own so far. Some local companies are not taking new customers, making sure their long standing customers get the service/products they offer.
- i. NFCA and NCG are both working with member co-ops on strategies to help struggling PFD/Deli sales. Upcoming webinar on Tuesday. We are bringing back many of our staff-served salads. Ready-to-eat meals have been doing well with nightly advertising

3. Board Issues:

- a. The Board reviewed section C4- Board Meetings of the Governance Policy.
- b. Ed informed the board about the long term plans of constructing a mini golf course on the adjoining property in 2021. The abutter has right of way through our parking lot and has informed us that he will be utilizing that access.
- c. Minnie has requested that all board members sign the Confidentiality and Conflict of Interest form. This form can be accessed in the board documents folder on the board drive. All members can email; snail mail or stop by the service desk to accomplish this task. This form must be signed annually by all board members.
- d. Minnie gave the board an overview of the PPP loan received as part of the COVID-19 CARES act. The dates of this loan are 4/23/20 to 6/16/20.
- e. Ed suggested that the Co-op use some of its surplus cash to invest in CFNE. After some discussion, this topic was tabled until the June board meeting.

- f. Ed and Deb will conduct the orientation of new board members. A poll will be distributed to help select a date.
- g. Each board member will be receiving one of the new tee shirts. Charise will send out an email for color and sizes.
- h. Deb recommended that the board take the opportunity to review the Facebook Live election event that was used to introduce the board candidates.
- i. Angela updated the board education assignments on the 20-21 board calendar. This calendar is available on the board drive.
- j. Angela motioned, Deb seconded and the board voted unanimously to approve the following slate of officers:
 - a. Wayne Ruggles - President
 - b. Deb Sullivan - Vice President
 - c. Luther Kinney - Treasurer
 - d. Vanessa Robbins - Secretary

4. Other Topics:

- a. Charise informed the new board members that the board retreat is scheduled for September 19th.

Angela motioned, Jim seconded and the board voted unanimously to adjourn the meeting at 6:15 pm
The next scheduled meeting is June 22nd at 5:00 pm. Location to be determined.

Respectfully submitted by:
Charise Baker