

Littleton Consumer Cooperative Society
Board of Directors
Meeting Minutes: Regular Board Meeting
June 22, 2020

Meeting convened via Zoom @ 5:03 pm.

Members Present: Wayne Ruggles, Dani Shaw, Vanessa Robbins, Jim Moore, Deb Sullivan, Stephanie Bournival, Luther Kinney, and Angela McShane. Matt Whiton joined shortly after meeting started.

Members Absent: None

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

Agenda Items:

1. Housekeeping & Governance:

- a. Debora motioned, Dani seconded and the board voted unanimously to approve the May 2020 board minutes.
- b. Jim motioned, Angela seconded, and the board voted unanimously to donate \$250 The Bill Gessner Legacy Fund to help future start up Co-Op's.
- c. Dani motioned, Vanessa seconded, and the board voted unanimously to accept the 2020 Ends Report.
- d. Angela's educational piece tabled until July meeting.

2. Interim General Manager's Report:

General:

- a. Sales in May 2020 were 1.35M, which was approximately 350K over last year (35% increase) and 309K over budget.
- b. First three weeks of June remain strong, 1.01M vs 782K last year (30% increase). 194K over budget (24%).
- c. Average basket size is slowly dropping, though still much higher than last year (~\$60 compared to ~\$40 in 2019). Customer count rising to match as customers become more accustomed to new normal and are trending toward familiar more frequent shopping patterns. 500 less consumers than last year at this time.
- d. Most departments have done inventories recently and gross margins have been very favorable overall. Labor numbers also look good even factoring in the \$2 hazard pay.
- e. Deli/PFD sales are starting to recover, but still a long way to go. Same trend in sister Co-ops.

Topics:

- a. Franconia Market and Deli is still aiming for the end of June/beginning of July opening. New weekly Co-op full-page ad program with discounts started here last week.
- b. New operating hours (7AM to 8PM) starting 6/20/20.
- c. New Senior Member discount program starting next month, tentatively titled Senior Five and Dime. Program will give Senior Members a discount from the 5th through the 10th to discourage crowding on one day.
- d. Floating Member day in May cost \$31k (normal member day costs \$4k to \$5k). While well received, it was not something we could afford to do again in June. Hoping conditions will allow a traditional member day in August or September.
- e. Supply chain is still struggling, though it has improved since last month. Beef and pork are being hit the hardest, though we are faring well due to our local suppliers who are not having the same issues as national conventional packing plants, whose prices are still double what they were a few months ago. Toilet paper, flour, canned goods stabilizing.
- f. Discussing a rework of our wage/merit increase procedure to have in place by the end of the year for better transparency and incentive in employee reviews. Unwinding \$2 hazard pay at a near future date also being discussed, possibly with an employee bonus at the end. Currently costing \$6k per week extra in payroll.

- g. Governor's end of the Stay At Home 2.0 does not change any of the new NH Retail Guidelines, so all current COVID-related policies are still in place (see May Minutes for Covid-19 guidance).
- h. Some wisdom gained and lessons learned from our experience hanging the Pride Flag and publicly posting our position on Black Lives Matter.
- i. Purchasing WebCart as an upgrade to Curbside program. Much more versatility and professionalism. Annie, Chris, and Charise will take this task on.
- j. Re-stripped parking lot in early June. Working on having someone build latticework blinds to hide storage on east side of building and west side of pavilion.
- k. Upped UNFI delivery trucks from 3 to 4 per week to better spread stocking workload.
- l. We are again running the SNAP booth at the Littleton Farmer's Market on Sundays. Dani and Becky will be running this booth.

3. Board Issues:

- a. Ed discussed his involvement in the Dorchester, MA Co-op mentoring program.
- b. Deb, Dani, and Wayne volunteered for the Ends Report Committee.
- c. C-5 and C-6 board monitoring reviewed and discussed.
- d. The board granted permission for the bakery to purchase a new oven for \$10K.
- e. Charise, Vanessa, and Stephanie volunteered for the Employee Appreciation Committee.
- f. Various CCMA courses taken were discussed.
- g. CBLD was scheduled for this week, but it is now happening 6/24 at 8pm.
- h. Minnie has added curbside orders to the weekly sales.
- i. It was decided that Q2 financials would be presented at August 17th meeting instead of July meeting.
- j. It was decided to stick with FDIC investments during this time of uncertainty (Minnie uploaded CFNE info to June meeting folder).

4. Other Topics:

- a. Retreat 2020 is scheduled for September 19th, 2020. Discussed some options for Covid-19 precautions, but topic will be tabled until July/August meeting when more is known about our current state.

Deb motioned, Luther seconded, and the board voted unanimously to adjourn the meeting at 6:16 pm.

The next scheduled meeting is July 20th at 5pm. Location to be determined.

Respectfully submitted by:
Vanessa Robbins, Secretary