Littleton Consumer Cooperative Society
Board of Directors
Meeting Minutes: Regular Board Meeting
March 22, 2021

Meeting convened via Zoom @ 5:03 pm.
Members Present: Wayne Ruggles, Jim Moore, Vanessa Robbins, Matt Whiton, and Deb
 Sullivan. .
Members Absent: Dani Shaw
Staff Present: Ed King, Chris Whiton, Minnie Cushing, Becky Colpitts, Annie Stuart and
Melissa Bridges.
Guests: Casey Wilkins, Thomas Simpson, Scott Butterfield

1. Housekeeping & Governance:
   a. Wayne read Littleton Food Co-op vision and mission statement.
   b. Minnie and Ed proposed opening two accounts. One being National
      Cooperative Bank and Woodsville Guarantee Bank. Vanessa motioned, Jim
      seconded, and the board unanimously voted to approve.
   c. Jim motioned, Deb seconded, and the board unanimously voted to approve
      the February minutes. This includes the omission of any specific interest rates.
   d. Ed presented dashboard information.
   e. Ed went over GM compliance with B9 policy (emergency GM succession). Jim
      motioned, Angela seconded, and the board unanimously voted to approve.
2. General Manager's Report:
Financial Report:
   - Sales YTD are up 12% over last year, but that increase will shrink as the year
     progresses due to the panic buying during the early portion of the Pandemic.
   - February sales were $39k over our budget. March is up $23k in the first two weeks.
   - Customer counts are showing a rebound, over 6,000 the last two weeks for the first
     time since October.
   - Curbside sales are down as at risk customers get vaccinated and return to normal in
     store shopping.
   - Our Dashboard will be updated later this month due to ongoing Audit work.
   - A February 26th First Data outage resulted in some double credit card charges and
     some failed charges. We're working with ECRS and First Data to rectify these issues.
     We could face a cash loss not to exceed $400.
Other Items:
   - We are working with Stacey Doll and the NCC to explore the formation of a North
     Country Food Council.
   - We are in talks with the Colonial Theatre about hosting a Drive In Movie in our
     parking lot.
   - There was an Anti Mask Flash Mob incident at the Monadnock Food Coop last
     weekend. We are working with the Management Team to develop appropriate
     responses in case there was a similar incident here.
   - The NCG free coupon direct mailing continues for the rest of the month. Response
     has been positive but below our projections.
   - Our Webcart development continues, with over 4,000 items inputted.
   - Our new department scales have been installed. Plum software will be activated
     over the next couple of months.
   - We have done some painting in the store in areas that needed it badly.

- New Produce displays will arrive by the end of the month, delayed 2 weeks.
- New service meat cases have been ordered, ETA TBD.
- We'll be closed for Easter, during which our floors will be stripped and waxed.
- Our Auditors will be here next meeting, bring your accounting questions.
- Our $2 an hour appreciation Bonus continues, we'll extend it through next month.
- New Town Manager Controversy. Sign a petition or send a letter or both.
- Wage study update, still waiting for our revised version.

3. Board Topics:
   a. C3 (calendar planning) board monitoring policy reviewed and discussed.
   b. Calendar planning: 4/26- Auditors visit
      4/28- Candidate night
      5/13- Annual Meeting
   c. Update on Annual Meeting committee.
   d. Chris shared his wonderful experience at NFCA meeting via zoom.
   e. Deb gave an update of the Nomination Committee. Candidate interviews are due April 15th and there will be a Candidate night on April 28th. Calendar is in board drive.
   f. Board candidates introduced themselves.
   g. Wayne shared his education piece; a Columinate video on the history of Co-op's.

Deb motioned, Vanessa seconded, and the board voted unanimously to adjourn the meeting at 6:24 pm.

Executive session held for GM evaluation committee to discuss summary with the rest of the board.

The April meeting will be held April 26th at 4:00pm to accommodate auditors.

Respectfully submitted by: Vanessa Robbins, Secretary