



## **Littleton Consumer Cooperative Society**

Board of Directors

Meeting Minutes: Regular Board Meeting

July 21, 2025

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Meeting convened on Zoom @ 5:03pm

*Directors Present: Deb Sullivan, Tim Healey, Sam Brown, Molly O'Brien, Bob Goss, Mitra Karimian, Travis Brenchi, Louise Erskine and Charise Baker.*

*Directors Absent: N/A*

*Staff Members Present: Ed King, Chris Whiton, Becky Colpitts and Minnie Cushing*

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### **1. Housekeeping & Governance:**

- a) Molly motioned, Tim seconded, and the board unanimously voted to approve the June minutes after a small change to wording in Section 3 part g.
- b) Ed stated this was his first report on the new ends policy. As a result, the report was late for the board to review before the meeting. The vote to accept the A: Ends report was tabled until the August meeting.

### **2) General Manager's Report:**

#### *Financials:*

- June sales were \$70k over last year, and \$17k over budget. July sales are very close to budget so far. Ed spoke briefly about Q2 results being below budgets. Factors that contributed to the below budget results include larger bonuses, taxes, higher benefit costs and missed margins. Ed stated that Q3 is always the best quarter and expects all numbers to bounce back. A question was asked if the margins were impacted by the distribution issues from UNFI. Ed answered that not all departments were affected by this interruption and other potential factors were identified within the perishable departments. Ed stated that NCG was in negotiations with UNFI concerning the financial impact of their service interruptions, hopefully resulting in a rebate of funds.
- May's net income was \$20k over budget, and we're \$16k over budget YTD. We have a net loss of \$93k YTD which is better than budgeted. We'd return to the black in the month of July.
- Our cash flow has rebounded to more than \$2.5 million at the end of June.



*Other Topics:*

- Our 5-year business plan has been updated. One thing I would like to do next year is to develop a more robust 5 year plan with the help of the Finance Committee and the next GM. Ed suggested that a three year business plan would be more accurate than a five year plan.
- Sidewalk work by the town has not materialized yet this summer. I was told that this work would be done by September by the Town Manager.
- We have a design to replace our current street signs with something more visible. Lincoln Sign Company will be doing the work this fall hopefully. We had planned to do this with the ADA sidewalk work but we might not wait for that.
- Terry Bowling and Kristy Bowers from NCG will be visiting our Coop at the end of the month for a visit. We might visit the Caledonia Coop's future site while they are here. Approximate date of the visit is 08/29.
- Chris will be attending the NCG Fall meeting again in September in my place.
- We are planning on submitting a variance request to the Zoning Board meeting in October so we can move forward with our planned addition to the rear of the store. Ed stated that it would be beneficial if board members and staff attended the meeting. Survey work is being done.
- A Security Software upgrade that works with our current camera system is being explored. It utilizes AI to identify potential theft incidents. There were many questions about this system to include the selling of data to third parties, software bias and employee concerns about AI technology. Ed will schedule a meeting to get more information about the program and the different levels of monitoring available.
- I plan on taking a vacation starting August 2nd.
- I would like to recommend that the Coop purchase some CDFA tax credits to benefit Theatre Up (full disclosure, I am on the BOD) and their Masonic Temple project. For every \$1 paid we'd receive 75% back in state tax credits, so a \$20k purchase would get us \$15k in reduced taxes and cost us \$5k out of pocket. We can spread this purchase out over 2 years. Theatre Up is working on assembling a package of advertising and sponsorship benefits that would accompany the purchase. We have purchased CDFA tax credits in the past to benefit the Colonial, but they were less than \$10k. Discussion



included questions about promoting the Co-op via sponsorship, amount of donations (1K-50K) and timeline for making a decision (@18 months) Ed stated he believed this was a good idea. This donation was taken under consideration without a decision during the meeting.

- We're looking to update our phone system with Consolidated. There will be an \$8,046 up front cost but it will reduce our monthly costs substantially. Ed stated that there was a significant increase in price for the current line system. The new system will be entirely VOIP.
- We have some ongoing freezer issues impacting 3 doors. We're working with ARC to find a solution. Ed stated that the major systems will need an upgrade soon. This upgrade would require a shut down of approximately 6 hours.
- We're talking with a vendor about a possible bulk water system. It would offer reverse osmosis, deionized and alkaline water the potential to reduce plastic

### **3) Board Topics:**

- a) Deb and Tim read board monitoring policy C4. A question was asked about reviewing C4. It was explained that the board reviews every C policy during the course of the year. Deb selects policies that may be pertinent at the time instead of going in chronological order.
- b) Bob read the board mission and vision statement.
- c) The BPR working group introduced 3 new policies that will be added to the current policy register. One is for Executive Limitations and two are for Board Process. The reason these policies are being added is to have clearer guidelines surrounding board election responsibilities. Once these new policies are adopted by the board, Ed will create an Operations policy on this topic. There were access issues with the forms in the July folder. The work on these policies will continue and may be added to the agenda for August.
- d) The GMSC updated the board. There is progress on getting complete packets on viable candidates. The ad will continue to run for the duration of the search. Chris spoke about his experience with the intense screening process, describing it as onerous. There is



some concern that potential applicants may have left the process because of this intensity. Sam described the Drake Report, used to match candidates to jobs. If anyone reaches out to the board about any aspect of the search process, please direct them to Brett with The Carlyle Group. First round interviews are expected to happen mid-August.

- e) Molly and Charise suggested a topic for the annual retreat. They both attended a CCMA workshop centered around preparing for strategic change and how to handle resistance to change. It was felt that doing a similar workshop could help the board develop a plan of action concerning the upcoming changes associated with a new GM. It is possible that the GMSC has the names of final candidates at the time of the annual retreat. This would help to customize the plan with the candidate.
- f) Deb and Charise will work on the food menu for the retreat. If you have time to help, please let them know.

#### **4) Tasks discussed:**

- a) Bob updated the board on the many upcoming events at the Co-op between today and early early August. There was a lot of discussion about Renee Blacken from Bethlehem. Renee is planning to row solo across the Atlantic Ocean in January 2026. She will be participating in the Atlantic Dash, a 3,200-mile race that typically takes participants two to three months to complete. Blacken's journey is not just an endurance challenge; it's also a fundraising effort for trauma recovery programs in New Hampshire's North Country. For a complete list of events, visit the Co-op website.

Charise motioned, Sam seconded, and the board voted unanimously to adjourn the meeting at 6:30 pm

The next board meeting will be held in person at the Co-op breakroom August 18th @ 5:00pm

Respectfully submitted by:

Charise Baker  
Board Secretary