

MEETING MINUTES, January 12, 2022 Special
Virtual Meeting via ZOOM

Present: Kevin Birdsey, Marta Ceroni, Nick Clark, Rosemary Fifield, Jessica Giordani, Conicia Jackson, Manish Kumar, Orin Pacht

Absent: Emmanuel Ajavon, Peggy O'Neil

Employees: Amanda Charland (Director of Cooperative Engagement), Bruce Follett (Director of Business Unit Operations), Paul Guidone (General Manager), April Harkness (Governance & Community Engagement), Lori Hildbrand (Director of Administrative Operations), Mark Langlois (Director of Finance), Allan Reetz (Director of Public & Governmental Affairs)

2022 Board

Candidate: Barry Fudim

President Nick Clark called the meeting to order at 5:04 p.m.

FY 2022 HCCS Organizational Business Plan & 2022 HCCS Operating Budget

Members of the Co-op's Leadership Team spoke about their areas of expertise.

Bruce Follett provided an overview of future strategies for the organization including the additions of self-checkout capabilities, improved options for Groceries to Go, advancement in perpetual inventory, and changes to the business models of the Co-op Community Market and the Co-op Kitchen.

Lori Hildbrand provided an overview of the Lebanon Store upgrades, improved Hanover basement space and parking lot project, as well as replacement of the server firewall, new HR management software, and a compensation overhaul.

Amanda Charland provided an overview of the status of Salesforce customer management software buildout and connecting to other systems as part of the larger engagement strategy, work on board linkage, focus on in-store messaging, Co-op Service Center strategy, promotions team alignment, discount strategy, and food safety.

Allan Reetz provided an overview of his focus areas including affordable workforce housing, small scale agriculture, food security, transportation, New Hampshire Business for Social Responsibility, and Cooperative Communicators.

Mark Langlois provided an overview of finance, including the new Planning Maestro computer program which assists in forecasting by department, location, and time period, providing more efficient reporting. He then walked through the 3 scenarios presented in the business plan.

Paul Guidone thanked the team for their hard work and answered a few questions from the board.

GM Search Committee

The board discussed options for outside assistance with the search for the new General Manager including two companies that were in recent communication with the Committee Chair.

MOTION: Rosemary Fifield moved to contract with The Carlisle Group to assist with the GM search.

VOTED: 8 in favor. 0 opposed. The motion passed.

Adjournment

The meeting adjourned at 6:57 p.m.

Respectfully submitted,

April Harkness

Governance & Community Engagement

Rosemary Fifield

Board Secretary