

Springfield Food Co-op  
Board Meeting Minutes  
April 22, 2021

**Present:** Steve, Jane, Brook, Sarah, Jack, John, Ryan, Aminah, Will, Ryan, Neomi, Ali, Hilarie

**Call to Order: 6:07**

Co-op stories: Brook was at the store when a call came in for spare vaccines, she was impressed with the collaboration and commitment from the staff. Everyone seems upbeat. Great front-end staff, great music! Shout out to the deli crew for their work providing so many new vegetarian and vegan options.

**6:15-6:16 Approve minutes: all approve**

**GM Monitoring (from Neomi)**

**B2: Budget and Planning**

Resubmitted; Ryan shares the budget- built from historical data and the Pro Forma (developed by NCG) which goes out 10 years.

Estimated sales divided among quarters, advising the budget for fiscal year 2022. 2021 FY numbers utilized plus estimated growth from Pro Forma. Guidance also comes from looking at other co-ops of the same size and norms.

Neomi states the first quarter is the trickiest because we expected to be in the new store.

Cost of goods is the highest expense followed by personnel.

Covid continues to be a factor (packaging alone increases cost).

Personnel at 24.6% is total labor (wages and benefits), where the WSR reports labor only.

Business plan for 2022 has been shared, important to remember that it includes rebuilding departments most affected by CoVid. Deli in particular. Bulk department as well, as packaging takes much time and resources.

3rd party to monitor finances as discussed at the board retreat.

Still working on ensuring a welcoming-inclusive atmosphere

Community partners for Food For All

Member engagement and community events

SWOT analysis (Neomi's thoughts only, next time will include entire management team)

Great strengths- ever growing membership base, authentic, knowledgeable staff, local product selection.

Some weaknesses -perception of high prices, newer management team.

Opportunities -new store, cafe, bulk

Challenges - CoVid impact, desire to increase wages and pay good people who want to be at the co-op.

Co-op has contracted with NCG to do a wage review analysis spanning southern VT

Questions: Will we be saving money on COGs in new store? There is much support when you open a new store, increased terms and free fill from companies help. We also have worked to meet the stepped ordering, decreasing our "cost plus" fees.

Capacity in a new store? Neomi plans to speak with the fire marshall and utilize the governor's recommendations.

Parking? We own the lot, signs will go up, lines painted. You can exit through the back as well as the front of the lot (right turn only).

Move to accept B2: All approved

#### **B1: Financial condition**

4th qtr fiscal year 2021 (historically slower quarter).

Sales growth remains positive-just under 5% for the quarter (compliance is 3%)

Net income is 7.85% (benchmark is .5%)

Looking at the P & L net income includes the relocation expenses. Until we get moved we'll utilize the net ordinary income.

Move to accept B1: All approved

Quarter 4 year end results projected \$690,000. Actual \$710,000.

Jane expresses appreciation for Neomi's work on the business plan and the quality of the document.

Ryan clarifies PPP

#### **GM FYI**

Membership continues to increase; credit to front-end staff, store wide safety

Predicting well over 200 new members this year  
Change for Change: customers continue to round-up  
New staff hired in anticipation of new store  
Sales down from last March, due to beginning of pandemic last year and “panic buying”  
Basket size has decreased a little (expected as deli sales increase; it lowers basket size when more people are purchasing 1-2 items from deli, but customer count increases)  
Country wide curbside shopping has dropped 50%, we are seeing this as well  
We plan to continue curbside to serve people who cannot yet come to the store  
Application into health dept  
Dept of Liquor license submitted to town first as required  
Positive experience with Columinate job coach

Jack asks about advertising in New Hampshire

Change for Change: front-end staff used to ask all the time-less so now. Plexiglass, some customer complaints, masks, so many questions to ask, and trying to get people through the line are all factors.

## **Board Self Monitoring: D2**

**4.8**

**All approved**

## **Board Business:**

Columinate classes coming up Explorations in Governance 5 week series. John is attending Co-op Cafe. Jack will attend on May 15th

Sarah would like to include a monthly class or reading for all board members

Annual meeting in June business meeting only. Proposed June 16th. Board needs to take this on in its entirety, too much to expect staff & Neomi's participation due to opening of the new store. Will require 2 committees; powerpoint presentation, elections for the board members, sending notices vs post cards, how to vote. Jane, Brook and Steve excluded as they will be leaving the board after multiple years of service. John and Will to work on the powerpoint. Sarah and Jack will work on the voting piece.

Marilyn Scholl spoke about Simply Voting as a resource through NCG, or NFCA. Neomi will give Sarah those resources and connections.

Board member recruitment. Need to continue to get the board bios and promote them on social media.

Neomi will reach out to someone she has in mind. Important to get people who are already

engaged.

Discussion of meeting in person. Sarah suggests August. More discussion needed.

**Expansion Update:**

Stove, hood, refrigeration all in and hooked up. Outside trim has been completed. Wifi in place! Equipment has been slow in coming, some has come in damaged.

Relocation/moving plan submitted by Neomi. Plan is to set the shelving in 1.5 days. Moving shelves from old store may hold things up, but not a big worry.

Hope to move the outside walk-in to new location. Likely needs a zoning permit. Purchasing another walk-in for inside the new location. That has been ordered and will be in mid-May.

UNFI is committed to 3 deliveries/week.

**Membership Engagement:**

Board will come up with ideas for increased member engagement. Steve feels the new store will be a natural avenue for member engagement and excitement.

**Next steps:**

Next meeting scheduled for May 27th. Do we want to move it up a week due to store opening? Decision is made to keep the current schedule. Annual meeting committees will meet prior.

Neomi asks the board to consider combining the Annual Report and Ends Report. Ends Report requires more work. Ends report based on mission statement, whereas the Annual Report has statements from Board President, GM, stats etc. Board decides that a combined report is appropriate for this year.

Motion to adjourn at 7:24. Steve seconds.