

Name of Paper	<b>Chairperson report</b>
Author	<b>Shane Walden</b>
Date	<b>June 2019</b>

The 2018 AGM was a pivot point for the Association, with a change in name, an updated constitution and a new purpose agreed by members. The recent membership survey was an opportunity to see how well we are tracking on the direction we have taken, and I think it would be fair to say that the jury is still out with members still looking to see the results of the recent changes.

The survey identified a lack of knowledge of Advicewise who we pay to provide a free 0800 HR service to members (we need to change that), a lack of knowledge of the important work being done by our committees (we need to change that), and a lack of knowledge of the resources available to members via our website (we need to change that). However, there was also plenty of positive feedback about the changes that have been made and the activities underway.

The decision at last year's AGM to align and increase membership fees was not an easy one and there is no doubt this was not popular. Unfortunately, we had some members resign as a result of this increase. We really appreciate the support of everyone else at this time of transition. We were surprised by the number of invoices we had to reissue due to updates to staff numbers. The net impact of course is less income for the Association this year than predicted, and we have adjusted our budget accordingly.

We're now been operating with a new Board for a year (with 12 members representing our sector groups). With quarterly meetings it would be fair to say we're still setting into a routine/rhythm, but we are putting the right structures in place with a strategic plan, and budget/financial reporting. I would like to thank the other members of the Board (and all our committee members) for their time, energy and enthusiasm.

The Association has been doing everything possible to ensure there is complete transparency of all our activities – be that meeting minutes, or financials. You can find everything in the members only area of the website

This AGM, we've got some further changes to our constitution to consider, nothing as dramatic as last year – but a continuation of ensuring it reflects how we want to operate. An overdue update of our Code of Ethics is an opportunity to refresh our promises/commitments to the public.

We are proposing no changes to fees for 2020, but to achieve this (with some increased costs) has required some hard decisions re our 2020 activities/budget. However, we think we have managed this in a way that gives us options in 2020 as we increase membership and look to introduce new revenue streams for the Association.

In closing I wish to encourage all members to engage with and participate in YOUR association, as this is how you both gain value from your membership but also ensures that our Association continues as a viable and vibrant industry body. Without this engagement all of the promotion, protection and guidance provided behind the scenes by the Window & Glass Association is both unseen and undervalued, so get involved and be an active participant in what is a very valuable industry association.