CORPORATE SERVICES

16 February 2018

1.0 WELCOME AND OPENING (START 2.08PM)

Acknowledgement of country

1.1 Attendance

1.1.1 Megan Lee, Yerim Won, Kelvin Lee, Jack Spagnuolo, Nicola Norris, Mutya Maraginot-Joseph, Melissa Hetherington, Su Sugandha

1.1.2 Megan is running a bit late

1.2 Apologies

1.2.1 Adhish & Joey sent apologies

1.3 Proxies

1.4 Absent

1.5 Invited

1.5.1 Danielle Browne & Chloe Jackson

2.0 AGENDA ITEMS

2.1 Finance Report

2.1.1 Internal Audit

2.1.1.1 3 observations: (very friendly, very efficient)

2.1.1.1.1 Take auditing into context of infancy (understand this very well) – only had for 2 months (not enough data to see what is the acceptable ratio of wastage for outlets etc is)

2.1.1.1.1.1 **So much fluctuations in outlets** – very different to each other (cafes vs Tav)

2.1.1.1.1.2 Environment is different from outside

2.1.1.1.1.3 Counterproductive to put down restrictions and limits – still in learning process

2.1.1.1.1.4 More data → more understanding (including staff) → can better implement

2.1.1.1.2 Not just by the book but try to cater towards our business. Trying to understand our system. UWA person there as well.

2.1.1.1.3 External audit – still ongoing

2.1.1.2 Payroll Implementation

2.1.1.2.1 Manager doing rostering

2.1.1.2.2 Regularly approving timesheets

2.1.1.2.3 Information is all there

2.1.1.2.4 Currently working on backend site (implementation and integration with Netsuite)

2.1.1.2.4.1 Going to take a bit more time due to multiple processes involved

2.1.1.2.5 Already done configuration – *next week testing*

2.1.1.2.6 Week 3 implementation; 4 testing; 5

2.1.1.2.7 Very quick at adapting due to experience with prior systems

2.1.1.2.7.1   Impressed with catering team → good implementation considering the shortage of staff right now in Finance

2.1.1.2.7.1.1 Darryl is the payroll person hence short of staff

2.1.1.2.7.1.2 Moving ahead without Darry

2.1.1.2.7.1.2.1   Trying to manage workload as much as possible

2.1.1.3   Internship program? Help the finance department – using students from Business School? Service learning work placement

2.1.1.3.1 Accounting, Finance, marketing, HR discipline students

2.1.1.3.2 Good idea – Mutya likes it

2.1.1.3.3 Whoever does their SLP → find out to connect with Jenny (HR)

2.1.1.3.4 Work in trade marketing side → develop and provide training

2.1.2   Loyalty Programme

2.1.2.1   Need to integrate with TASK

2.1.2.1.1 Promotions and Text your order

2.1.2.2   Need to look at the percentage off and discounts or Promotions

2.1.2.2.1 Slice of cake for birthday

2.1.2.3   Planning from the marketing team

2.1.2.3.1 Engagement to put that as a priority so that it can take off before O week

2.1.2.3.2 Around promotion of CAFES

2.1.2.3.3 Need a marketing plan/calendar of promotions to do – Chloe

2.1.2.3.3.1   A muffin and coffee a morning?

2.1.2.4   How do we redirect our resources from a discount to a loyalty programme?

2.1.2.4.1 Not necessarily move away

2.1.2.4.2 Loyalty via suppliers or via discounting

2.1.2.4.2.1   VERY EXPENSIVE – whatever you're giving away is going to cost us money → how do we fund it, where does it come from?

2.1.2.4.3 Total marketing plan → objective/direction

2.1.2.4.3.1   Can't just put it in out of nowhere or whenever we feel like it.

2.1.2.4.3.2   Track your points or purchases via programme

2.1.2.4.3.3   **Don't really see value of adding the % discount**

2.1.2.4.3.3.1 Take a business approach to the kind of value system to offer

2.1.2.4.3.3.2 Can't do both → kills our business

2.1.2.4.4 Many different ways for loyalty programme. **WHAT DO WE WANT TO ACHIEVE?** MEMBERSHIP? COMING TO CAFES? Engagement with Guild members? → final objective can determine the path for loyalty programme. Then determine the funds allocated.

2.1.2.4.5 We currently have a blanket discount for drinks & food. If this discount scheme is not effective, we should head in a new direction

2.1.2.4.6 One of the biggest selling points as a Guild member is the discount.

2.1.2.4.7 Provide a different value offer for each student & personalised approach → specifically on what you order

    2.1.2.4.7.1 Eg. Spring roll & chips & coffee → a special for these products to encourage further purchase of these products

2.1.2.4.8 Work out the value of the programme that you want to put across → it means different things to different people.

    2.1.2.4.8.1 All other businesses seem to go down personalised route (MenuLog)

2.1.2.4.9 New outlets → don't necessarily become part of our programme. How do we accommodate? Use their programme? Invite them into ours?

    2.1.2.4.9.1 MANY (thousands) of loyalty programmes. Find something that works for us.

2.1.2.4.10 **Melissa** – might be a disincentive for visitors vs students

    2.1.2.4.10.1 What do students want?

        2.1.2.4.10.1.1 Ask them – what they get the most out of

        2.1.2.4.10.1.2 FlyBuys and programmes – not everyone uses it.

        2.1.2.4.10.1.3 HOW EFFECTIVE IS OUR DISCOUNT?

        2.1.2.4.10.1.4 IS IT WORKING IN TERMS OF MEMBERSHIP

            2.1.2.4.10.1.4.1 Discount works for our membership because it's such a driving factor

        2.1.2.4.10.1.5 Still perception of needing Guild sticker to get discounts

2.1.2.4.11 Discounts work as a benefit for Guild membership but does it drive people into outlets? Only when they're on campus and are starving/walking distance.

    2.1.2.4.11.1 Marketing – ACTION: look into process, research programmes, shape the end goal/objective

        2.1.2.4.11.1.1 Look at other universities

        2.1.2.4.11.1.2 Need a starting point – Look at it in Week 2 and generate student feedback forum AFTER O-Week

2.2 IT Report

    2.2.1 Computer Investment Programme (CIP)

        2.2.1.1 Devices for this year: revisit each requirement and discussed them with relevant directors & associate directors)

        2.2.1.1.1 In addition to two machines already purchased → look into 7 extra machines→ total: $13,600 for the lot.

        2.2.1.1.2 Past CIP – 8k.

        2.2.1.1.3 We budgeted $20,000 → mindful of cash flow right now due to refectory going above budget → no SSAF until April

        2.2.1.1.4 Very little bit of money left for anything else

        2.2.1.1.5 Some machines are working but some need an upgrade

2.2.1.1.6 Purchase in order of importance – Engagement and Nicola's surface

2.2.1.1.7 3 of Jacks – further down the line; saves 5k for now

    2.2.1.1.7.1 Not high priority – working so can wait a bit longer

2.2.1.1.8 Any savings helps

    2.2.1.1.8.1 Don't really know yet how it's going to be but we are tight on cash flow right now

2.2.1.2 Purchasing: 4 machines → $9,600

    2.2.1.2.1 1 for executive chef

    2.2.1.2.2 1 marketing

    2.2.1.2.3 2 GSC

    2.2.1.2.4 Vote: IN FAVOUR → UNANIMOUS

    2.2.1.2.5 Conrad & Megan's surface needed adaptors (Conrad's is sorted, nothing wrong with Megan's → can replace under warranty if issues)

2.2.1.3 Gathering of feedback for repairs current computers (Su, Kelvin)

2.2.2 Adaptors sorted out

2.2.3 Last Monday: Kelvin attended recommendation panel held by panel selected by domain association → govern domain name → set rules eg. uwa.studentguild.com

    2.2.3.1 Forum because 2016 → put forward recommendations for changes to regulations → board is touring Aus to seek advice to give to domain authority

    2.2.3.2 Remove .com.au – replace with .au domain

    2.2.3.3 Who qualifies to register domains: Kelvin has a paper on that for anyone interested. Big changes coming in the year. → ours isn't an .au domain but they could cut out .com as well and replace with .au → plans to come in the years

2.3 Catering report

2.3.1 Are the CCTV's in Ref done?

    2.3.1.1 Yes. Finally got info from university + scope too

    2.3.1.2 Haven't committed to inserting them in (stretching budget)

    2.3.1.3 Got price to lay cabling

        2.3.1.3.1 Cost a lot of money (not yet received)

            2.3.1.3.1.1 Not excessive but if we leave it → it will be excessive later

        2.3.1.3.2 Conduits already there just need places to put the actual CCTV

        2.3.1.3.3 Laying while things in progress

    2.3.1.4 Tony suggests to go ahead with it instead of retro-filling

        2.3.1.4.1 Run through UWA system

        2.3.1.4.2 Picks up things outside the norm

        2.3.1.4.3 Inserting CCTV for new tenants & contracts going in

        2.3.1.4.4 Any objections to CCTV → making plans & steps to getting them implemented.

        2.3.1.4.5 Uni: program installed for perimeter CCTV → want to increase 4 perimeter CCTV around our building

    2.3.1.5 Scheduled meetings with Richard Renard – cleaning & security for building

2.3.1.5.1 Offer with new company

2.3.1.5.2 Operate cleaning business as part of contract or separate dealing

2.3.1.6 SECURITY ANGLES FIRST – locks & keys

2.3.1.7 University system CCTV vs Ref CCTV

2.3.1.7.1 UWA – confidential + we have an agreement with them about our space + how it's policed + access to information

2.3.1.7.2 Tav – only two people

2.3.1.7.3 Similar protocol as university

2.3.1.7.3.1 Currently security guards have keys to everything. Need to determine next level CCTV

2.3.2 Second Hand Bookshop

2.3.2.1 Interim Book Reserve Updates

2.3.2.1.1 Gets phone calls & emails in regards to holding the book

2.3.2.1.2 Can't hold books – doesn't have a lot in the first place so it's not fair to reserve them. Paulino has been holding them for a day but not extended it

2.3.2.1.2.1 Other students miss out or reserves don't come in to get the book

2.3.2.1.3 Ideally want to buy online + post it to them to avoid coming into campus, esp for Albany campus students → 90% for FB page is a book

2.3.2.1.3.1 Often have to buy new and get it posted

2.3.2.1.4 Upgrade provided – 5-6k

2.3.2.1.5 Most other universities have not received any benefit if they went to a similar system

2.3.2.1.5.1 Start looking at something new and plan it out

2.3.2.1.6 Maximum of 3 days holding/reserving

2.3.2.1.6.1 Students can offer to pay and have it on hold/shipped

2.3.2.1.6.2 Pay over phone – can hold. Unpaid – no (only for a day).

2.3.2.1.6.3 Prioritise albany students first → Chloe was talking about a book-swap/clothes-swap style → integrating it into the website

2.3.2.1.7 Book Fair will help get more books into the secondhand bookshop

2.3.2.1.8 Not as many books coming in as it used to back in the day

2.3.2.1.9 Will let Paulino & students know

3.0 GENERAL BUSINESS

3.1 **Website**

3.1.1 Danielle Browne to get feedback on how much it costs to fix and repair the website

3.1.1.1 Haven't yet looked at cost

3.1.1.2 List of suppliers to go out to – what website does and functionality (affects the cost of what we're doing)

3.1.1.3 Website is BROKEN

3.1.1.3.1 Hackable

3.1.1.3.2 Wordpress – open source for websites: people find ways to get past the security. Building by previous developers → can't run any updates on website so it's vulnerable to attacks

3.1.1.3.3 7 different servers (URLs) – can't see user journey in any way shape or form

3.1.1.3.4 Back office system for events & clubs which we usually change

3.1.1.3.5 **Opportunity to start again**

    3.1.1.3.5.1   Mapping organisation as it is

    3.1.1.3.5.2   Different things we want to do & might want to do

    3.1.1.3.5.3   Looking at student side/view – the ways they wanna use website, what they want from website, what we want from future (future planning)

    3.1.1.3.5.4   Chatbox, online training, case files from student assist, tracking volunteering opportunities (more ownership)

        3.1.1.3.5.4.1   Sky's the limit – Chloe Jackson

    3.1.1.3.5.5   Work out functionality → go to developer → find one that meets our needs → make sure it functionally works

    3.1.1.3.5.6   Currently set out the way we run the business/set it out

3.1.1.3.6 Login → personalised journey (student view should be different to business view) → "flipping it on its head"

3.1.1.3.7 Su got feedback from different subcouncils and departments about what they want to see and how (plans & layout) → put together and send to Chloe & Danielle → must sit down and plan

3.1.2   Chloe Jackson has mapped out the website layout

    3.1.2.1   **TIMELINE**:

    3.1.2.1.1 **Planning stage (current/at present)** – get past O-Week then focus

    3.1.2.1.2 **Within a year** (ASAP) – need lots of money

        3.1.2.1.2.1   Last website is 50k – that's the estimated budget set aside. Need more money if we want to do more → essentially 3websites

        3.1.2.1.2.2   **Work out the scope** and resulting price

        3.1.2.1.2.3   **NO STAGING** – always forget various stages

    3.1.2.1.3 Mutya sasses Chloe – 65k chairs: "I better love them; there should be some gold flakes there"

3.1.3   **No funds left until end of April/May**

    3.1.3.1   Chloe wants 50k for first instalment → can pass along invoice but don't need to <u>immediately</u> pay it (sit on invoice for a moment because no money

4.0 CLOSE AND NEXT MEETING

4.1   Discussion of next meeting March 2018 at 3.05 – March 23rd 1pm

4.2   Close Meeting

CORPORATE SERVICES
23 March 2018 Minutes

1.0 WELCOME AND OPENING

Acknowledged that the committee was meeting on Noongar land and respects were paid for Elders past and present.

1.1 Attendance

1.1.1 Jack Spagnuolo (JS), Nicola Norris (NN), Mutya Maraginot-Joseph (MMJ), Kelvin Lee (KL), Melissa Hetherington (MH), Megan Lee (ML), Adhish Kastha (AK), Su Sugandha (SS)

1.2 Apologies

1.2.1 Yerim Won (YW), Joseph Chan (JC) sent apologies

1.3 Proxies

1.3.1 Taylor Homes (TH) for Yerim Won and Raymond Deng (RD) for Joseph Chan.

1.4 Invitee

1.4.1 Chloe Jackson (CJ)

2.0 AGENDA ITEMS

2.1 Finance Report

2.1.1 Update on Internal and External Audit

2.1.1.1 External Audit has been finalised and clean Audit report issued; accounts and audit report will be issued to Guild Council imminently. Internal Audit has been finalised.

2.1.2 Payroll Implementation

2.1.2.1 Currently in the testing phase. A parallel run has been completed this week and another parallel run will be conducted next week. A meeting has been scheduled with the service provider to resolve some minor issues with the system. Next step is to schedule training for staff on how to use Infinet as the last paper timesheet submission will be for fortnight beginning 9th April 2018. Noted that the Catering Managers have actively embraced the new payroll system which has significantly aided the implementation of the systems.

2.1.3 Loyalty Programme

2.1.3.1 Objective and Marketing Plan (CJ/SS)

2.1.3.1.1 Key focus is value. JS noted that it is very important to consider the cost factor of any loyalty programme and consider whether the Guild can afford a loyalty programme on top of the current discount system we have in operation or should the Guild completely overhaul the system altogether. Either way the Guild needs to determine the cost implications prior to implementation of a new programme.

2.1.3.1.2 CJ advised that she has commenced a value proposition group composed of both students and staff to delve deeper into this issue and to review it holistically; the goal being to brainstorm and identify key areas where the Guild provides value and what form that value comes in.

2.1.3.1.3 It is important to identify where that value lies; this will involve looking at numerous aspects of the business such as supplier inputs, key products, student facing services etc.

2.1.3.1.4 Value takes a different meaning for everybody, could be free cake on a person's birthday, or seeing how much a person has saved all year by being a Guild Member so they can see the benefit of the membership. Noted that the latter is possible with the Task system however the Guild would need to pay for this as a feature like this would have to be developed by Task.

2.1.3.1.5 JS noted that there is only so much information you can display on POS and suggested possible communication via email or text on a quarterly basis to inform members of savings.

2.1.3.1.6 CJ noted that we need to look at monetary benefits vs non-monetary benefits as the value from other services like Student Assist are substantial.

Action Item: **CJ and SS to work on Value Proposition of the Guild.**

2.1.4   Business Internship Programme (ML/Jenny)

2.1.4.1   ML has not had a chance to follow this up will try to soon.

Action Item: **ML to talk to Jenny about Business Internship Programme**

2.2 IT Report

2.2.1   Computer Investment Programme (CIP)

2.2.1.1   Gathering of feedback for repairs current computers (KL/SS)

2.2.1.1.1 Noted that the IT Department has made some purchases as part of the CIP recently. Those computers that have been replaced have been assessed and determined to be largely unusable and deemed unsuitable with the exception of the accountant's computer; this computer will be reallocated to the Student Assist Department.

2.2.1.1.2 Confirmed that computers for Andrew Callander and Chelsea Hayes have been replaced.

2.2.1.1.3 KL noted that he will further assess the programme again in a few months; MMJ added that this will likely be June or July for cashflow purposes.

2.3 Catering report

2.3.1   Updates on cleaning and Security with Richard Renard

2.3.1.1   JS noted that he had someone from ISS Facility Services assess the Guild with the intention of providing a quote for ongoing cleaning services. Once they have reverted, a comparison will be drawn up between them and the Guild's current cleaners.

2.3.1.2   Noted that the contract with the current cleaners expires at the end of April 2018 and that the Guild has not been entirely happy with the performance of the current contractors.

2.3.2   Refectory Update

2.3.2.1   JS noted that the schedule for the Refectory Upgrade Project changes frequently as is typical with these types of projects. The latest update is that the project will be 2-3 weeks over schedule.

2.3.2.2   The main hold up is the upgrade of the kitchen; need a roof in order to operate and the buildings are old.

2.3.2.3   CJ queried how the delay in having a functioning kitchen has affected trading; noted that it has had a big impact on revenue for the Tavern and all aspects of the business pertaining to the kitchen.

2.3.2.4   Confirmed that the tenancies for the Refectory have not yet been arranged and this is a completely different process. JS advised that he is actively working on it and has had a productive meeting with Campus Management on the matter.

2.3.3   Second Hand Bookshop

2.3.3.1   Book Reservations

2.3.3.1.1 Confirmed that the 3 day book hold is now in operation at the bookshop.

2.3.3.1.2 ML queried whether the Engagement team had been aware of this; JS advised that there have it has been included in any communications but that the Engagement team were aware of it. ML noted that students on Albany Campus will need to be made aware of it.

2.3.3.1.3 JS noted that we may need to be more flexible regarding the 3 day rule, that there is no hard or fast rule for this. If somebody has already paid in advance over the phone then it is not an issue to hold the book, if it has not been paid for in advance then need to consider that having a book on hold may result in a lost sale if it is not picked up.

2.3.3.1.4 Discussion ensued surrounding the communication of the reservation process and JS noted that we need to be mindful that there is only one person in the bookshop to both serve walk in customers and answer phones for book reservation queries.

2.3.3.1.5

Action Item: **JS to work with Engagement to communicate reserve policy better with Albany Students**

2.3.4   Marketing plan/calendar of promotions (CJ/JS)

2.3.4.1   CJ queried whether this is do with what Chloe and Danielle are working on; MMJ noted that it was not, it was to do with current promotions.

3.0 GENERAL BUSINESS

3.1 **Website**

3.1.1   Update on Website planning (SS/CJ/DB)

3.1.2   Noted that this project is looking at both the front end and back end processes and that KL is reviewing the higher-level details of the project and has already put forward some recommendations.

3.1.3   KL and CJ will work together going forward with the developers and it will be jam packed schedule. Developers have not yet been chosen but are currently being shortlisted.

3.1.4   Aiming to have layout and testing finalised by July before the commencement of second semester.

3.1.5   A focus group will be conducted with both staff and students.

3.1.6   Query raised regarding the facility being available on the website to clubs for ticketing purposes. Noted that this will depend on several factors, such as costings, whether the project budget will

permit it. It was reiterated that this is highly desirable feature as clubs are currently losing a lot of money through other ticketing agencies such as QPay which was also noted as being awful and difficult to use; many clubs have expressed a very strong interest in having ticketing capability on the Guild website. SS noted that this perhaps could be a second phase of the website project as it will take a lot of work to complete it. MMJ also added that having the website accept credit card payments will bring additional compliance measures as this is strictly controlled and will also bring us under the umbrella of the University from an audit perspective. Discussed the possibility of using Braintree as this will negate the compliance aspect. TH added that perhaps it could be explained to students that right now we currently cannot do it as the Guild needs to focus on back end processes.

3.1.7   AK queried the costs of the project and it was onfirmed that the budget for the project is $50,000.

3.1.8   CJ reiterated that security is a top priority for this project.

3.1.9   MMJ advised that the method of data storage and back up will be critical also and may need approval from UWA in advance as adopt a very strict policy as it pertains to data storage.

Action Item: **CJ, SS and KL work together to gather more feedback from Staff and Student for the Website**

4.0   CLOSE AND NEXT MEETING

4.1   Next meeting provisionally set for 30th April 2018.

4.2   Meeting closed.

1.0 WELCOME AND OPENING

Acknowledged that the committee was meeting on Noongar land and respects were paid for Elders past and present.

1.1 Attendance: Jack Spagnuolo (JS), Nicola Norris (NN), Mutya Maraginot-Joseph (MMJ), Kelvin Lee (KL), Melissa Hetherington (MH), Megan Lee (ML), Adhish Kastha (AK), Yerim Won (YW), Joseph Chan (JC), Su Sugandha (SS), Lynn Sng (LS), Joanna Go (JG)

1.2 Apologies: No apologies, full committee present

1.3 Proxies: N/A

1.4 Invitee: N/A

2.0 CONFIRMATION OF PREVIOUS MINUTES:

2.1 SS confirmed that an issue has arisen whereby she does not have minutes from the April CSC meeting.

3.0 BUSINESS COMPLETED VIA CIRCULAR

3.1 Nicola's Computer (KL)**:** NN's computer has been replaced.

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

4.1 *Action Item***: CJ and SS to work on Value Proposition of the Guild.**

    4.1.1 CJ and SS have been working on the Value Proposition and a lot of new ideas have come from that regarding value and student focus.

4.2 *Action Item***: ML to talk to Jenny about Business Internship Programme**

    4.2.1 ML and AK have been working on the Internship Programme. AK noted that he will organise a meeting with Jenny Ophel and Department Heads to discuss the need for interns.

    4.2.2 Next step is to speak to the UWA Business School; need to write up job descriptions.

    4.2.3 Noted that the Business School is happy to recognise us as internship partners.

4.3 *Action Item***: JS to work with Engagement to communicate reserve policy better with Albany Students**

    4.3.1 JS confirmed that two processes had been circulated with regards to the reservation of books in the second-hand bookshop.

    4.3.2 One process provides for a longer holding period than the other specific to students who reside out of Perth.

    4.3.3 The main issue at hand is whether the Guild wants to hold books for a relatively long period of time and post them to other campuses.

    4.3.4 Another concern is that there is only one person working in the bookshop, so consideration needs to be had as regards capacity.

4.3.5 ML recommended that we discuss with Albany campus what would suit them best, see if students will be willing to pay for shipping. ***Action Item:*** MM & SS to speak to Albany campus representatives.

5.0 AGENDA ITEMS

5.1 Finance Report

5.1.1 NN advised that we are currently going through our month end process as normal to produce the management accounts.

5.1.2 Finance Department is currently liaising with Student Services Department to review and improve processes between departments.

5.1.3 As regards payroll, we are currently in the midst of implementing the new system, several parallel runs have been completed and will continue to be completed until July when the system goes live. These runs allow us to identify and resolve issues as they arise.

5.1.4 We are also organising a session with catering managers to review any Zuus issues that they are having and provide a training refresher.

5.2 IT Report

5.2.1 Mobile EFTPOS Machines:

5.2.1.1 Yerim noted that Luke is currently helping KL to draft a document to see if new machines are required.

5.2.1.2 JS raised a concern about managing them and reconciling them.

5.2.1.3 MM advised we could piggyback on Westpac with their 'Genie' product; this would help streamline the process as funds would deposit directly to the Guild bank account. ML queried whether these are EFTPOS terminals, MM noted they were squares.

5.2.1.4 Yerim advised that due to security issues, she feels the safer option would be the clunkier merchant terminals.

5.2.1.5 JS noted that there is an issue with black spots all over campus. JS is speaking with UWA Campus Management to see if we can jump on their service with Telstra – mini phone towers. JS noted he is all in favour of this collaboration. KL noted that he waiting to hear back from Ray and Deano from UWA IT/Campus Management divisions on this matter.

5.2.1.6 MMJ referenced the previous occasion where we had invested a lot of time in trying to facilitate better banking facilities between clubs and Westpac and how it failed as clubs were not forthcoming on it; so let us know what you want and we will try to accommodate it.

5.2.1.7 SS reiterated how important security was.

5.2.1.8 JS raised the issue of people using their own machines; this will need to be considered when implementing the new process.

5.2.2   Booking System:

5.2.2.1   KL confirmed that SOC is intending to look at a system to replace the current booking system for CCZ etc.

5.2.2.2   KL has reviewed the system currently used by the library and there is a trial currently running with 10 clubs.

5.2.2.3   Some staff have already tried it in GSC; KL will collect some feedback soon.

5.2.2.4   SS enquired about cost; KL noted it a subscription model – we pay annually – the cost will depend on number of venues available for booking.

5.2.2.5   ML queried the ability of the system to book Guild Council room – KL advised that people can see what times it is booked at and that there is option for the booking to be approved. KL confirmed that this system is not linked to Outlook.

5.2.2.6   As Meeting Room 1 and 2 are used primarily by staff, it is best that these bookings remain through Outlook.

5.2.2.7   ML queried whether this system will integrate with the new website and KL confirmed that it will.

5.3   Loyalty Program

5.3.1   JS noted that we need to get more information on the pre-order app before presenting it and we need to investigate how it fits with the current system.

5.3.2   SS noted they had that a brainstorming session would be beneficial and that it is very exciting.

5.4   Catering Report

5.4.1   Refectory Update:

5.4.1.1   Refectory space is now open, and the sound system has been installed.

5.4.1.2   JS advised we are currently going through the procurement process as regards the Refectory tenancies.

5.4.1.3   More furniture will be delivered by mid-June.

5.4.1.4   Shade sails will also be installed in June; the space will then begin to take shape.

5.4.1.5   JS confirmed that signage is being looked at; the space will become more of a hub in the coming months.

5.4.2   Second Hand Bookshop:

5.4.2.1   SS confirmed that she will speak to Albany campus regarding the proposed reservation policy and then discuss the marketing of whatever process is selected. ***Action Item*:** Communication of new second-hand bookshop process.

5.4.2.2   JG advised the committee that she had spoken to Paulino in the bookshop, reflecting on her experience as a student.

5.4.2.3   Noted it would be helpful if the Guild advertised the bookshop more so people are aware of its existence and what its used for.

5.4.2.4   Information about the bookshop could be included in the weekly email communication and also in the information packs circulated by the Guild and UWA to raise awareness.

5.4.2.5   JS advised that the relocation of bookshop from downstairs to its current location has taken a lot of work in terms of marketing and JS acknowledged the good points raised by JG and LS and that they are very useful.

5.4.2.6   An issue was also noted regarding the waiting time for unit readers as it can be at least 4 weeks into a course before they are made available. JS advised that the issue is the delay that Uniprint experiences in getting the material from academics and Craig tries his best for quick turnaround. JS will endeavour to speak to Craig about it again.

5.4.2.7   SS noted that a suggestion had been made about the layout of the bookshop. JG noted that the shop seems rather crammed; the bookshelves are quite tight, trapping people in when it is busy. SS suggested bringing the shelves forward so people can move between lanes more easily. JS advised he will speak to Paulino about it and noted that a proper queuing system will be put into effect; previously there were issues as there were queues for regalia however this is no longer an issue as the regalia tenant has vacated the shop opposite the bookshop.

5.4.2.8   SS enquired about the merchandise and jumpers for sale, particularly as the Co-op Bookshop is now scaling back their operations. LS commented that the merchandise currently on offer is depressing, there is not much on offer and the layout is poor. JS noted that clubs do have the option to sell their merchandise through the bookshop and that the Guild has not yet expanded on the current selection of merchandise as the Co-op Bookshop currently has a 400+sq.ft space to offer merchandise but will be looking at in the future once the Co-op Bookshop operation scales back. JS welcomed feedback and suggestions for when that time comes.

5.4.2.9   SS suggested that perhaps we could formulate a procedure about how clubs can get their money etc from selling their merchandise through the bookshop and speak to the Engagement team thereafter. ***Action Item:*** Merchandise for clubs to be advertised through SOC meetings.

5.5 <u>Archives Report</u>

5.5.1 MH noted that is has been 5 years since Record Keeping Plan was updated and we are currently submitting a review report which is due by 5th November 2018; MH welcomed any questions on the matter.

5.5.2 MH noted that she is receiving a lot of queries regarding the history of the Guild and clubs also. MH put forward the suggestion that we ask clubs toany materials they may have to the Guild rather than carting them around; MH can scan them and give the clubs a digital copy.

5.5.3 MH advised that they have done a lot of work in the storage room, but shelves are needed. These will cost approx. $500. MMJ advised that she will incorporate this into the Mid-Year Budget Review.

5.5.4 MH spoke to Chloe Jackson about the archiving / history / alumni page for the website. MH suggested an expansion of the history section of the Guild Presidents, with photos and list of key things that happened. SS suggested asking Guild Council whether that have any records to give. ***Action* Item:** Speak to Guild Council to determine what records they may have for donation.

5.5.5 MH noted that once the Record Keeping Plan has been approved they will roll out training.

5.5.6 MH also advised that we are talking about having a specific folder for minutes that MH can access and put in digital archives thereby providing access only to documents that she needs. Training can be provided in November 2018 to the new Council.

5.5.7 SS commented that there are not a lot of recent Guild Council pictures in the corridor. ML queried why the caricatures were there; KL noted they were of Social Club Presidents. MH noted she wanted the removed. MH confirmed that there are 17 framed pictures of Guild Councils in the store room, that they could be added to the corridor. JS suggested using the upstairs space of the Refectory as there are long halls up there, perhaps we could relocate the pictures up there. ML noted that she is uncertain about what is happening with that space yet, so she does not want to invest too much time on it. JS noted they plan to make that space usable. MMJ suggested perhaps putting our artwork up there. SS suggested that is could be a staged project by starting with pictures currently hanging. MH commented that all the photos currently hanging in the corridor are black and white and the newer photos that are coloured may look out of place and mess the style.

6.0 GENERAL BUSINESS

6.1 Website

6.1.1 SS confirmed that they had met with two suppliers, Juicebox and Humaan regarding the website. CJ was not in favour of Humaan. A list of requirements has been sent to Juicebox.

6.1.2 The price from Juicebox has also increased to approx. $96k.

6.1.3 SS has received a lot of feedback for the website and welcomed more.

6.1.4 Juicebox have offered to act as a sponsor also for us.

6.1.5 Aiming to have the website completed before the end of the year.

7.0 CLOSE AND NEXT MEETING

7.1 Next meeting provisionally set for 29th June 2018 at 11 a.m.

7.2 Meeting closed at 2.00 p.m.

SUMMARY OF ACTION ITEMS

➢ MM & SS to speak to Albany campus representatives with regards to the reservation of books in second-hand bookshop.

➢ Communication of new second-hand bookshop process.

➢ Sale of club merchandise through second-hand bookshop to be advertised through SOC meetings.

➢ Speak to Guild Council to determine what records they may have for donation to archives.

CORPORATE SERVICES

29 JUNE 2018

1.0 WELCOME AND OPENING

Acknowledged that the committee is meeting on Noongar land and respects were paid for Elders past and present.

1.1 Attendance

1.1.1 Jack Spagnuolo (JS), Kelvin Lee (KL), Melissa Hetherington (MH), Megan Lee (ML), Yerim Won (YW), Joseph Chan (JC) and Su Sugandha (SS)

1.2 Apologies   Mutya Maraginot-Joseph (MMJ) and Lynn Sng (LS)

1.3 Proxies

1.4 Invitee

2.0 CONFIRMATION OF PREVIOUS MINUTES

3.0 BUSINESS COMPLETED VIA CIRCULAR

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

4.1 *Action Item*: MM & SS to speak to Albany campus representatives about new second-hand bookshop process

ML & SS visited Albany campus. Reps said their current practice is to pass Science and Arts books down, so there less need for exchange. However, they would like the option to have items posted down from the second-hand bookshop upon request and would also be happy to have a weekly bulk order sent down, particularly during the busy period at the start of each semester.

Jack to ask Paulino to provide pricing & contact details to SS and Marketing, so that a graphic can be made for social media (Albany Facebook page)

4.2 *Action Item:* SS &YW Merchandise for clubs to be advertised through SOC meetings.
SS asked YW to send out for August SOC meeting

4.3 *Action* Item: SS to Speak to Guild Council Departments to determine what records they may have for donation.

SS will be meeting with department heads before July end, and asked MH to provide details of records required for archiving.

5.0 AGENDA ITEMS

5.1 Finance Report

SS reported on behalf of MMJ. The new payroll system is being rolled out.

5.2 IT Report

5.2.1 Microsoft Surface Hub

KL discussed options for Microsoft Surface Hub (released 2017-18) for Club use in the CCZ. This is a 55" portable (on wheels), interactive whiteboard, with built-in speakers and Skype system, which can handle up to 40 users at once. Retails for $20,000 but accessible to Guild for 50% Education price. Comes with a standard 3-yr warranty. Discussion followed on storage location (secure location) and cover for damages if being accessed by all Clubs. SS requested KL prepare a Business Case for this.

5.2.2 Mobile EFTPO Machine Update

KL has not heard back and YW said this is still being investigated.

5.2.3 Booking System

Covered by Action Item 4.1 (above) and update requested for the July CSC meeting.

5.2.4 KL reported further incidents with keys being checked out by people who don't have permission, and people taking too long to return keys. KL discussed drafts for key booking procedures (soon to be

circulated to relevant parties) and proposes a digital key record system, which will send out return notices to people who have borrowed keys. JS spoke about offer for a $20,000 Key Cabinet being used by UWA Security, which records access permissions for individual people.

5.3 Catering report

5.3.1 Refectory Update

The refectory is complete, waiting upon certification reports. There are some issues with the elevator, but renovation has been completed as expected. Six powerpoints have been installed in the floor, three are accessible to students; however, yet to determine how these can be used by bulky Apple chargers.

Two weeks into the process of tenant procurement.

5.3.2 Second Hand Bookshop to Albany (ML/SS)

Covered by Action Item 4.1 (above)

5.4 Archives Report

MH reported that budget discussion for Archiving is underway, to procure $1801 of supplies for use during the second half of 2018. Archiving budget includes Longspan shelving for Archive room, folders and framing Guild Council photos.

Discussion followed on attempts to locate two decades of missing Council photos (1972-1989). MH to ask UWA Archives if they hold prints. JS to enquire with… SS suggested that MH contact past Guild Presidents.

6.0 GENERAL BUSINESS

6.1 Website

6.1.1 Update on Website planning (SS)

The new website will provide individual login access for all Guild members. They will be able to see how much they have saved through Guild discounts, and will also be able to see notifications from Clubs and FacSocs they are affiliated with etc. The new website will be rolled out in phases according to priority, a process that will ideally start with the skeleton during the second half of Sem 2, 2018.

6.1.1.1 New Brief

Aiming to prepare a new brief in time for meeting with developers (BAM). SS reported on plans to meet with three developers (Meerkat, Juicebox & BAM). Equilibrium quoted $40,000 for meeting/brief alone, so they were removed from list. There was one $140,000 quote and one $96,000 quote from these developers. SS noted the importance of developing an ongoing relationship with the developer, as this was a major issue for the previous website development. After meeting with developers, strategy and workshops will start.

7.0 CLOSE AND NEXT MEETING

7.1 Next meeting provisionally set for 26th July 2018.

7.2 Meeting closed at 11:45am.

CORPORATE SERVICES

28th AUGUST 2018

1.0 WELCOME AND OPENING

Acknowledged that the committee was meeting on Noongar land and respects were paid for Elders past and present.

1.1 Attendance: Jack Spagnuolo (JS), Nicola Norris (NN), Mutya Maraginot-Joseph (MMJ), Kelvin Lee (KL), Megan Lee (ML), Joseph Chan (JC), Su Sugandha (SS)

1.2 Apologies: Apologies received from Melissa Heatherington and Adhish Kastha.

1.3 Proxies: N/A

1.4 Invitee: N/A

2.0 CONFIRMATION OF PREVIOUS MINUTES:

2.1 Minutes of June CSC meeting were confirmed.

3.0 BUSINESS COMPLETED VIA CIRCULAR

3.1 The LibCal Booking System was approved via circular motion.

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

4.1 Action items arising from previous meeting minutes discussed hereunder.

5.0 AGENDA ITEMS

5.1 Finance Report

5.1.1 NN advised that we are currently going through our month end process as normal to produce the management accounts.

5.1.2 As regards payroll, we have fully completed the implementation of the new payroll system. The implementation has gone better than anticipated, there are some teething issues but the process has gone very well in the grand scheme of things. We will continue to work on resolving minor issues that have appeared and thereafter, formalise the processes for the new system, both from internal and external audit perspective.

5.1.3 We also have 2 new staff members, Giselle will be starting later this week, so we are very busy with training new staff.

5.2 IT Report
5.2.1 Microsoft Surface Hub:

5.2.1.1 KL noted that he is still waiting to hear from Microsoft about it. Not sure about the cost but anticipate that price will drop in a few months when a new model is launched.

5.2.1.2 JC reiterated that we are still waiting to hear back from Microsoft.

5.2.2 Mobile EFTPOS Machine:

5.2.2.1 KL advised that he was not sure where this is at; apparently it has been passed to the new SOC treasurer for review. ACTION ITEM: SS to follow this matter up with Yerim.

5.2.3 Centralised Booking System for Keys:

5.2.3.1 KL noted that this has not progressed too much as he has been constrained by time but estimates that it will be completed in a week or so.

5.2.3.2 This is more so documenting a set of procedures than anything else.

5.2.3.3 SS queried whether this covered keys to the Guild Council meeting room and KL confirmed that it did.

5.2.3.4 ML asked whether she could keep a Guild Council meeting room key; currently there is only one GC room key – KL advised that he can arrange for a copy to be made. No issues were raised with ML keeping a key for GC meeting room.

5.2.3.5 ML raised the issue of the PSA President authorising after hour access forms. ML noted that she did not want this to happen again, only the President should be the authorised signatory for such access (and the VP when she is acting President). MMJ noted that we will communicate this to staff.

5.2.3.6 ML reiterated that she is not comfortable with anybody else authorising access to the lifts and first floor of the Guild building as there is a risk that people may gain access to classified information.

5.2.3.7 For access to CCZ, only the Guild Executive Members can approve this access. This does not extend to the PSA President.

5.2.3.8 MMJ suggested that this be formalised going forward.

5.2.4 LibCal System:

5.2.4.1 KL confirmed that this is all configured and ready to go; SOC are to set an official launch date but it is already in use and effective.

5.2.4.2 KL noted that Yerim wishes to upgrade to Tier 10 and suggested that Yerim can discuss this with the committee at a later date.

5.2.4.3 SS noted that we can evaluate it a later date when all the options have been explored.

5.3 Catering Report

5.3.1 Refectory:

5.3.1.1 JS confirmed that we are still in the Expression of Interest phase with regards to tenancies for the Refectory. A procurement document should be issued by the end of the week.

5.3.1.2 There are currently 4 Wi-Fi points in the Refectory Courtyard; Campus Management are looking to improve Wi-Fi across Oak Lawn and Student Central and JS noted that we may benefit from this.

5.3.1.3 Noted that we will see over time what the requirement is for power banks in the Refectory.

5.3.1.4 Ooh Media will be putting advertising screens in the Refectory, they have advised that they want two locations.

5.3.2 Second-hand Bookshop:

5.3.2.1   SS spoke to Paulino about the best way of returning monies earned through the sale of club merchandise to clubs.

5.3.2.2   MMJ advised that we are a GST registered entity, so clubs will need to bear this in mind when they are determining their pricing. We can manually account for the clubs' inventory as it is so small. A decision will have to be made as to minimum and maximum inventory quantities to take from clubs.

5.3.2.3   SS suggested that at next SOC meeting that clubs are asked to provide a list of their merchandise.

5.3.2.4   MMJ advised that bookshops sales are processed daily in the Finance Office so funds will be deposited to club accounts quickly.

5.3.2.5   ML noted that the GST point should be reinforced to clubs, so they are fully aware that if for example they price an item at $110, they will only get $100.

5.3.2.6   JS noted that there may possibly be backlash if clubs raised their prices to accommodate for GST. ML noted that they may have to lower their prices.

5.4 Archives Report:

5.4.1 MMJ advised the committee that MH had met with the State Archivist last week at their office but MMJ has not received an update on the meeting yet.

5.4.2 MMJ advised that additional shelving must be purchased for archiving and this will cost approx. $500. Approved by the Committee.

6.0 GENERAL BUSINESS

6.1 Unwanted Furniture:

6.1.1 JS noted that there is an ugly couch down by the lift that nobody wants; they have offered it for free to people but it has not been taken, as such it will be disposed of.

6.1.2 As for tenancy matters, JS noted there are large long tables in the library that are being made available and JS has expressed interest in them to Campus Management. JS commented that these will look really good once they are sanded and would fit in with the décor of Cameron Hall. There are 4 of them available.

6.1.3 ACTION POINT: Committee to liaise with those who use Cameron Hall regarding the tables.

6.2 Club Space:

6.2.1 SS queried whether the Guild could utilise the Acorn Café / May Tannock / Sue Boyd room as a space for clubs as they are not really used right now.

6.2.2 ML noted that they are more viable as function rooms and JS added that we take quite a lot of bookings for these rooms through Functions Department.

6.2.3 ML suggested that Sue Boyd and May Tannock room could be used as a rehearsal studio for students and by doing this they can still be retained as spaces for functions.

6.2.4 SS added that a lot of rehearsal revenue currently goes to University Theatres for Octagon, Dolphin Theatre. ML noted that if this idea is to be progressed that a business case will be required.

6.2.5 ACTION ITEM: SS prepare business case.

6.3 Website:

6.3.1 SS noted she had very brief meeting with Chloe Jackson.

6.3.2 Had a meeting with BirdBrain and that went really well, it showed what the website will look like when finished. SS will catch up with Chloe later on it.

6.3.3 KL noted that what we want will take a lot of work and also cost quite a lot. The aim is to start out with the homepage and launch by the end of the year.

6.3.4 SS advised that she will have a more comprehensive update at the next CSC meeting regarding timing and cost of the project.

6.3.5 KL met with scoping team and Jason from UWA IT Security last week to review the approach to security and data protection techniques. UWA was satisfied with the approach.

7.0 CLOSE AND NEXT MEETING

7.1 Next meeting provisionally set for 24th September.

7.2 Meeting closed at 2.58 p.m.

CORPORATE SERVICES

31st October 2018

1.0 WELCOME AND OPENING

Acknowledged that the committee was meeting on Noongar land and respects were paid for Elders past and present.

1.1 Attendance: Jack Spagnuolo (JS), Nicola Norris (NN), Mutya Maraginot-Joseph (MMJ), Kelvin Lee (KL) Megan Lee (ML), Adhish Kastha (AK), Yerim Won (YW), Joseph Chan (JC), Su Sugandha (SS)

1.2 Apologies: No apologies

1.3 Proxies: N/A

1.4 Invitee: N/A

2.0 CONFIRMATION OF PREVIOUS MINUTES:

2.1 Previous Minutes confirmed.

3.0 BUSINESS COMPLETED VIA CIRCULAR

3.1 None.

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

4.1 *Action Item*: **Tables for Cameron Hall**

4.1.1 JS has not heard anything back regarding the tables but will follow up with Rebecca Cameron. JS noted that the tables have been removed from where they were as the furniture has been replaced and he does not know where they have been relocated to. Noted that we were told we could have them.

4.1.2 Action Item: Jack to follow up again.

4.2 *Action Item*: **Business Case for Sue Boyd / May Tannock**

4.2.1 Business case has been passed to JS but some changes are required before it is circulated.

4.2.2 JS advised that costings are not yet done and is waiting on the contractor to revert regarding the floor and sound system etc.

4.2.3 The kitchen will be a prep kitchen only as opposed to a full kitchen.

4.2.4 JS noted that Pelican offices may possibly be relocated but this will be a separate business case down the track. SS reconfirmed that the business case will put forward the repurposing of the rooms to make them more usable for clubs and functions.

4.2.5 ML noted that the preference is to use the biggest wall for mirrors or mirrors on wheels. JS advised that we need to be aware of emergency exits in considering the placement of mirrors, but he will see what the contractor reverts with. Aim is for the project to be completed next year.

4.2.6 YW queried whether it would be key or card access. SS noted that keys would be a hassle. ML advised that her preference would be keys as she does not want anyone with anytime access cards. KL noted that we can set time limit on it but there are 3 doors so may possibly need to change doors. JS noted that we could have a key lock with pin. ML then noted that the GSC is open until 5.30pm so people have plenty of opportunity to collect keys there.

4.2.7 MMJ suggested that perhaps we could impose a financial penalty if people do not bring key back on time, pay by the hour. ML agreed and added that someone could be responsible for checking the tidiness of the room. Adhish queried what would happen if there were multiple bookings at the same time; ML noted that we could have multiple keys. JS ended the conversation noting that he and Kelvin will delve into the issue further.

5.0 AGENDA ITEMS

5.1 Finance Report

5.1.1 NN advised that we are trying to finalise dates with our external auditors; it appears that they will be in office in January 2019 for interim audit and February for final audit.

5.1.2 NN advised that we are currently going through our month end process as normal to produce the management accounts.

5.1.3 2019 budgets are also being prepared and draft budgets have been issued to some departments already.

5.1.4 As regards payroll, we have implemented the new systems in full and all is going well. There are some minor tweaks being made in the background, but this does not affect the system from a front facing aspect.

5.1.5 Task have released some updates, and this will help improve certain aspects of the system.

5.2 IT Report

5.2.1 Computer Investment Program
5.2.1.1 KL noted that SOC don't need a surface at this point in time but will review next year.

5.2.2 Microsoft Surface Hubs:
5.2.2.1 KL advised that he has not yet viewed these as he is awaiting a response from Microsoft. The retail price is set at approx. $12,000.

5.2.3 Mobile EFTPOS:
5.2.3.1 YW noted that the new SOC Treasurer is looking after this now. Some draft proposals and terms and conditions have been sent to MMJ for review. MMJ confirmed that due to a hectic work schedule, she has not yet reviewed the documents but will do so by the end of the week.

5.2.4   Formalisation of Booking & Authorisation:

5.2.4.1   Noted that only ML can approve access to the lift after hours.

5.2.4.2   Committee approved for Tony's Guild Council room key to be passed to ML so KL does not need to have a copy made.

5.2.5   Libcal System:

5.2.5.1   The new system has been implemented and is currently being used.

5.2.5.2   KL advised the committee that he wants to move up tier level to allow capability for 10 places to be booked.

5.2.5.3   YW noted that Liam wants to use the system for the BBQs.

5.2.5.4   KL noted the additional cost would be US$400 per year bringing the cost to US$999.

5.2.5.5   MMJ queried where this cost is allocated; KL noted it was SOC initially but now its being shared with Events. YW advised that this was fine with her. Committee approved.

5.2.5.6   KL added that the system is set up so that ML must approve any books of the Guild Council room. MMJ added that when issuing key for GC room that a check is made to ensure ML has approved it.

5.3   Catering Report

5.3.1   Refectory & Guild Village:

5.3.1.1   JS confirmed that CCTV was installed in the Refectory a week ago. There will be 6 new tenants in the Refectory, so we want to make it safe for them. Also looking at installing CCTV in the Refectory Courtyard.

5.3.1.2   JS noted that we have received an offer from IGA to lease the Guild Village Café space but for now it is business as usual at the café.

5.3.1.3   YW queried whether the kitchen would be open to Spring Feast next year. JS advised that the kitchen is rather small, but JS recommended that a conversation be started with the catering team. JS added that we need to consider hygiene matters also. JS advised that the kitchen size has been reduced by 1/3 so perhaps a temporary kitchen could be set up. Drew wants to support Spring Feast so YW should speak to him about this.

5.4   Archives Report

5.4.1 MMJ noted that Melissa has prepared a Policies & Procedures document for State Records; MMJ will review this by the end of the week.

6.0 GENERAL BUSINESS

6.1 Website

6.1.1 SS noted that the process has been very slow. A site map needs to be developed in order to progress the project, and a brief must be prepared all over again. As such, it won't be done by the end of the year. Raymond is helping with the club side of the website.

6.1.2 JS queried further what was happening as there seems to be a hiccup in the plans from last CSC meeting. KL explained that the first stage of the project is scoping and requirements analysis, then a timeline will be developed and thereafter, we seek quotes from developers. The expectation has been that the developer would be more involved in the requirements analysis phase.

6.1.3 SS noted that Chloe Jackson is working with staff and SS is working with the students to prepare the requirements document.

6.1.4 KL added that once this phase of the project is over, we can shop around developers to see who best fit is to develop the website.

7.0 CLOSE AND NEXT MEETING

7.1 Next meeting provisionally set for 19th November 2018.

7.2 Meeting closed at 10.48 a.m.