**ICG AGM**

**24th September 2020**

Hi all and thank you for attending our first ever virtual AGM. Welcome to any new members.

Technical details:

* We’d love you to turn your cameras on so we can see you, but only if you are appropriately dressed to be seen in public - we will pretend not to notice any children or pets etc who randomly wander across screens
* For clarity of communication, please can you mute yourselves during the short presentations from Mark and myself (otherwise Lucie might do this to you)
* We will happily take any questions or comments at the end, please feel free to use the chat box to submit questions during the meeting

Firstly on behalf of ICG members and me, a huge vote of thanks to all our committee members for the work they put to make the ICG what it is. A warm welcome to Iris Griffiths who will be joining the committee responsible for Diversity and Inclusion.

I am particularly proud of how the ICG as a whole has stepped up to the plate over the last 7 months as a source information, advice, support and collaboration with some of the smartest people in our business.

Way back in December BC (before Corona), we once again showcased to our industry a phenomenally strong short-list of finalists at the MRS awards dinner – congratulations to all the finalists, and obviously to our own Kath Rhodes as the winner. This year, I doubt there will be the glitzy ceremony, but there are plans for a virtual event and we have had a record-breaking 18 entries. I understand the judges are making final decisions this week and the finalists will be announced shortly. Good luck to all of them.

Our presence at MRS conference and B2B Expo have obviously been curtailed this year and it looks like the rescheduled B2B Expo will once again be postponed until 2021 whilst Excel is recommissioned as a Nightingale Hospital.

**So what have we done this year?**

With lockdown coinciding with our renewals process, we took a decision to reduce our membership fees to as low as possible, recognising that our industry would be likely hard hit. Whilst we can’t be certain of the impact of that decision, I am delighted to say that our membership has remained solid with over 390 members (which is higher than we would have expected at this time of the year).

We constantly aim to deliver more bang for your bucks, so we have upped our game on webinars, discussion forums on the website and added in BYO drop-in meet-ups (3 times a week) – all of which seem to be going from strength to strength. We have a great programme of forthcoming webinars over the next few months, kicked off by the one on Mindfulness which follows this AGM. If you have any suggestions or requests please let any committee member know and we’ll see what we can do.

And pencil in 4th December for our Christmas Virtual Party – Deanne and the team are working hard on creating a celebratory event - fun, virtual socialising and mingling, possibly with more than 6 people at a time!

There is a wealth of knowledge and learning on our website, if you’ve missed some of the webinars - take a moment to look at the library and binge watch – there is some 5\* stuff there. Which brings me to the website, we’ve found a web-partner who is more in-tune with the way we operate (this is no mean feat – we’re a relatively small membership organisation with no plans for a great sales or advertising platform) so we’re in the process of developing the efficiency of the site. If any of you notice any glitches or have problems with the website functionality please let Alison Lyon know and we will add it to the snag list. Once we’re through the revisions, things like the search function will be much improved so we will be recommending you take a look at your profile pages and make sure it is as you want it to be.

As always, our thanks from the committee and the membership to our fabulous ICG manager Lucie – what a great job she does, we could not operate without her. Virtual applause please.

Finally this is a very personal thanks and farewell to Claire Labrum who is finally stepping down. Claire has been a core member of the ICG committee for years, she has overseen numerous torturous reinventions of the website with various degrees of fury and good humour. We cannot thank her enough for her contribution. I am sure that Lucie and Alison will second me on that.

More importantly, to me, she has been a source of constant reliable and pragmatic advice and support as I have sought to steer the best course for the ICG. As any ICG Chair will tell you it’s not easy to ‘manage’ a group of highly intelligent independent individuals – herding cats comes to mind! Whether it’s been financial issues for the ICG, a bust up between the committee members, a spat on the egroup or membership concerns Claire has been my go-to person. I will miss her, the ICG will miss her, but I will still plague her when I need good advice. Thank you Claire.

I will now had the baton on to Mark Lyons, our treasurer who will take you through our accounts.

Teresa Hadfield

ICG Chair