THE SOCIETY OF DYERS & COLOURISTS

ANNUAL GENERAL MEETING
FRIDAY 24th JULY 2020
MEETING HELD ONLINE ONLY

Present: See list at Annex 1: SDC AGM attendee list

Also present were: the Society's CEO, Graham Clayton; Selina Armitage, of Auditors Watson Buckle LLP; Tracy Cochrane, the Society's Marketing & Communications Director; and Julie Baxter, the Minute Secretary.

Apologies for Absence: David Blackburn, Frank Moore, Malcolm Campbell, and Dr Kate Wells.

The SDC President, Sue Bolton, welcomed everyone and opened the meeting at 11:01am. Sue Bolton explained the AGM would take place entirely online and was being recorded for the purposes of accurate Minute taking. This is the first time the Society has held a totally virtual AGM involving Members across the world. Sue Bolton explained the Society has had no physical meetings since March 2020. The Day of Celebration and Annual Dinner had to be cancelled and she was disappointed she could not meet the Society's Members this year at these events.

The online registration for the AGM shows 70 Members from across the world including the UK, Germany, Bangladesh, India, Pakistan, Sri Lanka, Hong Kong and the USA. The Society is considering having a virtual component for the AGM in tandem with the physical meeting in the future.

Sue Bolton explained she would like to share some highlights of her term of office as the 95th SDC President with Members. The SDC President is a Member of the Society's Board, attends many events and is an ambassador for the organisation.

As a Member of Board and the Audit Committee, the SDC President sees first-hand the internal auditing of the SDC, the consideration of risk, and the reports which are made to the Board. An Honorary Officer is entitled to attend any Society Committee meeting.

The 95th SDC President's year commenced with a visit to the ITMA Exhibition in Barcelona for a conference on sustainability.
The SDC President attended the UK Midland's Region 100th anniversary conference (1919-2019) and offered her support for the formation of the Bangladesh Region.
In December 2019 the SDC President attended the Final of the International Design Competition in China alongside visits to universities and factories.
The SDC President was advised and reluctantly did not attend the Hong Kong AGM which was ultimately postponed.
In February 2020 a visit was made to Pakistan.
In March 2020 the SDC President attended the AATCC Conference in the USA with the Society's Chief Executive.

The SDC President reflected on the 5 conferences she attended, the 5 different approaches to sustainability and that the debate will continue.
In conclusion the SDC President stated she believes the Society has a future; the Regions have

a future; Members are vital to the Society; and the Members and Regions were welcomed to become more active to ensure everyone works together for the benefit of the Society.

Meeting preface.

Quorum of the meeting had been established which is 5% of the Society's Voting Membership who may be present in person or, electronically in real time. Proxy Votes cast do not form part of this Quorum. The meeting was quorate as there were 55 Voting Members in the Webinar exceeding the required quorum of thirty. 63 Members who were unable to attend had submitted their proxy vote. [It was noted from post event analysis that a further 15 SDC Voting Members registered to attend but did not do so for whatever reason].

The SDC President explained the procedure in asking questions for the virtual meeting. All questions will be reviewed and answered, if possible, in the meeting, or subsequently through the AGM Minutes. The SDC President explained the procedure for voting at the virtual meeting and a practice vote took place which was successful.

The SDC President asked Voting Members if they were willing to take the Notice of the Meeting as read. **Voting Members agreed.**

1. NOTE THE MINUTES OF THE 2019 AGM

Members were asked to note the Minutes of the 2019 Annual General Meeting had been accepted by the Society's Board on 24th September 2019. The Minutes had been available to members via the SDC website since 2019 and had been made available in connection with the papers for this year's AGM.

Vote to agree the Minutes of the 2019 AGM:
In the Webinar: For (42) 98%, Against 0%; Abstain (1) 2%.
Proxy Vote: For 39, Against 0; Abstain 1, plus 22 For at the discretion of the Chair and by proxy. Hence overall For 81 plus 1 Abstain.
Carried by a majority.

2. TO RECEIVE THE ANNUAL REPORT OF THE SDC'S ACTIVITIES FOR 2019

Papers for this item: Annual Report Presentation displayed at the AGM and made available before the meeting via the Members area of the SDC website.

The Honorary Secretary reviewed the Annual Report by means of a pre-recorded video presentation (8 minutes in length).
The Honorary Secretary reported that he is Chair of the Audit Committee which looks after the interest of the Members of the Society.
The Honorary Secretary reported that good governance is being observed.
The Finances of the Society are being well controlled and managed in a sustainable manner.
The Honorary Secretary concluded his report with thanks to the Society's staff under the guidance of Graham Clayton, Chief Executive, and the wonderful volunteers who work tirelessly on various Committees.
Members were also thanked for their online attendance at the AGM.
The Honorary Secretary was available online for questions after the presentation.

The Vice-President (Projects) welcomed Members and informed the AGM that the Project Evaluation Group (PEG) was formed to move forward new projects for the Society and has a reserve for unfunded future projects that must meet with the Society's Royal Charter Objectives.

PEG is a committee formed with Staff and Board Members, meeting 4 times a year and reporting to the SDC Board.
Funds have been donated by the Worshipful Society of Dyers, The Cotton Industry War Memorial Trust, the SDC and SDC Enterprises. Projects are evaluated for their aims, timescales and benefits. Management of projects is by Society staff. The first project commenced 3 years previous and projects to date have been centred on education with the ASDC, DCC, and short courses.

The Vice-President (Projects) explained PEG is looking to access further projects submitted by Members and introduced the video about PEG (7 minutes in length).

Time 11:45am.

The SDC President introduced Geoff Rudkin, who is the out-going Chair of the Society's Board after being in the post for 5 years.
The Society Rules state the Chair of the Society's Board should be elected each year.
Geoff reported on the number of Trustees he had worked with, the Honorary Officers, Staff and CEO and the work of the Board's Committees.
Geoff described how staff are pivotal to the Society's achievement.
Geoff thanked the Minute takers he has worked with as Chair.
Governance is vital and the Board receives regular training.
At the 2020 AGM two long term Trustees are standing down; Debbie Bamford and Geoff Rudkin.
The out-going Chair asked Members to consider offering themselves as a Trustee to give the Society your voice. Members are an integral part of the Society and the Society is dependent on its Membership. The Chair requested that Members promote the Society's courses.

The Society's Board has co-opted two new Board members; Professor Parik Goswami, and Dr Kate Wells until their appointment as Trustees at this AGM.

The out-going Chair proposed an international virtual toast to the Society and thanked Members for their support.

Time 11:52am.

3. FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2019

Papers for this item: Accounts presentation slides displayed at the AGM

The Honorary Treasurer, John Hansford, reviewed the Audited Accounts by means of a pre-recorded video presentation (37 minutes in length).

The Honorary Treasurer, explained the Auditors are Watson Buckle LLP who have produced the Accounts with the Society's Board. There are no clarifications or qualifications in the 2019 Accounts.

The Honorary Treasurer referred back to the 2019 AGM where he had explained that the 2018 accounts could not be received as usual as a signed off set of accounts was not available from the previous auditors. Members had agreed at the 2019 AGM that once the accounts were available and, should there be no substantial changes, then the 2018 Accounts could be approved by the Society's Board. Otherwise the 2018 Accounts would have been brought to an EGM. No substantive issues were raised therefore the 2018 Accounts were signed off.

The Honorary Treasurer referred back to the 2019 AGM where he had explained that the Society had a bad debt provision of £44,193 from SDC Education Charity (India). Provision had been made for an instalment pay back plan. Progress on the payment schedule has been slow.

The Honorary Treasurer presented the Financial Statements for 2019 by means of a commentary against a series of graphs / charts in the video covering:
The structure of the SDC Group
The key elements of the Audited Accounts presented as a graph showing the percentage change in income from 2015 to 2018.
The revaluation of Perkin House, which has reduced, and another revaluation will take place as it does each year. The SDC operation is run from Perkin House which is a fixed asset for the Society.
The Management Accounts 2019 have been reconciled with the Audited Accounts.
The total surplus is £161,153 compared to the break-even original budget for the year.

The Honorary Treasurer concluded the video presentation stating this year there is potential impact from the Covid-19 pandemic on the world's economics and going forward into future years.
The sustainable level of costs had been highlighted. Actual controllable costs are in line with the sustainable level, so the Society is in a strong position to withstand economic downturn.
Comparison of controllable costs versus actual costs show a reduction and the Honorary Treasurer thanked the CEO and his team.

The Honorary Treasurer explained the Society's Board had asked about contingency plans when the Accounts were presented to them prior to the AGM. Since 2018 the Society has had a strategy to reduce costs and improve income.
A slide was presented in the video to show the impact of reducing income against static costs and a scenario of 10% income loss is the break-even point.
The Charity has a surplus of £161,153. Controllable income has grown 2%, controllable costs have reduced by 11% since 2018 and investments value has recovered.
Costs are within the Society's Financial Compendium. Reserves are strong and the strategy is to strengthen the balance sheet.
Imperatives for 2020 will be flexibility in a highly volatile period, maintain income through PEG, and continue funding future projects.

The Honorary Treasurer highlighted SDC Enterprises in the video presentation. Mark Yare and his team have developed the business to secure a diverse base. The market is vulnerable, and sales are currently down 25%.

The SDC President asked for questions on the activity reports and the financial reports from Members. There were several questions raised:

Q. Martin Bide; Who or what determines the level of gift aid?
The Honorary Treasurer explained the level of gift aid is related to SDC Enterprises activity in the year. The SDC Enterprises Board make the decision regarding gift aid on the basis of continued security of the SDC Enterprises operation. This is in line with tax rules.

Q. Written question submitted by VJ Sane with reference to the SDC International Ltd operation; is it justified to continue this?
The Honorary Treasurer explained the Indian company was formed to provide a means to gain an Indian bank account to ease payment transfers to the UK. The account serves

India and South East Asia. The SDC International Ltd is part of the SDC Group accountable to the Society.
The CEO pointed out there is the opportunity to set up other branch offices in South East Asia.

Mike Bartle, thanked John Hansford for his work as Honorary Treasurer, playing a major part in the sustainability of the SDC. Mike Bartle also thanked the Vice-President (Projects) for the PEG presentation suggesting the video could be used to promote the Society.

Gavin Thatcher reported that two Trustees from the SDC Board sit on SDC Enterprises Board; Trevor Lambourne and Gavin Thatcher. Reports are regularly made back to the Society's Board.

John Hansford, Honorary Treasurer, formally moved the motion that the Annual Report and Financial Statements for 2019 as approved by the Society's Board be received.
Siva Pariti seconded the motion.
In the Webinar: For (42) 100%, Against 0%; Abstain 0%.
Proxy Vote: For 38, Against 0; Abstain 0, plus 24 For at the discretion of the Chair and 2 For by proxy. Hence overall 80 For.
Carried unanimously.

4. ELECTION OF PRESIDENT

In accordance with By-law 32.1d

The President, Sue Bolton, explained that her final duty as President is to introduce the election of her successor, John Hansford, as the 96th President of the SDC for 2020-2021.
Sue Bolton read out the following paragraphs from the SDC Rules 88 and 79:
SDC Rule 88 states that "Nominations for President and President-Elect shall be made by the SDC Board and election shall be by Voting Members at the Annual General Meeting".
SDC Rule 79 describes Voting Decisions in that "All resolutions at a General Meeting shall, unless otherwise prescribed by the Royal charter or By-Laws, be decided by a majority of those present in person or by proxy vote".

John Morris thanked Sue Bolton for her contribution to the Society.
John Morris proposed John Hansford as the SDC President for 2020, stating John Hansford had previously been the Honorary Treasurer and brought much expertise to the role.

Peter Duffield seconded the motion stating he had known personally of John's remarkable job as Honorary Treasurer and his work with the Society.
Roger Wardman also seconded the motion stating John Hansford had done a superb job over the last 5 years as Honorary Treasurer. He also thanked Sue Bolton for her work as the SDC President.

John Morris proposed the motion, seconded by Roger Wardman, the vote being unanimous (39 or 100% of votes cast) from Voting Members in the webinar.
Proxy Vote: For 45 plus 15 at the discretion of the Chair and For, plus 2 by proxy, hence overall 101 For this vote making it unanimous.

Sue Bolton congratulated John Hansford.
John Hansford took the Chair and stated it was his pleasure to virtually hand the Past

President medal to Sue Bolton who had been incredibly active.

5. ELECTION OF PRESIDENT-ELECT

In accordance with By-law 32.1c

Geoff Rudkin, reported the Society's Board commended Ullhas Nimkar as President-Elect 2020-2021.
Ullhas Nimkar has international recognition for his work in colour, was a Trustee 2014-2016 and a Past Vice-President (India).

Geoff Rudkin proposed the motion, seconded by Parik Goswami.
A Vote was announced but had not been scheduled for Proxy voting or as an in-Webinar Vote as the President-elect was appointed by the Society's Board. Sufficient votes were counted by the CEO to declare these were unanimously in favour.

6. ELECTION OF HONORARY TREASURER

In accordance with By-law 32.1.d

Spike Ngai proposed Debbie Bamford to the 2021 AGM for the role of Honorary Treasurer. Spike Ngai explained Debbie Bamford has served on the Finance Committee and is up to date with the Society's Financial Strategy, and has a wealth of experience including as an accounts manager. She is well known in the Society and has considerable experience of the Society's governance. Her attention to detail and willingness to challenge will be an asset to the role.

Spike Ngai proposed the motion, seconded by Gavin Thatcher.
The President announced Debbie Bamford as Honorary Treasurer.

7. CO-OPTION OF THE TRUSTEES FOR THE SDC BOARD 2019-2020

In accordance with By-law 32.1d

The Honorary Secretary, Stuart Wilkinson, announced the SDC Board had received nominations from the following Voting Members, who will be elected unopposed, subject to ratification at this AGM and are as follows:

Professor Parik Goswami
Trevor Lambourne
Ian Lewis
Dr Kate Wells

Ratification took place.

The full list of Trustees was shown to the Membership.
SDC Board Trustees retired at the AGM 2020 are as follows:
Trevor Lambourne
Ian Lewis
who have both re-joined the Board and
Debbie Bamford
Geoffrey Rudkin.

8.

a. CO-OPTED MEMBERS OF THE SOCIETY'S BOARD 2020-2021
In accordance with By-law 32.1d

The Honorary Secretary, Stuart Wilkinson, announced that Professor Parik Goswami and Dr Kate wells were co-opted to the Society's Board at the 28th May 2020 Society's Board meeting in order that they could start to engage with the Board ahead of the postponed AGM.

b. APPOINTMENT OF THE VICE-PRESIDENT (PROJECTS)
The Honorary Secretary, Stuart Wilkinson, notified those present that from the AGM 2019 Trevor Larkins was appointed as Vice President (Projects).
The term of office was extended for a further year to the AGM 2020.

9. MEMBERS OF THE AUDIT AND NOMINATIONS COMMITTEE 2020-2021
The Honorary Secretary, Stuart Wilkinson, explained that both the Audit and Nominations Committee comprised of Honorary Officers plus four members.

The Honorary Secretary, Stuart Wilkinson, announced the Audit Committee Membership was Dr Vien Cheung, Gopal (Paul) Santokhi, Peter Duffield, Michael Catterall. No new Members were elected at the 2020 AGM.

The Honorary Secretary, Stuart Wilkinson, announced the Nominations Committee Membership was Nilkanth Desai, Peter Duffield, Dr Chi-Wai Kan with a vacancy remaining.

10. MEMBERS OF THE FINANCE COMMITTEE 2019-2020
The Honorary Treasurer, Debbie Bamford confirmed that the Finance Committee is chaired by the Honorary Treasurer and the committee is appointed by the Society's Board. The 2019-2020 Finance Committee Membership was shown as follows:
John Hansford (Chair)
Debbie Bamford
Stuart Wilkinson
John Easton
Derek Heywood
Trevor Larkins
Susan Sedgwick (Watson Buckle Finance Consultant)
Mark Yare
Stephen Westland.

The 2020-2021 Finance Committee members will be appointed at the next Society's Board meeting after the AGM.

11. APPOINTMENT OF THE SOCIETY'S AUDITORS FOR 2020-2021
In accordance with By-law 32.1e

Roger Wardman proposed the appointment of Watson Buckle as Auditors, seconded by Debbie Bamford, the vote being unanimous (38) For from the webinar.

Proxy Vote: 43 For, with 17 For at the discretion of the Chair and 2 For at the discretion of appointed Proxy. Hence 62 in favour by Proxy.

Overall therefore 100 votes were For with no Abstentions or Against votes.

12. APPROVAL OF CHANGES TO THE SOCIETY'S RULES

In accordance with by-law 32.1f

The Honorary Secretary, Stuart Wilkinson, reported on a Rule change, available in the SDC Members area of the website.
Stuart Wilkinson summarised the Rule 96 change as follows.
"Trustees of the Society's Board shall normally serve for a period of three years when they shall be eligible for a second three year term. Thereafter, Trustees shall be required to retire for a minimum of one year before seeking re-election to the Society's Board. A rotational system will be employed to ensure that normally no more than a third of members retire at one time."

Questions were invited on the proposed rule changes.
From the floor:

Karen Skorski proposed the motion, seconded by Roger Wardman.
In the Webinar: For 97% (36 votes), Against 0%; Abstain 3% (1 vote).
Proxy Votes: 35 For, plus 22 For that were cast at the discretion of the Chair, plus 2 For at the discretion of their appointed Proxy.
Carried by a majority of 95 votes.

13. MEMBERSHIP SUBSCRIPTION RATES FOR 2023

In accordance with by-law 32.1d

The President stated Membership Subscription rates for 2022 were approved at the 2019 AGM. The Society's Board has agreed to keep subscription rates for 2023 the same as 2022.

Eamon Fury proposed the motion, seconded by Chris Carr.
In the Webinar: For 97% (35 votes), Against 0%; Abstain 3% (1 vote).
Proxy Votes: 33 For, 2 Against, 4 Abstain and 21 For at the discretion of the Chair plus 2 For at the discretion of their named Proxy.
Carried by a majority of 91 votes For, with 2 Against and 4 Abstentions .

14. VOTE OF THANKS

Stephen Westland proposed a vote of thanks to on the AGM virtual meeting's success and commented on the very professional organisation of the webinar. He hoped the virtual component will continue into the future.

Stephen Westland proposed a vote of thanks to the AGM Chair and new SDC President, John Hansford, congratulating him on his election and wishing him a successful year. Stephen Westland thanked the now Immediate Past President Sue Bolton on a successful year. He also thanked retiring Trustees Debbie Bamford and Geoffrey Rudkin.

Stephen Westland thanked the Honorary Officers, the Chief Executive and the Society's staff.

The Society's Board was thanked for their work and good governance under the Chair of Geoff Rudkin.

All Members of the Society were thanked for their participation and support.

The President thanked the Chief Executive for the administration of the AGM webinar. The President thanked the Voting Members for joining the virtual AGM and commented on the international nature of the AGM, wishing all a safe and peaceful year.

The President formally closed the meeting at 1:18pm.

Annex 1: SDC AGM attendee list

Last Name	First Name
Alam	Syed
Bamford	Debbie
Bide	Martin
CM NGAI	Spike
Carr	Chris
Cheung	Vien
Cunningham	Alan
Dedhia	Dr Ela
Diggle	Peter
Dudhbhate	Dr Jaideep
Duffield	Peter
Easton	John
Erahapola	Sam
Furey	Eamon
Fagan	Ron
Gaikwad	Yogesh
Garje	Ambadas
Gharge	Mukund
Goswami	Parik
Gupta	Sumit
Holdstock	Christine
Hulbert	Susan
Karnad	Vishaka
Lambourne	Trevor
Lewis	Ian
Malaviarachchi	Sanjeewa
McCaffrey	Sean
Mohsin	Dr Muhammad

Morris	John
Murphy	John
Nimkar	Ullhas
Nobbs	James
PATRA	ARUN
Pearcy	Michael
Provost	John
Sane	Vijay
Santokhi	Gopal
Singh	Sandeep
Skorski	Karen
Straughan	Elizabeth
Straughan	Richard
Thatcher	Gavin
Wardman	Roger
Westland	Stephen
Wyles	John
Yare	Mark
Yatawara	Ruwanga
Yeung	Philip KW
Bartle	Mike
Collins	Stephen
Bolton	Sue
Hansford	John
Larkins	Trevor
Rudkin	Geoffrey
Wilkinson	Stuart

Appendix 2: AGM questions

- Who/what determines the level of gift aid from SDCE?

- I am not seeing the video – Unfortunately the ability to view depends on the internet connection at both ends. The SDC took the approach of prerecording the videos which were then streamed from the Cloud, thus reducing the demand on the internet connection at the video file end. To be able to view the connection to your device also needed to be sufficient. We are aware that a very few had this issue but also that others did see the whole event.

Appendix 3: AGM feedback

- ***How easy was it to register for the AGM?*** 41 people responded with an average score of 9. One respondent stated they could not get in to the AGM and one responded who did not actually attend!
- Some said they were not made aware of the password to access the AGM. This password was put in place as a simple measure to prevent unauthorised access. The password was simple in format so as to assist in input and was AGM2020. Registrants were informed of the password in an email an hour before the event which was also a reminder to join the event and how they could do so.
- The Webinar software produces an interest rating score for each attendee which averaged 81 for the AGM. This score is produced from registration data, polling, Q&A/Chat; Attentiveness (% of time the viewer is the primary window on the attendees device), survey response engagement, attendee attendance duration. Mobile devices may not provide some of this data and 100 is the maximum although in practice a rating in the 90's is considered very good.
- ***The SDC will get a report of connection duration for each attendee, but how was the sound quality whilst you were connected?*** 40 people responded with a mean score of 8.
- ***The SDC will get a report of connection duration for each attendee, but how was the video quality whilst you were connected?*** 40 people responded with a mean score of 8 also.
- Sound and video quality was deemed good by attendees who responded. Six scores were 5 or below across the 80 responses to these two questions. Again sound and video can be a function of the IT at the attendee end and/or their broadband at that point in time. 75 scores of over 5 (94%) suggest what was broadcast was very good sound and video quality.
- ***Have you attended a SDC AGM before?*** 20% stated they had attended the AGM possibly over 10 times, the same proportion who attended 1-3 times. 39% had attended 3-10 times before and for 22% this was their first SDC AGM attendance.
- ***Name one thing that was good about the SDC AGM this year?*** The International involvement; Very slick; Not having to travel for it; Videos; Technology helped to keep up the work without holding the AGM – Technology Support; It happened!; Very well organised; Was glad to have seen and listened to all on board; People in different countries could watch; "International" based members able to attend; Professionalism of the accounts presentation; It was online and you can easily attend even if you are outside the UK; Very efficient; Online so easy to attend; More members could attend; Couldn't get in; Ability for people to join from all over the world; Video presentation; It was done professionally and managed well; Worked surprisingly well; It was online so people around the world had the opportunity to attend it; Executing a very professional on-line meeting; The ability to join online is very important in today's world; Great international presence, feel part of an international community of like minded people; Very well organised indeed as this was the first online one and this has given the opportunity to global members to participate; Explanation of accounts; Interactive; It took place; Clarity of presentations; The future of the learning process; The speakers were every clear and concise.
- ***What can be improved for next years SDC AGM?*** A better lunch - I just a had a dry wholemeal pitta bread; Nothing; IF it is remote... Clearer connection instructions... the need to download the software (even after the "check system requirements" says things are OK), and instructions in the email that clicking on the link will to join the webinar will require "xxxxxx" as the password. (The statement that 'this link .... is unique to you' implies that no password is needed); Keep it online and have a separate dinner/ social event; Add Regional proposals to

improve the service & membership for SDC's presence; Video could not be viewed; We have the online element incorporated to bring in more overseas members; Logging in from phone should be permitted due to which I was unable to watch the video; Did the AGM documents get circulated before hand?; Include something in agenda to debate and discuss, not just ''rubber stamp"; Management of the muted buttons; More detail about SDC regions, so that we know how other regions are doing and can follow best practices; It was already good; Hopefully members will be able to attend both in person and by webinar; Find another access provider!; Hopefully meet in person, but with people also joining online, for people joining online, give more information about technical requirements, I was using my PC but found that the videos did not show, I had to use a laptop; Let this be a permanent feature even if there is physical attendance a possibility. It will ensure maximum participation from all over the world; Use it again even when all present; In the email containing the link to the webinar the password should also appear in the calendar invite after its is accepted by the attendee; Keep the online capability to join in; Hopefully the next one is in-person. Perhaps we can continue with an online option to those who cannot travel; Provide password a bit earlier. Or mention somewhere that you are going to send a password in reminder email. It was not there in first email with calendar file; No idea; Early circulation of agenda and reports; Unable to access the bit using excel; Would it be possible to have an idea who is present? Felt very isolated when being asked to propose or second.

- **A few responses to the above 2 bullet points.**
    - The notification system is that embedded in the GoTo Webinar system used which is a third party system. Hence, options are within what is provided although such IT companies are updating and adding feature monthly if not more frequently. Given many accessed the system OK and sound and video quality was very acceptable then issues are very likely to be down to the end users connection and systems.
    - Instructions were an issue for some so this demands more attention next time. Passwords were issued but some did not see it. The GoTo Webinar logic is that passwords are issued just before the event otherwise they can be easily shared and abused. No one logic fits all however. No password is an option but then opens up attendance by anyone. It was for this reason, and that videos were being shared, that simple telephone access was not permitted (although access from a smart phone, tablet, PC or laptop on different operating systems was possible).
    - Software download was an option and attendees could have attended the AGM via a web browser rather than download software.
    - AGM documents were provided on the day within the webinar for convenience but had been on the SDC website in the members area for some time. Members were notified of that location for documents on 29th June 2020, so well in advance of the actual AGM. Reminder emails about the AGM were also issued on 13th July 2020, 20th July 2020 and the AGM was covered in the members eNewsletter sent out on 22nd July 2020. Registration for the AGM was open up to the point of it starting.
    - Reference is made to a part involving Excel but there Excel was not used directly in the AGM.
    - The attendee list being shared (names only due to GDPR) should be looked at in future although as individuals could register right up to the start then it is likely not to be 100% complete.
    - Communication is, perhaps unexpectedly as hindsight often highlights it, something to focus on more next time: more repetitive messages about where to find the documents, where to locate the password (if one is used), advice on the technology required etc. A practice session could also be set up that individuals could 'join' to check their access before the event (although we are aware that access one day, even hour, does not

guarantee access later if it is down to local broadband but it would check technology set up is OK).