

Minutes of the AGM Meeting of the NCCA Committee of Management held on 17 September 2015

Board present:

Mr Mark Ekkel (ME)
Mr Hendrik Karsten (HK)
Ms Bianca Slingerland (BS)
Mrs Michelle Taylor – van der Merwe (MvdM)

Members present:

Mrs May Battista
Mrs Iet Fuijkschot
Mr Freek Fuijkschot
Mr Patrick Ingenegeren
Mrs Ellis James
Mr Jorik Julsing
Ms Janneke Lagerwaard
Mrs Janet Polak (for Mr Jacques Polak)
Mr Thijs van der Heijden
Mr Peter van Duijn
Mr Heico Wesselius

Ms Victoire Blom is appointed as Secretary of the Association and declares a quorum is present.

Opening of the meeting: 6:45PM

Formal Member apologies:

Mr Sander van Amelsvoort; Ms Emily Fielding; Mr Maurits Funke-Kupper;
Mr Jan de Jonge; Mr Paul Kattestaart; Mr Ron van Riet; Mr Steve Shepherd;
Mr Hans van Schoonhoven

Apologies moved: ME, seconded HK

Proxies received: Mr Jan de Jonge, Mr Ron van Riet

Confirmation of the Minutes of the AGM held on the 17th of September 2014 (ten hard copies distributed). The minutes of the AGM 2014 are confirmed as a true record.

Minutes moved: Mr Patrick Ingenegeren, seconded Mrs Iet Fuijkschot

Announcements:

The Secretary explained to the attendees of the AGM that both the President Mr Sander van Amelsvoort and the Vice President Mr Ron van Riet were unable to attend the AGM due to family circumstances. Both the President and the Vice President sent their apologies. In the absence of the President and the Vice President, Board member Mr Hendrik Karsten will preside over the AGM. The meeting will commence in English.

Report of the President:

HK explained that due to the President not being able to attend he would read out the notes that Mr Sander van Amelsvoort had distributed to the Board earlier that day.

Membership

- Due to our automated renewal system we now have a far more accurate (financial) picture of our membership in contrast to previous years. It is fair to say that the demographics of our membership base have somewhat shifted over the year(s), with a younger age group joining the organisation. As always we are conscious of attrition rates however keeping in mind that with organisations such as the NCCA there is always going to be natural attrition due to e.g. overseas / interstate moves. We are pleased to inform you that there is a slow but steady increase in memberships being taken up and we are positive that we will be able to keep the upwards trend for the coming years.

Marketing

- At the previous AGM, Paul Kattestaart presented the findings from his member survey.
- Some of the key findings have been implemented, such as:
 - We have ventured out to new and different locations, and we are still not done
 - We are also looking at different days of the week, including Wednesdays, Thursdays and now also soon Friday mornings with our Quarterly Economic Breakfast series.
 - We are also interacting more with the other Chambers, through:
 - the Swiss Chamber's Euromix events;
 - the French Chamber's Tour de France business lunch; and
 - the German Chamber's Cruise with the Europeans.
 - More work is being done to increase interaction with other Melbourne-based international Chambers.
- We will be looking at opportunities for Members to get more involved, potentially in 'sub-committees

- We are very aware of the broad membership base that the NCCA is lucky enough to have, it's a great reflection of the Dutch business community in Melbourne and we are cognisant of embracing the entire spectrum; young and old, men and women, small business to large companies.

Sponsorship

- Recognise any Partners/Sponsors present at the AGM.
- Lots of movement in this space.
- First of all, very pleased to have Rabobank continue as Principal Partner.
- There have been chops and changes with our airline sponsorship. We are very aware that the NCCA benefits from stability in this space.
 - As a result, we have focussed on a long-term commitment.
 - Qatar Airways has recently commenced direct flights to Amsterdam and has been keen to come on board as our new Principal Partner in a deal for 3 years.
 - Great benefits to the Chamber and our Members (and lots of work behind the scenes by current and ex-board members).
- Furthermore, we are very pleased that we have formalised our sponsorship with Karstens Conference & Training Centres.
 - Board Member Hendrik Karsten has been a long-time supporter of the Chamber and as such it is especially pleasing to formalise the arrangement.
- We are also in advanced stages of negotiating a deal with the Langham Hotel now that the Hilton has ceased operations at the Park. As part of these conversations, the NCCA has already enjoyed significant support and benefits from the Langham Hotel and we will be looking to build on this.
- We are also working on a NCCA Membership Card that would allow Members to promote their businesses and our Members to enjoy discounts and benefits from the broad range of businesses in the NCCA network.

Communication

- We are currently still working on improving our communication strategy.
- Due to targeted investments in the NCCA back-end database system, we have made significant savings, which will now allow us to allocate resources towards improving our communication strategy (about a third of the time of our Business Manager has freed up). More news to follow soon on this.
- We will improve our email content and regularity, as well as updating our website to improve the user experience for our Members and allow us to better promote the NCCA Member network.

Events

- This year has seen a great year of familiar and new events:
 - Familiar:
 - NCCA End-of-Year Dinner and the King's Day Business Breakfast were both sell-outs at the Langham
 - NCCA@Home at the Melbourne Zoo
 - Networking Drinks – new location and more coming soon
 - New:
 - Qatar Airways launch event at their Lounge at the Melbourne Theatre Company.
 - Networking for Business Series – SME targeted workshops for our Members, by our Members.
 - NCCA Quarterly Economic Update – geared towards entire Membership base, but particularly to those in large corporations.
 - As mentioned, events with other Chambers.
 - Next year, another edition of the TEDx Binnenhof event.
 - 'How to profile yourself online' event coming up.
 - We have been working on bringing more value to our Members by not only increasing the number of events, but also targeting a better price point differential for Members vs non-members (incl. more free events for members).

Notes of appreciation

- The outstanding work done has been made possible by the team effort of the Board and our Business Manager. It is great to see how the team has managed last year's Board transition and is now a great position to build on the success and stability of the organisation.

Motion that the Presidents Report as presented is received and adopted.

Report moved: Mr Patrick Ingenegeren, seconded Mr Peter van Duijn

The Secretary thanks HK and hands the chair over to the Treasurer Mr Mark Ekkel (ME).

ME thanked Mr Andrew Mills from PWC for all their efforts in helping out with the financials, and Mrs Nicola Wong of BKMA for keeping a record of all the financials for the NCCA.

ME reiterated to all present that the NCCA income is not very high therefore as an association we need to be smart as to how we spend it. In the past year we have upgraded our computer and have recently purchased a screen and projector. The NCCA saw an increase in new members. Unfortunately we had

some sponsors not renew their contracts which accounts for a small drop in revenue. There will be money set aside for new special projects and some more money to reinvest into our events as a push to reinvest in our member offering. As always we welcome new ideas from our members.

Financial report presented by our Treasurer, Mr Mark Ekkel.

The financial report is presented with special approval of PriceWaterhouseCoopers (PWC) and independent auditors. Ten hard copies of the report are distributed to all present as well as ten audit reports for their appraisal.

With thanks to PWC and ME for their thorough job collating the Financial Report.

Motion for Financial Report to be received and adopted.

Report moved: Mr Peter van Duijn, seconded Mr Freek Fuijkschot

Appointment of Auditor

Motion that Mr Andrew Mills of PWC be appointed as Auditor of the Association.

Appointment moved: Mrs Iet Fuijkschot, seconded Mr Jorik Julsing

HK: We would like to thank PWC for their continued involvement and support as Auditor of the NCCA. We know that PWC has done a very thorough job in auditing our books and that effort is greatly appreciated.

The Secretary informed the attendees that the RvR would seek re-election as Vice President and that MvdM would resign as Board member.

Election of office bearers

The Secretary: Committee members serve a two-year term unless specifically tabled to allow this term to be extended.

A formal resignation has been received from Mrs. Michelle Taylor-van der Merwe as Committee Member.

A formal nomination has been received from Mr Ron van Riet who is eligible for re-election as Vice President. Mr Ron van Riet is declared duly elected as Vice President within the Constitution of the Chamber

A formal nomination has been received from Ellis James who is eligible for election as Committee Member. Ellis James is declared duly elected as Committee Member within the Constitution of the Chamber.

A formal nomination has been received from May Battista who is eligible for election as Committee Member. May Battista is declared duly elected as Committee Member within the Constitution of the Chamber

The Secretary declares that the nominations as received, not exceeding the number of positions to be filled, are all deemed duly elected in accordance with the Constitution of the Chamber.

HK congratulates Mrs Ellis James and Mrs May Battista on their new positions.

HK officially informs his great appreciation for the contribution made by Mrs Michalle Taylor - van der Merwe.

The Secretary declares the formal part of the meeting closed.

Motions to be put forward: none

HK declares the formal AGM closed at 7:10PM and proposes a vote of thanks for Michelle Taylor – van der Merwe.

Mr Heico Wesselius then asked the Board why the Constitution and Strategy plans of the Board were not available on the website as he believes other Chambers have this on their website.

MvdM said that those documents are available to members and that putting such documents on the website could cause potential problems.