

# ANNUAL GENERAL MEETING 2020

## DRAFT MINUTES

Venue	National Convention Centre Canberra The Ballroom
Date	Thursday 29 October 2020
Time	5:00pm – 5:45pm – Annual General Meeting 5:45pm – 6:45pm – Seated Networking with refreshments

### AGENDA ITEMS

#### 1. Chair welcome and apologies

Meeting commenced at 5:12

The Chair noted the following apologies:

Fredrick Arul, Hyatt Canberra, Kareena Arthy ACTG, Lauren Sutherland, Pacific Suites Hotel

#### 2. Confirmation the minutes of last year's AGM held on Thursday 31 October 2019 at Hotel Realm

**Motion:** That the Minutes of the 2019 AGM be adopted as a true and accurate record of the meeting.

**Moved:** John Russell, Director, Pialligo Estate

**Seconded:** Jane O'Dwyer, Vice-President (Engagement and Global Relations), ANU

**Motion passed**

#### 3. Executive Reports

Chair Report for AGM 19/20 FY

Jure Domazet

I would like to acknowledge the Ngunnawal people who are the traditional custodians of this land on which we are meeting and pay respect to the Elders of the Ngunnawal Nation past, present and emerging. I extend this respect to all Aboriginal and Torres Strait Islander peoples attending today.

A global pandemic resulting in closed borders and business restrictions has affected us all in what has been a difficult year, and the Bureau is no exception.

Early achievements by Canberra Convention Bureau had us well on target to achieve budgeted sales results exceeding \$52M and over 90,000 room nights in 2019-20, which eroded from March arriving at the final result of just over \$21M, accounting for lost business. While it has been difficult to operate without a clear end in sight, it has been pleasing to see so many of our Bureau members adapt to make the best of this situation.

Business events is forward placed business, and we must keep one foot in the now managing the crisis at hand, and one foot in the future to secure new business. With the international pipeline practically closed for at least the next 12 months, we are acutely aware that our competitors will target domestic business in the medium term, and that we will have to compete strongly for this business.

2020 has been a long year but we are looking ahead, and the Bureau has been prudent with finances to reduce costs and absorb risk. Savings in 2019-20 that have translated with the aid of JobKeeper and ATO credits have created a planned historically high surplus to offset anticipated revenue reductions through the offer to members of 50% fee relief in 2020- 21.

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We hope your businesses will see the forward winning of business events as critical to your recovery and the recovery for our destination.

The Bureau welcomes the ongoing support by the ACT Government through VisitCanberra. 2020 election commitments by the Barr Government sees secure Bureau funding allowing our destination to effectively compete for business events as part of our destination recovery. We congratulate Chief Minister Barr on the election win and look forward to aiding the government to deliver on recovery priorities.

Thank you to Michael and Bureau staff for their hard work and flexibility over a very challenging year and thank my fellow Directors for their time and commitment. I also thank our members for your support as we remain committed to driving business events results to Canberra Region and your businesses.

### **Treasurer Report for AGM 19/20 FY**

Rob Stefanic

As noted by the Chair, the Bureau had a year to be remembered, if not for all the right reasons. Thinking about how to best serve member interests was at the fore in 2019/20. The 2019/20 financial year ended for the Bureau with a surplus of \$356,592 as noted in the Annual Report with the balance of held reserve ending at \$516,817. This is a deliberate and historically high surplus that will be used to offset membership fees and targeted sales and marketing activity. Prudent reductions in costs were sought early and JobKeeper and ATO credits have been important. In the figure is \$147K that is held in reserves. A full report and audit is available and can be found on the CCB website.

The CCB staff should be acknowledged as reduced hours and salaries have been a factor contributing to the current surplus.

Major income sources remain ACT Government funding, membership fees and in-kind support and again we would like to thank everyone for their ongoing support of the Bureau enabling them to win business for Canberra and our members.

Membership income in 2019/20 was stable with 128 financial members with retention remaining high at 90%. Some members fees in the last quarter of 2019/20 were waived and we welcomed 19 new members and their products in 2019-20. In addition to strong membership, there was strong industry support for sales, famil and tradeshow activity.

Financial services continue to be provided by Vivid Accounting and it is felt this provides good stability and expert support for the Bureau in this area. The 2019/20 financial audit was conducted by Synergy Group and the Bureau once again received a clean audit.

I would particularly thank the ACT Government for their ongoing recognition of the importance of business events in Canberra and for its ongoing support of the Bureau, and their commitment to funding through to 2025.

Our key sectors of education and research institutions will remain a critical part of Canberra's competitive advantage in the business events market and will play an important role in winning future international events for the destination. The Bureau appreciates the close working relationship with all the research and learning institutes.

The Bureau is operating in an increasingly competitive landscape as state and territory governments recognise the value of business events as a key economic driver for their recovery. All centres and bureaus will be targeting the business Canberra has traditionally been successful at winning.

The Bureau, along with our tourism stakeholder groups, intends to keep promoting the significant economic and employment benefits that greater convention centre capacity will bring to our region. Thank you to all members and those here for your leadership in growing business events in the ACT. Finally, I thank Mike Matthews and the Bureau team for their careful stewardship of an entity that is vital to the promotion of Canberra both locally and internationally.

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### CEO Report for AGM 19/20 FY

Michael Matthews

Acknowledgement of Country.

Seeing many years of business results evaporate has been heartbreaking, as are the impacts on the people and businesses in our community. Innovation from our members has been evident and while we're not all doing the work we thought we might at the start of 2020, we're still here... and ready to claw back profitability and capacity, and to recover.

With restrained convention capacity during peak periods, we were once again set to maintain the upward trajectory of business results and achieve budget again. Results aren't where we'd hoped yet we saw 66 bids submitted with an average bid value of \$913K and 1,206 room nights. There were 345 sales calls and we've identified another \$92M in new opportunities with \$60.2M in pending status.

Our next period is critical as we maintain relationships and compete for domestic business knowing full well that larger cities will be doing the same. Targeting meetings by tapping into our destination's key sector strengths and maximising hybrid location opportunities will be important as we convey the excellent work our members and also government has done to ensure events can take place safely.

This year's strong industry participation at Top Secret 2020, Canberra on Show and international famils with Singapore and India had set us up for a very strong 2020 and beyond. I encourage your businesses to fully engage in the benefits of Bureau membership and destination-first tradeshow and sales and marketing activities as part of our recovery.

The Bureau recognised early the financial pressures your businesses are facing and have offered 50% fee relief and other cost measures for the 2020-21 financial year.

Roles with AACB and Business Events Council of Australia provided platforms for your needs to be recognised federally. JobKeeper and the extension, the \$50M business events grant, and safety and hygiene best practices are examples.

Through Oxford Economics and Destinations International we're trialling an Economic Impact Calculator. The EIC will provide us methodology adapted to Australia, and estimate economic spend, tax dollars generated and the FT equivalent in labour, all-important markers when talking with government. Securing ACT Government funding to 2025 will enable the Bureau to get back to a full calendar of sales and marketing and client focused activities to grow business events and our share of national meetings and also international meetings. Smart Badge, which you're our first client has been support by ACTG and will have a role in communicating that we can again meet safely in Canberra.

Recovery will be measured in years and we must continue to compete fiercely while allocating our resources prudently and deliver engaging marketing strategies to grow awareness of Canberra as a leading business events destination. Our competitive advantage is our small and collaborative community, and it's come out through this crisis as we've seen the individual and personal support for each other. Green shoots are showing and we're well positioned to regain our momentum and to recover together.

Thank you each and every one of the Bureau team and thank you to the board for your expertise in guiding the organisation and for your engagement when needed. Special thanks to the executive, Jure, Steve and Rob.

Motion: To receive and adopt the Chair's Report, Treasurer's Report and CEO's Report.

Moved: Adriaan Du Plessis, General Manager, Novotel Canberra

Seconded: Michael Thomson, Head of Aviation, Canberra Airport

**Motion passed**

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#### 4. Appointment of the Auditor

CEO thanks Synergy for previous audit services - Eric Hummer from Synergy onsite for AGM  
Appointment of new audit services for the next financial year audit – Hardwicks

#### 5. Election of Board positions –

The following Directors are standing down at the end of a two-year term and these category positions are due for re-election:

Incumbent: Fredrick Arul, Hyatt Hotel Canberra, ***(a) those who own or are engaged in the management of hotels or motels having at least 200 accommodation units.***

Standing: Fredrick Arul, Hyatt Hotel Canberra / Shannon Craig, QT Canberra

***(e) those who own or are engaged in the management of some form of visitor attraction.***

VACANT

Incumbent: Barry Neame, Consec Conference Management, ***(g) those who provide or are engaged in the provision of convention and meeting organization.***

Standing: Barry Neame, Consec Conference Management

Incumbent: Rob Stefanic, Department of Parliamentary Services, ***(i) those who are involved in educational institutions or provide services to support the work of the Federal Parliament.*** Standing: Rob Stefanic, Department of Parliamentary Services

Incumbent: Adriaan Du Plessis, Novotel Canberra, ***(h) ordinary members who own or are engaged in the management of some other form of visitor, tourist or convention business or activity or any other business or activity.***

Standing: Adriaan Du Plessis, Novotel Canberra / Richard Howarth, Trippas White Group

Categories that have received multiple nominations are category a) and h). An election was held with the voting cards provided with one vote per member organisation.

The Government appointee as Observer (Un-elected position, to be re-appointed each year by the ACT Government) is Kareena Arthy, Deputy Director-General.

As only one nomination was received for positions in categories g), i) no voting was required for these positions and nominees are confirmed in these Board positions for a two-year appointment.

- ***(g) those who provide or are engaged in the provision of convention and meeting organization.*** Appointed Barry Neame, Consec Conference Management
- ***(i) those who are involved in educational institutions or provide services to support the work of the Federal Parliament.*** Appointed Rob Stefanic, Department of Parliamentary Services

Voting count for candidates in category a) and category h). Successful candidates are:

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(a) those who own or are engaged in the management of Hotels or Motels and accommodation houses having less than 200 accommodation units.

**Appointed Fredrick Arul – Hyatt Hotel Canberra**

(h) ordinary members who own or are engaged in the management of some other form of visitor, tourist or convention business or activity or any other business or activity.

**Appointed Adriaan Du Plessis – Novotel Canberra**

Thank you to all candidates and congratulations to those appointed. To all members, we look forward to working with you over the coming year.

### 7. Other Business

N/A

### 8. Close

*The meeting was declared closed at 5:50pm*