Metamorphosis: Expanding Our Wings
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About the Association for Change Management Professional (ACMP) 
Manitoba Chapter

ACMP Manitoba Chapter History: in 2011 when the Association of Change Management Professionals (ACMP) was launched, a small group of Manitobans felt we could locally support a professional association chapter for change management. Founding members met for more than a year to prepare for chapter formation. In 2013, a leadership group came together to create the ACMP Manitoba Chapter. We were the fifth

Our Strategy

<table>
<thead>
<tr>
<th>OUR MISSION</th>
<th>The Association for Change Management Professionals (ACMP) Manitoba Chapter is dedicated to advancing the discipline and profession of change management practices that support the success of individual and organizational change for the realization of intended business results. As a Manitoba Chapter, we are aligning with ACMP Global’s vision of leading the way change works.</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUR VISION</td>
<td>We are the center of excellence leading the practice of change.</td>
</tr>
<tr>
<td>WHO WE SERVE</td>
<td>ACMP members</td>
</tr>
<tr>
<td>HOW WE WILL GET THERE</td>
<td>Strengthen our foundation 2018</td>
</tr>
<tr>
<td>OUR STRATEGIES</td>
<td><strong>Member Engagement</strong> By increasing our understanding of our members, we will align our value proposition to meet those needs and will create strategies to increase awareness of ACMP Manitoba</td>
</tr>
</tbody>
</table>
2017-2018 Board of Directors

Donna Castellano – President
Leanne Douglas – Past President
Kris Hiebert – Treasurer
Enah Isidro - Secretary
Tanya Nietrzeba – Director, Events
Craig Adam – Director, Communication and Marketing
Marianne Meush – Director, Governance & Strategy
Janice Lumsden – Director, Membership
Laura Thompson – Director, Volunteer Outreach
Candace Mutimer – Director, Sponsorships

Committee Volunteers:

- Anne Mahdi – Events
- Cathy Lantz - Marketing Strategic Plan
- Kelly Thibodeau - Social Media Coordinator
Message from the President, Donna Castellano

2017 - Year 3 of ACMP Manitoba’s affiliation with the Association of Change Management Professionals.

An exciting and very fulling 2017 as the chapter focused on establishing strategic activities to ensure continued formation and growth of the ACMP Manitoba Chapter in the current and coming years, as well as addressing the ongoing operational tasks to sustain services to our chapter members and community. Highlights of our achievements for the year included:

- Continued financial stability through a strong and dedicated sponsorship program, membership growth, and fiscal responsibility
- Achieved a 1-year growth in our membership of 30%
- Conducted a stakeholder chapter evaluation assessment
- Conducted a Board evaluation assessment to ensure we are operating effectively and efficiently
- Developed a 5-year strategic plan from which to set measurable goals
- Initiated partnerships with other professional associations and educational institutions to promote our chapter and the change management profession
- Hosted well-attended events based on the expressed interest of our members and friends
- Maintained regular communication with our chapter network

...and with a touch of fun in the deep freeze of winter, we created a short video and were acknowledged at the ACMP Las Vegas Conference as winners of the "Global Chapter Video Contest"! [https://www.youtube.com/watch?v=ggcAfR1ZaT8](https://www.youtube.com/watch?v=ggcAfR1ZaT8)

As I begin my second term as Chapter President, I reflect on the journey that brings us to the current year. It is nothing but true amazement that a discussion and idea only a few short years ago brings us to the current year with an established and thriving chapter.

Our continued successes are due to the dedication and determination of each volunteer Chapter Board member, our committed and resourceful committee volunteers and our ever-supportive chapter sponsors who we count on each year. I am privileged to work with such an inspiring Change Management community....and my sincere appreciation to each of you!

To those Board Members who are stepping away as their term ends, (Leanne Douglas, Founding Member and Past President; Kris Hiebert, Treasurer); the gratitude for the contribution each has made is immeasurable and it has been the utmost pleasure to work alongside you on this journey.

2018 is well underway and as our metamorphosis states we are "Expanding our Wings"!

Best Regards,

Donna Castellano
2017 Goals - To build our value for members, future members and sponsors through:

<table>
<thead>
<tr>
<th></th>
<th>Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>√ <strong>Events</strong></td>
<td>Hold events; in person, partnership and via webinars</td>
</tr>
<tr>
<td>3 events + ProjectWorld Winnipeg + AGM</td>
<td></td>
</tr>
<tr>
<td>√ <strong>Marketing</strong></td>
<td>Define and promote our value proposition around education, promotion of the profession, and networking</td>
</tr>
<tr>
<td>Created marketing strategy plan</td>
<td></td>
</tr>
<tr>
<td>√ <strong>Partnerships</strong></td>
<td>Use partnerships to expand our reach and increase opportunities for members and future members</td>
</tr>
<tr>
<td>Partnerships with PMI, RRC, UofW, QNET, BAWorld</td>
<td></td>
</tr>
<tr>
<td>√ <strong>Communications</strong></td>
<td>Continue to use newsletters, LinkedIn and the website to connect with members</td>
</tr>
<tr>
<td>4 e-newsletters, linked in, emails</td>
<td></td>
</tr>
<tr>
<td>√ <strong>Member Relations</strong></td>
<td>Better understand the needs of our members and friends</td>
</tr>
<tr>
<td>Stakeholder Value survey &amp; strategy session</td>
<td></td>
</tr>
<tr>
<td>√ <strong>Volunteer Opportunities</strong></td>
<td>Take care of our volunteers and promote opportunities to increase member and friend involvement in our Chapter</td>
</tr>
<tr>
<td>Ongoing Volunteer outreach &amp; opportunities</td>
<td></td>
</tr>
</tbody>
</table>
Governance & Strategy Report

Committee Members:
Marianne Meush

The Governance & Strategy Committee responsibilities include:

- Identify, develop and maintain bylaws and governance policies and procedures
- Facilitate the annual Chapter strategic planning event
- Assist in the co-ordination of the AGM
- Facilitate the Board evaluation

Governance & Strategy Highlights

This year incorporated both a strategic planning session as well a stakeholder value session. Evaluation surveys were sent to our Board of Directors, volunteers, membership and stakeholders with results compiled and used as a foundation for our planning session.

A review of the chapter vision resulted in a revision which is clear and concise:
"We are the center of excellence leading the practice of Change"

Looking ahead to 2018-19

Based on the evaluation feedback with additional benchmarking it was evident that starting in 2018 we focus our attention on the following goals:

**Strengthen our Foundation**  **Focus on Growth**  **Leverage our Strengths**

To address these goals the strategies will include

<table>
<thead>
<tr>
<th>Member Engagement</th>
<th>Education</th>
<th>Promote Profession</th>
<th>Solid Governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing our understanding of our members, we will align our value proposition to meet those needs and will create strategies to increase awareness of ACMP Manitoba</td>
<td>Focus on educating and developing our members but also extend to non-members, sponsors and those who do not know about change management</td>
<td>Fulfill our mission by continuing to promote the profession to increase awareness of the benefits change management can contribute to business results</td>
<td>Continuously improve our governance to ensure it aligns with our mission and supports our goals related to member engagement</td>
</tr>
</tbody>
</table>
Communications & Marketing Report

Committee Members:
Craig Adam

The Communications and Marketing Committee is responsible for the production and maintenance of the Chapter’s newsletter, website, social media presence and other communication mechanisms with the goal of promoting the Association, profession and partnerships with other associations.

Communications & Marketing Committee Highlights
The following are the items that have been accomplished over the past year:

- Creation and distribution of four quarterly newsletters to our ACMP Members and Friends.
- Creation and distribution of a number of email campaigns in support of Chapter functions.
- Strategic planning session focused on marketing and resulting in a high-level long-term marketing plan for the chapter.

Looking ahead to 2018-19
The following are the goals over the next year:

- New volunteers to help carry out various marketing activities and initiatives.
- Continue to build on social media engagement through volunteer support.
- Ongoing email communications with Membership through quarterly newsletters.
- Increasing use of promotional material and strategic partnerships to raise chapter profile in Manitoba.
Sponsorships Report

Committee Members:
Candace Mutimer

Sponsorship Committee Highlights

Through the 2017 sponsorship support and funding, ACMP Manitoba continued the establishment of the Manitoba ACMP Chapter. Funds provided by sponsorship support the growth of the Chapter and events throughout the year.

<table>
<thead>
<tr>
<th>2017 Builder Sponsors</th>
<th>2017 Chapter Sponsors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Business Systems</td>
<td>Workers Compensation Board of Manitoba</td>
</tr>
<tr>
<td>Sierra Systems</td>
<td>The Great-West Life Assurance Company</td>
</tr>
<tr>
<td>MNP LLP</td>
<td>Smart Plan IT</td>
</tr>
<tr>
<td>Norima Consulting</td>
<td>Pyxis Consulting</td>
</tr>
<tr>
<td>Wawanesa Mutual Insurance Company</td>
<td></td>
</tr>
<tr>
<td>Capstone Ridge Group</td>
<td></td>
</tr>
</tbody>
</table>

Looking ahead to 2018-19

The committee's focus for the 2018/19 Sponsor Program is to grow and maintain established partnerships with the chapter's supportive sponsors. Sponsorship funding will continue to benefit both the Chapter as it continues to evolve and the members and change practitioners who leverage the quality services, programs and opportunities available.
Events Report

Committee Members:
  Tanya Nietrzeba
  Anne Mahdi

The Events Committee plans, schedules and organizes Chapter events for Chapter Members and Friends that balance education and networking opportunities.

Events Committee Highlights

- Held three events:
  - Playing for the #WIN: The Power to Deliver Powerful Change - Interactive Workshop, April 2017
  - Getting to know Yourself so you can Assist Others Through the Change Process – Interactive Workshop, October 2017
  - Daring Change: Two Truths and a Lie- Webinar review at the AGM, June 2017
- Represented the MB Chapter and helped coordinate the Canadian ACMP Conference held in Vancouver BC, September 13 and 14 2017.
- Represented the MB Chapter at the ProjectWorld Trade show in Winnipeg, MB, November 2017.

Looking ahead to 2018-19

- Plan and deliver at least 2 more events over the next year.
- Use partnerships with other professional associations and education providers to expand our reach and increase opportunities for friends and members.
- Represent the MB Chapter at ACMP’s Annual Global Conference in March 2018, through the submission of a video to the association’s video conference and our Past-President’s attendance at the conference.
- Sponsor and present a change management stream at the Project Management Institute’s Elevate 2018 Conference (April 2018).
- Partner with the Manitoba Quality Network as sponsor of the QNET Leadership Conference (May 2018).
Membership Report

Committee Members:
Janice Lumsden

The Membership Committee is responsible for activities to maintain and increase Chapter membership and friends by promoting ACMP benefits, both local and global.

Membership Committee Highlights

We are pleased to report that we have increased our local membership by 30% from last year and exceeded our targeted goal. Our membership numbers continue to see a slow but steady upward trend from month to month.

Some key highlights from 2017 include:

- Solicited input from new members, current members and exiting members on their expectations and what they are hoping to achieve from our local chapter
- Promoted ACMP local and global opportunities; workshops and sessions with networking and PDU opportunities, webinars, volunteer involvement and more
- Provided promotional material on membership benefits at each event
- Maintained monthly membership reporting

Looking ahead to 2018-19

- Create a membership campaign strategy plan
- Continue to raise awareness of membership benefits through surveys and regular feedback mechanisms
- Engage and benchmark with other ACMP Chapters and other like organizations to understand how they have been successful in growing their membership
- Continue to highlight ACMP local and global membership benefits (members and friends)
Volunteer Outreach Report

Committee Members:
Laura Thompson

The Volunteer Outreach Committee is responsible for taking care of our volunteers and promoting opportunities for increasing member and friend involvement in our Chapter.

Volunteer Committee Highlights

The sustainability and continued successes of our local chapter relies heavily on the support of our volunteers. Over the past year, this committee has been focused on understanding the perspectives of our stakeholders and the volunteer services required to support Chapter initiatives.

Some key highlights this year include:

- Facilitated the board in a stakeholder assessment, confirmation of our strategic direction and refinement of our vision
- Promoted volunteer opportunities in quarterly newsletters at Chapter and partner events
- Represented the MB Chapter as a presenter at the local PMI Conference in April 2018

Looking ahead to 2018-19

- Double the number of our committee volunteers
- Continue to highlight volunteer opportunities via Chapter events and communication channels including our website, quarterly newsletters and future social media platforms
- Enhance our messaging around the value and benefits to volunteering with our Chapter
- Acknowledge the contributions of our volunteers

We are currently in need of volunteers for the following committees:

Communications and Marketing Committee

- Content Producer required to develop written content focused on Chapter / Industry activities for feature in newsletters and on the website

Sponsorship Committee

- Committee members required to assist with annual sponsorship drive activities and sponsorship relations

If you are interested in working with other Change Management practitioners and would like to get involved in ACMP Manitoba please contact us at volunteering@acmpmanitoba.org
Financial Highlights

The Financial Portfolio is responsible for overall management of the revenue, expenses and eventual investments of the Chapter. In our third operational year as the goal was to run a budget as close to even as possible. Our target was a deficit of $195.

Our year-end result for 2017 was a financial success with a favorable surplus of $2,128.66.

<table>
<thead>
<tr>
<th>Revenues:</th>
<th>$9,621.80 against budget of $7,400</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses:</td>
<td>$7,493.14 against budget of $7,595</td>
</tr>
</tbody>
</table>

Contributing key success factors included:
- Sponsorship contribution exceeded expectation by $150
- Membership income exceeded expectation by $2,211.45
- Expenses were slightly less than expected in all categories

As the Chapter is financially in its infancy, the Board will continue to ensure operational and strategic planning controls are in place and a priority - especially for the provision of additional services for its members.

Looking ahead to 2018-19

Table 1: Budget plans for 2018

<table>
<thead>
<tr>
<th></th>
<th>Estimated Budget</th>
<th>Primary Revenue Generators:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$9,000</td>
<td>Sponsor Contributions, Chapter Events and Membership Rebates</td>
</tr>
<tr>
<td>Expenses</td>
<td>$8,775</td>
<td>Primary Expenses: Chapter Administration, Communication &amp; Marketing, Event Logistics</td>
</tr>
<tr>
<td>Anticipated Surplus for 2018</td>
<td>$225</td>
<td></td>
</tr>
</tbody>
</table>
# ACMP Manitoba Chapter Budget

**FISCAL YEAR 2017**

*as of December 31, 2017*

## Revenue

<table>
<thead>
<tr>
<th></th>
<th>FY Budget</th>
<th>FY Actual</th>
<th>FY Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership ($30 US / member)</td>
<td>400.00</td>
<td>2211.45</td>
<td>1811.45</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>5000.00</td>
<td>5150.00</td>
<td>150.00</td>
</tr>
<tr>
<td>Events</td>
<td>2000.00</td>
<td>2252.52</td>
<td>252.52</td>
</tr>
<tr>
<td>Bank Credit Interest</td>
<td>0.00</td>
<td>7.83</td>
<td>7.83</td>
</tr>
</tbody>
</table>

**TOTALS**

|                     | $7,400.00 | $9,621.80 | $2,221.80 |

## Expenses

<table>
<thead>
<tr>
<th></th>
<th>FY Budget</th>
<th>FY Actual</th>
<th>FY Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Space Rental</td>
<td>800.00</td>
<td>958.44</td>
<td>158.44</td>
</tr>
<tr>
<td>Food</td>
<td>500.00</td>
<td>0.00</td>
<td>(500.00)</td>
</tr>
<tr>
<td>Materials</td>
<td>200.00</td>
<td>2,635.92</td>
<td>2,435.92</td>
</tr>
<tr>
<td>Registration Service Fees (Eventbrite)</td>
<td>120.00</td>
<td>161.17</td>
<td>41.17</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PO Box Rental</td>
<td>200.00</td>
<td>195.30</td>
<td>(4.70)</td>
</tr>
<tr>
<td>D&amp;O Insurance</td>
<td>800.00</td>
<td>550.80</td>
<td>(249.20)</td>
</tr>
<tr>
<td>Supplies</td>
<td>600.00</td>
<td>29.73</td>
<td>(570.27)</td>
</tr>
<tr>
<td>AGM</td>
<td>500.00</td>
<td>274.99</td>
<td>(225.01)</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>200.00</td>
<td>1,539.49</td>
<td>1,339.49</td>
</tr>
<tr>
<td>Treasurer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank Account Fees</td>
<td>50.00</td>
<td>0.00</td>
<td>(50.00)</td>
</tr>
<tr>
<td>Annual Financial Audit</td>
<td>200.00</td>
<td>0.00</td>
<td>(200.00)</td>
</tr>
<tr>
<td>Annual Return &amp; Companies Office</td>
<td>25.00</td>
<td>25.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Communications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web site fees (domain, hosting)</td>
<td>400.00</td>
<td>377.82</td>
<td>(22.18)</td>
</tr>
<tr>
<td>Marketing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activities</td>
<td>2,000.00</td>
<td>149.34</td>
<td>(1,650.66)</td>
</tr>
<tr>
<td>Incentives</td>
<td>500.00</td>
<td>215.81</td>
<td>(284.19)</td>
</tr>
<tr>
<td>Volunteer Outreach</td>
<td>300.00</td>
<td>0.00</td>
<td>(300.00)</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>200.00</td>
<td>179.33</td>
<td>(20.67)</td>
</tr>
</tbody>
</table>

**TOTALS**

|                     | $7,595.00 | $7,493.14 | ($101.86) |

## Balance

<table>
<thead>
<tr>
<th></th>
<th>FY Budget</th>
<th>FY Actual</th>
<th>FY Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$7,400.00</td>
<td>$9,621.80</td>
<td>$2,221.80</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$7,595.00</td>
<td>$7,493.14</td>
<td>($101.86)</td>
</tr>
</tbody>
</table>

**TOTALS**

|                     | ($195.00) | $2,128.66 | $2,119.94 |

**FY 2017 Closing Bank Balance**

$ 15,126.76
Appendix A: 2017 AGM Meeting Minutes

Title: ACMP Manitoba Chapter Minutes
Subject: Annual General Meeting
Date/Time: June 7, 2017 @ 8:30 a.m. – 9:00 a.m.
Location: Sierra Systems (2nd flr - 444 St Mary’s Ave)

Attendees: 27 in attendance, *13 members (quorum met) and 14 non members

<table>
<thead>
<tr>
<th>Donna Castellano *</th>
<th>Craig Adam*</th>
<th>Cheryl Harder</th>
<th>Anne Mahdi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura Thompson*</td>
<td>Diane Morrissette*</td>
<td>Sherri Garrety</td>
<td>Dawn Marie Turner</td>
</tr>
<tr>
<td>Leanne Douglas *</td>
<td>Tim Wildman *</td>
<td>Melanie Osadchuk</td>
<td>Gary Craven</td>
</tr>
<tr>
<td>Cindy Epp *</td>
<td>Cathy Hardman *</td>
<td>Tauna Craik</td>
<td>Jennifer Lukashenko</td>
</tr>
<tr>
<td>Candace Mutimer *</td>
<td>Enah Isidro*</td>
<td>Melanie McCreath</td>
<td>Kerry McKerracher</td>
</tr>
<tr>
<td>Kris Hiebert *</td>
<td>Marianne Meush*</td>
<td>Susan Goldie</td>
<td>Linda Cummings</td>
</tr>
<tr>
<td>Sandra Foster*</td>
<td>Matt Meeboer*</td>
<td>Vincent Baided</td>
<td></td>
</tr>
</tbody>
</table>

Scribe: Tauna Craik

2017 AGM Meeting Minutes

1. Call to Order and Welcome
   • The meeting was called to order at 8:30am by President Leanne Douglas.

2. Review Agenda
   • AGM agenda was reviewed by President Leanne Douglas.

3. Acceptance of Minutes from 2016 AGM
   • Motion to accept minutes from 2016 AGM was moved by Cindy Epp
   • Seconded by Candace Mutimer
   • All in attendance in favour
   • Motion was passed

4. ACMP MB 2016-2017 Annual Report
   • Highlights from Communication/Marketing, Governance, Events, Sponsorship, Membership, and the Treasurer
     Financial Report were presented to the group.

5. Appointment of an External Auditor
   • Motion to waive auditor was moved by Tim Wildman.
   • Seconded by Craig Adam
   • All in attendance in favour
   • Motion was passed

6. 2017-2018 Board of Directors
   • Thank you to out-going Board Members
     o Director, Governance – Cindy Epp
     o Director, Communication/Marketing – Tauna Craik
     o Director, Member at Large – Diana Huggins
     o Director, Membership – Carol Lesage
   • Affirmation of the New Board Members
     o Director, Membership - Janice Lumsden
     o Director, Communications - Craig Adam
     o Member-at-large – Enah Isidro
     o As per by-laws, Vice President becomes President in 2nd year of term – Donna Castellano
     o As per by-laws, President becomes Past President in 3rd year of term – Leanne Douglas
   • 2017-2018 Board of Directors:
     o President – Donna Castellano
2017 AGM Meeting Minutes

- Past President – Leanne Douglas
- Secretary – Vacant
- Treasurer – Kris Hiebert
- Director Sponsorship – Candace Mutimer
- Director, Communications - Craig Adam
- Director, Governance – Vacant
- Director, Membership - Janice Lumsden
- Director, Events – Tanya Nietrzeba
- Member-at-large – Laura Thompson
- Member-at-large – Enah Isidro

7. Thank you to Volunteers
   - Recognition of 2016-2017 volunteers

8. ACMP Global update - Leanne Douglas
   - Update of global conferences, CCMP, and ACMP Chapters

9. ACMP MB Chapter Update - Donna Castellano
   - Chapter plans for the upcoming years were presented
   - 2017-2018 budget was presented
   - Thank you to 2017 sponsors

10. Motion to Adjourn
    - There was a motion to adjourn
      - Moved by Leanne Douglas
      - Seconded by Cindy Epp
      - All in attendance in favour
      - Motion was passed
      - The meeting was adjourned.

11. Approval of the 2016 AGM Minutes - a motion for approval will be an agenda item at the 2017 AGM.