

**CoreNet Global UK
MINUTES OF BOARD MEETING
held on Wednesday 19 March 2008**

Robin Harris	Como Group	President
Paul Harrington	PricewaterhouseCoopers	Deputy President
Richard Paver	BP International	Past President
Philip Breeden	Rider Levett Bucknall	VP Communications
Susie Gray	Land Securities Trillium	VP External Relations
Michael Evans	Jones Lang LaSalle	VP Finance
Andrew Carter	FMConnect	VP Learning
Tracey Byer	DTZ	VP Membership
Ian Smith	AYH	VP Programmes
Keith Martin	DTZ	VP Sponsorship
John Pike	HBOS	VP Sustainability
Mark Cotterell	BT	VP UK Regions&Europe
Helen Butcher		Deputy Communications
Harry Cole	Electrolux	Deputy Learning
Nigel Baker	Microsoft	Deputy Membership
Christina Sigliano	HOK International	Deputy Programmes
Richard Watton		Deputy Sponsorship
Stuart Bowman	Hurley Palmer Flatt	Deputy Sustainability
Alan Carswell	Black & Decker	Deputy UK Regions&Europe

For information: Mike Napier – Shell, Mark Tamburro – Nokia, Barry Varcoe - RBS

Date: 25 March 2008

Action By

1. In Attendance

Robin Harris (RH – Chair), Susie Gray (SG), Richard Paver (RP), Mark Cotterell (MC), Stuart Bowman (SB), Tracey Byer (TB), Keith Martin (KM), Andrew Carter (AC), Helen Butcher (HB), Michael Evans (ME), Paul Harrington (PH) and Alice Lewis (AML). Ian Rudland (IR) was welcomed, to report on the 4i Forum on NB's behalf.

2. Apologies

Harry Cole (HC), Richard Watton (RW), Philip Breeden (PB), Ian Smith (IS), Alan Carswell (AlanC), Nigel Baker (NB), John Pike (JP), Christina Sigliano (CS), Mark Tamburro (MT), Mike Napier (MN) and Barry Varcoe (BV).

3. Minutes of last meeting

The minutes of 13 February were approved.

4. Matters arising

As dealt with below.

5. Global

Melanie Hill's (MH) report had been circulated in advance and was reviewed.

Congratulations were expressed following RP's election to the Global Board, effective 1 April.

Berlin Summit - the Board's disappointment that no one, apart from ME, had been approached re participating on the programmes committee would be passed on to the appropriate person.

ME

Workplace Community – RH to follow up with MH as delegate details for the event on 19 February had not been received, as requested.

RH

Discovery Forum, 5 June – RP (with MC in reserve) to attend as the Board's representative.
TB to provide the names of two end-users to attend as 'potential members'. AML to approach Shell re the Reception.

RP
TB, AML

6. Governance

RH presented an overview of the proposed UK strategy:

20% increase in net membership, subject to Global support, by providing more 'value' (foc education, special interest groups, young professionals' discount), developing strong retention programme and maintaining optimum balance between end-users and service providers.

'Oneness', through more alignment and less working in 'silos'. A Board members' away-day in July was suggested on the lines of – strategy+process+dinner=oneness and 'the place to be'.

AML

RH, PH, SB and PB were meeting on 2 April to consider the adoption of the NYC Chapter committee structure model. NYC also follows the principle that if Board members miss three meetings, they are required to resign.

RH,PH,
SB,PB

Board meeting timing – it was agreed to alternate between 9-11.00am and 4-6.00pm, to provide the opportunity for more informal/extended discussion. [Post meeting note - the first afternoon meeting will be 11 June, see below.]

AML

Thanks were expressed for the time and commitment of the out-going VPs - PB, AC, KM, JP and MC – who were encouraged to continue on a 'without portfolio' basis and to contact the appropriate VP if they were interested in doing so.

PB, AC,
KM, JP,
MC

7. Leadership Forum/MCSC

AC reported that in 2006, there were 150 attendees, focussing on strategy; in 2007 approx 110 attendees reviewed progress; and in 2008, approx 80-90 people attended, with workshops on operating issues and some strategic discussion. His conclusion was that the forum was becoming less effective, and for the UK Board to fund a representative in 2009 would require earlier sight of the agenda and more careful consideration.

The matrix developed by the Member & Chapter Services committee (MCSC) had been taken on board by Global, but would not necessarily be put into practice because of the cost implications.

The COO's strategy indicated that the organisation still aimed to be member-centric, learning focussed, with enhanced technology, to support Global growth.

8. New York City Chapter

HB provided a report on her recent visit with RH, including

- a review of the Annual Dinner and how it compared to the UK Awards Dinner (different, big, brash, successful)
- summary of meeting with Monica Parker, VP Chapters & Communities (same issues/frustrations within most Chapters, potential changes including control reverting to Global with Chapter-affiliation an add-on)
- membership numbers, enhanced by Young Leaders programme (led by Task Force) and Special Interest Groups (hosted by members, hot topics shared with education programme).

9. Programmes

CoRE Curriculum – the date had been changed to 22 May for the first session, possibly hosted by the University of Westminster and sponsored by Michael Page, lasting two hours, delivery-focussed rather than interactive. Nick French's fee of £900.00 was agreed. [Post meeting note: a new sponsor was now being sought.]

KM, RW

10. Learning

A summary of the end-user research project had been circulated in advance. The conclusion so far was that there was a 'gap' in what was available and the opportunity would be taken now to establish what was needed. HC to convene a forum to progress this exercise.

HC

Albeit RICS was undertaking a similar, workplace oriented, exercise and BCO's recent report on workplace had highlighted the importance of change management/behaviours, the work undertaken by the UK Chapter would constitute 'the voice of the occupier', which was unique and should be exploited in branding, etc.

It was noted that Occupier.org was now being run by BIFM and that the UK Chapter no longer had a financial commitment.

11. External Relations

Green Leases - SG reported that RICS were keen to progress matters from the valuation standpoint, which was the missing element. SG and PH to progress. SG, PH

This subject had provoked heated discussion at the Members forum on 5 March and it was agreed to initiate regular debate on this and the business case issue, eg via workshops. SB to liaise with IS and with RICS, BCO and IPF. SB, IS

RICS had created a new Occupier Group with a small committee to advise on policy, at which SG would represent the UK Chapter, but additional end-user volunteers were also sought. SG

SG had contacted ACES, and joint events would be considered. SG

It was noted that whilst the Property Industry Alliance would continue, it did not wish to engage new members, but the opportunity would remain for the UK Chapter to become involved, as appropriate.

The 2008 Occupier Satisfaction Index research had been completed and a venue was being sought for the launch on 29 May. ALL

12. Membership

End of February statistics had been circulated in advance and it was noted that temporary staff had been engaged by Global to chase outstanding renewals, which totalled approx 60.

Dues Sharing – this scheme had now been withdrawn, but TB would email Ann Atkinson (COO) and RH would speak to MH about the possibility of a one-off payment. TB, RH

SIGs – PH to propose a budget for end-user lunches, at which the value/creation of special interest groups would be assessed initially.

Young Professionals – a 'champion' was sought who could negotiate a discount on the membership fee charged by Global and set up a 'mentoring' scheme. ALL

Membership Strategy – RH, TB and NB were due to meet to discuss/establish future strategy. RH, TB, NB

13. Any other business

Blog – the creation of an 'anonymous' online facility whereby end-users could obtain advice/information was considered to be a good idea, subject to a set up cost of up to £3,000 and the need for some sort of ongoing 'policing'.

2009 Awards Dinner – a committee was in place, chaired by Andrew Burt (now at Johnson Controls). It was agreed to confirm SAS' event management fee, which was 3% higher than 2008, without going out to tender as a time-consuming exercise in 2008 had merely confirmed they were the best choice.

2008 UK Summit – the date was 12 November at Congress Centre, and the 'call for cases' was being prepared. The programme would probably include 'snap sessions', and James Caan had been secured as a keynote speaker.

NYC Chapter Virtual Event – progress had stalled as the NYC representatives had suggested a new theme, regeneration, but it was agreed to stick with the original proposal, ie, panel and moderator, with discussion on the similarities/differences of doing business in the two locations. AC

4i Forum – 24 delegates were booked for the session on 1 April [Post meeting note: now 25], and it was noted that the current deficit of £5,000 would be cleared with only five or six additional bookings. Further guidance was welcomed on certification, extending into UK regions, London venue (but not office-based), branding, etc. The possibility of incorporating a session into the UK Summit and Property Forum programmes would also be progressed. Details of those who ticked the 'education' box in the membership survey to be provided so that NB could follow up.

HB
NB

Protocol – PH to provide details of a project with Oxford Brookes so that it could be assessed against SG's proposed protocol before deciding if an email would be sent to UK members.

PH

Sponsorship – KM to provide an update.

KM

2008-9 Budget – all VPs to provide a business case for funding, for discussion at the next meeting.

ALL

Reports – all were reminded that reports were required at least one week in advance of the next meeting.

ALL

14. Next meeting

16 April, 9.00am to 11.00am at JLL's offices, 22 Hanover Square, London WC1
Followed by informal discussion with Ann Atkinson and Melanie Hill until noon and lunch at 12.30pm at Hibiscus, 29 Maddox Street.

Forthcoming meetings:

14 May – 9-11.00 am, DTZ's offices, 48 Warwick Street

11 June – 4-6.00pm, HOK's offices, 216 Oxford Street

9 July – 9-11.00am, HOK

10 September – 4-6.00pm, HOK

8 October

12 November

10 December

14 January 2009

11 February

11 March

Subject to adoption by Company Directors

Robin Harris
Chair