

INSTITUTE OF BREWING & DISTILLING
MINUTES OF THE COUNCIL MEETING HELD ON 20th September 2022

Venue: Zoom meeting

Point	Item
	The president commenced the meeting by asking the council to be silent for a minute in respect of the passing of her Majesty Queen Elisabeth II
1	<p>Attendees</p> <ol style="list-style-type: none"> 1. Bhavya Mandanna, President - BM 2. Douglas Murray, interim CEO – DM 3. Megan Sheehy, Deputy President - MS 4. Nigel Fitch, Treasurer - NF 5. Patrick McGinty – PM 6. PJ Tierney – PJT 7. Derek Prentice – IBBS -DP 8. Iain Kenny -IK 9. Tully Hadley – TH 10. Michaela Miedl – MM 11. Stuart Watts - SW
1	<p>Welcome & Apologies:</p> <p>Apologies were received from Andrew Paterson, Chair, Southern – AP, Robert Percival – Chair, GNS – RP, Richard Gathenya, Chair, Africa – RG,</p>
1.2	<p>Approval of Minutes of Last Meeting</p> <p>Minutes were approved Proposed - DP Seconded SW All present were in favour</p> <p>Approval of minutes of extraordinary council meeting held on 25th August 2022</p> <p>Minutes were approved Proposed - NF Seconded MS All present were in favour</p>
1.3	<p>Matters arising not covered in the agenda</p> <p>None</p> <p>Action log update</p> <p>Items 1,2 and 4 were complete Item 3 – members handbook – draft prepared and being checked by legal team to ensure it complies with statutory requirements.</p>
2	<p>Examination Board</p> <p>Report circulated. The move to the TestReach (TR) assessment delivery platform for all IBD examinations has proven successful also for the June examination sessions in 2022. The candidate experience has again been exceptionally improved; in June 2021, over 25% of the candidates who sat either the Diploma or Master examinations complained or had a negative comment about their experience, in June 2022, this has reduce to less than 1%.</p>

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	<p>The experience of TestReach for examiners and moderators however has identified a number of improvements for June 2023 and these are being followed up with TestReach as a priority for resolution.</p>
3	Membership matters
3.1	<p>Approval of new members</p> <p>The admission of new members as circulated was approved. Proposed NF Seconded PM All were in favour</p> <p>Membership statistics</p> <ul style="list-style-type: none"> • International reach 97 countries from 195 in world (50%) • Members outside of UK 58% • Fellowships as % of membership 6% <p>Slight increase from last council meeting.</p>
3.2	<p>Approval of nominations to Fellow</p> <p>The awards committee had proposed the board consider two applications</p> <p>Nigel Davis, Midlands section – proposed PT, seconded PM Anthony Charles, Southern section – Proposed NF, seconded DP</p> <p>Both received unanimous votes and were duly elected fellows.</p>
3.3	<p>Recognition of deceased members</p> <p>The passing of, James Allan Hardie Scottish Life Fellow Member since 1961 Colin McCrorie Midland Life Fellow Member since 1978 Douglas Babcook International Life Fellow Member since 1958</p> <p>were noted.</p>
4	<p>Awards committee</p> <p>Scholarships and bursaries remain open for JJ Morison, Roger Ryman and Distillers Company. All forms are now available online on the website and details from prospective candidates are collected in a single spread sheet. More details can be found here:</p> <p>https://www.ibd.org.uk/ibd-qualifications/financial-support/</p> <p>IBBS and Drinks Trust grants/bursaries to be advertised on the website.</p>

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	<p>Restructuring and filling committee places complete. MM chair.</p> <p>A more structured fellow's nomination and approving procedure has been proposed and is being reviewed before general publication. The criteria as outlined in the bylaws does not alter but clarity on requirements has been included.</p>														
5	<p>Nominations Committee</p> <p>BM gave an update on recruitment for the post of CEO. The first round identified a candidate who backed out prior to signing a contract. A second round has been commenced and will hopefully provide a candidate by mid December.</p>														
6	<p>Governance</p> <p>DM gave update on chartership progress – Steve Price (trustee) and Stephanie Richardson (SLT) are working on this. Following the agreement at the EGM all the relevant documentation has been prepared. The change of monarch requires the documents to be modified.</p>														
7	<p>CEO Report</p> <p>DM referred to his report and updated Council on progress of operational & development activity:</p> <p>Operation activity:</p> <p>Operational focus has been on completing the 2021 accounts and executing the June higher level examination cycles. I'm pleased to report that the financial report and external audit is complete and a copy has been put on the website prior to the AGM. The use of the Test Reach exams platform and delivery of Tutor Guided Learning has been very successful. Some issues were noted by candidates who were unable to access the exam site on the day. A deep dive showed that in most cases this was due to poor connectivity and not the Test Reach system.</p> <p>Work on increasing our efforts and resources to support sections and their events is ongoing as they return more to face to face events. Better governance and cyber security are still high on the agenda with good progress continuing being made.</p> <p>Education and Professional Development</p> <p>Courses for qualifications</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><i>Tutor Guided Learning</i></td> <td style="width: 50%;">282 course delegates from 1467 exam registrations</td> </tr> <tr> <td style="padding-left: 20px;">19% uptake</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">23%</td> <td>International reach 46 countries from 195</td> </tr> <tr> <td><i>Set for Success</i></td> <td>269 course delegates from 725 exam registrations</td> </tr> <tr> <td style="padding-left: 20px;">37% uptake</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">22%</td> <td>International reach 43 countries from 195</td> </tr> <tr> <td>Non-qualification courses</td> <td>162 registered for Essentials in Brewing from 17 countries.</td> </tr> </table>	<i>Tutor Guided Learning</i>	282 course delegates from 1467 exam registrations	19% uptake		23%	International reach 46 countries from 195	<i>Set for Success</i>	269 course delegates from 725 exam registrations	37% uptake		22%	International reach 43 countries from 195	Non-qualification courses	162 registered for Essentials in Brewing from 17 countries.
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	<p>These numbers are the same as last meeting as no new exam cycles are included in this report</p>							
	Publications							
	BDI							
	Printed copy	2022 plan	YTD variance		2021	202		
	Page count	720	-52		644	752		
		Aug22	Jul22	Jun22	May22	Apr22	Mar22	Feb22
		Jan22						
	Online views:	74	112	357	232	377	494	665
	658							
	<ul style="list-style-type: none"> ○ Potential partners for BDI “beyond” Wiley now down to two preferred bidders. ○ BDI will continue with Wiley to the end of the year, with potential for extension into 2023 being discussed. 							
	JIB							
	<p>In 2023, volume 129 of JIB will be published online by the IBD, the hard copy of the Journal will no longer be published. There will be some changes ‘under the bonnet’, but the big picture will stay the same for readers and prospective authors with one big positive exception.</p> <p>In 2023, all papers published in JIB will be ‘open access’ but, importantly, this will be free to authors. Accordingly, every paper published in JIB will, on publication in ‘early view’, be downloadable as a pdf to read, use and store. Previously papers which were not open access (around 85%) were only immediately available to members of the IBD, signed-up universities or by payment enabling ‘instant access’. This will be a game changer for authors and fantastic for all readers of JIB.</p> <p>Further, going forward and where appropriate, some papers in JIB will subsequently be re-published in the IBD’s Brewer & Distiller International magazine to give further exposure to the full membership. There will be more details of the ‘new world’ of JIB in Reflections in the next issue of JIB.</p> <p>Work is ongoing to scan all historical JIB volumes and BDI publications into the Library section of the data base. Conference presentations to follow.</p>							
	Support activity							
	HR							
	• No. Staff		19	(17.5)	(FTE)			
	• No. vacant positions		2	(2)	(FTE)			
	<p>The number of vacant positions has been reduced, in line with the budget numbers, by engaging a digital Marketing specialist to assist in improving our web site and communications with the sections. A training specialist and technical development specialist have been recruited into the Education and professional development team to update existing materials and facilitate increased numbers of learning courses.</p>							
	Customer Support							
	<i>Help desk statistics</i>							

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	2021 / 22	New Tickets	Solved Tickets	First reply time (Avg in hrs)																					
	December 2021	793	629	55																					
	January 2022	682	760	97																					
	February 22	673	676	59																					
	March 22	697	718	38																					
	April 22	878	768	49																					
	May 22	1018	1051	50																					
	June 22	875	936	40																					
	July 22	444	399	63																					
	August 22	532	587	56																					
<p>The level of contact is high and peaks just prior to the June Exam date. The time between receipt and first reply is to long and work is ongoing on reducing this to 24 hours. Resource is main block to achieving this.</p>																									
<p>Systems</p> <p><i>Administrative support burden</i></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">User / product type</th> <th style="width: 40%;">Number of users</th> </tr> </thead> <tbody> <tr> <td>MS Premium (key personnel)</td> <td style="text-align: center;">24</td> </tr> <tr> <td>MS F3 (Trustees / Council)</td> <td style="text-align: center;">12</td> </tr> <tr> <td>MS Office (tutors, examiners, sections)</td> <td style="text-align: center;">92</td> </tr> <tr> <td>MS total</td> <td style="text-align: center;">128</td> </tr> <tr> <td>Zoom</td> <td style="text-align: center;">46</td> </tr> </tbody> </table> <p><i>System complexity</i></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Category</th> <th style="width: 25%;">Number</th> <th style="width: 25%;">Aim</th> </tr> </thead> <tbody> <tr> <td>Key systems</td> <td style="text-align: center;">11</td> <td>Reduce</td> </tr> <tr> <td>Integrations (APIs)</td> <td style="text-align: center;">4 (+2)</td> <td>Increase</td> </tr> </tbody> </table>					User / product type	Number of users	MS Premium (key personnel)	24	MS F3 (Trustees / Council)	12	MS Office (tutors, examiners, sections)	92	MS total	128	Zoom	46	Category	Number	Aim	Key systems	11	Reduce	Integrations (APIs)	4 (+2)	Increase
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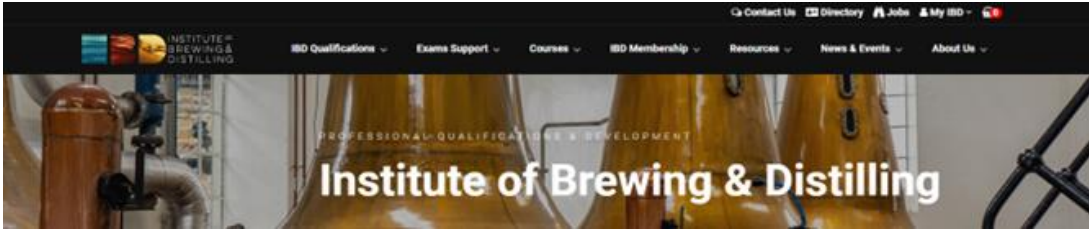
Marketing & Communications			
Digital Communication Channels			
	May 2022	Aug 2022	Difference
Newsletter Subscribers	11,011	11,429	+3.8%
Average Open rate:	42.7%	41.1%	-1.6
Average Click through rate	4.7%	4.1%	-0.6%
Average per unique opens	3.3%	9.8%	+6.5%
Social Media Followers			
LinkedIn Group	17,929	18,581	+3.5%
LinkedIn Profile	8,372	9,289	+9.87
Facebook	4,447	4,542	+2.1%
Twitter	3,321	3,336	+0.4%
Instagram	1,616	1,695	+4.8%
Eventbrite	902	960	+5.2%
Total Followers & Subscribers	47,598	49,882	+4.8

Website Optimisation

A more flexible website structure and top menu has been implemented back in June. This change aims to display at a glance from the home page the main products and services that we provide to facilitate navigation, making it more user friendly increasing the time users spend on our website and decreasing the bounce back.

The main changes are the simplification of the Qualification sections, making visible Exams Support and Courses, and the merging of Publications and Library under Resources. News & Events is a new section to make it easier for the user to find all this relevant information.

The About Us section has been brought to the main menu. For easier access to relevant information such as how to contact us, access to the Learning platform, and Job, a secondary menu has been created.



The additional support taken on in August has allowed us to increase the speed of refreshing our web site content and to make it more user friendly. In addition the look and content of the news letter has been upgraded. Following the success of the use of electronic voting at the EGM the same approach is being used for the upcoming AGM. Sections are reminded that they need to send in information to be added to the combined Callander to ensure inclusion in the newsletter.

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	<p>Developments:</p> <ul style="list-style-type: none">• Examinations Development work has again concentrated on implementation of the Test Reach platform for exams in June, rewriting exam regulations and policies and recruitment of additional examiners. See CoBE report.• Education & Professional Development Essentials in Distilling production underway Launched latest Tutor recruitment drive. Encouraged by number of candidates.• Chartership Following the EGM on 14th June the documentation to submit the charter petition to the Office of the Privy Council for consideration has been completed and is being delivered to the Privy council. Byelaw amendments, if the application is successful will take immediate effect. • Governance In addition to the work on chartership, work is ongoing with further development of policies, processes. The expenses, grant application polices have been reviewed and will be presented to the board for ratification on 21st September. Both strategic and operational risk assessment is being carried out monthly. MOUs are drafted and in place with the African and APAC sections respectively. • Publications The strategy group has agreed that the JIB should continue to be published and alternatives have been presented to the strategy group and Board. The proposal is to publish inhouse as an electronic document. There little is impact on the budget for 2022 but there may be an impact on costs in 2023 of the order of £0 to £40k depending on the success of the open access model.• Infrastructure Repair work has been carried out on the building. Leaks into the office from the flats above continue to be an issue which has been taken up with the landlord.• EDI & internationalisation In the time since the last Council little progress has been made on Bursary applications. The Worshipful company of Distillers have now agreed to make both the GCD bursary and scholarship international for IBD candidates. The CEO will ensure this area is reinvigorated. Website updated and all categories of existing scholarship's are included.• IT development<ul style="list-style-type: none">• Cyber Essentials remediation report produced by Cloud Direct, actions required are now clear for certification.• Moodle single sign-on (M365) implemented for IBD admins and staff, examiners and volunteers to follow.• Automated Membership reminder and renewal process developed for the website, awaiting email content before implementation.• Migration of website and database to the Microsoft Azure platform tested successfully, to be actioned in September.• Upgrade to the Moodle platform tested (version 4) and will be implemented in September.
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	<ul style="list-style-type: none"> • Actions arising None raised <p>Section Handbook -</p> <ul style="list-style-type: none"> ▪ Individual meetings have been held with all the sections and the modified handbook is being reviewed by the Legal Team to ensure it conforms to legal requirements. It is hoped t publish by end of October. ▪ Action DM to report progress at the next meeting
8	<p><u>Finance update</u></p> <p>1. <u>Overview/Background</u> This was Niel’s last review, after completing this month his 6 years as Honorary Treasurer. No two years have been the same and even when it seemed matters were settling down, along came Covid-19 and all changed. The challenges arising from the acceleration towards digitalisation and staff, auditors, etc., working from home have not yet been fully met, but I acknowledge the hard work done by the staff in Curlew Street to meet those challenges. The finances of the IBD are in a good place going forward to meet the risks presented by today’s volatile financial climate.</p> <p>2. <u>2021 Trustees Report, Accounts & Audit</u> The Trustees Report with the 2021 IBD accounts were completed but there were delays to the planned timing. This was mainly through the needs to meet the auditors’ queries and their (and our) availability to cover off the topics. The Auditors concentrated on income reconciliation, particularly for exams, which was complicated by a significantly higher number of deferrals from bookings in 2019/2020/2021.</p> <p>The Report and Accounts are on the Website for the AGM. The Headlines is a virtually breakeven performance, a deficit of <£1k before a gain on investments of over £150k. WDSC was successful and together with advertising, helping IBD Trading to “gift aid” £179k to the IBD itself.</p> <p>The Auditors highlighted two main areas for action: WDSC controls and a VAT review. These are being addressed.</p> <p>3. <u>2022 Budget, Forecast and performance</u> The Board approved Management Accounts Budget for 2023 was a deficit of £118k. The six month’s figure is forecasting a further deficit of £340k. However, this is full of caveats. A change in exam management has led to buying proctoring ahead. Deferrals, recognition of exams actually taken, and the uptake of Autumn exams are not yet fully known.</p> <p>4. <u>2023 Budget</u></p>

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	<p>Work is commencing on 2023 budget for approval by the Board in November. All will be conscious of the commercial pressures in the current financial climate.</p> <p style="text-align: center;">5. <u>Reserves and Investments</u></p> <p>Our Investment Managers, Sanlam, with a change of ownership earlier in this year, will be changing their name in September to Atomos. The Trustee Report notes that we had a gain on our Investments to £1,978k (31/12/21) from £1,791k (31/12/20). At the end of August, this year, our total invested value was £1,826k. The Risk levels form the Investments was reviewed by the Finance and Audit Committee with Sanlam, and it was decided to continue with a balanced growth approach (Risk 4 of 7).</p>
9	<p>Section Reports</p> <p>Most though not all section reports were received. Received Section and the IBBS report were circulated to all prior to the meeting.</p> <p>A discussion on Grants policy and the role of the “Scottish fund” was initiated by SW. The Scottish section would like clarity on how this fund would be used going forward as the section feels that opening up the fund to all sections would have an impact on revenue from sponsors at the WDSC. DM outlined the proposed grants strategy and that a proposal was being considered by the Board at the next meeting on the 21st September. He undertook to attend the next Scottish section meeting to give them an update on this policy.</p> <p>The Africa section requested a meeting to resolve issues they have in relation to secretarial assistance and membership engagement. DM agreed to facilitate this meeting</p> <p>Actions DM to meet with Scottish Section DM to set up meeting with Africa section</p>
10	<p>Issues to raise at board</p> <p>None tabled</p>
11	<p>AOB</p> <p>The president took the opportunity to thank Nigel Fitch for all his work on the council and also his service to the IBD over a very long time. His knowledge and mentoring was appreciated by everyone. He would be missed and the council wished him well in the future.</p>
12	<p>2022 meeting calendar – below. 2023 dates will be circulated at the next meeting</p>

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Action log

Action	Date created	owner	Date completed	comments
Meeting with Africa section	20/9/22	DM	4/11/22	Proposal on future with board
Section handbook	16/6/22	DM	Update next council meeting on progress	Being checked by legal council
Meeting with Scottish section	20/9/22	DM	30/9/22	Grants policy discussed along with WDSC governance

Minutes approved by council on 6th December 2022

Proposed Derek Prentice , seconded Megan Sheehy

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			UK	Europe	SA	Kenya	Aus (Ad)	Aus (Syd)
virtual	Board D1	30/11/22	8:00-10:00	9:00-11:00	10:00-12:00		18:30-20:30	19:00-21:00
On site	Board D2	1/12/22	8:00-10:00	9:00-11:00	10:00-12:00		18:30-20:30	19:00-21:00
virtual	Council	6/12/22	8:00-10:00	9:00-11:00	10:00-12:00	11:00 – 13:00	18:30-20:30	19:00-21:00