

MINUTES of the Annual General Meeting
of the Master Locksmiths Association of Australasia Limited
held at the **Twin Waters Resort, Maroochydore**
on Thursday 22 October **2015** at 7:00pm
The President, Mr David Rees, chaired the meeting

1. ATTENDANCE

1.1 ATTENDEES ELIGIBLE TO VOTE

NAME		MEMBER BUSINESS	No.	NAME		MEMBER BUSINESS	No.
Trevor	May	Able Security	4108	Geoff	Ross	Life Member	TBA
Cliff	Forrester	Fortec Security	9044	Michael	O'Beirne	Locksmith Services	4380
Peter	Lloyd	Olympic	4056	Fraser	Burns	Goddard Security	4343
Sean	Johnstone	BullAnt	4243	Jack	Coomber	Life Member	7579
Andre	Kleinig	Lock A T Clock	4230	Alan	Benson	Bensons L/S	4086
Doug	Wickham	Auckland Safe	4315	Catherine	Togher	Border L/S	4388
Barry	Coombe	BC Lock & Key	5346	Steve	Wynn	Wynns L/S	5314
Marcus	Fry	Cobram Barooga	4386	Steven	McGill	Door2Door L/S	9414
Walter	Mioch	Precision L/S	5941	Rudy	Valentino	Jacksons	4191
Len	Lorraway	Keycut Services	4098	John	Denzin	Peninsula Lock & Key	4099
Chris	Aldous	James Bull	4321	Michael	Rechenberg	Rechenberg L/S	4123
Mark	Rollo	Rollos L/S	4367	Stephen	Arias	SAS	5715
Rod	Edyvean	Goodlock L/S	6132	Martin	Gurney	Gunnedah L/S	5581
Frank	Koedyk	Goldfields L/S	7383	Mark	Lightfoot	Lock & Alarm Centre	4372
Matt	Ellis	Valley L/S	4383	Grant	Baxter	Oakleigh L/S	4203
Jason	Catlow	Aus Lock & Safe	8674	Michael	Jongebloed	Warrnambool	4214
Bryce	Kertesz	Integrity L/S	4285	Craig	Farrell	Lock Stock & Farrell	5976
Guy	O'Neill	FRANKsecure	4122	Eoin	O'Dwyer	Amalgamated L/S	4143
Neil	Hayton	Grafton L/S	4052	Norm	Axford	Acorn L/S	4020
Jim	Fisher	CLASS L/S	4057	Jeremy	Phillips	HB Auto Lock	9371
Thomas	Jack	North Central	6083				

NAME	MEMBER BUSINESS	No.
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NAME	MEMBER BUSINESS	No.
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1.2 OTHER ATTENDEES - NON-BUSINESS

MEMBERS INELIGIBLE TO VOTE

Shelley	Phillips	HB Auto Lock	Guest	Domenic	Biviano	Corrections Vic	Trade
Maree	May	Able Security	Guest	Greg	McKay	LSC	Trade
Ruth	Forrester	Able Security	Guest	Geoff	Wood-Bradley	Dorma	Trade
Natalie	Arias	SAS L/S	Guest	Nick	Friend	Kaba	Trade
Marina	Lloyd	Olympic	Guest	Ed	Sieper	SIEPER Group	Trade
David	Weinel	LSC	Trade	Liz	Lees	LSC (NZ)	Trade
Tim	Choules	BullAnt	Guest	Peter	Kardaras	LSC	Trade
Juanita	Kleinig	Lock A T Clock	Guest	Warren	Nelson	LSC	Trade
Helen	Pither	William Creek	Individual	Ian	Ross	Rechenberg's	Trade
Brenden	Wickham	Auckland Safe	Guest	Beryl	Coomber	Levapix	Guest
Shane	Clark	Corrections Vic	Trade	Eric	Higgs	Crocodile Lock	Trade
Scott	Henderson	LSC	Trade	Margaret	Higgs	Crocodile Lock	Trade
Angus	Richardson	Kaba	Trade	Robert	Poole	Kaba	Trade
Michael	Benson	Bensons L/S	Guest	Shane	Togher	Bee Safe & Lock Co	Guest
Benjamin	Wynn	Wynns L/S	Guest	Ashley	Dobson	LSC	Trade
David	Lorimer	LSC	Trade	Malcolm	McKenzie	Dorma	Trade
Robert	Booth	RGB Security	Individual	Charlene	Farrell	Lock Stock & Farrell	Guest
Tony	Duggan	LOKtouch	Trade	Adam	Burling	Safe Central	Trade
Matt	Radecki	LOKtouch	Trade	Charlene	Burling	Safe Central	Trade
Nick	Pappas	Direct Communications	Guest	David	Morse	Marget Engineering	Guest
Max	Cherry	Max & Co	Guest	Dan	Scott	LSC NZ	Trade
Andrew	Pierce	LSC NZ	TAFE	Aaron	Smith	Melbourne Polytechnic	TAFE
Tracey	Axford	Acorn L/S	Guest	Stephen	Sevior	Melbourne Polytechnic	TAFE
Tony	Otago	LSC	Trade	Scott	McLean	LSC	Trade
Tom	Potter	Keynote Speaker	Guest				

1.3 APOLOGIES

Cargie	Sixsmith	Gisborne	4153	Stuart	Johnson	Life Member	4265
Steve	Howard	Lightning	4254	Bob	Larsen	Life Member	6515
Kevin	Toseland	Precision L&K	4122	Mark	Johnson	Locksmiths Supply Co	Trade
John	McMullen	Armstrongs	N/A	Darren	Rodd	Rodd Locksmiths	4130
John	Neroni	John Barnes	4094	Brenden	Rodd	Rodd Locksmith	4130
Trevor	Milliken	Albany Lock Service	5692	Dawn	Milliken	Albany Lock Service	5692
Ian	Larner	Seymour & District	4161				

2. Also present were Chief Executive **Peter Johnson**, Manager - Marketing & Communications **Jarad Morrison**; and Bookkeeper – **Megan Kittelty**
3. **Confirmation of Minutes** The Minutes of the Annual General Meeting held on 23 October 2014 at the Twin Waters Resort, Maroochydore, Queensland were confirmed as a true and correct record.
4. **Business of the Annual General Meeting**
 - 4.1. **Declaration of Elections** - Members were advised that the Board has noted that unopposed nominations were received for four of the four Director positions which rotate every 2 years. Accordingly it was resolved that the following be declared elected :

- Jason Catlow Victoria
- Alan Le Breton New Zealand
- Peter Lloyd New South Wales
- David Rees President

The CEO advised members that the following Director positions end a 2 year term in 2016: Queensland, South Australia and Western Australia; and that these positions are currently held respectively by Cliff Forrester, Andre Kleinig and Steve Arias.

- 4.2 **Reception of the Report of the President** – the President, David Rees, addressed the members, and the following italicised paragraphs are a close approximation of his address to the AGM:

The 2014/15 period has been one of consolidation for the MLA and a time for “getting back to basics”. There have been a few changes at Head Office with the retirement of Tony Duggan and Jeremy Phillip’s term as Training Director coming to an end in November 2014.

Engaging our members and finding out the issues that affect them in running their businesses is vital, and visiting our members throughout 2014/15 has been helpful to the Board in developing the direction we need to take as an Association. The message from the members to the Directors and MLA Management has been very clear: listen to what we have to say, actively seek our feedback, ask our opinion.

It is important for Members to understand that it is your Board that sets the strategic direction for the Association, and it is up to Management to develop and administer an operational plan to ensure the objectives set by the Board are met.

The Board met three times in 2014/15. Raising the Bar remains our key focus in 2015/16, and it is vital we continue in our efforts to ensure MLA locksmiths continue to the best. Our members having the right level of insurance is just one part of the equation, but there are a number of other things we are working on.

Highlights from 2014/15 include:

- **Security Conference & Exhibition**
 - *The MLA exhibited at the Security Conference & Exhibition (ASIAL) in Melbourne for the very first time in 2014.*
 - *The event was the ideal platform to promote our brand and our members to potential clients.*
 - *We exhibited again in 2015.*

- *Twin Waters Conference & Trade Exhibition*
 - *A return to the large format event, with a full trade exhibition and a Gala Dinner/Awards Night.*
 - *A highlight was the Safe Manipulation Challenge, with terrific National television exposure due to the participation of the ABC's Todd Sampson for his Redesign My Brain program. This event showcased the formidable skills of locksmiths, in particular those involved in manipulating safes.*
 - *It is great to be back at Twin Waters in 2015, and we are confident that the new format will offer delegates and suppliers greater business and networking opportunities.*
 - *We are delighted to be returning to Perth in 2016, after an absence of 11 years*

- *New Zealand Training & Trade Event*
 - *Our major training event in New Zealand saw a return to Rotorua.*
 - *The new format was well-received by delegates and exhibitors.*
 - *The event will head to Auckland in 2016.*

- *NZ Series*
 - *New Zealand's very own restricted profile became available to NZ members.*
 - *Levco Agencies are the distributor.*
 - *Very competitively priced.*
 - *Full range of barrels*
 - *Multi-broach*
 - *Design Registration until 2023.*

- *John Andrew Apprentice of the Year Competition*
 - *2014 saw the introduction of a new testing format, including a General Knowledge section.*
 - *Traditional core skills including picking and impressioning were retained.*
 - *16 apprentices took up the challenge, with Queensland apprentices the best represented.*
 - *Nic Smith from Keycut Services in Rockhampton the winner.*
 - *Excellent support from LSC, ABUS & Silca, with the winner and their master receiving a fully funded trip to Europe to visit the ABUS factory in Germany and the Silca factory in Italy.*
 - *The format will be tweaked a little to include the use of manual picking guns (in addition to manual picking) and safe lock diagnostics.*
 - *The 2015 winner will be announced at the Gala Dinner on Saturday night.*

- *Financial Result/Audit*
 - *Introduce Megan Kittelty and acknowledge the good work carried out by Megan in preparing for the audit.*
 - *The 2014/15 financial result was an operating surplus of \$147,225.*
 - *We have \$953,002 in Net Assets.*
 - *An amount of \$140K has been deposited into our Property Acquisition Fund.*
 - *Audit completed by LSA Partners.*
 - *The decision to opt for a "review" instead of an "audit" saved the MLA around \$6,000 and it complied with the ASIC regulations for companies limited by guarantee with an annual revenue of less than \$1million.*

As mentioned earlier, 2020/Raising the Bar remains our key focus in 2015/16. The MLA Insurance program has been available to members since early in 2015. We had 36 members sign up before 30 June 2015 and as of 30 September we have a total of 00 members signed up. Having the level of insurance as determined by the Board is a condition of membership for all new members, and will be a condition of membership for all members from 2015/16.

A number of our members have seen a significant reduction in their insurance premiums and we encourage all members to compare their current policy with the one brokered by Whitbread.

The Board is comfortable with the change in the way the insurance will be processed, with Whitbread to handle all invoicing and the MLA to receive a percentage of the Broker Fee as a royalty.

We recently engaged the services of Peter Ryan from Peter G Ryan & Associates to review the Industrial Relations information that we have on our website.

While Peter was impressed with the amount of information that we had available to our members, he felt that we needed to make it easier for a members to find and use the information.

Peter has reviewed and updated the information on the MLA website and members are encouraged to attend the session (there are two of them) being run by Peter at Twin Waters to find and use the information on the website.

Peter will be writing regular articles for Members and he will provide support on Industrial Relations matters to Head Office as needed.

The decision was made to change the distribution arrangements for LOKtouch™. This decision was agreed to by the MLA, the SIEPER Group and LOKtouch Ltd. The SIEPER Group ceased distributing LOKtouch™ on 18 September 2015, with LOKtouch Solutions appointed the new distributor, effective 21 September 2015.

We would like to take this opportunity to thank the Ed Sieper and the SIEPER Group for their tremendous efforts over a two year period. It is always difficult when launching a brand new product, especially when the product has limited history in similar markets around the World.

There are lots of new developments and initiatives for LOKtouch and we encourage members to visit LOKtouch Solutions on stand 22, and to attend one of their product information sessions.

The Board is continually looking at ways to provide additional value to the members.

IODM and Monit are two groups that we believe have offerings that provide a substantial benefit to members, and they both fit in nicely with our Vision 2020 initiatives.

IODM is an online debtor management system that schedules reminder emails and SMS texts on a seven day cycle over a four week period. The IODM system does in 15 minutes what would normally take days – that is the follow up of debtors.

Experience to date indicates that companies adopting IODM's system dramatically reduce their outstanding debtors and improve cash flow.

Monit is an online safety management system which addresses all your WH& S requirements. Monit will provide a monthly "to do" checklist to reduce over time your "unnecessary risks" and to ensure that you are fully compliant with each state and territory WHS legislation. Monit ensure you stop risking your business today, reduce the likelihood of workplace accidents and if an event occurs, Monit fully manages the process for you.

Damian Arena from IODM, and Gary Wilcox and John Caust from Monit, will be at Twin Waters for the duration of the event and we encourage members to talk to them about their offerings. Both are running an information session tomorrow morning.

Your Board will take on a new look from the conclusion of tonight's AGM.

New Zealand Director Mark Lightfoot has decided that the timing is right for him to concentrate on his own business, and we would like to thank Mark for his tremendous efforts during his 4 years as a Director.

We have two new Directors:

- *Alan Le Breton from Beveridge Locksmiths in Lower Hutt is the new New Zealand Director*
- *Jason Catlow from Aus Lock & Safe is the new Victorian Director*

We take this opportunity to thank both Alan and Jason for agreeing to take on this important role.

We are also appreciative of the commitment of Peter Lloyd in agreeing to another term as the New South Wales Director.

The role of a Director is an important one, and members who serve on the Board are required to give up their personal time to attend Board Meetings, Branch Meetings and various other activities.

Branch and Member Meetings, as well as Member Visits remain an important part of the communications program. In 2014/15 we had four meetings in each State this year, with some of these meetings will be held at the premises of our Trade Members or at the TAFE facilities and others at independent venues. We also visited members in all States, including members in North Queensland and the ACT.

We added a number of regional Member Meetings during this calendar year, with the program to be expanded during the 2016 calendar year. These regional meetings will be in addition to the meetings held in the capital cities, and hopefully this will provide regional members with the opportunity to attend at least one meeting per year. Meetings have been scheduled for Canberra, Newcastle, Albury, Hobart, Launceston, Cairns, Townsville, Rockhampton and the Gold Coast, and the dates have been added to our Events Calendar on the website. We have not forgotten our members in New Zealand, with meetings planned for Auckland, Wellington and Christchurch twice in 2016.

We would also like to take this opportunity to thank Jeremy Phillips for his outstanding efforts as Training Director for the period of two years. Jeremy is a highly gifted and natural teacher, and any members lucky enough to have attended one of his training sessions would have benefited from this experience. Jeremy's official term ended in November last year, but we are delighted that Jeremy is still able to help the MLA with training events and the Apprentice of the Year competition. Jeremy is with us at Twin Waters this year and he will be running a number of automotive classes.

Jarad Morrison, Manager Marketing, Communications & Membership, has been working on a number of initiatives, including increasing our presence through social media. Facebook is a great medium to get information to members, especially apprentices. The MLA database has been upgraded so that we can hold more details about your business, especially the services you provide and the qualifications that you and your staff have.

An important undertaking in 2015/16 will be the development of a Constitution and a Board Charter. We have a Memorandum of Understanding and Articles of Association, and these important documents will form the basis for our Constitution. Members will be consulted throughout this process.

It is our intention to issue MLA ID Cards as part of our Vision 2020 program. We still have plenty to do, including developing the method of collecting the data (including photographs), designing the card, the card technology, production, etc., and we need to be mindful of current licensing implications, however MLA ID Cards will be an additional benefit of membership from next year

The success of supplier owned restricted products such as Secure6, Generation Six, Series Six and others has had a negative impact on the sales of MLA endorsed restricted products such as LS series and DC-1.

Revenue from products such as J series and BP series is slowly declining, and this decline is expected to continue, and even get worse once the last of the BP profiles are no longer protected.

The Board believes it is time we offered members an incentive for using and supporting MLA endorsed products, and has agreed to the MLA Dollars Program. Members would receive a dollar amount based on the value of MLA endorsed products they purchase from the various suppliers. This amount could be used in a number of ways, including helping to finance membership or insurance.

MLA Dollars would only apply to current and new products such as DC-1, LOKtouch and NZ series.

There is still some work to be done to develop the program, in particular the collection of the data, however it is our intention to kick off the program from 1 July 2016.

There are plenty of other things on the agenda for 2015/16:

- *Continuing to work with LED (WA), SLED (NSW), OFT (QLD) and LRD (Vic) on licensing matters.*
- *Supporting the TAFE's in what are difficult and challenging times*
- *Attending careers expos to promote locksmithing to potential apprentices*
- *Ensure our Auckland and Perth events are successful*

We are a member Association, and ultimately your Board and the MLA Management Team have your best interests at top of mind. We want you to be the best locksmiths than you can be, and we want you to run successful, profitable businesses. We also want you to be proud to be a Master Locksmith Association Business Member.

5. Adoption of Audited Financial Accounts #

Financial Statements and Notes to the Financial Statements of the Company - in respect of the year ended 30 June 2015, it was resolved that the Statement and Notes be adopted as tabled.

Company's Solvency – The Directors reported to the Members at this AGM that at the Board meeting held on 7/8 August 2015 it resolved after reviewing the profit and the cash budgets and considering the ability of the Company to realise assets, that the Company would be able to pay its debts as and when they become due and payable.

Directors' Report and Declaration – Similarly, at the 7/8 August 2015 Board meeting, the Directors resolved after considering the Report of the Directors and Directors' Declaration in respect of the year ended 30 June 2015 that such Directors' Report and Declaration be approved and that the President and Nominated Director (Peter Lloyd) be authorised to sign on behalf of the Board.

Annual Return - It was further advised by the Board of Directors that it had resolved that the contents of the Annual Return be adopted and that the President and Peter Lloyd be authorised to sign the declaration certifying that:

- a) the information contained in the Return is correct; and
- b) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable

Auditor's Report –Again the AGM was advised that at the 7/8 August 2015 meeting this report was not available for execution; however, given the opportunity to inspect the Auditor's Report at a later date it was resolved

- a) the Auditor's Report be signed following the signing of the Directors' Declaration; and
- b) that the President recommended the acceptance of the Auditor's Report to the Board and it was so resolved.

Accordingly the Financial Statements for the year ended 30 June 2015 were presented to the Members and it was noted that the Operating Surplus was 147,225 with Net Assets of \$953,002. A summary of these accounts was handed to Members (and are attached to these minutes) and copies of the Audited and Signed Accounts were tabled before the Members present and made available for inspection.

Members were advised that the Board had determined that an amount of \$140K be deposited in the Building Acquisition Fund.

AGM protocol was not followed and the resolution to receive the Financial Reports (above) was not moved or seconded, however the information above was included in the President's address.

- 6. **General Business** Without notice of any recommendation/s, it was determined that no motions may be legally brought forward for consideration. The formal proceedings of the meeting closed at 7.30pm.

Questions & Forum The President opened the forum up to questions and discussion:

Norm Axford from Acorn Locksmiths in New South Wales congratulated Peter Lloyd and thanked him for his 10 years on the NSW Branch Executive, and for his role on the National Board as the NSW Director.

Norm Axford thanked David Rees for his efforts as President.

Stephen Arias (WA Director) from SAS Locksmiths in Western Australia updated members on the TAFE situation in WA, including the background, the efforts in getting Richard James on board as the new TAFE teacher and the Board's decision to fund a trip by Cliff Forrester to WA in September 2015 to mentor Richard James.

Eoin O'Dwyer from Amalgamated Locksmiths in Victoria raised the topic of TAFE in the context of attracting the right type of people into the TAFE system and ultimately apprenticeships. David Rees and Peter Johnson responded and informed the members that, as detailed by David in the President's address, the MLA will continue to provide support and assistance to the various TAFES, and in a new initiative, the MLA was looking at ways to get to the major careers expos around the country with the objective to let would-be-apprentices know about locksmithing as a career. David further explained that we needed to develop a "sexy" promotional campaign that highlighted all the great elements of a career in locksmithing, and that better use of social media was also needed to increase our reach.

Tim Batchelor thanked head office and the Board for firstly running with the Beyond Blue idea for the Lagoon Challenge and secondly for their efforts in helping to promote the event this year.

This Question Time & Forum concluded at approximately 7.45pm and the President welcomed our Keynote Speaker Tom Potter. At the conclusion of the Keynote Address the President invited members to join him for drinks and canapes on the veranda of the Mudjimba Room.

Signed as a True & Correct Record

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David Rees

President