

**MINUTES of the Annual General Meeting**  
of the Master Locksmiths Association of Australasia Limited  
held at the **Twin Waters Resort, Maroochydore**  
on Thursday 23 October **2014** at 5:00pm  
The President, Mr Davis 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	Andre Kleinig	Lock-around-the-Clock	4230
Darren Marshall	Ace	4162	Michael O'Beirne	Locksmith Services	4380
Norm Axford	Acorn	4020	Peter Barton	LockWorx	6616
Trevor Milliken	Albany Lock Service	5692	Mark Callister	MCL	9028
Adam Marotte	All Pro	6187	Daniel Mackenzie	Nelson Bay	4035
Jason Catlow	Aus Lock & Safe	8674	Neville Moses	Northside	4112
Michael Benson	Bensons	4086	Ryan McDowall	NQ	9373
Shane Togher	Border	4388	Grant Baxter	Oakleigh	4203
Jim Fisher	Class	4057	Peter Lloyd	Olympic	4056
Eric Higgs	Crocodile Lock	7420	John Denzin	Peninsula Lock & Key	4099
Eddie Williams	Eddie Williams	9060	Michael Rechenberg	Rechenberg's	4123
Cliff Forrester	Fortec	9044	Steve Arias	SAS	5715
Frank Koedyk	Goldfields	7383	David Rees	Statewide	4193
Clive Johnston	Johnston's	4347	Mark Lightfoot	Lock & Alarm Centre	4372
Len Lorraway	Keycut Services	4098	Matt Ellis	Valley	4383
Steve Howard	Lightning	5660	Gary Dalton	Woodpend	6841

**1.2 OTHER ATTENDEES - NON-BUSINESS**

**MEMBERS INELIGIBLE TO VOTE**

Grant Larcombe	Assa Abloy	Trade	Nicholas Smith	Keycut Services	Guest
Maree May	Able Security	Guest	Irene Denton	Lightning	Guest
Dawn Milliken	Albany Lock Service	Guest	Adrian Aldridge	Lock & Key	Trade
David Oliver	Assa Abloy	Trade	Peter Kardaras	LSC	Trade
Geoff Newport	Corrections Vic	Trade	David Weinel	LSC	Trade
Ash Sheffield	Corrections Vic	Trade	Liz Lees	LSC (NZ)	Trade
Margaret Higgs	Crocodile Lock	Guest	Tanya Mackenzie	Nelson Bay	Guest
Helen Pither	Individual	8367	Anthony Treveton	NQ	Guest
Chris Menzies	Individual (Class)	9195	Nicole Rechenberg	Rechenberg's	Guest
Aaron Boyd	TAFE Skillstech	6747	Ed Sieper	Sieper Group	Trade
Nick Adams	Keycut Services	Guest	John Fenech	Skillstech	TAFE

**1.3 APOLOGIES**

Cargie Sixsmith	Gisborne	4153	Stuart Johnson	Life Member	
Michael Rushton	Ballina	4254	Bob Larsen	Life Member	
Guy O'Neill	FrankSecure	4122	Mark Johnson	Locksmiths Supply Co	Trade
Douglas Tony	Life Member		Darren Rodd	Rodd's	4130
Fraser Burns	Life Member		Michael Jongebloed	Warrnambool	4214

2. Also present were Chief Executive – **Tony Duggan**; Manager, Industry & Product – **Peter Johnson**; Manager, Marketing & Communications – **Jarad Morrison**; and Training Director – **Jeremy Phillips**

3. **Confirmation of Minutes**                      The Minutes of the Annual General Meeting held on 13 September 2013 at the Novotel Hotel, Rotorua, New Zealand 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 2 of the 3 Director positions which rotate every 2 years, and that a ballot was held for the Queensland position. Accordingly it was resolved that the following be declared elected :

- Cliff Forrester    Queensland
- Steven Arias      Western Australia
- Andre Kleinig    South Australia

The CEO advised members that the following Director positions end a 2 year term in 2015: New South Wales, New Zealand and Victoria, and the President; and that these positions are currently held respectively by Peter Lloyd, Mark Lightfoot and David Rees (& President).

4.2 **Reception of the Report of the President**, David Rees, addressed the members, viz (the following italicised paragraphs are a close approximation of the address to the AGM):

*What a busy year for the MLA. We continued to stretch our limited resources to find that magical answer to our question: “**What do members want?**”.*

*2013/14 saw a complete year of **LockTrain**. After changing the style of our Expo/Conference for Adelaide in 2012 to allow for changing demand and the potential loss of east-coast members attending the event, the roadshow commenced. Taking training and industry on the road directly to members met with a mixed response from attendees and suppliers; but, what it did do was reinforce the impression that our business members don’t generally release their locksmiths from work for upskilling and training. As an Association made up of some 700 businesses we felt compelled to honour this decision made by members voting with their feet. As a result we directed the Board’s and Management’s focus to the future.*

*Before discussing the work of the Board researching members’ needs, it is especially worthy of note that during the 12 month circuit the MLA held events in Perth (3), Adelaide (2), Alice Springs (1), Darwin (1), Melbourne (2), Sydney (2), Brisbane (2), Auckland (1), Wellington (1), and of course our very successful AGM, Annual Expo & Training event was held in Rotorua, NZ. In addition, the MLA took up an opportunity to display our products at the National ASIAL Expo in Melbourne’s “Jeff’s Shed”.*

*Interspersed with these 17 stops of the LockTrain, our Training Director, Jeremy Phillips took Association training to the very south of New Zealand's South Island, across to Perth, and is scheduled to undertake a North Queensland tour in August 2014. I would encourage members to contact Jeremy through Head Office with a view to utilising his unique knowledge at your workplace. Provided he gets the numbers, Jeremy is always keen to put a training tour on-the-road.*

*During the 2013 Annual General Meeting in Rotorua the Association undertook for a new restricted in-line profile to be released within the Association Year with an initial launch, in New Zealand. We are very proud to announce that this was accomplished with an agreement entered into with Levco Agencies as the distributor of **NZ** profile. This new keyway will fill an evident gap in the New Zealand market, with a design registration through till 2023; and we hope also be available in Australia in the near future.*

***In mentioning Design Registration may I take this opportunity to remind all locksmiths that our mutual "Code" requires that we don't cut/copy another locksmiths' system keys regardless of the design end-date.***

*Mid-year 2013 also saw the launch of **LOKtouch**. This electro-mechanical system provides an opportunity for all business members to enter the world of electronic locks without huge investment. As electronic master-keying, LOKtouch also takes us into the 21<sup>st</sup> Century, especially when you consider its access control and audit features. Our congratulations to LOKtouch Ltd, the Sieper Group and MLA management on their efforts in bringing this exciting new product to the attention of members. We would also like to thank members who have committed to this great product.*

*A most pleasing initiative during this year was the appointment of Peter Johnson as our Manager, Industry & Product. After 14 years at LSC, and before that 11 years at Assa Abloy (Lockwood), Peter brings a wealth of knowledge to the MLA, and he has already shown himself to be a great resource for members, and the trade alike. Our headquarters office takes great pride with Peter, Jarad Morrison and Megan Kittelty (P/T) being able to satisfactorily handle enquiries from members and the public. Our website's Find a Locksmith feature provides the public with up-to-date contact details for them to reach members quickly, and according to data received from our Search Engine Optimisers it is the first place of call for the public in need. Statistics also display that members are utilising the industry information available online, as well as our new Events Calendar which attempts to keep all aware of upcoming events, MLA or other.*

*The Board met on 4 occasions during the year, and apart from management and governance much of our deliberation was directed toward the future. Over this period we researched and constructed a plan for where members would like to see the Association, and by default the industry, in 2020. Our findings and phases of introduction are displayed elsewhere in this Year Book, but in a general sense it was agreed that our training focus would be on offering business skills to members.*

*The Association's logo highlights our "Professional Guarantee" and there was concern that we are less confident assuring this to your customers and potential clients. As a consequence **Vision 2020** was designed as a means and opportunity to "raise the bar". With MLA businesses we will reinforce that MLA members have the best skills, customer service, and products. Customers will have confidence in MLA members.*

*An interesting side issue from our research has been the inadequate insurance coverage of many members. We received responses to questions about Public Liability like: "it's part of our home insurance policy" and "the wife looks after that, I think". Recently a critical break-through has been achieved (after decades of trying), your Association has sourced and contracted to a Professional Indemnity insurance policy for our business members. The cost will be absorbed in annual membership fees, and will no longer necessitate businesses purchasing separate Public Liability cover. This Liability and Indemnity insurance will become a prerequisite of membership, enabling all to again confidently say "Yes, your security and our work is so important, we give a Professional Guarantee".*

*The perennial matter of security licensing has continued to test the industry throughout the year. The Association continues to support the concept that locksmiths be licensed; however, we continue to share your frustration with the anomalies that exist in both legislation and interpretation of regulations. We also contend that the costs be contained and give value, and that authorities focus on policing those outside the profession rather than dotting i's and crossing t's of those holding licences. To this end, the MLA is determined to have a far greater influence in security licensing by 2020. While we accept and understand that this may be a mission impossible, we are confident that by displaying to government/s our ability to self-regulate our industry we can and will improve our own practice standards, and other stakeholders' perception of our great profession.*

## **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 2014, 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 29/30 August 2014 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 29/30 August 2014 Board meeting, the Directors resolved after considering the Report of the Directors and Directors' Declaration in respect of the year ended 30 June 2014 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

The resolution to receive these Financial Reports was proposed Andre Kleinig and seconded Cliff Forrester.

**Auditor's Report** –Again the AGM was advised that at the 29/30 August 2104 meeting this report was not available for execution given the early targets set by the Company; 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 2014 were presented to the Members and it was noted that the Operating Surplus was \$3,475 with Net Assets of \$805,778. 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. It was noted that the surplus was achieved after the transfer of \$80,000 from the Special Training Reserve. The programme leading up to this more than usual but concentrated and concerted effort included expenditure deliberately allocated as non-profit making to ensure training was available to as many members as possible.

The resolution to receive the Financial Reports (above) was moved Michael Rechenberg and seconded Grant Baxter.

6. **Life Membership** On the recommendation of the Board of Directors, the following members were presented for conferral of Life Membership, and unanimously supported by members present at this AGM, for presentation at the Gala Dinner :

Mr Robin Gibbs	Proposed : Andre Kleinig	Seconded : Cliff Forrester
Mr Geoff Ross	Proposed : David Rees	Seconded : Peter Lloyd

7. **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 ~5:30pm.

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**Questions & Forum** The President opened the forum up to questions and discussion, and with the CEO answered questions on the Association's **Liability & Indemnity** Programme. The CEO

expanded on the programme intended for full implementation on 1 July 2015. He noted that it was part of the Association's **Vision 2020** designed to "raise the bar" and standards of business members. A most important requirement was to be able to actually display to clients that the Association through its members can provide the "*Professional Guarantee*" motto emblazoned on our logo. Also, just as Security Licensing authorities like NSW Police require locksmiths, their sub-contractors and agents to have licences, it follows that members should expect colleagues to have a minimum level of insurance.

It is accurate to state that several members (3-4) expressed concerns regarding aspects of this new membership subscription programme; and that some members may have misunderstood the CEO when he stated that the programme was a "done deal". In fact the *fait accompli* was that the Board had unanimously resolved to adopt the programme; however, final agreements and/or premium payments had neither commenced nor been accepted.

The Board was requested to consider:

- a) not including all staff/employees in premium calculations
- b) not charge those who don't participate

This Question Time & Forum concluded at approximately 6:10pm and the President welcomed members to join him in a drink prior to individuals heading out for social engagements.

Signed as a True & Correct Record

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Chairman