**Annex 2.**

**AGM 2020 Questions and Answers.**

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| **Questions** | **Answers** |
| In regards to corporate aims: is this for the next decade? what is the perception goal of IOM3? Thank you IOM3 Team. | Corporate aims have been broadly constant for a few years now and they are around the operation of the Institute. We have a separate corporate strategy that was published at the beginning of 2020 and that is a three-year strategy this time. The aim is to position the Institute as being the best professional membership body that we can be. Also, to support our members in their work to tackle the issues of climate change and resource efficiency. In terms of the perception goal we have some thoughts on this but nothing in action at this time. |
| When members leave, do we check why? | We have two approaches which we take, depending on the circumstances somebody leaves.  If they get in contact with us to say they are resigning, then at that time we will ask them to explain what their reason for that rationale is.  If, however they leave by implication by not paying their fees then we will write to them and asked them if they would be kind enough to explain the reason for this. |
| How many people took part in the member survey? | For 2019 the Institute had a return rate of around 14%. A return rate of 17% for this kind of survey is considered good.  In 2020 however the Institute had a lower response rate of around 10%. The makeup of this response rate is not representative of the membership. |
| What were the key actions from the 2019 members’ survey? | With the 2019 survey we were not really asked to do anything specific, it was more to understand what people were after.  The importance of access to Technical content came up a lot. The Institute since then have been trying to sharpen up our act on the prevision of Technical content.  Also, a desire for clarity about Professional Recognition so on and so forth. Trustees  have asked the team to look at how we structure the different grades that we have. |
| How much of the losses in 2018 and to a lesser extent 2019, attributable to the premises in London and why don't you consider moving out to a cheaper city? | As we own the building out right in London, we are not paying rent or a lease cost on it.  Also, some of our activities for example the Magazine team the market for that talent is more vibrant in London. When you look at skills, we need across the team some of those would be difficult to obtain across other places. |
| What is the proportion of overseas members/activities compared to UK based, and is there a plan to increase the proportion of overseas influence | The number of our members based overseas is about a 5th maybe slightly under. One of the things we are keen to so is insure they have greater access to some of the benefits of being a member. The new world of virtual has really helped. We are keen to understand how else we can support our members in other countries. The Institute are also keen to understand how in certain areas of the world we can provide more services to people. |
| Good to see an increase in membership, but have we asked why they have joined? | * The fact that we are relatively high profile in the discussions going on. * People like the way we are professionally active on social media. * Unfortunately, some individuals feel their current positions are under threat and wish to improve their CV’s. Some people also want access to a greater network such as IOM3. |
| Can you give us some examples of the expenditures under members services etc in the graph? | All sorts of things, that involves providing the cost of Materials World and Clay technology the member magazines for example. The cost of providing the upgrade workshops. Also, the cost of some of the activities around Technical communities so a wide rang of elements in there. |
| The increase in membership of 3.6% is very welcome. Is there any comparison data available now with other learned bodies? | We currently do not have the data for this. |
| A number of members highlighted prizes and awards as an important aspect of the IOM3. Has the institute evaluated the diversity of recipients (e.g. against protected characteristics), considered how to rectify current and historic imbalances, and are these public? | One of the issues we have measuring the diversity of our membership is until recently we did not have the capacity to record anything other than gender. So, we have not been able to in the past say for example X% of our members are from or declare themselves to be from ethnic minority. So, the only analysis we can do is based on gender. For the 2019 awards one of our members did that analysis and posted it on twitter. It showed that it was a reasonable match between recipients and gender distribution for membership. The 2020 awards are broadly in line with that a little bit on the lower side for female representation. |
| How worrying is the financial position to the IOM3? (or not?) | Clearly, Trustees are aware of the need to bring the Institute back to operational surpluses. This has been made harder by difficult trading conditions and the uncertainty of Brexit, and now the coronavirus pandemic and the economic effects of lockdown. At the start of 2020, Trustees developed a new Corporate Strategy that includes a renewed focus on membership value, expansion of our learning and development provision, and growth of our conference offering alongside ongoing cost reductions. Despite the challenges of COVID-19, the core elements of this remain the same, though amended in their detail to respond to the new realities. Overall, with the book value of net assets just over £16m, the Institute remains in a strong financial position with a significant asset base that can be relied on in the times of need, such as now. |
| Are the Institute membership fees "competitive" with similar professional associations, in the UK or worldwide? | In the UK, broadly yes. Globally, it really depends on where you are looking - there isn't a simple answer I'm afraid |
| What is the structure of the relationship with the Local Societies like the Mining Institute of Scotland? | Each is an independent organisation with a mutual support agreement. |
| What will IOM3 be doing to highlight the growing waste materials problem? | We now have a Resource Strategy Group looking at these issues and we are engaging with Government and more widely (eg we recently responded to the HMT/HMRC consultation on the plastic packaging tax). |
| How many people have attended this AGM, how does that compare to the norm? | 147, significantly higher than normal. |
| Does the Institute have plans to identify members by Division AND Local Society Affiliation? | Members MUST choose a technical community and MAY choose a Local Society and we have this information. We do not however have information on members of Local Societies who aren't also IOM3 members. |
| Is IOM3 open to political platforms? This is regard to perception goal: climate change vision. Thank you IOM3 Team. | IOM3 is a charity incorporated by Royal Charter and as such is politically impartial. As a Learned Society it is led by the scientific evidence on issues such as climate change and others. |
| Good afternoon all, has COVID-19 adversely affected membership numbers and the increase reported YoY to Dec 29? | So far it is not clear that it has, not least because the membership year is the same as the calendar year. We expect to see any impact in 2021 more than 2020. |
| Where will answers to the questions be posted? | The website. |
| Regarding the new user-friendly website. Wil be there a chat room for questions, or quick link for contact? I am a new member, so I didn’t even know there is a mentoring programme for example | One of the new features that we will have on offer is a Live Chat facility where website visitors can ask questions on the website and get a direct response online. We are also revamping our Contact us and Frequently Asked Questions pages so that anyone who has a query can be directed more easily to the information that they are looking for, or to a contact if they can’t find the details that they need. In addition, we have reviewed our navigation structure to ensure that popular topics are easier to find. We hope that all these new features will make the new site much more user friendly and engaging. In the meantime, you can email membership@iom3.org for help |