

## CEO Report to Council – June 2017

As I sit down to write this Report you will not be surprised that I have reviewed not only what I wrote a year ago but also last February. Certainly we continue to face some of the most challenging political times in our generation; now trying to come to terms with the complexity of BREXIT, a snap General Election and the ripples of anxiety that continue to reverberate around the world. To add to this we must also add the terrorism atrocities and especially the horrendous events in Manchester. The world is a very complex and unpredictable place, in all of this CIBSE must not only be a beacon of hope but also serve society and our members as we deliver the art and science of engineering.

Our new President, Peter Wong, has now been in-place for a month. The AGM and Presidential Address was very well attended at the Royal Academy of Engineering on the 9<sup>th</sup> May. Peter's address was entitled "The Art of Engineering", one aspect that struck a chord with me was the following:

"My presidential pledge is to inspire the industry to embody the spirit and values of being a CIBSE member and to promote the positive message of the values we believe in, the professionalism we treasure and the aspiration of exchanging best practice among like-minded professionals worldwide".

The full address can be viewed on YouTube via [cibse.org](http://cibse.org) – I commend it to you. Peter is a resident of Hong Kong and his family home is in Vancouver. Peter is also a Past President of The Hong Kong Institution of Engineers (HKIE) so he has a worldwide view of the profession. I also must reflect on our outgoing President John Field, John has had some challenges in his year but I know he looks back on some wonderful experiences and a job well done, and we are all most grateful for his contribution and leadership.

**Building Performance Awards** It seems a very long time ago but we had a great night for our prestigious "Building Performance Awards" at the Grosvenor House on 7<sup>th</sup> February. We had guests and projects from across the world. Not without contention but I was delighted that Bradford University was our Building Performance Champion of the Year, and they were clearly delighted, it was a joy to see. The complete list of 2017 winners is on our website - why not put the date in your diary for next year, 6<sup>th</sup> February 2018.

**Technical Symposium** Our seventh Technical Symposium, "Delivering Resilient High Performance Buildings Engineering" co-badged with ASHRAE, was held at Loughborough University over two days, 5-6 April, with circa 65 speakers and 200 delegates. I cannot stress enough what a wonderful symposium we had, and yet again it was another outstanding success; the positive atmosphere and the high technical standards do set it apart. The Technical Symposium has a simple aim of engaging with our members in a vibrant and relatively affordable way, low-key but high quality – I always enjoy the Posters and the Poster presentations, impressed by the scope of the research and enthusiasm of the researchers. It was all very positive and our sponsors clearly loved it too. I must thank not only Loughborough University for being such generous hosts but also those who participated and the hard working team; do try and join us at London South Bank University next April as this is a truly wonderful event.

**Board Away Day – Cumberland Lodge** Immediately after the AGM, the "old" and "new" Board with a number of invited visitors, including a strong YEN contingent and the Chair of the UAE Region, Raef Hammoudeh, gathered at Cumberland Lodge. The first day was spent having a strategic look at CIBSE membership, with the simple question "What does a successful CIBSE look like in membership terms in 2020?" Then on the second day, after agreeing a summary of actions, the new Board had its' first meeting. The whole two days was very positive and a wide-range of issues were discussed but the whole tone and atmosphere was very positive and enthusiastic for the coming year.

**IT/CRM** Long-term members of Council will recall that the challenges of getting the new Customer Relationship Management (CRM) system properly embedded has been a long and painful process. I have already reported to Council that the system went live at the end of July; while the new CRM is definitely a huge step forward and the integration into our Content Management System (CMS) essential, we have faced two significant and very frustrating challenges; first, getting the data across in usable form into the new CRM, Sales Force, is hugely complicated; second, getting Direct Debits (DDs) right has also been fraught, using our app “MemberNation” to automatically create and process DDs has caused considerable distraction. I am delighted to say we now have all the subscriptions dealt with, but this has caused delays and some confusion. I am sure some of our volunteers have found the new IT system frustrating and challenging too – for which I apologise, but the staff are very confident we have the “right” CRM product in Sales Force, there is so much potential. We feel we are at the cusp of delivering some real benefits to our members. I would like to say a sincere thank you; not only to the staff but also for all the support we have received from our senior officers and members. We still have a lot more to do but I am confident that this is a “game changer”

**Premises** I have previously reported that while we continue to reflect and consider what the future options are for the CIBSE HQ and staff in terms of accommodation, we still await decisions on Crossrail 2. The Board have decided to engage with Cluttons and I anticipate that a full study into the feasible options will be put in-hand in the next six months or so. This is clearly a complex issue and has a high degree of financial risk. I am most grateful to Vice President Paddy Conaghan for taking the lead on this project.

**Staff** We have seen some staff changes with Stewart Gilmour leaving us earlier in the year and Carilyn Burman taking maternity leave; Carilyn assures us she will be back soon! We welcome Bruce McGill who is providing cover for Carilyn. Bruce has had many years at the IMechE. I must also say a big thank you to Desiree Blamey who has stepped-in to lead the Finance Department. We all wish them well with their endeavours.

Finally, I feel I must look forward - we are on track for a really exciting new event, with free entry, **“Build2Perform LIVE!” 21-22 Nov 2017 at Olympia**. Can I really encourage you to attend – we are trying a whole host of new things including a special “CIBSE Volunteers” programme, opportunities for the Special Interest Groups and our YEN; half the stands are already sold. We also have some equally exciting news in creating a new Society, already approved by the Board; a soft launch of this Society is very close now. We have plans to hold a Technical & YEN event in Dubai later in the year and as you will read in the following pages CIBSE is an exciting place with a great deal going on. Thank you to all our volunteers, you make it a very special Institution.