

Wolverhampton Advanced Motorists

Registered Charity 1053330

Committee Meeting Minutes

Date: 7th January 2020

Time: 19:45

Location: St

 St Bartholomew's Church Hill Wolverhampton WV4 5HU

Jonathan Hughes

Nigel Packer

| Present | Paul Williamson (Chair) Geoff Davis (Treasurer) Graham Foulkes | Tony Robson (Secretary) Roy Richards |
|-----------|--|---|
| Apologies | | Richard Dodd |
| | David Gallagher | |
| Guests | Terence Arthur | |

1 Action Items

| <u>Who</u> | <u>Target</u> Date | Action | <u>Status</u> |
|------------|-----------------------|---|---------------|
| PW | 4.2.2020 | Full details of the insurance cover at Friends Meeting House is to be established. (3.1) | Open |
| JH | 25.1.2020 | Contact the West Midland PCC David Jamieson regarding support for Young Drivers. (4.2) | Active |
| JH/PW | 3.3.2020 | New WAM posters to be generated based around the templates showed at Worcester on 30.11.2019 (4.2) | Active |
| JH/RR | 18.2.2020 | Role Play Challenges to be generated for the forthcoming Observer Evening. (4.2 & 7.0) | Open |
| PW | 4.2.2020 | Order to be placed for RFID Blocker Card (4.3) | Open |
| GD | 4.2.2020 | Registration for Gift Aid is to be concluded (5.1) | Open |
| PW | 4.2.2020 | A taster drive is to be arranged with Robert Pucknell (7.0) | Open |
| JH/RR | 18.2.2020 | Replacement Identification Tags are to be generated for all Group Staff Members (7.1) | Closed |
| JH | 4.2.2020 | An e-mail is to be sent to IAM RoadSmart Members who are within the Region but who are not affiliated with a Group (9.2) | Open |
| PW | 4.2.2020 | Contact is to be made with those persons identified in Appendix 3 of the December 2019 Minutes who did not open the Newsletter e-mail to ensure that we find ways of better communicating with these people | Open |
| ALL | 1.2.2020 | Submissions for the Winter/Spring Group Newsletter (10.1) | Open |
| JH | 7.1.2020 | New format Newsletter to be issued in February (10.2) | Active |
| JH/PW | 4.2.2020 | Group Evening Presenters are to be contacted to establish dates and availability. (12.1) | Active |
| JH/PW | 7.4.2020 | Visit to Classic Car Collection at Jaguar Land Rover to be arranged (12.2) | Open |
| JH/PW | 3.3.2020 | Day at Brindley Volvo to be arranged (12.3) | Open |
| NP | 4.2.2020 | Tri-fold Taster Drive Pamphlets to be placed at all local Libraries (12.3) | Open |
| PW/NP | 4.2.2020 | Group Show Kit to be fully listed and bought up to usable standard for 2020 use. (12.4) | Open |

Paul commenced by thanking all Attendees and noting the Apologies. The Minutes of the Meeting of 10th December 2019 were proposed as accurate by Roy Richards and seconded by Geoff Davis.

2 Matters Arising from Previous Minutes (Not falling into a specific Section)

There was no business raised falling into this section.

3 Group Chairman's Report

Further to Item 12.1 of the April 2019 Committee Minutes it was understood that The Friends Meeting House had insurance coverage for "at least eighty persons" however this was to be clarified exactly with the building management and reported back to the Group Committee. The on-site caretaker is now investigating this matter.

3.1

The Committee welcomed Terence Arthur to the meeting. The Committee additionally welcomed Tony Robson's attendance after his having three months absence for personal reasons.

3.2

It was confirmed that following the request from Robbie Downing that a meeting with Robbie and the key members of the Group Committee would take place prior to the Group Evening scheduled for 8th April 2020. Full details of this meeting will be released at a later stage when confirmed by Robbie.

3.3

It was confirmed that the Committee Meetings in April, July and October 2020 would be held at St Bartholomew's and that they were available at other times should this be required.

4 Group Secretary's Report

The Group Scorecard has been received, the principal detail for December 2019 is as follows:

| New Joiners | | | |
|---|-------|---------------------|--|
| | Group | National Average | |
| Last Month | 1 | 1.0 | |
| Same period last year | 3 | 3.4 | |
| Based on allocation date to group in DTE | | | |
| Enrolments | | | |
| | Group | National Average | |
| Enrolled Last Month | 3 | 0.9 | |
| Time to enrolment (Days) | 47 | 9.1 | |
| Waiting enrolment | 0 | 3.4 | |
| Parad an annulment data in DTE Eacolment is t | | | |

Based on enrolment date in DTE. Enrolment is the process by which a group acknowledges allocation of an associate via DTE, and which triggers payment to the group

| Associa | ites | | | |
|--|---------------------|---------------------|--|--|
| Training in Progress | | 15 | | |
| Last 12 months average days from enrol | ment to test ready | 118 | | |
| Associates with a course linked to the group - shown under OS Test ready lists in DTE | | | | |
| Test Stati | stics | | | |
| | Last Month | National Average | | |
| First and Pass | 2 | 1.3 | | |
| Fail 0 0.2 | | | | |
| Based on results submitted date and if course | associated to group | | | |

Details continue to reflect well on Wolverhampton Group.

(From Committee Minutes May 2019): Following discussions with other Groups at the IAM RoadSmart Regional Spring Forum held on 13th April 2019. (full report within News Section of Wolverhampton Group Web-site), it was agreed that we would endeavour to attract interest in the Group by offering a £10 cash reward for any driver who was interested and willing to undertake a "Taster/Assessment" Drive. There would be a particular focus in this on Younger Drivers and as such the initiative is to be managed by David Gallagher, promoted in part through the Group Facebook and Twitter presence.

The Group continues to promote Taster/Assessment Drives through the use of the £10 Voucher initiative.

Following discussion, the following actions and considerations were drawn from the Region 4 Meeting held on 30th November 2019. (Retained in these Minutes for clarity).

 That Jonathan Hughes would contact the West Midlands Police and Crime Commissioner's Office, David Jamieson, to establish if, like Gloucester Advanced Motorists, we could have support for new younger Associates.

The consideration with this would be that instead of making payment to the Associate at the end of their Advanced Driving Test when they passed that they would be covered completely so long as they took the test. Payment was not contingent on their passing. (In this see Section 9.2 of these Minutes).

• That we would establish a range of new posters per those designed by Solihull Advanced Motorists and now available as templates from IAM RoadSmart. (In this see Section 12.6 of these Minutes).

Consideration would be given to our obtaining some additional "Poster Panels" and that these panels would be used at all Group Meetings and not just shows and exhibitions. It was agreed that we were losing promotional opportunities by not providing "support" materials at all Group Meetings.

• That we would engage with Observers more proactively following the suggestions from Redditch and Bromsgrove Advanced Motorists. It was felt that the Continuous Personal Development programmes being used by R & B Advanced Motorists were excessive however the use of role-play and reciprocal "test-drives" was useful and should be introduced into the existing quarterly meetings. (In this see Section 7.2 of these Minutes).

4.2

Following the final agreement of the artwork for the RFID card and an updated quotation from Shenzen Zhonghui it was agreed that we should now move forward with the placing of an order. It was agreed that Paul Williamson would action this.

5 Group Treasurers' Report

Current account(s) status as of end of December 2019, is as below:

Group Accounts Statement

| Lloyds Treasurers Account: Lloyds Social Account: Group Balance Total: | £3,151.35 £97.03 £2,862.17 | Payments To: Dr. Jonathan Hughes Expenses (£23.99) Roy Richards Expenses (£22.80) |
|---|---|---|
| Payments Made in Month (2): (Included in above balances) | £46.79 | |
| Scheduled Payments (4): (Not included in the above balances): | £153.88 | Friends Meeting House October through December 2019 (<u>£120.00)</u> Dr. Jonathan Hughes Expenses (£33.88) |

The Group Accounts remain in good order.

5.1

Further to discussions and agreement in July 2019 Wolverhampton Advanced Motorists are in process of registering for Gift Aid such that Group Member Subscriptions are effectively increased for the Group without need to increase the Subscription Charge to the Member.

Reference: //gov.uk/claim-gift-aid/gift-aid-declarations

4.1

Geoff Davis has reviewed the requirements for registering for Gift Aid with HMRC and has found that to register the Group for Gift Aid the following will be required:

- Group Bank Account(s) details
- Group Accounts for the last three years
- Group Officer details including, Officer Name; Address; Officer Employer Name and Address; Date of Birth and National Insurance Number
- Group Charity Registration Number
- Group Charitable Objectives
- Group Governing Documents
- The identification of two or more people who will be legally accountable for the running of the Group

It is clear that this is not going to be an easy pathway however there are no details that are not readily available and as such appropriate submissions are now in process.

In this matter the Subscribing Member needs to positively confirm that they are happy with such application being made on their behalf albeit that there will be no interaction between themselves and HMRC. In this the following details the way in which such confirmations can be made:

Reference: //gov.uk/government/publications/charities-detailed-guidance-notes/chapter-3-gift-aid

A Gift Aid declaration must:

- State the donor's full name and home address. (Linking to Membership Number is adequate in this matter)
- Name the Charity
- Identify the gift or gifts to which the declaration relates (for example, a particular donation or all donations)
- Confirm that the identified gift or gifts are to be treated as Gift Aid donations

In order for a Gift Aid declaration to be valid, the charity must give and be able to demonstrate it has given an adequate explanation to the donor of the personal tax implications associated with making the Gift Aid donation including the responsibility to pay any difference. This explanation can be included on a Gift Aid declaration but can also be made separately.

When read now in conjunction with details within October 2019 Committee Minutes and Section 9.3 of these Minutes it was discussed and agreed that as it is now possible for us to adopt the directions given by IAM RoadSmart and engage with new and existing Group Members without the need for forms to be completed beyond that detail already available on DTE.

5.2

The Associate "Welcome Letter" has been updated to version 2.4 to include a simple statement regarding Gift Aid and to reflect the current Associate Membership process. (See Section 9.4 of these Minutes). The new format letter has been posted on the web-site.

5.3

New payment details have been set up to allow BACS payment to Friends Meeting House, this in accord with the details recently supplied by them.

5.4

Following discussion, it was agreed that the Group Cheque Book should be held by Geoff Davis as Group Treasurer.

6 Group GDPR Compliance Officers Report

Group GDPR compliance remains intact with no notifiable issues raised through the course of December 2019.

7 Group Chief Observer Report

- The next Group Observers Meeting is scheduled to take place on 18th February 2020
- Terence Arthur and Frank Beach both passed their ADT's in December with both achieving a F1rst.
- A Taster Drive is still to be arranged by Paul Williamson with Robert Pucknell
- Roy Richards took Jim Baker for a Test Drive however this drive is unlikely to develop into IAM RoadSmart Membership in the near future as the cost was apparently a surprise
- David Smith is now registered with IMI to become a Local Observer. He continues being mentored in this by Peter Spillan; his training in this is progressing well
- Pre-test drives were conducted for both Paul Swan and also David Scarrott. Paul now has a test date set for 11th January 2020
- Roy Richards passed his Fellows Re-test with Steve Tyler on 20th December 2019
- Both Geoff Davis and Graham Foulkes are planning to re-take their ADT within the course of the next three months

7.1

Following discussion, it was agreed that Staff Identity Tags should be updated for everyone and that they should all be dated to be valid for one year from February 2020, (the first Observers Meeting of the year). This to make maintenance of the details easier.

7.2

Following discussion, it was agreed that the format of the forthcoming February 2020 Observer Evening would be changed to reflect a more interactive approach with the Observers engaging in role-play per the National Observer qualification process. Roy Richards and Jonathan Hughes agreed to generate a number of scenarios for such role-play discussion.

7.3

Group National and Local Observer Status

| Contact ID | Observer Name | IMI Local Assessor Car | Last Completed Course | Last Completed Date | Next Assessment Date | Membership Status |
|---------------|--------------------|------------------------------|--|---------------------------|----------------------------|----------------------|
| 00488608 | Jonathan Hughes | Yes | Internal NO LOA Observation QA Car | 11/10/2017 | 11/10/2020 | Current |
| 00242290 | Roy Richards | Yes | Internal NO LOA Observation QA Car | 25/01/2018 | 25/01/2021 | Current |
| 00308212 | Alan Bates | | IMI National Observer Programme Car | 25/01/2018 | 25/01/2023 | Current |
| 00519628 | David Gallagher | | IMI National Observer Programme Car | 10/03/2019 | 10/03/2024 | Current |
| 00535728 | Roger Denley | | IMI National Observer Programme Car | 29/05/2019 | 29/05/2024 | Current |
| 00075090 | Peter Spillan | | IMI National Observer Programme Car | 31/07/2019 | 31/07/2024 | Current |

| ltem | Stock Held | To Be Issued | Balance Left |
|-------------------|---------------|-----------------|-----------------|
| | | | |
| General Items | | | |
| Group Bags | 3 | 1 | 2 |
| ID Tags Red | 5 | 0 | 5 |
| Clip on Type Tags | 10 | 0 | 10 |
| Blue Lanyards | 30 | 0 | 30 |
| | | | |
| Polo Shirts | | | |
| XXL | 1 | 0 | 1 |
| XL | 2 | 1 | 1 |
| L | 3 | 0 | 3 |
| Μ | 3 | 0 | 3 |
| S | 1 | 0 | 1 |
| 10S (Ladies) | 1 | 0 | 1 |
| | | | |
| Documents | | | |
| Roadcraft (2013) | 4 | 1 | 3 |
| Observer Handbook | 5 | 2 | 3 |
| Chris Gilbert DVD | 4 | 2 | 2 |
| Run-sheet Pads | 4 | 0 | 4 |

Wolverhampton Advanced Drivers – Current Marketing Stock

8 **Group Associate Controller's Report**

The next Associate Evening, (Part II), is scheduled to be held on 21st January 2020.

8.1

Following feedback from a number of Observers concern was expressed that contact with Associates was often difficult and that appointments were not necessarily being kept. It was agreed that this was an issue and that the matter should be discussed at the forthcoming Observers Meeting on 18th February 2020.

It was felt that the message needed to be politely passed on to Associates that all Observers were volunteer's and as such deserved appropriate consideration.

8.2

The following shows the current Associate Member Status at 7th January 2020. In order to align the detail with that held on IAM RoadSmart DTE database we continue to show Inactive Associates who are still registered on DTE alongside Active Associates.

Deliberately Blamk

Group Associate Status

| Associate | Observer | Ever Part | ning Part | Run | Months | |
|-------------------|------------------|--------------|--------------|-------|--------|---------------|
| Name | Name | 1 1 | 2 | Count | Count | Status |
| Anna Gregory | Roger Denley | | | 0 | 1 | |
| David Scarrott | Paul Williamson | хх | хх | 12 | 17 | \rightarrow |
| Giles Evans | Tony Robson | х | | 0 | 3 | |
| James Cardus | Peter Spillan | | | 2 | 6 | Ť |
| Jason Vassell | Chris Smith | х | | 0 | 2 | |
| Katie Trusselle | Graham Trusselle | | х | 3 | 8 | \rightarrow |
| Kyle Bradshaw | Alan Bates | | | 0 | 2 | |
| Martyn Smith | Alan Bates | | | 0 | 1 | |
| Paul Swan | Mike Leadbeater | х | | 6 | 2 | |
| Ravi Kumar Suman | Barry Sadler | | | 0 | 1 | |
| Simon Ward | David Smith | х | | 1 | 3 | Î |
| Stephen Read | Mike Leadbeater | | | 0 | 1 | |
| Steve Mintchev | Roger Denley | | | 0 | 1 | |
| Chris Smallman | | х | Х | | | |
| Dalbeer Gill | | Х | Х | | | |
| William Young | | | | | | |
| Pam Dawson | | Х | | | | |
| Sheila Barnfather | | Х | Х | | | |

| Active | |
|----------|--|
| On Hold | |
| Inactive | |

Test Ready Near Test Standard Approaching Ready Needs Development

Associates Evening Part II on 21st January 2020

9 Group Membership Secretary's Report

Current position of the Group is:

- 59 Full Members (Of which 3 showing as Expired Members of IAM RoadSmart)
- Of the Expired IAM RoadSmart Members one is an On-hold Associate
- 2 of the IAM RoadSmart Expired Members are Group Social members
- 18 Associate Members (Two of whom are Inactive and three of which are On-Hold) 78 Total Group Membership (National Average is 188.4 Members/Group)
- 13 of the Full Members are Fellows
- 3 of the Full Members are Masters (All of which are "With Distinction")
- 5 of the Group Members are Social Members (Of these two are Group Members only)

- 14 of the Group Members are Observers
- 6 of the 14 are National Observers (Two of which are LOA's)
- 7 of the 14 are Local Observers
- 1 of the 14 is being mentored to become a Local Observer
- 9 of the 14 are Fellows



9.1

Concern was expressed regarding the membership levels of the Group which have remained below 100 for a considerable time. (It being felt by IAM RoadSmart that any Group falling below 100 Members was likely to be less likely to support itself). As can be seen from the detail in the graph above the trend is up but only very slightly. Increasing Group numbers is a matter that needs to be addressed as was made clear at the recent Spring Forum held in April in Worcester.

In this matter action is being taken with the £10 Assessment Drive Voucher Initiative and also the ongoing support for Younger Drivers who may be finding the IAM RoadSmart Membership fee too much for them to pay. (See Section 4.0 of these Minutes).

9.2

Jonathan Hughes has made contact with the West Midlands Police and Crime Commissioner, (David Jamieson), office and spoken to Jonathan Jardine. (0121 626 6060).

At the time of the call David Jamieson was not available however it was agreed that he would call us back; details of the reason for the call were left.

David Jamieson is an IAM RoadSmart Member.

9.3

It was suggested that we should make e-mail contact with local IAM RoadSmart Members who are not currently affiliated with a Group and "encourage" Group Association. (This carried forward from previous Minutes).

The Associate "Welcome Letter" has been updated to version 2.4 to include a simple statement regarding Gift Aid and to reflect the current Associate Membership process. (See Section 5.2 of these Minutes)

9.5

First invoice(s) for those renewing Group Membership in January 2020 have been issued.

From December 2019 Committee Minutes:

Further to discussion at the November 2019 Committee Meeting, (Section 9.3), regarding the aligning of the Group membership renewal being aligned to IAM RoadSmart subscription renewal dates a draft letter has been circulated by Jonathan Hughes to the Committee for comment.

Following various inputs and recommendations the letter, (shown in Appendix 5 of these Minutes), was issued to the Group Membership on 15th December 2019. (By e-mail to the majority and by post to those who had not opened their e-mail communication after ten days).

10 Group Newsletter Editors' Report

The Autumn/Winter Newsletter was issued via MailerLite and details obtained as to which Group Members are not opening their e-mail messages. The consideration being that there are a number of people within the Group Membership who are not "tech-savvy" and may be missing information that is issued by the Group.

These people are being contacted by Paul Williamson to establish whether we need to maintain contact with them through different means.

10.1

The closing date for input for the Winter/Spring Newsletter has been moved to being 1st February 2020.

10.2

Following discussion, it was agreed that the forthcoming Newsletter should be in the new electronic format using MailerLite however considerations were to be given to the following:

- If possible, a print friendly version of the Newsletter is to be accessible from the electronic version
- That the colouring and presentation should be different to the current format used by the Group
- That the format should at all times be flexible to allow for changes to be made if necessary
- That this was seen as a trial of the new format through 2020

10.3

Following discussion, it was agreed that the new format Newsletter, being electronic and flexible, could be issued aperiodically to better reflect the Group activities and interests.

11 Group Web Administrators Report

Jonathan Hughes reported an increase in web-site activity in December with Facebook engagement also improved. (Full details shown in Appendix 1 and 2 of these Minutes).

Web-site detail summary:

| Visitors through the month: | 2908 Visitors | $(\rightarrow 0\%$ against previous month) |
|---------------------------------|---------------|--|
| Pages Viewed through the month: | 9,077 Pages | (↑5% against previous month) |
| Hits through the month: | 72,740 Hits | (↑8% against previous month) |
| Bandwidth through the month: | 2.12Gb | (↑46% against previous month) |

11.1

Facebook activity remains pretty evenly distributed between Male and Female. (Full details shown in Appendix 1 of these Minutes).

11.2

Following discussion between Jonathan Hughes and Stephen Fletcher at Brindley Volvo in Wolverhampton detail of the promotional opportunities available for IAM RoadSmart Members has been posted on the Group we-site Benefits Section. This seen as a local advantage for Group Members.

12 Group Publicity and Events Co-ordinator's Report

The following events are currently scheduled:

- 8th January 2020 Mark Weaver
- 12th February 2020 Paul Derby
- 8th April 2020 Robbie Downing and Shaun Cronin ASDM Meeting at Friends Meeting House
- 12th June 2020 Trevor Poxon MBE to discuss the changing face of Advanced Driving
- 16th September 2020 Richard Gladman and Kate Tonge from IAM RoadSmart

12.1

It was discussed and agreed that the following people should be invited to the Group during 2020:

- Group Examiners, no earlier than October 2020
- West Midlands Police Collision Investigation Unit
- West Midlands Police Dog Handling Unit
- National Express

12.2

An opportunity has been provided for a Group visit to the Classic Car Restoration Facility at the Jaguar Land Rover Plant in Coventry. A preferential price of £20/pp has been agreed provided that the visit takes place on a Friday afternoon and is scheduled at least four weeks ahead of the date of the visit.

It was discussed and agreed that this should be scheduled for some time around May 2020.

12.3

Following discussion, between Jonathan Hughes and Stephen Fletcher of Brindley Volvo in Wolverhampton it has been agreed that Brindley Volvo would be willing to support the Group with an "Electric Vehicle Day". The format and arrangements yet to be made but this would dovetail nicely with the expansion of the understanding of electric vehicles by the Group Observers.

A post has been placed regarding this on the Observer Forum and has received a near 100% positive response from the Observers.

12.4

Nigel Packer has agreed that he will visit the sixteen libraries in the area to place a few Group Taster Drive Tri-folds on the library desk. In this Paul Williamson passed Nigel a number of Perspex stands for the tri-folds.

12.5

At the Himley Classic Car Show it was identified that there were some missing or damaged components in the Group "Show Kit". It was agreed that in the first instance we should inventory the kit as held and repair or replace items as required for activity through 2020.

12.6

Jonathan Hughes has been in contact with Kate Tonge at IAM RoadSmart requesting details of the web-site location of the "poster formats" shown by Solihull Group at the November Region 4 Meeting held in Worcester; these were seen as potentially being useful in the general promotion of the Group through 2020.

The posters are still being formatted by IAM RoadSmart but should be available by mid-February 2020.

12.7

Following the resignation of Chris Smith from the Committee at the time of this meeting there was no individual to take up the specific role of Events Manager. This is a role that does need to be filled as soon as possible.

13 Group Young Driver Ambassador Report.

Further to the Regional Meeting that took place on 30th November 2019 feedback from the West Midlands PCC is seen as an opportunity to change the approach to younger drivers and perhaps gain additional members. (See Section 9.2 of these Minutes).

14 A.O.B.

Terence Arthur asked if he could be provided with a number of tri-folds to pass on to colleagues and associates of his that were interested in advanced driving.

15 Date of Next Meeting

The next meeting is scheduled for 4th February 2020 This meeting will be at the Friends Meeting Hall

This meeting adjourned at 21:55

The Minutes of this Committee Meeting will be Proposed and Seconded as being an accurate reflection of the discussions that occurred, at the next Committee Meeting and those details will be covered within Section 1 of the Minutes.

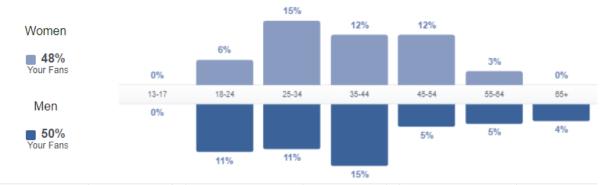
Appendix 1

Facebook Activity Through December 2019

| Actions on Page (i) December 6 - January 2 | Page Views (i) December 6 - January 2 | Page Previews December 6 - January 2 |
|---|---|--|
| 1 | 18 Total Page Views ▲ 64% | 1 1 |
| We have insufficient data to show for the selected time period. | ~~~~~ | We have insufficient data to show for the selected time period. |
| Page Likes (7) December 6 - January 2 | Post Reach (i) December 6 - January 2 | Story Reach December 6 - January 2 |
| 2 Page Likes ▲100% | 1,006 People Reached ▲ 204% | Get Story Insights See stats on how your Page's recent stories have performed. |
| | | Learn More |
| Recommendations (7) December 6 - January 2 | Post Engagement @ December 6 - January 2 | Videos December 6 - January 2 |
| t at | 400 Post Engagement ▲142% | 117 3-Second Video Views ~ 2240% |
| We have insufficient data to show for the selected time period. | \sim | m |
| Page Followers (7) December 6 - January 2 | Orders (i) December 6 - January 2 | |
| 3 Page Followers * 200% | 0 Number of Orders ▲ 0% | |
| ٨ | O Earnings from Orders ▲ 0% | |

Facebook Demographic Through December 2019

The number of people who saw any of your posts at least once, grouped by age and gender. Aggregated demographic data is based on a number of factors, including age and gender information users provide in their Facebook profiles. This number is an estimate.



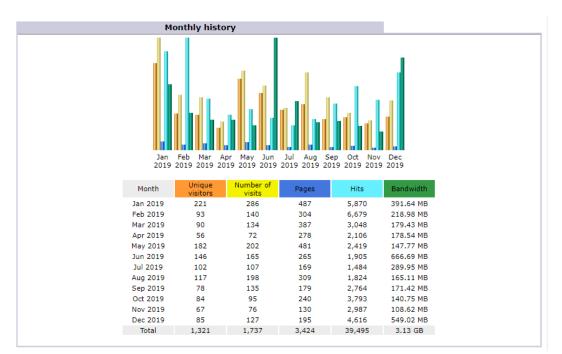
Appendix 2

Summary Web Activity Through to End of December 2019

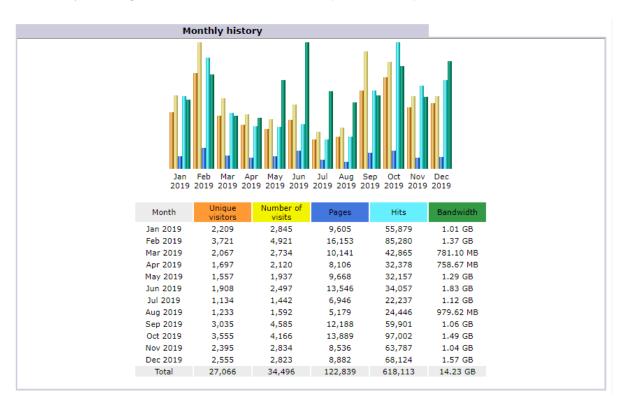
Summary of the detail:

| Visitors through the month: | 2908 Visitors | $(\rightarrow 0\%$ against previous month) |
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| Hits through the month: | 72,740 Hits | (↑8% against previous month) |
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Web Site Activity Through to End of December 2019 (HTTP Site)



Web Site Activity Through to End of December 2019 (HTTPS Site)



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