



ST MICHAEL'S HOSPICE CHARITY
ANNUAL GENERAL MEETING
The Attikon Theatre
Wednesday, 13th July 2022

Present:

17 members' names were recorded on the register and signed in:

- | | | |
|---------------------|--------------------|---------------------|
| 1. David Hart | 2. Chris Peet | 3. Cameron McDonald |
| 4. Linda Ingram | 5. Barbara Newman | 6. Karen Tolley |
| 7. Malcolm McKenzie | 8. Anne McKenzie | 9. Fr Jim Kennedy |
| 10. Marian Richards | 11. David Richards | 12. Ros Washington |
| 13. Helen Murphy | 14. Stephen Gannon | 15. Sue McGough |
| 16. John Eldred | 17. Nikki Dake | |

4 Non-Voting Members and guests were recorded on the register and signed in:

- | | |
|-------------------------|----------------------|
| 1. George Sideras | 2. Mona Theoharides, |
| 3. Fr Ismael Quequesana | 4. Carolyn Hart |

Apologies received from Voting Members:

1. Sue Leslie, 2. Gillian Holmes, 3. Andrew Lauder, 4. Ann Friend, 5. Petra Fryer

The meeting was scheduled to commence at 2.30pm.

However, at that point, as there was not a quorum of 50% of the voting membership present, David Hart, Chairman, proposed that the meeting commence at 2.30pm, rather than instigate Article 19.3 of the existing Constitution, as had occurred last year, whereby a 30 minute break had to be taken and if more than 30% of voting members were in attendance, the AGM could proceed. He explained to the meeting that members would have noticed that the parking time limit at Kennedy Square car park had changed to two hours only, which might cause issues if the AGM did not start until 3pm.

The proposal was carried unanimously and the meeting commenced at 2.30pm.

1. Welcome and Introduction by David Hart, President

A very warm welcome to everyone today as we present our end of year report to you for the year 2021. We are here at the Attikon Theatre, a wonderful venue, which, once again, has been provided to us free of charge by the Municipality of Paphos for

our meeting today. I would like to thank Christos for his assistance in securing this venue.

We would like to extend a special welcome to Mona Theoharides, General Manager, Archangel Michael's Hospice, to Father Ismael and Father Jim of the Paphos Parish, to the Charity's auditor, Yiannis Pouyiouris of Pro-Vision Accountants, and to special guest, George Sideras. My thanks also to my wife, Carolyn, for coming along to take the minutes of today's annual general meeting.

On a housekeeping note, the toilet facilities are located in the corridor behind me via the doors on the left-hand side. Should the fire alarm sound, please make your way via the exits to a safe area. Would you please turn your mobile phones off or put on silent mode and should you need to collect a call, would you please leave the theatre quietly to do so.

If you have any questions, please ask them at the end of each section by raising your hand and should we not be able to give you an answer today, please be assured that your question will be added to the agenda of our next Board meeting in August and we will come back to you with the answer.

I would like to take this opportunity to introduce you to the members of the Charity's Board: I am your President, David Hart, Chris Peet is your Vice-President, David Richards is your Treasurer, Anne McKenzie is your Area Shop Director and Steve Gannon, our newest Board member.

I expect to see the fullest of respect given to our Board, to all of our speakers and to those members asking questions. I hold respect in the highest order in my life and I expect the same from you all.

Before we start the formal proceedings, may we, on behalf of the Charity's Board and the Management of the Hospice, extend our sincere thanks and appreciation to all our volunteers in our shops and those who work behind the scenes; those who do the ironing, those who do the sorting, those who pass on clothes to poor families and refugees; those who clean the shops, those who give their time to raise money by selling our stock and those who support me and our Board of Directors. To all those who are serving now and those since retired; to all our managers who put that extra in to achieve and exceed our goals and managed us through covid restrictions.

To: Barbara Newman of Peyia Boutique, Helen Murphy of Polemi, Sue Leslie, now retired, of the Harbour, to Ann Friend, now retired, of the Town Shop and to Marian Richards of Geroskipou and Agapinoros. Your contributions have been fantastic and outstanding.

The Board and I would like to take this opportunity to particularly highlight Marian Richards' work; she manages two shops and produces a vast turnover; an amazing 58.8% of our turnover came from her two shops. She has been exemplary; her work in marketing and creating ideas is absolutely fantastic. Thank you so much, Marian, for what you do.

Additionally, I extend a thank you to my fellow Directors who volunteer to manage the Charity and carry out other tasks to raise money for the Hospice – your work does not go unnoticed. Thank you to Chris, David and Anne and to all those who gave their time to support the Charity during the year.

I also wish to take this opportunity to extend a thank you to Mona Theoharides, General Manager of the Archangel Hospice. Our business relationship has never been better; she has worked hard to ensure we work together and are united in our actions to make the Hospice the very best in Cyprus. We exchange information to help our cause and we talk at least once a week. Her professionalism is of the highest degree and we, the St Michael's Hospice Board, thank you, Mona, and extend our sincere appreciation and gratitude to you.

2. Presentation to Honorary Members

David Hart stated that it is always an honour to highlight people who have distinguished themselves with extraordinary support and activities for St Michael's Hospice Charity. The following people have all given outstanding support to the Board, given so much to the local community and to Hospice funding and I would ask them to come forward to receive a Certificate of Honorary Membership of the Charity: To Andrew Lauder, retired Chairman of the Charity, in recognition of his work for the Charity. Chris Peet accepted the Certificate on Andrew's behalf.

To Gillian Holmes, retired manager of the Polemi shop, in recognition of her work in driving the Polemi shop forward. Helen Murphy accepted the Certificate on her behalf.

To Sue Leslie, manager of the Harbour shop for many years, now retired. In recognition of the work she put in to drive that shop forward. Anne McKenzie accepted the Certificate on her behalf.

3. To approve the Minutes of the 2021 AGM held on 23rd June 2021

The Board proposed that the Minutes be accepted as a true and accurate record. Motion carried.

4. To confirm the appointments of SMHC's Auditor and Lawyer

The Board proposed that Yiannis Pouyiouros of Pro Vision Accounting Services Ltd. continue as Auditor to St Michael's Hospice Charity for the coming year. Motion carried.

The Board proposed that Marilena Kaizer of Marilena Kaizer Law, continue as Lawyer to St Michael's Hospice Charity for the coming year. Motion carried.

5. Treasurer's Report 2021 presented by Chris Peet

Firstly, I would like to start by saying a big thank you to Yiannis Pouryiouros of Pro Vision Accounting for auditing our accounts this year. He and his company have audited our accounts for 12 years at no cost to the Charity and we are extremely grateful for their time and generosity. I have personally been associated with Yiannis for six years and thank him for his support and help.

As our Mission Statement clearly says, our reason d'être is to raise funds in support of the Archangel Michael Hospice in order to provide excellence in the delivery of free palliative and respite care to those in need, irrespective of race, colour or creed. The costs to the Archangel Michael Hospice are in the order of €300k per annum. By and large, this amount covers only the operational costs of the Hospice. In the longer term, more funds will be needed. Apart from the immediate increase in cost of living affecting retail pricing of all commodities, these will surely impact the Hospice this year and, there is also longer term building maintenance costs which will be inevitable. Thus, we will be challenged to improve our fund-raising efforts year on year.

Overview of 2021

We began 2021 with a degree of optimism believing and hoping that after the Covid restrictions we experienced through most of 2020, that we would see a return to "normality". Your Board had prepared a business plan which reflected our desire to

reach the high levels of income we enjoyed in 2019. Sadly, this was not to be. Signature events, which we had hoped to re-run failed to materialise, due to the ongoing government restrictions which created much uncertainty throughout the year. Thus, our focus remained on our core business, our retail trade. SMHC shops have always been central to our fund-raising efforts. It has always been our CORE business. Monies generated through events, raffles etc., have been the “icing on the cake”, enabling us to increase our funding to the AMH.

SHOPS

In spite of losing some 4 weeks of trading early in the year, I am pleased to report that through a prime initiative introduced at the end of 2020, we were able to capitalise on this in 2021. Our 6th shop in Agapinoros enjoyed an excellent first year contributing €31,947 to our total shops revenues.

Extensive radio advertising and the use of Facebook, enabled us to generate increased awareness and donations of items which could be sold through our shops. The incredible effort of our shop managers and dedicated volunteers all contributed to an excellent year-end result.

Our total shops income was €187,374 (+35.7% LY) before shop-paid expenses. Net income from shops was €152,005 (+37.2% LY).

Events and Raffles

We report an income of €2185 from our sole event which was the much delayed Cyprus Marathon held in December. In spite of our best efforts through advertising, the response was disappointing. The event itself was affected by torrential rain perhaps resulting in several entrants not taking part and therefore not collecting their sponsorship monies. We are reviewing our performance and hope to be more successful in 2023.

Cash Donations

We still have our regular anonymous donor who has a standing order for which we are very grateful. We also have a donor who makes an annual donation of €1000. Our grateful thanks again. Apart from these two donors, we have had numerous small cash donations which have been deposited at our shops and are accounted for separately. In total, we received €4166 (+4.5% LY)

Charity Collection Boxes

Whilst we collected €2418 (+48% LY) from our blue charity boxes, we have discovered that a significant number of boxes have disappeared through theft or, through a business closing down. The Charity has also struggled for volunteers to undertake collections and banking which has exacerbated our position. In previous years we have enjoyed much better returns in the region of €5k per annum.

EXPENSES

Excluding our donations to AMH, our expenses amounted to €41043 (+16.2% LY). With our hard focus on costs we could not avoid increasing our spending over the previous year. This was primarily due to a full year of rent payable on our new Agapinoros shop.

Donations to Archangel Michael Hospice

In what was another challenging year, but with our shops doing so well, we were able to donate to Archangel Michael Hospice €132000, an increase of 17.9% over the previous year. An unexpectedly good result given the challenges faced.

Summary of Year End Results

Carried in from 2021	€ 14822	
SMHC Income	€175915	
Total	<u>€190737</u>	
Charity Expenses		€41043
AMH Donations		€132000

Total Outgoings
Balance Carried Forward

€17694

€173043



Chris Peet
SMHC Director and Treasurer

6. Response to the Treasurer's Report by Yiannis Pouryiouros, Pro Vision Accounting

Yiannis Pouryiouros thanked everyone for their kind words and extended a particular thank you to Chris Peet for maintaining records of income and expenditure for the Charity throughout the year. He commented that Chris does an excellent job and if he was ever looking for work, then he, Yiannis, would employ him. He asked the meeting for a round of applause for Chris in appreciation of his work.

7. Report by David Richards – Performance Up-date on the first half of 2022

David Richards informed the meeting that he took over as Treasurer of the Charity on the 1st January, 2022. He commented that everyone had heard what the amazing team of Managers, Volunteers and even Board Members have achieved together during 2021. Therefore, the Board thought that members might be interested in some of the events that have happened during the first six months of this year, 2022.

1. Our Town Shop Manager, Anne Friend, left us at the end of March to return to the UK. We tried our best to keep the shop open but we were beaten by the road works in the Mesogi Road that basically killed the business in that shop and, obviously, other retail shops in the area also suffered. It was decided to close the shop on the 21st May and the premises were handed back on the 17th June.
2. Our shops are working really hard to maintain their takings level and we expect the re-introduction of mask wearing inside to have only a small detrimental effect on our business.
3. Our events income is also growing with a major recent event of a Golf Day at Elea.
4. Our shop takings have raised over €107,000 up to the end of June, which comfortably exceeds the similar period last year, even though we are one shop less.
5. We are in the process of up-grading our Harbour shop following the retirement of Shop Manager, Sue Leslie, on the 30th June. This shop will now combine with our Agapinoros shop to use the moniker, 'Wardrobe'.
6. Our Geroskipou shop goes from strength to strength and now becomes the warehouse for feeding three of our shops and has been rebranded as a Charity Superstore.
7. The takings from both Peyia and Polemi are also comfortably surpassing the similar period of last year.

Therefore, in summing up, we are very pleased with the progress so far in 2022 and would, again, like to thank all our Managers and Volunteers for all their efforts.

8. Election of Officers

In accordance with instructions from the Paphos District Office, those people eligible to vote are those who were fully paid-up members as at 31st December 2021. Notice of the election of officers to sit on the Board for the next two years was duly notified to all members by newsletter on the 27th June 2022.

Members were reminded that this was a 'secret' ballot and that there was no requirement to print their name or sign the voting slip.

The members were reminded that David Hart, David Richards and Chris Peet were voted to the Board last year for a two year term of office and that members are voting today for Anne McKenzie and Steve Gannon to sit on the Board for a two year term of office.

A short break was held while voting members completed their forms and then placed them in the Ballot box. The votes were then removed from the Ballot box and counted.

9. Board Election Announcement:

All voting members who attended this meeting, totalling 17, were issued with voting forms on arrival; 13 completed forms were actually placed in the Ballot box. 4 voting forms were not returned at the meeting, no explanation was given.

The votes cast for each candidate were as follows:

Name:	Yes	No	Abstension	Blank
Anne McKenzie	13	0	0	0
Steve Gannon	11	1	1	0

The voting procedure was overseen by Chris Peet and David Richards.

David Hart thanked the membership for their show of support in voting to elect both candidates to sit on the Board for the next two years.

10. Written Questions

No written questions had been submitted.

David Hart encouraged members to not hesitate in asking any Board Member for clarification of any queries they may have at any time.

11. Any Other Business

None

12. Closing Remarks from David Hart, President

We have lots more to do!

I want our Charity to become 'The Charity of Choice'. You all help us in being positive towards us, your Board, to our Charity and to the Hospice. We are the best managed Charity in Cyprus; we meet monthly to review what we have achieved and to set our goals to further our Charity and to exceed those goals.

We have challenges and we meet them head-on and manage them in a very professional manner. We meet every challenge thrown at us by the Paphos District Office; we manage the money raised by our volunteers in a strict and methodical manner; we manage our Constitution and follow every single clause and every paragraph to the letter. We take pride in all we do and are diligent and trustworthy. This Charity is well-managed and consistent in its performance.

We have engaged in furthering our communications with our members and enhanced our media reporting.

However, probably our biggest challenge is seeking helpers to collect our 'Blue Boxes' and we need to take action now to rectify this. Unfortunately, we have not had anyone to take this on since Nikki Dake and John Eldred retired from this role. All we need are four helpers to go out to shops and venues to exchange full Blue Boxes with empty ones, four times a year and pass that cash on to our Treasurer to bank. We have about eight boxes in different locations which need to be collected. If you feel you can help with this, please have a word with David Richards today as this is revenue that our Hospice is missing out on.

I would like you all to promote our shops by visiting them to donate your unwanted items and/or buy some of our pre-loved items. Tell all your friends and neighbours to call in and see us and to donate any items they may have to our Charity. We have a van to enable us to collect larger items and David Richards is out at least twice a week collecting furniture, which is quite a task and our thanks are extended to him.

I would like to extend our thanks to Daryl and Annie and all their staff at the Frog and Toad pub in Coral Bay, who collect and donate around €4,500 per year to our Charity. This is a wonderful amount and our thanks to them for what they do.

In closing, I urge you all to join and engage with us on our journey in making the St Michael's Hospice Charity, 'The Charity of Choice'.

Thank you to you all for what you do and thank you for attending this afternoon.

David Hart
President

The meeting closed at 3.20pm

SMHC AGM 2022/cah 19.07.22