



19th ANNUAL GENERAL MEETING

MINUTES OF THE MEETING HELD ON 15th November 2023 ONLINE VIA ZOOM

Present: Lara Artemis ACR, May Berkouwer ACR, Nicolas Boyes ACR, Rose Briskman ACR, Richard Bruce, Emma Callaghan, Vicen Carrio ACR, Emma Chaplin, Susan Clowes ACR, Sara Crofts, Diana Davis ACR, Victoria de Korda, Amy Drago, Clare Finn ACR, Kate Frame, Claire Fry ACR, Helen Ganiaris, Alexandra Gent ACR, Simon Green, Isobel Griffin ACR, Paul Harrison, Jess Hay, Karoline Sofie Hennem, Maria Jordan ACR, Verena Kotonski ACR, David Leigh, Helen Lloyd ACR, Jenny Mathiasson, Alice Meigh, Carole Milner, George Monger ACR, Charles Morse, James Murphy, Christine Murray ACR, Kate Newton ACR, Ingelise Nielsen, Lisa O’Hagan, David Orr ACR, Joanna Payne ACR, Sarah Peek ACR, Heather Perry, Sarah Pinchin, Katerina Powell ACR, Clare Prince ACR, Fergus Purdy, Anita Quye, Katharine Richardson, Elina Rodriguez Millan, Marie-Luise Ronsch, Mark Ross, Sophie Rowe ACR, Jonathan Santa Maria Bouquet, Lesley Scott ACR, Rosemarie Selm ACR, Meagen Smith ACR, Sarah Staniforth, Chloe Stewart, Michelle Stoddart, Sylvia Sumira ACR, Hannah Sutherland, Joyce Townsend ACR, Sophie Woehrling, Maggie Yuen Ling Loh, Xunyi Zhou

In attendance: Emma Jhita (Chief Executive, EJ), Geanina Beres (Communications Manager, GB), Heather Doyle (Accreditation Manager, HD), Chloe Gerrard (Skills Officer, CG), Michael Rodger (Membership Officer, MR), Patrick Whife (Head of Policy & Skills, PW), Caroline Peach (Minutes, CP)

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| 1 | <p>WELCOME AND INTRODUCTIONS</p> <p>Emma Chaplin (Chair of Icon, EC) opened the meeting at 5.00 pm. She introduced herself as the Chair (since April 2023) and welcomed Icon members to the meeting. She noted that the AGM is both a legal requirement as well as an opportunity to reflect on the 2022-23 financial year and look ahead to the future. This meeting is also an opportunity to meet Emma Chaplin and Emma Jhita (recently appointed CEO).</p> <p>EC confirmed that the AGM was being recorded for the purpose of minutes. She noted that polls would be used to record votes, and that questions should be added to the Zoom chat function.</p> |
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| 2 | <p>Apologies were received from:</p> <p>Michelle Rheeston</p> |
| 3 | <p>MINUTES OF THE 18TH AGM ON 1ST DECEMBER 2022</p> <p>The minutes had been circulated previously. EC highlighted that the version on the website referred to approval of the minutes of the 16th AGM and this has been corrected to 17th AGM. With this change, the minutes were approved and were signed by the Chair as being a true record of the meeting.</p> <p>Proposer: James Murphy</p> <p>Secunder: Nicolas Boyes ACR</p> <p>For: 50</p> <p>Against: 0</p> <p>Abstained: 3</p> |
| 4 | <p>REVIEW OF THE YEAR (EMMA CHAPLIN, CHAIR and SOPHIE ROWE, VICE CHAIR)</p> <p>Emma Chaplin introduced Sophie Rowe (SR), who acted as Icon’s Interim Chair from December 2022 to March 2023 following the end of James Grierson’s term as Chair at the 2022 AGM.</p> <p>SR presented a review of the year ending 31st March 2023. In this year, Icon’s activities focussed on the delivery of the new strategy and were framed by the strategy’s five objectives of:</p> <ol style="list-style-type: none"> 1. Champion cultural heritage and the value of conservation 2. Extend our reach within the UK and internationally 3. Maintain high standards in conservation practice 4. Develop conservation as an inclusive and rewarding career 5. Strengthen our Institute <p>Icon’s work to champion cultural heritage and the value of conservation included:</p> <ul style="list-style-type: none"> • participation in the Heritage Open Days Campaign • running the first ‘Marsh Awards’ (a programme of three awards, to be made annually, to celebrate people who have made remarkable contributions to the profession) • engaging in a range of policy activities such as the revised ‘Conservation, People and Communities’ report • participation by Sara Crofts (previous CEO) in the project board for the Research Infrastructure for Conservation and Heritage Science programme developed by the Arts & Humanities Research Council. <p>Under work to extend Icon’s reach within the UK and internationally, Icon:</p> <ul style="list-style-type: none"> • hosted a stand at the high-profile Houses, Parks & Gardens event • developed a data-based strategy for social media |

- ran its biggest-attended annual lecture ‘It’s Just a Dress’
- extended the TruVue grant programme internationally for the first time.

To **maintain high standards in conservation practice**, Icon:

- set up a new policy forum for senior conservation staff in large organisations
- participated in a number of environmental sustainability-related initiatives
- reviewed the accreditation scheme and awarded accreditation to 23 members
- expanded the skills events programme for conservators.

As part of its work to **develop conservation as an inclusive and rewarding career**, Icon:

- successfully registered with Ofqual so that it can now deliver End Point Assessments for four heritage apprenticeship standards
- published a Labour Market Intelligence report in June and a report on Conservators’ Salaries
- successfully applied to the National Lottery Heritage Fund’s Heritage Innovation Fund for funding for a project to investigate shortages in industrial heritage conservation skills.

To **strengthen our institute**, Icon has:

- appointed a consultant to identify opportunities for sponsorship and build commercial partnerships
- supported members to collaborate on emergency response actions for conservation working in the Ukraine
- run CEO ‘drop in’ sessions for members to share ideas with the CEO
- launched a redeveloped membership magazine with greater emphasis on increasing recognition of the value of the profession
- published the first Conservation Register Annual Report and delivered marketing webinars to support ACRs to showcase their work on the Conservation Register.

SR noted that these are examples of Icon’s work over the past year. She invited speakers from Icon’s membership and staff to speak in more detail about their involvement with three different initiatives and the impact of those activities.

Karoline Sofie Hennem spoke about her involvement in Heritage Open Days at Chatham Dockyard which helped to showcase conservation work and make it visible. All tours were fully booked with many people reporting their pleasure at being able to see this side of the Dockyard’s work.

Geanina Beres described Icon’s work to develop a data-based strategy for social media which resulted in the identification of Instagram as an appropriate platform to

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| | <p>reach a young and international audience. The strategy was also used to promote engagement with Icon’s annual lecture and resulted in the highest-ever attendance.</p> <p>Sarah Peek ACR spoke about her role in the review of the Accreditation Framework and the benefits that the resulting simplified process, including e-portfolio, will bring to applicants.</p> <p>EC thanked the speakers for their contributions and noted that Icon is at its best when people come together. She invited members to provide feedback on Icon’s activities, including the new Accreditation Framework as it is rolled out. She drew attention to Icon’s Impact Report 2022-23 which includes further examples of activity in this reporting year.</p> |
| 5 | <p>TRUSTEES’ ANNUAL REPORT AND ACCOUNTS FOR YEAR ENDING 31ST MARCH 2023</p> <p>EC introduced the Trustees’ Annual Report and Accounts for the year ending 31st March 2023. She introduced Richard Bruce (Chair of Icon’s Finance Committee) who spoke briefly about the Annual Accounts.</p> <p>There were no questions about the Trustees’ Annual Report or Annual Accounts.</p> <p>RESOLUTIONS</p> <p>Ordinary Resolution 1: To receive the Trustees’ Annual Report and Accounts for the year ending 31st March 2023.</p> <p>Proposer: Simon Green</p> <p>Secunder: Sophie Rowe ACR</p> <p>The combined votes of those members present at the meeting and those voting by proxy were:</p> <p>For: 125</p> <p>Against: 0</p> <p>Abstained: 5</p> <p>Ordinary Resolution 2: To authorise the Trustees to appoint the auditors to serve until the end of the next Annual General Meeting and to authorise the Trustees to decide the remuneration to be paid to the auditors.</p> <p>Proposer: Sarah Staniforth</p> <p>Secunder: Claire Fry ACR</p> <p>The combined votes of those members present at the meeting and those voting by proxy were:</p> <p>For: 129</p> |

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| | <p>Against: 0</p> <p>Abstained: 3</p> |
| 6 | <p>GOVERNANCE</p> <p>EC introduced the governance agenda item through which the results of the elections to the Board of Trustees are announced to members. She handed over to SR to present the results in her capacity as Chair of Icon’s Nominations Committee.</p> <p>There were four vacancies for elected trustees this year: two unrestricted seats, one representative seat for Wales and one representative seat for Northern Ireland. Two eligible applications were received and these two people are elected unopposed.</p> <p>RESULTS OF ELECTIONS TO THE BOARD OF TRUSTEES</p> <ul style="list-style-type: none"> • David Orr ACR (representative seat for Northern Ireland) • Maria Jordan ACR (unrestricted seat) • <p>EC welcomed the new trustees to the Board, and they were given the opportunity to introduce themselves virtually to attendees of the AGM.</p> |
| 7 | <p>LOOKING FORWARD – THE YEAR AHEAD</p> <p>EC observed that the AGM is not only a chance to reflect on the previous year, but also an opportunity to take stock of the current situation and share plans for the year ahead. This section of the agenda was divided between EC speaking about the first six months of the 2023-24 year and Emma Jhita (Chief Executive, EJ) speaking about the second six months.</p> <p>EC introduced herself to members and outlined her background in the museum sector. She was appointed as Icon Chair in March 2023, taking up the role on 1st April 2023. She reflected on the many changes in the first six months, the first of which was to say goodbye to Sara Crofts who had been Icon’s CEO for the previous five years. She recorded thanks to Sara for her substantial contribution to Icon.</p> <p>Icon was fortunate to welcome Kate Frame as Interim CEO for a period of six months following Sara’s departure. Kate brought experience and support to the small staff team in this period and was thanked for her leadership.</p> <p>The Board of Trustees, led by EC, initiated a robust recruitment process which resulted in the appointment of Emma Jhita as CEO from 1st November 2023. Both EC and EJ are keen to meet members.</p> <p>Since April 2023 Icon has continued its work to maintain high standards in conservation practice. EC reflected that it is critical for a professional body to provide support to its members in this way and in 2023-24 this has included the launch of the Skills Strategy, the research into and publication of a report on Industrial Heritage Skills (supported by the National Lottery Heritage Fund), and the roll-out of the Accreditation Review. She thanked everyone involved in this work and</p> |

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| | <p>spoke of the commitment of fellow trustees including Sophie Rowe as Interim Chair and Vice Chair, Richard Bruce as Chair of the Finance Committee and Diana Davis as Chair of the Professional Standards and Development Committee.</p> <p>EC reported that there had been several changes within Icon’s staff team in the first half of 2023-24. Michael Nelles (Head of Membership) and Jess Lock (Membership Manager) both left during the year and will be missed, whilst Michael Rodger (Membership Officer) has joined the team. She recorded thanks to Patrick Whife, Geanina Beres, Heather Doyle, Chloe Gerrard and Michael Rodger for their hard work. She thanked members for sharing their time, for volunteering, and for their input and spoke of the value of Icon as a community.</p> <p>Emma Jhita (Chief Executive) thanked members for their warm welcome to Icon. She introduced herself and provided information about her professional background and experience which includes income generation, policy and advocacy work, and building partnerships.</p> <p>EJ spoke about plans for the rest of the 2023-24 year which will continue to deliver against the five strategic priorities. These plans include work to promote the Conservation Register, strengthening collaborative relationships and building partnerships, promoting accreditation, growing professional development opportunities, and strengthening Icon financially, environmentally and socially to deliver good value for members and the public.</p> <p>Key events ahead include the Annual Lecture, the Conference that will take place in July 2024 and the spring/summer programme of member events. It is hoped that the Marsh Awards will be run again, and that further work towards identification of a heritage skills red list and apprenticeships will take place. There will also be a continuation of work to grow income and improve Icon’s financial and organisational resilience.</p> <p>She closed by saying that it has been good to meet people online at this AGM and last week at the Accreditation conference.</p> <p>Emma Chaplin asked members if they had any questions. There were no questions.</p> |
| 8 | <p>CLOSING REMARKS</p> <p>Emma Chaplin thanked members for attending the AGM. She thanked the Icon team and Caroline Peach for organising the AGM.</p> <p>The meeting closed at 6.18 p.m.</p> |
| | <p>Signed as a true and accurate record of the meeting</p> <p>..... Date</p> |

