

**Minutes of the CGLMC Ltd Meeting held in the Greenkeeping Sheds on Monday 3<sup>rd</sup> March 2014**

**Present:** P Sawers (Chairman), J McLeish, G Paton, H Oswald W Thompson, G Murray, J Gilbert, A McCartney, K Sampson, A McKeown, R Reyner, B Boyd, A McColgan.

**In Attendance:** G Duncan (General Manager), C McLeod (Golf Services Manager), A Reid (Links Superintendent),

Meeting began 1900 hours.

**Apologies**

L Gordon, C Yule.

**1. Any Additional Agenda Items**

A McCartney – Sub Committee Members. A McCartney advised that he was told he was not on the PR Sub Committee now, meaning there is no Taymouth Golf Club representative on the PR Sub Committee. It was agreed that A McCartney should be reinstated onto the PR Sub Committee.

P Sawers – Carnoustie as a Business Improvement District. (Added as item 2.1)

P Sawers – R&A update after meeting with G Duncan, A Reid and P Sawers. (Added as item 2.2)

**2. Declarations of Interest**

There were none.

**2.1 Carnoustie as a Business Improvement District**

P Sawers advised that she attended a meeting with Gordon Reid who has advised that a Government grant is to be received in order to set up Carnoustie as a Business Improvement District. She advised that Mr Reid recognises CGLMC Ltd as a large business in the town and has asked that it take part in a steering group along with other people from the town. H Oswald advised that this Improvement District may not include CGLMC Ltd, it may only run in certain parts of the town. H Oswald suggested that a positive response be given, the directors agreed.

**2.2 R&A Update**

P Sawers advised that a meeting was held between the R&A and CGLMC Ltd. G Duncan, P Sawers and A Reid attended on behalf of CGLMC Ltd. This was a follow up meeting from 2013. P Sawers reported that the R&A are delighted with the condition of the course and the work that has been undertaken since the last meeting. A course walk was undertaken.

**3. Approval of Minutes of the CGLMC Ltd Meeting of Monday 3<sup>rd</sup> February 2014**

Approved: J Gilbert

Seconded: G Murray

**a) Matters Arising Therefrom**

P Sawers advised that the Angus Council trip to China has been postponed. She suggested that when a new date is confirmed, the directors review the itinerary and decide again whether it would be worthwhile to send a CGLMC Ltd representative. A McKeown advised that only the business part of the China trip has been postponed by Angus Council, and the education part of the trip is still going ahead.

**4. Greens Business**

**a) Approval of Minutes of Greens Meeting of Monday 10<sup>th</sup> February 2014**

Approved: P Sawers

Seconded: W Thompson

**b) Matters Arising Therefrom**

A Reid advised that on the matter of preferred lies on the 2 new holes of the Buddon Links course, it would be easier to have no preferred lies rather than having them on only some holes. He advised that the fairways are in a good enough condition to play the holes as normal. The directors agreed:-

- i) that there would be no preferred lies on the Buddon Links course.

**5. Finance Business**

There was no business.

**6. Pro-Shop Business**

**a) Approval of Minutes of Pro-Shop Sub-Committee Meeting of Tuesday 4<sup>th</sup> February 2014**

Approved: W Thompson

Seconded: P Sawers

**b) Matters Arising Therefrom**

POS System

R Reyner advised that the POS system is now and place and operational. G Duncan advised that there were some minor problems initially but the system is working now. The staff training is now complete and staff are speaking positively about the new system.

Key Fobs

R Reyner enquired to whether the key fobs would be ready for the start of the season. G Duncan advised that he is hopeful that they will be ready if not for the start of the season, shortly after. Currently the software has not been installed but all hardware is on site.

R Reyner enquired to whether the clubs will be informed. G Duncan advised that they would be informed in due course. P Sawers advised that the clubs and the website should be updated. She also asked that the directors inform their own clubs. C McLeod advised that there is already information on the website and a letter to the clubs is drafted. The letter will be sent tomorrow.

#### CCTV Cameras

R Reyner asked for approval to install a simple CCTV camera system in the Pro-Shop.

The directors agreed:-

- i) to install the CCTV as described in the Pro shop.

R Reyner then advised that a CCTV system for the 1<sup>st</sup> tee is to be more expensive. This will be discussed further at the Pro-Shop Committee meeting tomorrow night.

#### VIP Scheme

The VIP scheme is now up and running. R Reyner confirmed that the open night for members to attend the Pro-Centre and learn more about the scheme would take place on 28<sup>th</sup> March 2014.

R Reyner advised the directors that this would be a good opportunity to advise members of all of the items that can be purchased through the Pro-Shop at cost plus VAT price. He advised that C Sinclair has said that any item a golfer would like to purchase, even if it is not stocked in the shop, can be ordered in for individuals.

W Thompson raised concerns over selling goods that are not stocked in the shop and are not CGLMC Ltd logo'd. J Gilbert highlighted that selling any hardware (apart from clubs) may put the shop in competition with other clubs in the local area. H Oswald suggested that this system is not in the spirit of the agreement. After discussions, the directors agreed that this should be discussed and clarified at the Pro-Shop Sub Committee meeting taking place tomorrow night.

The directors agreed:-

- i) that the open night would take place on 28<sup>th</sup> March 2014.

#### TGI System

The TGI system is now operational.

#### Junior Golf

L Gordon and P Sawers are to attend local schools to give a presentation of the new short course. P Sawers advised that she met with Emma Thomas who is the Schools Coordinator for Angus Council. P Sawers advised that E Thomas had suggested that rather than the schools just pick a name for the course, they should be asked to colour in or collage pictures of the course with a prize for the best picture, and this should build up enthusiasm. E Thomas is delighted with CGLMC Ltd's proposal for the new course. P Sawers and L Gordon will take the Claret Jug and some other props with them to the schools.

#### Pin Sheets Offered to All Players

R Reyner advised that this would be discussed tomorrow at the Pro-Shop Sub-Committee meeting. There are a few systems available which will be investigated further.

#### Local Pro's

R Reyner advised that CGLMC Ltd are currently awaiting clarification from the PGA on this matter. G Duncan advised that he is trying to get a definitive statement from them but it is proving difficult.

### New 6 Hole Short Course

A meeting will be held later in the month to discuss this further.

### Pro Shop Staff

J McLeish advised that he had been told by other members that a new position had been made available in the Pro-Shop and had been filled by a new member of staff, rather than being offered to any Starters who will not be offered a new seasonal contract this year. J McLeish enquired to whether any of the Starters were considered for this position. He was advised that they were not. J McLeish advised that he had been informed that one new member of staff is not PGA qualified, which meant the Starters could have been considered.

H Oswald suggested that a formal recruitment policy should be drawn up and followed in order that mistakes are not made. G Duncan is to arrange for this policy to be compiled.

A McArtney enquired to whether the Meeters and Greeters staff were still being employed. G Duncan advised that a meeting needs to take place with C McLeod and C Sinclair to discuss this further. A McArtney suggested that many of the starters have worked seasonally for CGLMC Ltd for longer than the Meeters and Greeters, and therefore should be offered an interview for any upcoming positions for this year. A McArtney suggested that the way the Starters have been treated is ridiculous. P Sawers advised that the board as a whole made these decisions.

W Thompson advised that CGLMC Ltd want qualified staff in the Pro-Shop. This is only a start and improvements can be made. W Thompson suggested that the senior management of CGLMC Ltd need to look at the recruitment process.

H Oswald suggested that CGLMC Ltd could be liable for a tribunal if staff are seen to be unfairly dismissed. Discussions were held regarding the legal position of seasonal staff. G Murray advised that there are different laws in place for seasonal and part time staff. Once the seasonal contract is up, there is no requirement by CGLMC Ltd to have to re-employ them again the next year. H Oswald advised that even if there is no legal liability, this issue could cause reputational damage. G Duncan is to look into this matter further.

## **7. Major Projects**

G Duncan is currently preparing the Operational Changes report, it should be ready and issued in time for the next Major Projects meeting which will take place after the Finance Committee meeting on 17<sup>th</sup> March.

## **8. Tournament Business**

### Buddon Links Tournament

A McArtney advised that clubs have been written to informing them of this event. Winners will be the best net score from the men and ladies. Prizes will be Pro-Shop vouchers.

R Reyner enquired to whether the competition would only be open to season ticket holders. The directors agreed that it would only be available to member with a handicap.

W Thompson enquired to whether the competition would be open on the Saturday and Sunday to 5 day ticket holders, or could another competition be held on a weekday. The directors agreed:-

- i) that the competition would be run over the weekend only, but 5 day ticket holders would be allowed a free upgrade to play in this competition.

## **9. PR Business**

### **a) Approval of Minutes of P R Sub-Committee Meeting of Monday 10<sup>th</sup> February 2014**

Approved: J Gilbert Seconded: W Thompson

### **b) Matters Arising Therefrom**

The date for the opening of the 2 new holes has previously been agreed as 28<sup>th</sup> March 2014.

P Sawers asked R Reyner if he had contacted Catriona Matthews or Kathryn Imrie. R Reyner advised that he has spoken with both ladies and neither are available.

P Sawers advised B Boyd that a meeting regarding the dogs on the course is to take place tomorrow at 9.30am and invited him to attend. B Boyd advised that he could not make this meeting.

## **10. Season Ticket Business**

There was no business. A meeting will take place before the next Finance Committee meeting on 17<sup>th</sup> March at 6.15pm.

## **11. Environment Busienss**

There was no business.

## **12. Golf Services Managers Report**

C McLeod advised that the plans for a proposed Pro-Am tournament in July 2015 has been cancelled due to shortfall being foreseen. C McLeod will now look at other options for this time and bring a proposal to the directors for discussions.

C McLeod advised that the Caledonia club have asked that their Spring fundraiser tournament be delayed until Autumn in order to have more time to organise. C McLeod advised that he has already given agreement to the Caledonia Club, and the directors agreed that this was acceptable.

C McLeod advised that he attended the PGA Trade Show last month. He met many Tour Operators. C McLeod advised that this is a very worthwhile event to attend.

C McLeod advised that Phil Craghill of GMS regularly monitors Carnoustie Championship course ratings on the top Golf Magazines. He advised that there is one magazine that often gives below average ratings. C McLeod advised that the editor of this magazine has been invited to Carnoustie to play a complimentary round. The tee time they have been given is 7.00am. J Gilbert suggested that A Reid be invited to play with them, if they would like. This should hopefully lead to a positive editorial in the future.

### **13. General Managers Report**

#### OSCR

G Duncan advised that the letter received from OSCR has been circulated to the directors. He advised that CGLMC Ltd were able to answer all of the points raised by OSCR. G Duncan also advised that the response from Angus Council was very helpful.

#### Business Stream

G Duncan advised that Business Stream have contacted CGLMC Ltd advising that they have not been charging for water for the Pro-Centre. P Sawers advised that in her experience, this is not uncommon from Business Stream. P Sawers will advise G Duncan on the best way to deal with this situation. She advised that CGLMC Ltd will need to pay something towards the outstanding amount, but not likely the whole bill. The directors agreed that this is a good time to look at other suppliers.

#### Performance Indicators

G Duncan advised that an improved system will be ready shortly.

#### JD Heating

A meeting has been arranged with JD Heating. G Duncan advised that unless a better performance is produced by the current system, then CGLMC Ltd will move the business elsewhere. R Reyner enquired to whether the system is under warranty. G Duncan advised that he thought the system was no longer under warranty. CGLMC Ltd do have a maintenance and service agreement with JD Heating but between services they are often called to fix other faults which is unsatisfactory.

### **14. Companies House Matters**

There were no matters.

### **15. Health and Safety Report**

There were no matters.

There being no other competent business, the meeting was then closed at 1950 hours.

KS