

# MINUTES



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| DATE:      | Thursday, November 14, 2019                                  |
| TIME:      | 4.30pm – 6.30pm  |
| SUBJECT:   | Members Advisory Group Meeting                               |
| LOCATION:  | Trust Suite, Level 3, M A Noble Stand, Sydney Cricket Ground |
| APOLOGIES: | Fabiola Gibson, Matthew Owen, Justin Chambers                |

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## MEETING NOTES

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### In attendance

Mr David Gilbert (Chair)  
Ms Kerrie Mather - Chief Executive Officer  
Mr Phil Waugh - Trustee  
Mr Matt Baker – GM - Members and Customer Experience  
Ms Jackie De Oliveira - Member Engagement Specialist  
Mr Michael Bodey  
Ms Margaret Cassidy  
Mr Tony Flanery  
Mr John Flitcroft  
Ms Annette Janic  
Ms Jessica Keen  
Mr Philip Raymond  
Ms Gillian Tegg  
Mr Alan Weeks

#### 1. MINUTES OF THE PREVIOUS MEETING: 1 AUGUST 2019

The minutes from the previous meeting held 1 August 2019 were endorsed.

#### 2. BUSINESS ARISING FROM PREVIOUS MEETING & GENERAL NEWS

##### *Reserved Seating*

SCG to organise Member survey to determine number and location of reserved seats for both regular season matches and capacity events such as Days 1- 3 of the Test Match.

**Action:** SCG provided a verbal update at this meeting. Carry over to next MAG meeting.

# MINUTES



## *Dress Regulations*

SCG to review previous dress regulations research and consider a new survey to engage with Members on views.

**Action:** SCG provided a verbal update at this meeting. During the discussion, the group confirmed this item can be closed.

## *Country Member demographics*

**Action:** SCG provided information regarding country member demographics including number of country members. Action item closed.

### **3. ANNUAL SUBSCRIPTIONS – 2019/20 UPDATE**

Matt Baker presented an update on the 2019/20 annual subscriptions to the group.

Mr Tony Flanery asked for consideration to be given to Country Members regarding value for money of membership.

In addition, SCG provided an update on 2019 election from the 2006 waitlist group. Ms Margaret Cassidy advised that a colleague's 2 sons who were invited to join the membership this year and prior to this the joining and subscription fees are not well communicated.

### **4. NEW STADIUM AND STADIUM CLUB – UPDATE**

Matt Baker provided an update on the new Stadium and Stadium Club facilities. Ms Jessica Keen asked what stage of construction the project was currently at. SCG advised that Stadium Club was in the concept stage of development whilst the construction tender was still to be finalised.

Mr Tony Flanery commented that WIFI in all areas across the Stadium Club would be beneficial to the member experience. Mr Flanery also asked if there was access from Stadium club to SCG. SCG advised that there was a link from the Stadium Club to SCG in the current plans.

It was noted that any meeting locations or corporate spaces accessible to members would be a value add to the membership offering.

### **5. UPGRADES**

Ms Jessica Keen noted the new summer food menu looks great and the changes should provide positive feedback.

### **6. 2019 ASHES TOUR – LORD'S UPDATE**

It was noted this was the first Tour of this kind offered to SCG members.

Mr Philip Raymond shared his experience at the 2019 Ashes Tour including:

# MINUTES



- Member recognition program at Lords' includes a tie for male members and a scarf for female members across 10/20/30/40/50-year membership groups.
- All bar service at Lords is cashless with one cash only outlet located in each bar area.
- Reusable cups are utilised across Lords in both the Member and public areas when a drink is purchased for 1 pound. When other drinks were purchased, you hand back the container back and receive a clean reusable cup. Redemption stations were located around the ground to return the cup and get your pound back at the end of the day or when you no longer needed the container.

Mr Tony Flanery raised a question regarding the member gates at Gate A and the change in capacity. SCG advised the capacity at gate A had almost doubled with the new set up and additional turnstiles.

## 7. ANY OTHER BUSINESS

*Pitch Committee and New Trustees* – Kerrie Mather provided an update regarding the progress of the Committee and notification regarding appointment of Trustees to the MAG.

### **Next meeting:**

**Wednesday, February 12 from 4.30pm – 6pm**

**Location - Trust Suite, Level 3, M A Noble Stand, Sydney Cricket Ground**