

COMMUNICATION WITH MANAGEMENT BOARD MEMBERS

GUIDELINES FOR BRANCHES

The system of allocating a Management Board (MB) member to each Branch, as an additional point of contact for raising any issues of importance, has been in existence since January 2006.

The allocation of Branches to MB members is fairly random, but has been done with the intention of giving each Board member a good geographical spread of Branches. Each year, some members leave the Management Board and some join. By and large, continuing MB members have been re-allocated the same Branches as previously, but sometimes changes have to be made. Every Branch will receive, each year, confirmation of the name and email address of the Board member allocated to them for that year.

Branches are asked to bear the following guidelines in mind when communicating with MB members:

- The MB member's role is that of "channel" between the Board and Branches. It is not to act as a representative of a Branch.
- Members of the Board are bound by collective responsibility.
- Board members will listen to any concerns, complaints, suggestions or ideas that may be passed on to them and, if appropriate, they will be passed on to the Board or to the appropriate Committee. However, Branches must appreciate that individual Board members are not in a position to do anything more than that. Whatever their own view on an issue, they cannot preempt a decision that should rightfully be taken by the Board or by a Committee.
- Board members will deal with any communications as quickly as possible. However, Branches must bear in mind that all Board members are volunteers, and that many are also in full-time employment. Also, the issue raised may not feature on the agenda of the next meeting of the Board or a Committee, as the agenda may already have been established or the matter may not be relevant to the planned business.
- MB members may take the opportunity to sound out a Branch's views on particular issues.
- As Board members will have around 17/18 branches each allocated to them, and of course have the ongoing business of the Board and Committees to consider, Branches will appreciate that lengthy or frequent email communications should be avoided, but news from a Branch, e.g. an e-newsletter is useful and usually welcome.

We hope that this mechanism will continue to contribute to good communications in both directions between the Management Board and Branches.