

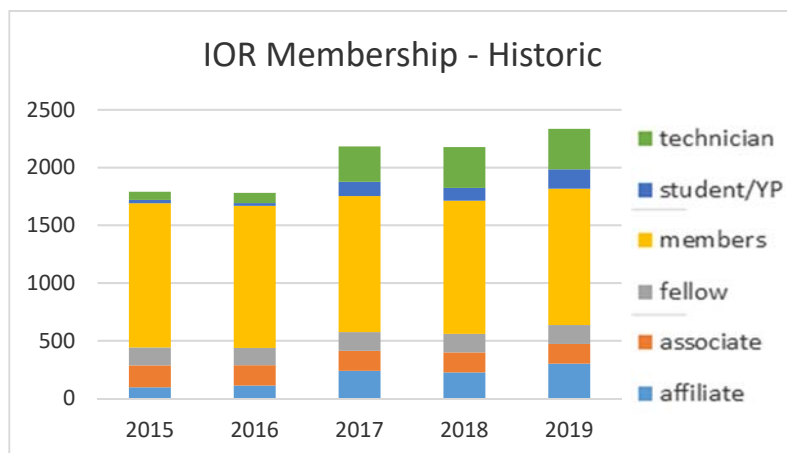
### Strategic priorities for the year

1. Improving opportunities for members to participate by supporting the formation of special interest networks, encouraging active involvement in committees, improving induction of new members and awareness of what the IOR offers existing members, as well as seeking members views on key issues.
2. Continued work to market the value of membership for those not yet involved, promoting IOR at events and developing co-operative relationships with institutions that share our objectives.
3. Updating the IOR's image by continuing to raise our social media profile to appeal to a wider audience and maximise efficiencies available from up to date IT systems.
4. Implement an effective strategy to raise the IOR profile amongst the growing air conditioning and heat pump specialist sector with new marketing plans and initiatives attractive to that audience.

### Some of the key achievements were...

- Pathways initiative to support new members at Associate level being trialled
- Young Engineers Network set up
- Women in RACHP Career Development Network continues to grow
- Trailblazer Apprenticeship now being delivered with over 800 apprentices on board
- Cool Talks breakfast briefings for service engineers being held with regional branches
- Membership is increasing, especially amongst young engineers and technicians
- Social media is having an increased impact in driving people to our website
- Lead time on updating and issuing new publications has improved
- Increased attendance at webinars – including a series of new member induction events
- Organisation of a ground-breaking international conference on HFO refrigerants

### Membership



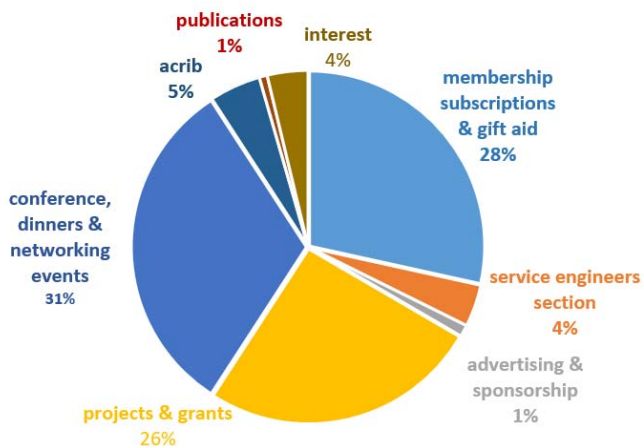
Increases in technician, student and affiliate members have helped grow the IOR in recent years.

### Our future plans

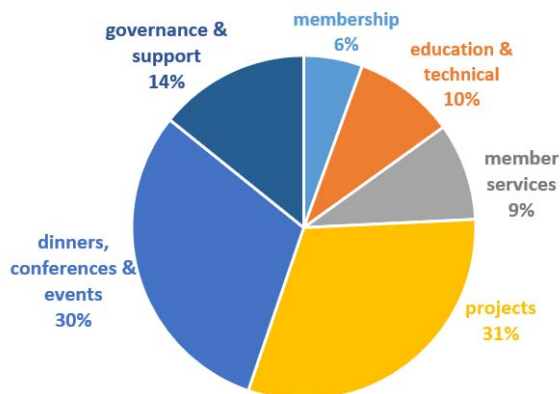
1. New special interest group for Air conditioning and Heat Pump specialists being set up, and a new South West Branch being planned
2. Maximising the opportunity to promote the IOR and the industry through World Refrigeration Day
3. Raising awareness of industry careers to schools with a relaunched Fantastic Fridges website
4. A major international conference bringing together the world of Organic Rankine Cycles and Refrigeration
5. Extending the Pathways trial to be able to offer all new Associate or Student members the support of an existing, experienced member to help plan their career development.

# Financial Summary for April 2018 to March 2019

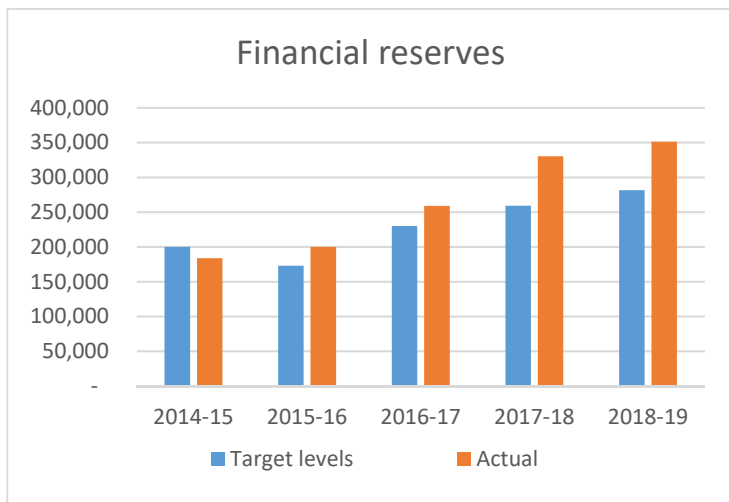
## Where did our income come from?



## And where was it spent?



## What funds does the IOR have to secure its future?



Our policy is to have sufficient reserves to cover at least six months operating costs. This graph reflects the work of the past four years to increase reserves to an acceptable level.

The IOR is now in a stronger position to allow investment in activities to achieve strategic objectives.

## IOR values

### Why?

Purpose or cause, what we believe in

IOR believes in driving improvements to promote the technical advancement and raising of standards across the RACHP industry

### How?

What makes the IOR different or better

- Proactively representing the industry, working collaboratively and pooling knowledge to achieve more together
- Championing energy efficiency through the promotion of best practice
- Providing a framework for individuals to give back to the industry
- Acting impartially to give independent guidance and information
- Upholding of values
- Technical leadership, critical analysis of future technology trends and tackling difficult issues head one
- Run by members for members
- Differentiator for members using initials after their name as a mark of status
- Career development helping individuals to navigate their career paths
- Promoting the contribution and importance of heating & cooling in real life

### What?

What we actually do

- Educational resources and opportunities
- Technical information
- Networking
- Influencing policy