

## Summary of the Annual Report and Accounts

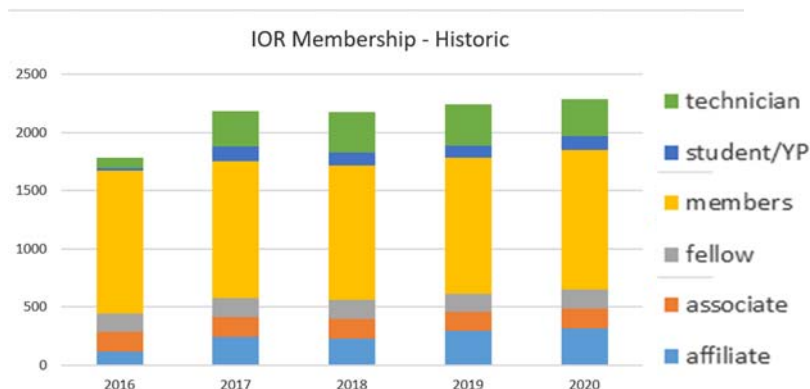
### Strategic priorities for the year

1. Expanding membership to improve the IOR's influence amongst technicians, students and young people, and to build co-operative relationships with other Institutes in the UK and abroad.
2. Encouraging increased involvement levels of members, by widen opportunities to take part in events, committees, and publications output. This has included the greater use of webinars for induction and mentoring schemes for new members.
3. Ensuring that IOR output is as relevant to the growing air conditioning and heat pump sectors as it is to the established refrigeration sector. This means recruiting more AC/HP specialists on committees, as technical speakers and authors. An ACHP special interest group and targeted communications have also been developed.
4. Providing leadership in the area of education, by supporting those involved in training and employing apprentices as well as the apprentices in the colleges. This includes visits to centres, open webinars and developing relationships with organisation setting standards, promoting careers to schools and via STEM ambassador schemes.

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

- Pathways initiative to support Associate members now available to all new joiners
- Young Engineers Network meetings held at annual dinner
- Women in RACHP Career Development Network and membership continues to grow
- First round of Apprentices due to take new Trailblazer end point exams later in 2020
- 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
- Programme of webinars leading to increased involvement levels – especially new members
- Responding to industry need for clarification on risk assessment with a conference in June 2019
- REAL Alternatives elearning training and assessment now available in 17 languages

### Membership



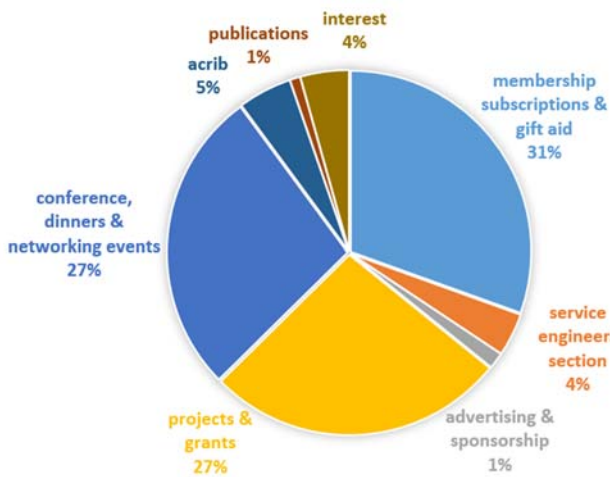
Increases in pre-associate, technician, student and affiliate members have helped grow the IOR in recent years.

### Our future plans 2020

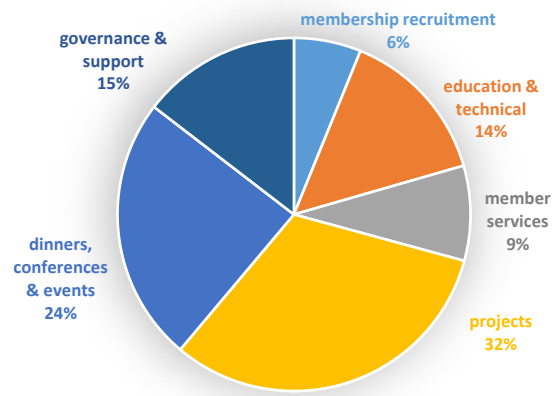
1. Increased use of Webinars, YouTube and Social media to promote training and awareness of IOR
2. Promoting the industry through online World Refrigeration Day events
3. Celebrating the life and legacy of William Rankine and an international conference bringing together the world of Organic Rankine Cycles and Refrigeration
4. Providing tools for members to work with schools through Fantastic Fridges website "Cool for School" competitions and videos and STEM Ambassador schemes
5. Supporting students and apprentices to improve standards and encourage training

# Financial Summary for April 2019 to March 2020

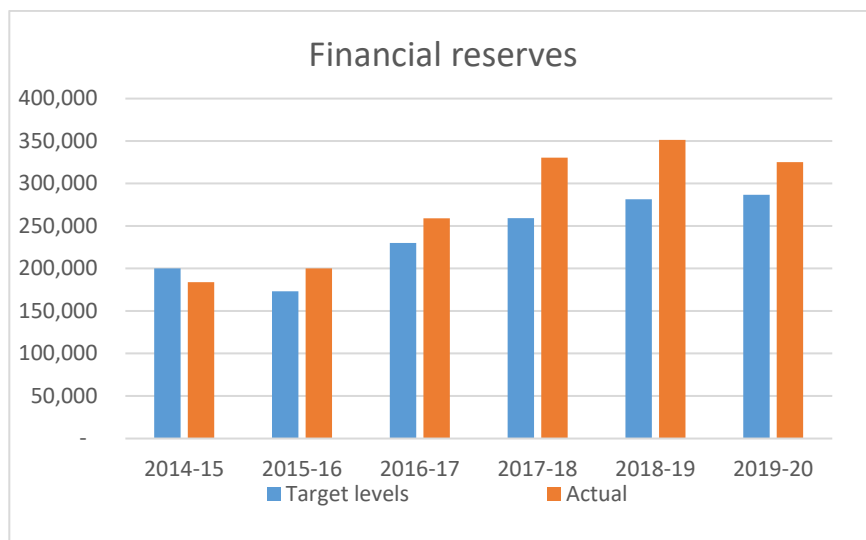
## Where did our income come from?



## And where was it spent?



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



Our policy is to have sufficient reserves to cover at least six months operating costs. This graph reflects the work of the past few years to manage reserves levels accordingly.

The IOR remains in a strong position to continue to invest in activities to achieve strategic objectives and to adapt rapidly to unforeseen events and continuing uncertainty of the COVID-19 pandemic.

## 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