



## PANAGA CLUB

### MCM MEETING MINUTES

Meeting Name: MCM02/21 Time: 1200hrs – 1400hrs  
 Date of Meeting: Thursday, 18<sup>th</sup> Feb 2021 Location: Pelangi

#### Meeting Objective

- Ensure the effective functioning of the committee and its ability to carry out its role. Raise issues to improve the Club operations.

#### Attendees

##### Present:

Andrey Shuvalov	CP, Club President
Wenny Chong	FM, Finance Manager
Geoffrey Sim	OM, Operation Manager
Nor Yap	MSM, Member Services Manager
Wijnand Hoitinga	SCDC, Social Division Chair
Adam Plank	KBBC-PFC, KBBC Power Boat & Fishing Chair
Juhi James	MR, Marketing Representative
Julia Wotton	HFDC, Health Fitness Division Chair
Marco Bonato	SDC, Sports Division Chair
Wendy Thompson	PADC, Performing Arts Division Chair
Javaria Said Adeel	CDC, Culture Division Chair

##### Apologies:

Sheldon Harrison	CT, Club Treasurer
Emma Dato Hj Jemat	CM, Club Manager
Safrin Kamis	MM, Maintenance Manager
Roslie Bakar	GC, Golf Captain
Aanchal Bhushan	FBR, F&B Representative
David Hughes	HM, House Member
Marten Adema	KBBC, KBBC Commodore

Topic	Discussion
1. Welcoming Remarks	Meeting was chaired by Andrey.
2. Previous Minutes	Minutes held in January, 2021 was reviewed and adopted.

Committee Updates			Action By
<b>3. CLUB PRESIDENT</b>			
3.1.	Safety and Wellbeing	a) Good result from last club walkabout on 29/1/2021. A big thank you to SDC & team. Asked MCM to join the team for a walkabout. To continue to log in.	INFO
		b) Trees cutting at club playground scheduled from 2/2/2021 – postponed due to school holiday.	INFO
		c) Repair work to club playground equipment in phases – started from 15/2/2021.	INFO
		d) A crocodile was found caught in one of the traps set up by the Panaga Club team. Thanked HFDC for alerting the team. CP advised to continue setting traps. HSE/5 will provide awareness info/poster on crocodile safety. To put up poster and Golf Section to change the rules on the golf course to keep golfers away from playing too close to the water.	GC OM MSM



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		<p>e) Personnel</p> <p>i) Reopened of the golf security hut with a security guard from club foyer to man it has resulted in less security and unattended at club foyer reception.</p> <p>ii) HFDC raised concern that the MPH has had no Club staff presence other than Security and Cleaning staff since Christina's retirement. A Club Attendant needs to be present at peak morning and evening times, weekdays, and weekends. The Badminton Section have complained that their nets are not set out in the morning as previously had done when Christina was there.</p> <p>CP confirmed no new replacement staff for both golf &amp; MPH. OM &amp; MSM to come up with a schedule for both club foyer reception and MPH. CP emphasized to always have a person at the foyer security including ensuring the staff is not on the phone and raise the awareness.</p>	<p>OM MSM</p>
		<p>f) Abuse at entrance - Highlighted on use of somebody's card to enter the club. CP recommended doing random checks.</p>	<p>OM</p>
3.2	Customer experience/ Good Times	<p>ii) The club and sections have been busy with more people at the club lately; more events/activities for different ages and no waitlist. Keep up the events/experiences and manage the maintenance.</p>	<p>INFO</p>
		<p>iii) Gym &amp; Outpost roof/ceiling repair works with use of scaffolding (high risk) – Waiting for IFM to issue a permit 2-3 weeks ago and CM is still following up with them. To send to CP if no still no permit later in the week.</p>	<p>OM CM CP</p>
		<p>iv) Upgrade music room &amp; gym extension work – still waiting for one more quote on the right material to be used.</p>	<p>OM</p>
		<p>v) SDC highlighted the long padang grass issue with five different regular section padang users. OM responded that they are still waiting for a new BSP contractor but unsure of timing maybe end March or early April 2021. The current BSP contractor does not have suitable machinery for football field grass cutting. CP has no objection as an interim solution for the club to take on an external contractor but firstly to check on the cost and elementary safety.</p>	<p>OM</p>
		<p>vi) PADC highlighted on the stoppage to leave the pool entrance gate open which poses a safety hazard especially toddlers who may walk inside the pool area. OM responded this happens during swim lessons only where children aged 14 &amp; below cannot swipe their cards to pool as per club rules and no one to assist to open the gate therefore, for the swim coach to action this. OM to discuss with the swim coach.</p>	<p>OM</p>
		<p>KBBC-PFC highlighted extremely slippery stairs at the sports pavilion as the tape has all come up and the stairs are again extremely hazardous, especially when it rains. It is just a matter of time before someone gets seriously injured on these steps. He has requested to install a more permanent solution, maybe something like a textured paint or new tiles. OM responded that the club has tried to obtain anti-slip coating in Brunei but is currently out of stock and also to obtain a quote for new tiles. For now, the team will continue to monitor and replace the tape.</p>	<p>OM</p>
		<p>vii) KBBC-PFC enquired on why the pool gate facing the pool cafeteria is only accessible by catering staff only but not by pool users. OM to check.</p> <p>POST MEETING NOTE: Children under the age of 14 must be supervised and always accompanied by an adult family member or their appointed representative (a Panaga Club Member over 18 years of age) who is within the pool area. Watching your child from the Cafeteria or Gym, for example, is not considered to be adequate supervision.</p>	<p>OM</p>



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		viii) Thanked SDC that golf safety fencing has now been installed in front of the poolside cafeteria facing the golf course to prevent stray golf balls to the poolside cafeteria area. CP advised to check if golf balls can go through the fencing gap otherwise to install net over the fencing before paying the contractor.	OM																				
<b>4. CLUB TREASURER – PRESENTED BY FINANCE MANAGER</b>																							
4.1.	Financial Performance	<p>a) In 2020 the Club has made an overall loss of ~\$11k as greatly affected by COVID-19 impact with loss of ~\$100k (including membership loyalty credit \$50k, club events/activities &amp; loss in club membership \$50k).</p> <p>b) Jan 2021 \$26k loss primarily due to payout of early retirement packages for Christina &amp; Rosman.</p> <p>c) Key recruitment for caterer:</p> <ol style="list-style-type: none"> <li>1) Lotus Lounge (currently run by CBTL – refer 7.2 a to c as mentioned)</li> <li>2) Beach Shelter</li> </ol>	INFO																				
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		<p>d) Upward trend from Jan 20 to Jan 21 +100 paying members.</p> <p>e) Slight drop of 5 paying members (Jan 21 - 963 v Dec 20 - 968) however membership group promotion has been posted to run from 21 Jan to 22 Feb 2021 to recruit more members.</p>	INFO																				
		<p style="text-align: center;"><b>Members</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Full</th> <th>Reduced</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Jan 2020</td> <td>655</td> <td>208</td> <td>863</td> </tr> <tr> <td>June 2020</td> <td>645</td> <td>215</td> <td>860</td> </tr> <tr> <td>Dec 2020</td> <td>685</td> <td>283</td> <td>968</td> </tr> <tr> <td>Jan 2021</td> <td>688</td> <td>275</td> <td>963</td> </tr> </tbody> </table>	Month	Full	Reduced	Total	Jan 2020	655	208	863	June 2020	645	215	860	Dec 2020	685	283	968	Jan 2021	688	275	963	
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4.2	Audited Financial Report 2017-2019	All MCM to sign board resolution to authorize CP & CT to sign the audited financial reports from 2017 to 2019. CP & CT to sign all related audit paperwork 2017 to 2019.	ALL MCM																				
<b>5. SOCIAL DIVISION CHAIR</b>																							
5.1	Jungle Tots	a) Floor cleaning in the morning. Request to clean the floor at 9am instead of 10am. OM noted.	OM																				
		b) Toilet access for the complete day (toilet outside, access to the toilet inside without disturbing events going on inside). OM responded that the club is in the process of getting to install a partition between Jungle House main room and walkway to the toilets from outside.	OM																				
		c) Sunshade broken but not replaced (I do see the sunshade now though). OM to check.	OM																				
		d) Outside walls are dirty. Painted recently, but a poor job apparently. Doesn't bother Jungle Tots, however. OM to check.	OM																				
		e) Request to have an AC inside the storage room. OM enquired if it is for the outside furniture storage room and the reason for	SDC																				



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		installing an AC. SDC to check. CP reminded Sections to do housekeeping to their storage areas.	
5.2	Panaga Scout	a) Can the scouts do an overnight stay near the boat house? Previous at '49' house. MCM has no objection with adults' supervision.	INFO
		b) Presentation on section finance is unclear. i) FM in liaison with CT is in the process of finalizing the changes to the new Division & Section Handbook especially on finance matters. ii) MCM advised to communicate and list out the changes clearly when sending out the revised handbook. iii) Volunteer Induction with MCM – 1 <sup>st</sup> one was held on 29/1/2021 in Lotus Lounge with few attendees only. HFDC commented that it was due to poor and unclear communication to the sections on the purpose of the induction. CP advised to do another one in May 2021. iv) FM to set up a Section Treasurers WhatsApp group for communication.	FM CT CM
5.3	RBYC – Reciprocal card	RBYC received complaints about allowing PC members in without a reciprocal card. RBYC will refuse PC members without a card. Reason: Panaga Club sends RBYC members away. MSM responded that RBYC members with only RBYC membership cards are still allowed in with the reminded to bring along a reciprocal card in future while those without any cards at all, the club informs the member to contact RBYC or the club assists to contact with RBYC admin to WhatsApp the require document. CP has no objection to allow RBYC members to Panaga Club without a reciprocal card. MSM to check if RBYC agrees to a likewise arrangement for Panaga Club members to RBYC.	MSM
<b>6. PROJECTS</b>			
6.1	Beach Shelter Upgrade	a) Invited five Contractors (BSP Contractors recommended by CM) for a site visit in early February 2021 but only three Contractors came as two others already committed with another project. b) The upgrade project includes two new toilets, kitchen extension, new grease trap and sewage line: quite a big job. Maybe an investment on BBQ grills too. c) CP requested SDC & FBR to decide on a new type of flooring. d) Furniture and decorations will be up to the Vendor. e) Tender submission closing date on 24/2/2021.	OM
<b>7. OPERATIONS</b>			
7.1	EOI – New Vendor(s) for Beach Shelter or/and Lotus Lounge	a) Received submission from 6 Companies (closing date on 7/2/2021) i) Beach Shelter or/and Lotus Lounge 1) Al-Bukhary Sdn Bhd 2) Shahryza Café 3) Khashahda Restaurant 4) Serikandi Café & Restaurant 5) Ya-Nur Restaurant ii) Lotus Lounge only 6) Floradina Café – Food tasting with set up conducted on 22/1/2021. b) MCM to shortlist 2 or 3 Companies for food tasting with set up. CP advised: 1) To ask Floradina Café to come back with a proposal including their flower shop at Lotus Lounge. 2) The club values the relationship with Serikandi but for them to concentrate on the main kitchen and release the poolside bar. Commented on the recent two fire incidents.	FBR OM CM



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		<p>FBR to handle the remaining Vendors; to look for more Western/Mexican food.</p> <p>c) Plan to install a countertop in Lotus Lounge and to start business operation in Lotus Lounge by 15/3/2021.</p> <p>d) 3 Companies have not submitted EOI though expressed interest.</p> <ol style="list-style-type: none"> <li>1) CBTL</li> <li>2) Corner House</li> <li>3) RBYC (Richard) – FBR has arranged a MOU to manage Beach Shelter.</li> </ol>	
7.2	CBT at Lotus Lounge	<p>HFDC highlighted the use of plastic straws and take away cups at Lotus Lounge by CBTL though not allowed by club vendors. CP acknowledged the concern but will highlight if CBTL decides to stay as currently on goodwill to stay on.</p>	FBR INFO
		<p>a) Trial period for a week from 19/1/2021 to 25/1/2021 and paid \$140 a week rental fee (with target minimum sale of \$2,100 per week). Did not meet the target minimum sale and decided to stop.</p> <p>b) 26/1/2021 – Club agreed for CBTL to continue with no weekly rental fee but on the condition to pay \$140 weekly rental fee when it meets the target minimum sale.</p> <p>c) 17/2/2021 – CBTL agreed to extend for another month at a rental fee of \$500.</p> <p>CP reiterated the F&amp;B concept for Lotus Lounge is having western type of food and good quality coffee.</p>	FBR INFO
7.3	Lotus Lounge	<p>MR highlighted that few children aged 9-10 years without parent supervision, were playing with the sliding doors at Lotus Lounge. MCM commented this will be in control with a permanent Vendor in place.</p>	INFO
<b>8. CLUB EVENTS</b>			
8.1	School Holiday Activities	<p>February School Holiday Activities from 8/2/2021 to 14/2/2021 and received positive responses from parents.</p> <ul style="list-style-type: none"> <li>☑ Arts &amp; Craft activities</li> <li>☑ Wadokai Karate 4-days Training Camp</li> <li>☑ Movie Night &amp; Afternoon Movie</li> <li>☑ Sandcastle Building</li> <li>☑ Laser Tag</li> <li>☑ Archery</li> <li>☑ Trishaw, kite sale &amp; bubble blower.</li> </ul>	INFO
		<p>March/April 2021 School Holiday Activities from 22/3/2021 to 2/4/2021. To advertise by 1/3/2021.</p> <ul style="list-style-type: none"> <li>☑ 21/3/2021 – KBBC water sports activities with Sandcastle building; received approval from KBBC and to organize a nice program.</li> <li>☑ 22/3-6/3/2021 – PDC Gymnastics Camp</li> <li>☑ 23/3-2/4/2021 – Tennis Camp</li> <li>☑ 27/3/2021 at Jungle House field – Mini Easter Egg Hunt with some crafts, bubble blower/foam, balloons, wet bouncers, and food stalls</li> <li>☑ 29/3-1/4/2021 – Brazilian Football Academy</li> <li>☑ Arts &amp; Craft activities and Camp</li> <li>☑ Martial Art Camp or Individual Session</li> <li>☑ Cooking Camp or Individual Session</li> <li>☑ Laser Tag in Main Hall &amp; Archery on Jungle House field</li> <li>☑ 20/3/2021 (TBC) – Family Triathlon with Serikandi BBQ, ice cream &amp; cotton candy</li> <li>☑ Trishaw on back road, kite sale &amp; bubble blower at playground</li> <li>☑ 2/4/2021 (TBC) – Family Talent Show in Lotus Lounge</li> <li>☑ 3/4/2021 – Family Movie Night</li> </ul> <p>HFDC will check with its Sections if they will be providing activities too.</p>	MSM INFO



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8.2	Live music at Lotus Lounge during weekend	The performers are members, music teachers or outsider performers and they do not charge a fee. MCM commented that the music was too loud.	INFO
8.3	Evening Events	CP enquired if MCM would want evening events as he commented that the dinner for ex-FBR was a good one; maybe musical, bingo, etc. MCM commented that the Lotus Lounge closes at 9pm, too early for evening events.	INFO
8.4	Volunteer Appreciation Event	CP informed to hold a Volunteer Appreciation Event with each Division Chair to nominate two best Volunteers from their Sections such as longest Volunteer, etc. CDC will work together with CM & MC to organize the event. FM confirmed that a budget of \$15k has been allocated for 2021.	CDC CM MSM
8.5	Club Festival	Will be scheduled in September 2021.	INFO
<b>9. MEMBER SERVICES</b>			
9.1	Club Membership promotion	<p>Membership Promotion – Group 3 and Group 5 effective 21/1/2021.</p> <p>New club members joining in Group:</p> <ul style="list-style-type: none"> <li>☑ 25/1/2021 – Group of 3 (Brunei Fertilizers Industries S/B (BFI))</li> <li>☑ 3/2/2021 – Group of 5 (Brunei Garrison)</li> <li>☑ 15/2/2021 – Group of 5 (Brunei Garrison).</li> </ul> <p>Also promoting Panaga School, private schools and companies. CP emphasized to boost club membership promotion. MCM highlighted that more expatriates are leaving soon therefore, club membership promotion drives and to market more to local people. CP supported further discount on joining fee after January/February 2021 club membership promotion with a target of 1,000 or 40 more paying members by end 2021.</p>	MSM INFO
<b>10. KUALA BELAIT BOAT CLUB (KBBC) COMMODORE</b>			
10.1	KBBC update	<p>a) KBBC Section Heads agree to return part of the Beach Front KBBC area to the Club.</p> <p>b) Great demand for try and refresh dives in the pool; Naga Long cat expected to return to open waters next week.</p> <p>c) Two parties interested in KBBC Riverside: Poni Group and RBYC, working with them to get detailed Terms and Conditions.</p> <p>CP advised to concentrate on Beach Shelter first then KBBC. Requires 200 active water sports users to reopen KBBC and even KBBC restaurant to the public.</p> <p>d) Preparing for the season – opening activity on March 21<sup>st</sup>.</p>	INFO INFO INFO
10.2	Key Needs from MCM	<p>a) Extra club staff who can do Class 9 license as the advice is only Club Employees can drive the boats and having Zailan being the only one will significantly impact KBBC activities and revenues for river cruises and dive activities.</p> <p>CP enquired if the Section could get an external helper on a part time basis. The KBBC Boatmen's salary comes under Section who also supported the club operations/maintenance team.</p> <p>b) We have an upcoming BND 10k expenditure on refreshing the currently unsafe and low integrity dive kit (BCD's) without approved budget, so will make the business case alongside the SRF, quoting payback time and resell value.</p> <p>CP informed KBBC Diving Section is in deficit of \$30k but the Club has cut down to \$20k.</p>	KBBC-PFDC KBBC-PFDC



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<b>11. MARKETING REPRESENTATIVE</b>			
11.1	Sections web pages	Some of the Section web pages are out of date. MSM team is still in the process of sending emails to all Sections requesting for update of their photos on the slides, information, and email address(es).	MSM INFO
11.2	Club website front page & social media	a) MS team to use Instagram post template for blog post front featured image as to have same size. b) Social media – MEC (Shaeyna) to use Panaga Club colour palette and same typography as template for posting.	MR INFO
	Skedda	MR has found a new Venue Booking System - Venue Software Skedda at a cost of \$115 per month for a 3-month trial period. CP requested that MSM to look into it together with MR.	MR MSM
<b>12. ANY OTHER BUSINESS</b>			
12.1	Minutes of MCM meeting	MCM requested the minutes to be shared with MCM sooner.	INFO
12.2	Supersaas software	CP complimented that Golf Section has implemented and started using golf tee-off time slot online booking system strictly for golf members using Supersaas software (currently using free version capped to 50 users per month).	INFO
12.3	Darussalam Assets (DA)	Received a visit from DA on 17/2/2021.	INFO

**Next Meeting**

The meeting was closed at 1400hrs. The next Management Committee Meeting will be held on 17<sup>th</sup> March 2021. Any changes will be notified in advance.