

Rená Cozart, NAEC Executive Director, thanked sponsors and introduced NAEC President, Hope Evans.

Hope Evans called the **2021 Annual NAEC General Business Session to order**. She acknowledged the 20th anniversary of the CET program and recognized the innovators and volunteer leaders who were instrumental in creating the elements of the program. She specifically thanked Elevator World for their long-standing support and partnership.

The first item of business is the credentials report, provided by Kevin Flotten, Secretary. Kevin reported that, as of 9:00am central standard time, there are 233 voting members registered as of this morning's count, and 71 who cast online electronic ballots which constitutes a quorum per the association's bylaws. This is the sixth year we've used the electronic voting system for credentialing. The counts were totaled just prior to this meeting.

Next item of business are the minutes from the last meeting. The Board of Directors has approved these **minutes**. The report was submitted and adopted for approval.

The next item of business was the **adoption of the agenda**, which was distributed in electronic form today.

The next item of business was the adoption of the Standing Rules which were distributed electronically. The Standing Rules can be found in your electronic packet and seen here. The motion carried by a 2/3 vote.

The next item of business is the Bylaws Committee Report presented by Robert Barber, Chairman of the Bylaws Committee.

The proposed Bylaw changes were reviewed and approved by the Bylaws Committee and the Board of Directors. The following are the two revisions that were voted on:

Issue 1A Standing Committees - To change the current standing committees, as identified in the NAEC bylaws. The change includes rolling several standing committees to sub-committees.

Issue 1B Advisory Council -To offer, on a voluntary basis, an additional 2-year service to immediate past board members in good standing.

These members will be asked to commit to an Advisory Council, where they would provide guidance, advice, and feedback to staff and incoming board leadership.

The next item of business was the Nominating Committee Reports. Gary Schuette, Chair of the Contractor Nominating Committee reported out. The committee assessed a group of candidates for consideration, considering their tenure in the industry and their participation in volunteer and leadership roles with NAEC and other industry organizations. The submitted the following candidate slate:

Chris Harris, A+ Elevators and Lifts

Sean Madden, Madden Elevator

Landon Scott, Centric Elevator

Each of the candidates addressed the assembly. The electronic ballot was taken from the members and closed as of September 1, 2021. All three nominees were accepted by popular vote.

The next item of business was the Supplier Nominating Committee. Jeff Schumacher, Chair of the Supplier Nominating Committee reported out. The committee assessed a group of candidates for consideration, considering their tenure in the industry and their participation in volunteer and leadership roles with NAEC and other industry organizations. The y presented **Mike Jennings, Virginia Control** as the candidate.

The electronic ballot was taken from the members and closed as of September 1, 2021. The nominee was accepted by popular vote.

René Hertsberg, Treasurer for the 2020/2021 submitted the Financial Year End Report. He reported that under Hope Evan's term of leadership, the financial health of the association continues to be strong—despite an extraordinary challenging year. The 2020/2021 Fiscal Year End Audit Report states the Books are found to be in good order. The report was adopted by the majority.

Hope recognized volunteer leadership in the room. The next order of business was to report on volunteer leader committees:

Future Directions – A new three-year strategic plan was developed in October 2020, with the process led by the board of directors and the chairmen of currently active NAEC committees. The plan has been fully adopted and integrated and is well underway. The goals set forth in the plan focus on four primary areas for NAEC growth.

1. **Enhance and stabilize organizational structure.** By maintaining strong, committed headquarters staff, members will experience a higher level of customer service and the association have more consistency and strength. This more knowledgeable, consistent staff interaction will dramatically improve the member experience and the ability to support implementation of tenets of the Strategic Plan.

2. **Expand Education and Certification programs.**

Through additional education and training offerings, NAEC will continue to cement a legacy of leadership in Vertical Transportation continuing education by expanding the depth and breadth of these offerings.

3. Retain existing members and Grow new NAEC membership base.

Focus on expanding and increasing communication and program awareness with current and prospective members. Through deliberate outreach, the organization will be able to increase membership and more effectively service existing members.

4. Increase overall impact, member value and innovation. Through enhanced innovation and reach, the association will increase relevance and revenue which will allow NAEC to provide resources for expanded member service programs and education. The board has received monthly reports from the NAEC staff team measuring the completed action steps set forth in the plan.

It was announced that **40% of the action items** were completed, allowing the board to add additional projects for completion of the Plan.

Educational Programs: The CET program began with only a handful of individuals and has now grown to almost 1000 enrolled in the program. The program continues to grow in size and relevance within the industry.

The CAT program began with 7 individuals and has grown to 79 individuals enrolled into our CAT training program. The curriculum has been completely revised with the new code and materials and has been aligned with the Canadian code to make it a North American Product. This will offer our Canadian user a better product from which to teach.

The OSHA alliance is in final review for the partners to sign on for another 5 years. We have an approved product just released on the elevator specific OSHA 10-hour course for both General Industry and Construction. We will have this hosted on our system and available for member use later this Fall. The Alliance has continued their work with the 9 absolutes and development of industry best practices.

VTMP: The VTMP (Vertical Transportation Management Program) has continued program growth with 85 active participants. Program applicants have doubled over the past year. We are receiving positive feedback from many of the young professionals completing the course.

Member Development – This committee, chaired by Anita Seymor, has been focused on new member recruitment and activation of new NAEC members.

An NAEC membership drive is scheduled for November of this year with support of the NAEC’s new National Development Officer, Shannon Bates.

Member Services –Chaired by John Dodds, this committee has been hard at work this year developing new programs for our members. New initiatives include 1) the NAEC 401k MEAP program 2) Partnership with the Hopkins Group to provide Human Resources advice and support 3) The Town Hall Series, providing a forum for topics relevant to the industry 4) Office Depot new discount program. Please see one of the NAEC staff or visit the NAEC area within the Delegate Lounge for more information about all of these programs.

Accessibility and Residential – Chaired by Bill Page, the A/R Committee has officially completed two safety videos: 1) The Homeowners Safety Video and 2) The Architects and Designers Safety Video.

The committee has discussed many avenues of distribution. The videos have been added to the resources tab on NAEC’s website, NAEC’s LinkedIn account, and they were unveiled on an email that has been sent to the NAEC membership. This is just the beginning of distribution and there are high aspirations of exposure to emphasize safety in the A/R sector of the elevator industry. The committee is exploring the option of exhibiting at the upcoming International Builders Show.

Personnel Resource – This group is responsible for the assessment of our Executive Director’s performance.

Rená Cozart has been in this role for 11 months.

In that time, she has worked with the board to measurably and successfully drive the mission and goals of this organization. She has continued to develop and support a strong headquarters staff, working in tandem with Deputy Director and Chief Operating Officer Amanda Smith. The NAEC staff listing can be found online in your 2020-21 materials. As part of the Strategic Plan, two new positions were added this year. **David Smarte** joined the NAEC team as the Global Education and Safety Officer. **Shannon Bates** joined as the National Development Officer. These newly added staff along with the core staff team have made significant progress this year working with NAEC volunteer leaders to expand member services including the CET/CAT, VTMP and QEI programs. Despite the challenges of Covid, Rená, along with the Board and the Finance Committee, has stewarded the organizations financial strength and growth—which was presented during the Treasurer’s report.

Awards Committees– During the Awards Breakfast on Thursday, we will be presenting an array of awards and recognitions to member companies and individuals who have made a real difference in the industry this year.

Matt Hollinshead, Chair of the Certification Board, stepped forward to provide the Certification Board report.

TT:

Certification Board. Between January and September 2021, the Certification Board reviewed 69 applicants for the CET and CAT programs. Our internal audit was conducted virtually June 8-9, 2021. NAEC received 4 commendations, 3 opportunities for improvement, and 1 non-conformity.

Corrective actions are being addressed. The ANSI-ISO-IEC 17024 application was submitted June 21, 2021, and we are currently awaiting results.

The work toward the QEI Certification continues. In July 2021, we reached the 25 minimum test takers needed for a psychometric analysis of the exam questions.

QEI subject matter experts have begun to review exam questions flagged by the psychometrician. Once this process is complete, we will pursue certification from ANSI.

There being no other business, the Chair moved to adjourn the meeting.