

Session 7: Delegate Feedback & Conference Prizes

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Thank you very much indeed John. I will not mention the keypads ever again! I have one announcement to make, which is quite separate from everything else. This is about the EUREX raffle, the winner is Andy Williams of Brady, so could he please pick up the prize any time in the next half hour or so.

What we've got now is our traditional feedback session. You've already given John some feedback about prices, now we want some feedback about the conference. There is a feedback form in your binder and we would appreciate your filling that in and either leaving it at the desk or sending it in by fax or email or any other method, especially the longer comments that we're asking for there.

We've got two prizes to give at the end of this session. One of them is for the best speaker; I'm afraid session Chairmen are not included. We guessed that speakers do a little more work in terms of preparation than the Chairmen do. The other one is for a random pick of one of you who contributes to all the questions on this session, so you must answer all of my questions in this session in order to be entered randomly for the second prize.

First of all we want you to vote for who you thought was the best speaker and we've got 19 names. I hope you can read them. You just have to enter one number, so if you would like to do that now.

<audience vote>

Last year, John won the prize but then we realised it was only because there were more of you in the room at that time. So this year, we are weighting the results by the number of people who attended each session and that in fact is why we have had to get some feedback from all of you answering a question, that's why we asked you to rate each session. At the end of it, it allowed us to count the number of people in each

session. Now let's just have an old-fashioned show of hands. Would you like me to show you the ratings of all the sessions? Hands up if you would like to see that? And now hands up if you don't want me to show that. I think that you would all like to see that.

<shows ratings>

We don't get an average here unfortunately. Do we put these on the website? Yes. Who's good at mental arithmetic and can give us an average of each one? Now this is a good one, what was session four? It was a good one, clearly. PGMs, thank you. And session 5, silver, another good session. And session 6 was the panel I believe. Well done to Steve and the panel. That's pretty brilliant, fantastic. Thank you Peter for managing to retrieve all these.

So while Peter is working out the weighted scores for the speakers, let us now rate this very final session, the session in which John has just spoken. It's not finished yet, but we're going to let you vote anyway. So we're really asking you whether you like the idea of having this final summary, because we haven't got John next year and we might not be able to get a substitute and so who knows? What do you think of it, vote now.

<audience vote>

I think we can see that can we Peter, I hope? Wow. We'd better start receiving some applications. Well done John, thank you very much.

Ok, let's just have some very quick questions about how we, the Executive, did in the run-up to the conference. Firstly, where did you get the information about the conference: brochure, website, email, business contact, etc.

<audience vote>

Thank you. We do like to know these things. Now, this year, we had a very different system for registering, it was the first time we've used it. I'm not sure if there were any teething troubles. It meant online registration and either payment on the spot or later payment. We would really like to know what you thought of this registration system in particular. Please vote now.

<audience vote>

Ok, that's not too bad, thank you. Another innovation was to have lunch in about eight different rooms, which was rather forced on us by the size of the audience and the size of the hotel, but it did mean that we were having very different arrangements from our traditional sit-down 10 to a table lunch that we've had at I think all previous conferences. So we had canapés circulating up here in the Holyrood, and then upstairs on the second floor, we had a more informal affair with a buffet but still with some seating, which allowed a lot more networking we hoped. And a number of people said that "that was good, we preferred that to just sitting down with two people beside us that we could talk to". So we'd like your opinion on whether that more informal procedure for lunch is actually a good model for the future. So do you like the traditional seated lunch, with 10 to a table, or the informal seating that we had upstairs yesterday or the kind of stand-up with canapés in the ground floor. Vote now.

<audience vote>

Very interesting indeed. Will you note that Ruth. Ok, we are almost finished, we would like you now to rate the conference. Our usual four items. Vote now.

<audience vote>

I think we are satisfied with that. We will compare with what you thought last year, but I don't think we can do that on the spot.

Now perhaps the key question, not so much for next year, as you know we're going to be in Berlin on the 26th September, but for future venues. I'm afraid this is where you have to start using your thumbs again – we'd like you to type in either a country or a city that you think we should go to in 2011. There are many choices of course, you can start texting in, and as soon as the first text comes in, you'll see it on the screen. Thank you, we've been to Istanbul, we almost when to Antarctica. Kyoto, Paris, Cairo – I'd love to go to Cairo but I think a lot of people don't feel that way. Rio, Hong Kong. Hardly any in Scotland, that's a bit surprising, did you not like it here?

- Shame about the weather

Ah yes, the weather of course. Marrakech, Helsinki, Leningrad?!! Someone's living in the past somehow. BC – I think that must be British Columbia. Ok, well I think that we've got enough.

What have we got left? I think we've probably worked out who the best speaker is. Then I'm dying to know. It is: PAUL MERCIER. Thank you, Paul. I suspect Paul has already left, I did say goodbye to him in the bar at 1 o'clock this morning so I daresay he's not come back. So we will be sending by our favourite courier company a 1 ounce gold bar donated by someone a long time ago; it's been sitting in our safe in the office for a long time. It's a Swiss Bank Corp. 1 ounce gold bar. I'm not sure if it's got any added value because of that.

Lastly, we come to the winning handset, and here I'm very pleased to say we have a bottle of Scotland's finest – not fineness – Scotch whisky, and we're going to ask someone to come up and collect it. You need to look at your handset and you will see whether you are the winner. The winner is number 174. It is John Dourekas from Kitco Metals. This bottle of McCallan Scotch Whisky was very generously donated by our friends at ICAP. Thank you very much for that.

I only have one more thing to say and that is that everyone's been talking about the GDL, which has been very gratifying as it is our core activity, but everyone's been saying that there are no GDL refiners in the UK – well, in fact there are three: JBR, Thessco and Britannia, they produce refined silver either from scrap or from imported lead bullion, so we do have some GD refiners,

though we didn't have any gold GD refiners in the UK.

If I could say a personal word, it would be to thank you all for coming here. All the people that I thanked yesterday, I could thank again but I won't. I think it's been a great conference. We on the Executive have very much enjoyed your company and I hope you will all come back next year if there's room in the hotel that we finally choose in Berlin. Lunch arrangements are the same as yesterday, upstairs for the very popular fork buffet and there will be some canapés in the Holyrood on the ground floor.

END OF SESSION