

Group President's REPORT

The last two years will certainly go down in the history books – for our world, our country, our state, our community, and CHRG. 2020 saw us come out of one crisis and little did we know that we were heading straight for another, much bigger one in 2021.

Amidst the changes happening in the world around us, there have been several changes within CHRG – an organisation that year on year continues to rise to the challenges upon it, while continuing to support its people and the communities in which we operate.

This is my inaugural address as Group President, respectfully and humbly filling the very big shoes of Major General Warren Glenny who is officially stepping down from the Board of Directors, having served our country, community, and Group for over 70 years. Mr Glenny has had an illustrious military, civil, Government and volunteer career, and while at the helm, he has always guided with grace and dignity.

During Mr Glenny's long and successful tenure as President of CHRG, with the support of the Board and Management, he meticulously directed the Group through tremendous growth and diversification – including the

acquisition of both Parramatta RSL and Lynwood Golf and Country Club, the development of Castle Hill Fitness and Aquatic Centre and more recently, the construction of the new Club Parramatta. He was also instrumental in gaining approval for a residential lifestyle village on the site of Castle Hill RSL.

The Major General's perseverance and determination, professionalism and dedication has put CHRG in the best possible position for the future. His contribution to the betterment of others is both valued and admired, and his presence has made a lasting impact on the Group's culture.

As the incumbent President, I am honoured to have been selected to lead CHRG through its next stage of growth, and I am delighted to have the support of the Board as we work to achieve sustainable outcomes for our organisation and the people connected with it – our employees, members, and the community.

CHRG's vision is to serve our community as an outstanding leader in the hospitality, sport and leisure, and mixed-use sectors in Australia. We are passionate about positively impacting our local community, through sport and support of the people associated

with it; expressing hospitality throughout our operations; respectfully caring for those whose lives we play an important role in, including our veteran community; and honouring our principle of growth, both for the people we employ and members we serve.

Over the past 18 months, our community has demonstrated incredible resilience, and we are so proud of the way in which everyone supported each other through the challenges the pandemic presented – both as neighbours and as friends.

As we reflect on friendships, it would be remiss of me to not mention the loss of our longest serving Director – Mr Ronald Mervyn Smith. A retired career Navy man, Ron was a not only a devoted father and husband, but he was also a dear friend to many. He was a Member of Castle Hill RSL for 53 years – 46 years of which he served as a Director of our Board. He was also a dedicated Life Member of the Castle Hill RSL sub-Branch, where he served in numerous capacities. Ron left a mark on us all and it was a privilege for us to have known such a gentleman.

Ron's passing created the opening of a position on the CHRG Board,

and after a robust interview process – where over 60 applicants submitted their Expression of Interest to fill a Casual Position on the Board – Mr John Mason was selected. We welcome Mr Mason, and the experience he brings as Founder, Managing Director and Managing Consultant with Oberon NSW Pty Limited – a specialist management consultancy. Over the coming weeks, we will seek to appoint another Director of the CHRG Board to fill the Casual Position made vacant with the retirement of Mr Glenny.

Our Board of Directors, Management and employees work tirelessly to ensure that the lives of our members, visitors and future residents continue to be better for having been associated with CHRG, which is defined by what we do inside and outside our diversified organisation to serve our people, members, and the communities in which we operate.

In fact, service is the cornerstone of our business, and to that end, over the coming months we will launch our new Veteran Service Membership card to respectfully acknowledge those members who have served in our Defence Forces and sacrificed for our country, and it is our opportunity to say thank you. It's something I am passionate

about, and I look forward to the imminent launch, which will see special opportunities for us to recognise our Veteran cardholders.

These initiatives continue to set CHRG apart as an outstanding community leader, and I'd like to commend our teams across all the hospitality and sport and fitness businesses who did an amazing job staying connected to our community during lockdown, with phone calls to some of our more vulnerable members, and countless acts of kindness exchanged.

Getting our venues reopened was no small feat, and as the State came out of lockdown, the staff worked to safely reactivate our community and welcome back our members and guests. As CHRG continues to work through ever-changing Government and health advice, we will remain vigilant in assessing our business operations, and will be sure to keep our community updated so we can continue doing what we love – catching up at our local and being there for our community.

It is a pleasure to be surrounded by so many people who are passionate about their community. Thank you to our CHRG team, members and guests who continue share their



enthusiasm and devotion to the Group and our future. We look forward to sharing the success of the next year with our valued membership.

John Payne
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GROUP PRESIDENT