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**Newsflash No 1 – January 2023**

**Please circulate to:**

**Club President, Club Chair, and Club Board Members.**

**Club General Manager, Manager, Club Administrator,**

**PGA Professional, Golf Operations Manager, Course Superintendent,**

**Food and Beverage Supervisor**

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| See the source image  The GMA NZ Board looks forward to sharing an exciting 2023 with you and invites you to participate in GMANZ activities including branch forums, an extensive 2023 BMI continuing education programme and the biennial GMA NZ/PGA Conference set down for August 27-29, 2023 at the Lower Hutt Events Centre. |

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| **In this issue we cover**   * **GMA NZ – Education Programme 2023**   **BMI Club Management Course February 13-17, 2023 – registrations close 31 Jan**  **BMI General Manager/COO Course 27 – 31, March 2023 – registrations are now open**  **BMI Leadership Principles**  **24-28 April 2023 – registrations are now open.**  [**BMI Joe Perdue Certification Review Course**](https://www.golfmanagers.co.nz/assets/_site_/downloads/NZ_CCM_Review_Course_Schedule_-_2021_-_updated_August_14_2021.docx)  – **Apr 12-14 and May 22-24, 2023**  **BMI Club Management –** **19-23 June 2023**  **BMI Food and Beverage Management –** 24-28 July 2023   * **GMA NZ/PGA Conference August 27-29, 2023, Lower Hutt – “Partnering beyond the green”** * **New Years Message from Golf NZ CEO Dean Murphy** * **GMANZ Resource Centre**   **Governance 101 – Online training module**  **GMA NZ 2022 - Results of Wages and Salary Review.**  **Golf Balls Leaving Property Resources**   * **GMA NZ Branch news** * **Branch forum programme** * **GMA NZ Golf Club Executive Recruitment Service**   **Vacancy – Golf Operations & Retail Manager – Howick Golf Club**   * **New GMA NZ members**   **Thank you - Sponsors** |

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| **Club Management Association of America | LinkedIn**  The **Golf Managers Association of New Zealand’s** stated goal is to improve the standard of club management here in NZ through continuing education and by offering the **Club Management Association of America’s** internationally recognized BMI Educational Programme, which leads to **Certified Club Management (CCM)** status, to its members**.**  **2023 BMI Educational Programme**   * **BMI Club Management**–  Feb 13-17 2023. * [Click here to register.](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Flyer_-_February_13-17_2023.docx) * [Click here to view the course curriculum and timetable](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Course_Curriculum_timetable_1.docx) * **BMI General Manager/ Chief Operating Officer** – Mar 27-31, 2023. * [Click here to register](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_III_Registration_form_Mar_27-31_2024.docx) * [Click here to view the course curriculum, timetable and case study](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_III_GM_COO_-_course_curriculum_and_timetable.docx) * **BMI Leadership Principles** – next course 24-28 Apr 2023. * [Click here to register](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Leadership_Flyer_April_24-28_2023.docx) * [Click here to view the course curriculum timetable and case study](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_II_schedule_April_24_-28_2024.docx) * [**BMI Joe Perdue Certification Review Course** **and BMI examination**](https://www.golfmanagers.co.nz/assets/_site_/downloads/NZ_CCM_Review_Course_Schedule_-_2021_-_updated_August_14_2021.docx) – April 12-14, 2023, and May 22-24 2023 * **BMI Club Management –** 19-23 June 2023 * [Click here to register](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Flyer_-_June_19-23_2023.docx) * [Click here to view course curriculum and timetable](http://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Club_Management_Course_Curriculum_timetable_3.docx) * **BMI Food and Beverage Management –** 24-28 July 2023 * [Click here to register](https://www.golfmanagers.co.nz/assets/_site_/downloads/BMI_Food_and_Beverage_July_10-14_2023.docx) * [Click here to view the course curriculum timetable and case study](https://www.golfmanagers.co.nz/assets/_site_/downloads/Food_and_Beverage_Management_-_July_10-14_2023_-_Curriculum_timetable_and_case_study_2.docx)   Managers who participate in the BMI Career Development Programme receive a host of benefits including:   * Making contact with industry experts. * Networking with fellow managers who manage the most innovative and prestigious clubs across the country. * Discussing new ideas that can be implemented in your own club. * Receiving instruction from the nation's finest club management educators * Visiting and touring other club operations; and * Growing not only as individuals, but as an integral part of our national club network.   We look forward to your receiving your registrations and ask that you make contact if you require further information - [eo@gmanz.co.nz](https://d.docs.live.net/a72c106d8ba7d744/DJT/GMANZ/GMANZ%20Newscasts/Newscasts%202022/eo@gmanz.co.nz)    “The professional and club-industry focused BMI programme was a no-brainer to get involved with.  The competencies covered are club specific with everyday relevance to our club/working environment.”  Hugo Littlejohn General Manager Maungakiekie Golf Club |

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| A picture containing graphical user interface  Description automatically generated  Dates: August 27, 28, 29 2023  Venue: Lower Hutt Events Centre, Lower Hutt    **The Lower Hutt Event Centre** |

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| **Message from Dean Murphy CEO Golf New Zealand**  As we start the 2023 year, it's time for a few reflections on an outstanding year for golf in New Zealand.  The game we love is experiencing an unprecedent period of growth with amazing positive momentum across the country. Prior to the COVID-19 pandemic hitting our shores, golf had commenced an upward swing in terms of playing and membership numbers however the growth we’ve experienced over the past 24 months has been extraordinary.  Those of us lucky enough to be involved in golf have known the immense potential of the sport however it is so gratifying to see some our potential now being realised. As we all know, golf has the unique ability to enrich the lives of its participants by providing a range of social, health, wellbeing, and economic outcomes for future generations of New Zealanders. It’s our unique advantage and I believe the recipe for the future prosperity of the sport.   On behalf of all the Golf New Zealand team, I offer our sincere thanks for the work you do and the support you’ve given to our great game over the past year.  **Some highlights to reflect on:**   1. Playing Success: What an outstanding year of success for New Zealanders on the world stage. Leading the charge was the world number 1 Lydia Ko who again showed her exceptional talent by winning multiple times on the LPGA tour finishing the year in style.   Lydia remains an inspiration to golfers all over the world and a shining example for us all to be proud of. Ryan Fox had a stellar year with wins on the DP World Tour and an incredible 2nd place finish in the Race to Dubai. Steve Alker captured the imagination of fans across the country as he won titles and then the season long points race on the Champions Tour – an outstanding achievement. These golfers, and many others, have generated a huge level of publicity and profile for the sport for which we thank them for. 2. Historical high in playing numbers: This year we have hit an **all-time historical high** in the number of club members and registered casual golfers. Strong growth is also being delivered in range of other areas: 3. Club Membership – we have an all-time high of over 135,000 members currently (a growth of more than 8% in 2022 and more than **30% growth** since 2018). 4. Registered casual players – we now have over 170,000 registered casual golfers (a growth of more than 8% in 2022). 5. Growth in Young people playing golf – our **Futures** programme is about enriching the lives of young people through golf by creating experiences that inspire a lifelong love of the game. Since we launched this programme in 2018, we’ve had a **90% growth** in the number of young kiwi’s playing golf. [Click here](https://www.golf.co.nz/futures) for more information on our Futures programme. 6. Growth in Women and Girls playing golf - in 2022 we’ve achieved a decade high level in the number of women and girls playing golf and a **15% growth** since 2018. This summer, our flagship **She Loves Golf** programme will have over 140 at clubs all over the country. For more information on the She Loves Golf programme, [click here](https://www.golf.co.nz/she-loves-golf). 7. Growth in 9 hole golf – golf is often talked about as a sport that is time hungry. Our **Make Time, Play 9** campaign is all about promoting a shorter format of the game and encouraging people to play in a manner that is easy to fit into a day, no matter how busy the schedule is. This campaign has driven a 10% growth in 9 hole rounds played in 2022, and a **36% growth** over the last 36 months. For more details, [click here](https://www.golf.co.nz/make-time-play-9). 8. Our Partnership Project:   This groundbreaking mission to empower the golf network in New Zealand has gained significant momentum during 2022. We now have a total of 8 out of 16 potential partners on board, all of whom are now part of our one united workforce model. With the important support of regional boards, we are able to implement a singular operational model that delivers a consistent set of programmes and initiatives for the benefit of the golf communities we serve. By joining forces and pooling resources, we are able to work together to achieve the desired outcomes for golf throughout the country. What was an ambitious project just a few years ago, now has 6 District Associations plus the PGA of New Zealand and NZ Māori Golf in partnership. Our goal is to progressively bring more partners into this model over the coming 3 years.   1. Our Ambition for Women and Girls:   This initiative is part of our commitment to the R&A’s Women in Golf Charter. Our Ambition is for Women and Girls to be WELCOMED, VALUED, and THRIVING in golf. The full ambition and plan can be viewed here: <https://www.golf.co.nz/women-and-girls-ambition>   So far, we have over 160 organisations in New Zealand who have formally supported Our Ambition.   1. Our Disability Action Plan:  This plan provides the direction for Golf New Zealand to lead systemic change. We want to ensure disabled people have more choice, improved access, and positive experiences when learning, playing, or competing in golf. Full details can be viewed at this link: <https://www.golf.co.nz/disability-action-plan>   So far, this initiative has unlocked over $250,000 of new government investment to advance the desired outcomes of the plan. 2. DotGolf Expanding Internationally:   The DotGolf business is a 100% owned subsidiary of Golf New Zealand that is now an international golf technology company providing software, systems, and solutions for golfers, golf clubs, and golf organisations. The purpose behind our ownership of this company is twofold - to provide world class software and solutions for the New Zealand market and to earn commercial revenue that we can invest into the game here in New Zealand.  DotGolf is now the official handicap and technology partner for England Golf, Wales Golf and Golf Ireland. In January 2023, DotGolf will launch a new partnership with Scottish Golf as their official technology provider. Further international expansion is scheduled for 2024 and 2025.   1. Golf New Zealand: In line with the positive momentum throughout the game, our own organisation continues to thrive. Over the past 2 years, we’ve significantly expanded our service offering but also added over $800k to our balance sheet. Our business has grown a group turnover of more than $12M and our team of more than 70 throughout the country are an exceptional group of people dedicated to the future prosperity of the sport. Our board are a professional group of people with a high level of skill and expertise. They lead our sport superbly well. [Click here](https://www.golf.co.nz/about-golf-nz) for more details on our outstanding board and management teams.   While golf has experienced unprecedented success in 2022, the year has not been without its challenges. As we look forward to 2023, I hope you find time to rest and recharge the batteries with friends and family this holiday season. Our team is now away doing just that, and we’ll get started again on Monday 9 January 2023.   We look forward to connecting with you in 2023 and continuing our mission to grow the love of golf and inspire participation. |

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| |  | | --- | | Background Image[Three Tips to Energize a Burned Out Team](https://www.linkedin.com/comm/pulse/three-tips-energize-burned-out-team-sarah-robb-o-hagan?lipi=urn%3Ali%3Apage%3Aemail_email_series_follow_newsletter_01%3BeutBZp%2FHQ1GdXjiU%2F7GXtw%3D%3D&midToken=AQGiE1uAwXPsMg&midSig=3WWzX-9RGy5qA1&trk=eml-email_series_follow_newsletter_01-newsletter_content_preview-0-title_&trkEmail=eml-email_series_follow_newsletter_01-newsletter_content_preview-0-title_-null-awl6w0~lbvk43e9~8m-null-null&eid=awl6w0-lbvk43e9-8m) Contributed by Sarah Robb O’Hagan – CEO EXOS Sarah Robb, a Kiwi and the Keynote speaker at the 2018 CMAA World Conference in Nashville has had a distinguished career at the highest level of the corporate world in the US.  Here Sarah shares some very topical and pertinent thoughts for this time of the Year. | | I’m a card carrying child of the 80s.  A kid who rushed off to college to study marketing, just as the global phenomenon of Michael Jordan took hold.  Jordan changed the game for sports, marketing, and business the world over. Just Do It became my personal motto, leading me into a long career in sports, health, and fitness.  Working at companies like Nike and PepsiCo’s Gatorade, and marketing the biggest athletes of our time, felt like hitting the jackpot. It was awe inspiring to get to study athletes up close. To understand the precision with which every aspect of their rest, training, nutrition, and psychology was planned, practiced, supported by a team of coaches and executed.  For me, athletes were muses, and inspirations who fought tirelessly to reach the top of the mountain. I studied their powerful ability to galvanize millions and applied it to consumer-focused products and services. However, I didn't consider how they inspired people in the business world to aim higher in their professional lives.  As my career grew, my family did too. Only two weeks after my third child was born, I felt it was a badge of honour that I was able to be back on “emergency” conference calls. It was the height of the 2008 recession. I was working non-stop to save a business in crisis but also cratering under a load of breastfeeding and broken sleep. After about three months of an unsustainable postpartum cycle, the wheels most certainly fell off my bus. After much soul-searching, I realized that my job and personal life demands were as much, if not more, than the pressures I saw professional athletes face.  In hindsight, I realize if I had applied the same elite strategies athletes deploy daily to get and keep themselves “game-day ready”, my story could have been vastly different.  Today, we are seeing a similar burnout scenario play out across businesses large and small. The Great Resignation something at Exos we call “under recovery,” and it’s our mission to help companies overcome it.  As the CEO of Exos, a corporate performance coaching company, I’ve spent most of the pandemic studying a new kind of athlete.  Adult workers, like you and me, get up every day to perform under just as much stress as our favourite sports stars. Given that our clients at Exos represent 30% of the Fortune 100, we serve hundreds of thousands of workers with our health, fitness and performance coaching services.  I’ve seen a wide range of efforts aimed at addressing the burnout crisis. Some are effective, and some aren’t. However, I can share the three most important insights derived from decades of research and experience in human performance:  . “Quiet Quitting.” People who have made themselves go, go, go, have hit the proverbial wall. Similar to my own experience in 2008, the collective wheels of the global workforce have come off the bus.  It seems clear, the way we work in the modern world is burning people out. It’s 1. Stay up to date on human performance If you’re leading in ANY company or team in this era, **make this your #1** **priority**. Period. Not sales, marketing or finance strategy. Human performance and well-being are the thing that will take your company to the next level. Why? Because success doesn’t happen without a happy, healthy, and engaged workforce.  24/7 connectivity and the expectations of today’s working world are burning people out.  And benefits? I have heard too many stories about HR leaders and department heads green lighting countless well-being benefits. Then they scratch their heads because they are not getting used. The simple answer is that the employees are already too overwhelmed with the mountains of work on their plates. It just feels like another chore piling up on the weekend list. So, it's up to you to advocate for your teams wellbeing instead of just assuming HR will take care of it. 2. Understand the mind-body connection If you want to drive sustained high performance, you need to understand the mind-body connection the way an athlete does.  At Exos, we know that an integrated strategy is the only way to get a lasting impact. Meditation apps, nutrition plans, workout classes, psychological support - none of these tactics work if they are not aligned and integrated.  Just like those top athletes I used to observe back in the day, whose coaches carefully prescribed the right amount of rest with the right amount of training. And who understood the glorious impact of good nutrition in stimulating the right kind of brain response. This is the kind of  approach we need today in the workplace if we want our teams to thrive and increase productivity. 3, Remember: greatness is a team sport There is so much debate today about hybrid work and getting workers back to the office. Let's be honest, not much is working. But if you step back and think about it, in many instances, this is because return-to-work experiments were hardly very well planned or architected.  As a leader, it's your job to be the team captain, the player on the field who coaches in the moment. How can you do that if you’re not intentionally setting up the right environment to see your team in action?  Returning to the office is going to be an epic failure if it’s only about free muffins and full days of Zoom calls. Instead, bringing extraordinary intention and purpose to in-person time, spaces, and interactions is what will make the difference for a successful return-to-work plan.  No alt text provided for this image Reenergize your team. All leaders can apply elite athlete strategies to engaging their workforce. | |

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| Pro shop survey  I have been asked by several club managers to carry out a confidential survey of Golf Pros retainer packages with the results being shared anonymously and confidentially with participating clubs.  Click [**here**](https://www.golfmanagers.co.nz/assets/_site_/downloads/Pro_shop_survey.docx) to complete the survey document and email it back to <eo@gmanz.co.nz>. |

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| **A picture containing drawing, game  Description automatically generated**  **Governance 101 online training**  Sport New Zealand announces that the new introduction to governance course is live on the SportTutor learning platform.  Click on the link to view  [New Governance 101 online training - now live | Sport New Zealand - Ihi Aotearoa (sportnz.org.nz)](https://sportnz.org.nz/resources/new-governance-101-online-training-now-live/)  **Golf Club - Wage and Salary Survey**  Click [here](https://www.golfmanagers.co.nz/assets/_site_/downloads/Club_wages_and_salary_survey_-_Aug_2022_-_Final.pdf) to view the results the Golf Club Salary and Wages Survey as at 1 Sept. 2022.  Base salary and wage figures quoted. Figures quoted expressed as $000’s.  ----------------------------------------------------------------------  **Golf Balls Leaving Property Resources**  Please see links below:  <https://www.golf.co.nz/resource-detail/golf-balls-leaving-property-nuisance-and-negligence>  <https://www.golf.co.nz/resource-detail/negligence-nuisance-case-studies>  <https://www.golf.co.nz/resource-detail/noise-complaints> |

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| **GMA NZ Branch News**  **GMA NZ Northern Branch**  Next forum  Date: February 7, 2023.  Venue; Royal Auckland and Grange Golf Club, 57 Grange Road Papatoetoe  Programme  9.30 am    Meet and Greet – morning tea. Tea/Coffee scones/muffins  10.00 am Welcome and Introductions  10.15 am Speaker – Ed Chapman – Director of Golf Operations Royal Auckland and Grange Golf Club - ***Skills over structure – protecting the future of your club through governance***  11.00 am Second speaker - TBC  Noon    Lunch – user pays  1.00 pm   Putting competition. Fun format. Prizes for best score(s). Longest putt. Closest to the pin etc  2.30 pm    Close  **GMA NZ Central Branch**  Plans are underway to hold the cancelled November meeting in February 2023 at the Paraparaumu Beach Golf Club with General Manager, Leo Barber and Royal Wellington Golf Club Superintendent, John Spraggs presenting. Amy Sidford will be providing an update in the New Year.  **GMA NZ Northern South Island Branch**  The branch is planning a H&S workshop with Safety Online (Bob Parsons) on Tuesday 17 January 2023 at the Christchurch Golf Club for managers and course superintendents. There is a minimal $25.00 charge to cover the lunch / coffee / tea, covering the following:   * Health and Safety planning for the year and the 5 priorities * Staff H & S Meetings – how to do it simply and save time * What’s happening in the world of Health and Safety – recent court cases that we should note and be wary of * Safety online – a brief reminder of the processes and the new training aid.   All GMA NZ members are welcome regardless of if you are client of Safety Online or not  Following the session, the managers can stay on to discuss topical issues. Please forward any items you would like to discuss to and your RSVP to : Mike Hadley Christchurch Golf Club [ce@christchurchgolf.co.nz](ce@christchurchgolf.co.nz%20). |

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| **A picture containing drawing, game  Description automatically generated**  Executive Recruitment Service  The Golf Managers Association of New Zealand (GMA NZ) is now offering an Executive Recruitment Service to its members at attractive rates .GMA NZ will connect your Club with skilled professionals who are looking for permanent opportunities and streamline the process to ensure that your recruitment needs are met.  Finding the right person for a role is more than just a skills match. Combining many years of club management knowledge and a high-calibre level of customer service driven to deliver on your hiring objective, your Club will benefit from GMA NZ personalised talent identification solutions.  The industry specific, end-to-end service, conducted in partnership with selected club board personnel includes:   * Composing Job Descriptions for management positions across the entire golf club sector * Creating an appointment process timeline * Managing the vacancy advertising campaign * Interviewing candidates * Selecting and managing short lists * Arranging final interviews * Providing benchmarked salary packages * Negotiating and finalising salary packages * Preparing employment agreements * Attractive rates for GMA NZ members   Recent appointments:  Kelly Brenton – GM Te Puke Golf Club  Clinton Butler – GM Rotorua Golf Club  For a confidential golf club executive recruitment proposal contact:  Des Topp  Executive Officer  Golf Managers Association of New Zealand  W: [www.golfmanagers.co.nz](https://d.docs.live.net/a72c106d8ba7d744/DJT/GMANZ/GMANZ%20Newscasts/Newscasts%202022/Apr%202022/www.golfmanagers.co.nz)  E: [eo@gmanz.co.nz](mailto:eo@gmanz.co.nz)  T: 021 392 007  *Testimonial:*  *On behalf of the selection committee, I would like to sincerely thank you for your assistance in the recruitment process.  It has been very successful, and we will not hesitate to use GMANZ again for our recruitment.*  *I also look forward to a strong continued relationship with you and GMA NZ in regard to staff development and education.*  *Craig McCulloch*  *Chairman*  *Te Puke Golf Club*  *December 2, 2022* |

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| **GMA NZ News**    **Appointment**   * Congratulations - Ed Chapman – Director of Golf Royal Auckland and Grange Golf Club |

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| **Job board**   |  |  |  | | --- | --- | --- | |  |  |  |   **Golf Services staff**    **Howick golf club – Golf Services and Retail Manager**  **Click here to view advertisement**  **-----------------------------------------------------------------------------------------------------------------**  **Course staff**    **Carrington Golf Course – Greenkeeper**  Click[**here**](https://www.seek.co.nz/job/59258711) to view advertisement |

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| Remember to go to [www.golfmanagers.co.nz](http://www.golfmanagers.co.nz/) for all Association information  Kind regards  **Des Topp**  Executive Officer  Golf Managers Association of New Zealand P O Box 39 272, Howick, Auckland 2145  +64 21 392 007  II   [eo@gmanz.co.nz](mailto:eo@gmanz.co.nz)  II [www.golfmanagers.co.nz](http://www.golfmanagers.co.nz/) II <https://www.facebook.com/golfmanagers/>  Text  Description automatically generated    Text  Description automatically generated with low confidence        A picture containing text  Description automatically generated  Logo  Description automatically generated  Text, letter  Description automatically generated     **BMI Logo**            Icon  Description automatically generated Logo  Description automatically generated  The Golf Managers Association of New Zealand Inc takes your privacy seriously and your details will not be passed on to any other organisation. [Click](https://www.golfmanagers.co.nz/assets/_site_/downloads/GMANZ_Privacy_Policy_1_12_2020.pdf) here to read our full privacy statement.  CAUTION: This electronic email message and any attached files contain information intended for exclusive use of the individual or entity to whom it is addressed and may contain information that is proprietary, privileged, confidential and/or exempt from disclosure under New Zealand law. If you are not the intended recipient, you are hereby notified that any viewing, copying,disclosure or distribution of this information may be subject to legal restriction or sanction. Please notify the sender, by electronic mail or telephone, of any unintended recipients and delete the original message without making copies. |