

**14 Phone, video and online meetings**

**Lisa:** Hello; Lisa Sutherland.

**Catherine:** Hi Lisa, it's Catherine in London.

**Lisa:** Hello, hi Catherine.

**Catherine:** How are you?

**Lisa:** I'm alright, thank you. How are you?

**Catherine:** Great. I'm fine thanks. I'm here with Lucy and Karen ... uh ... Celia's actually running a bit late. I think she's late back from lunch with a client but I'm sure she'll be here any minute.

**Lisa:** Oh okay, hi everyone!

**Karen:** Hi Lisa, how are you?

**Lucy:** Hello.

**Lisa:** Fine thanks. How are you?

**Karen:** Yeah, it's sunny, it's nice down here, it's pretty good.

**Lisa:** Good that's nice for you [*What's it like?*] it –

**Celia:** Sorry I'm late.

**Lisa:** What's it like up here? [*I was ...*] It's a bit overcast actually, really overcast and yesterday absolutely bucketed down with rain but Sat ... um ... Saturday was absolutely gorgeous so can't really complain too much.

**Catherine:** Good ... uh ... just to say Celia's joined us now.

**Celia:** Hi Lisa [*Okay.*] sorry about that ... um ... I was with a distributor and they served our lunch really slowly so it overran, sorry about that.

**Lisa:** Oh that's okay no – no worries.

**Catherine:** Okay, so we're all here now ... uh ... Lisa's ... uh ... up in Glasgow today so ... uh ... we can get going.

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**Catherine:** Okay, so is there anything else anyone wants to bring up in the meeting?

**Celia:** No, I think [*Not for me, no.*] that's it.

**Catherine:** Okay, so we covered everything. Alright Lisa, well, thanks for joining us by phone.

**Lisa:** Okay, thanks.

**Catherine:** Alright, we'll see you when you're down ... uh ... on Wednesday.

**Lisa:** Yeah see you all then.

**Celia:** Thanks Lisa, good to talk to you.

**Lucy:** Bye Lisa.

**Catherine:** Okay.

**Karen:** Bye Lisa, see you soon!

**Lisa:** Bye.

**Celia:** Bye.