

Annual Report 2003

**INSTITUTE OF
RACE
RELATIONS**

The Institute of Race Relations

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The Institute of Race Relations was the first educational charity on race relations to be established in the UK. Since its inception in 1958, it has striven continually to change its focus with changing needs and pioneer new thinking to keep abreast of the changes in racism, itself. Today the IRR is at the cutting edge of the research and analysis that informs the struggle for racial justice in Britain, and internationally. It seeks to reflect the experiences of those who suffer racial oppression and draws its perspectives from the most vulnerable in society.

Research

The IRR carries out research into pressing issues of contemporary racism. To meet specific demands from community groups and local authorities in the UK, the IRR has concentrated on research to combat the rise of racial violence and on collecting evidence about the plight

of asylum seekers. The European Race Audit is currently conducting a major research project on European racism.

Publishing

The IRR publishes the world-famous international quarterly, *Race & Class*, the quarterly *Race Relations Abstracts*, the *European Race Bulletin* and occasional pamphlets. As part of its educational function, the IRR continues to distribute a wide range of anti-racist materials, including the CD Rom *HomeBeats*. And, increasingly, IRR is making its information, research and publishing available electronically through its website. The IRR also publishes an online anti-racist news service.

Information

The library (of books, journals, pamphlets, press cuttings and archives) probably the best in Europe, is open to members and affiliated organisations and to visitors on request. ■

IRR

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Funders:

Barrow Cadbury Trust
Community Fund
Joseph Rowntree Charitable Trust
Methodist Church
Stichting ter Ondersteuning van Geweldloze Strijdtegen het Racisme
Two Garden Court Chambers

Chair's note

The concern about the way in which the UK is considered to have bypassed international law and institutions has not been confined this year to the way in which war was declared and waged against Iraq. In another sphere, that of refugee rights, similar concerns have been raised. For the UK government and the whole of the European Union have been, according to their human rights critics, undermining the 1951 Geneva Convention on refugees in a bid to cut down the number of asylum seekers. Within the EU the priority has been to strengthen, extend and militarise the borders of Europe so as to prevent people ever reaching EU countries. Within the UK a raft of legislative changes have been proposed – from extending the list of supposed ‘safe countries’ and withdrawing benefits from single asylum seekers who make late claims to the capping of access to legal aid for asylum claims and appeals and proposing an oath of allegiance for new citizens.

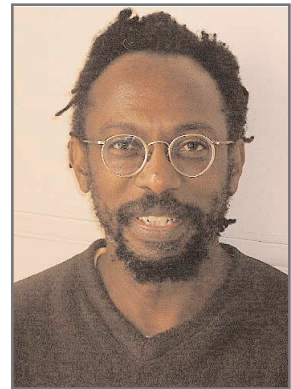
From the government's perspective, such policies have nothing to do with racism and everything to do with dealing with the unprecedentedly high number of asylum seekers. But because the asylum issue has been so politicised and because the media, particularly the tabloid press, have persistently demonised refugees and stoked public fears about asylum, government policies have, in effect, served to worsen race relations and entrench popular racism.

Part of the stated intent behind tightening up against asylum seekers was to prevent the emergence in Britain of a strong racist anti-foreigner party (akin to those on the European mainland). But the opposite has happened. By

appearing to endorse the tabloids' lead, government policies have, as it were, given the popular anti-asylum movement oxygen. And, during the year, for the first time in Britain, a number of community-based protests succeeded in preventing hostels for asylum seekers being opened in their areas. Worse, the party-political ‘benefit’ of the anti-asylum seeker climate, created by the tabloids and some mainstream politicians, was reaped by the extreme-Right. By the close of 2003, there were 18 British National Party councillors in local government in England.

The government avows it is against racism and did, in the wake of the Stephen Lawrence case and the Macpherson Report, attempt to counter such racism in its institutional form. But in a number of ways – from the application of anti-terrorist legislation to the proposed ‘oath of allegiance’ – it is allowing racism in by the back door. And, as this Institute has maintained for over thirty years, it is when racism is given the imprimatur of the state that all other forms of racism – be they institutional, popular or individual – flourish. ■

Colin Prescod



Director's report



The last year has been particularly successful. In it, our online anti-racist service – IRR News – went fully operational. We decided very early on that this service, supported by the Community Fund as a means of developing voluntary sector and community organisations, should not just take on anti-racist issues that affected ‘settled’ minority ethnic communities but also incorporate concerns about refugees and other emerging communities. Hence the title of the service is now Independent Race & Refugee News Network (IRR News).

Over the past twelve months, IRR News has, on average, published six stories per week. Unlike many other online news services, IRR News researches and writes its own material. (Guiding subscribers to other news on linked or other sites is a subsidiary activity.) This means not only that IRR staff have developed their news gathering skills, but that the service has also benefited from the input of outside volunteer contributors, who, in turn, have benefited from the development of their journalistic skills.

The service, which now has in excess of 5,000 subscribers, has enhanced the whole of IRR’s impact and influence. It has showcased IRR publications, led to increased sales of materials, extended our advice- and information-giving and, above all, led to an increase in our outreach work – leading of course to an increase in both access to and awareness of our work among a wider public.

The other ‘success’ this year has been the extension of the influential European Race Audit. Apart from its own online services (electronic subscriptions to its bulletin, web access to individual articles and a free database of the last ten years’

stories on European racism), the Audit has pioneered crucial research on managed migration and the human cost of the EU’s border control programme. It has also continued to research and publicise the implications of anti-terrorism legislation in the wake of September 11. In acknowledgement of the important ambassadorial role Liz Fekete now plays for the IRR, both within the UK and abroad, as chief researcher and speaker on key issues of globalisation and European racism, she was made Deputy Director.

Over recent years the IRR has prided itself on modernising all its services through the use of new technologies and through incorporating multimedia into its information provision and educational materials. We are now turning our attention towards streamlining our other services and deciding how best to make available those still valuable resources built up in previous eras. To that end, we are discussing the possibility of moving the core ‘race relations’ academic collection in IRR’s library to a university venue. The IRR would then concentrate on maintaining, preserving and ultimately digitising its unique Black British history collection.

A risk assessment exercise carried out in August 2003 provided Council and staff with valuable insights – particularly on human resources policies and the use of information technology. ■

A. Sivanandan

The independent race and refugee news service (IRR News) was launched in December 2002. The service now has 5,200 subscribers who receive news by email and many more readers who access the website. Over the last year, 344 original news stories have been published on the website, which also features an archive of over 5,000 stories dating back to 1992. Since its launch, the website has received an average of 80,000 page-views per month.

The strength of the news service lies in its capacity to provide an alternative voice (from that of the mass media) on matters relating to racism and refugee protection. Inevitably, in the past year, this has meant that many of the stories 'unearthed' by IRR News have focused on racial attacks, treatment of asylum seekers, policing and national security. But the service has also concentrated on providing the voluntary sector with up-to-date information and comment on government legislation, proposals and reports in the race and associated fields. One particularly valued aspect of the service has been its compilations, analyses and interpretation of statistics on such issues as the number of successful asylum claims; the numbers of those dying on Europe's borders; the impact of anti-terrorist legislation on ethnic minorities; and underachievement in British schools. IRR News has also published notes and reviews of films, videos, books and pamphlets which will be of use to practitioners and has also alerted subscribers to important upcoming events.

The news service has led to the Institute's work gaining

a much broader and more immediate impact. Individual items and news stories, such as coverage of the situation of Iraqi refugees during the Iraq War, our reporting of deaths on Europe's borders and our survey of the impact of anti-terror policing have been followed up by the national media. In other cases, the posting of a particular story has led to invitations from community organisations, NGOs, faith groups and academic institutions, for staff to come and lead discussions on a particular theme. Our comment and analysis section has had a major impact on campaigning and lobbying groups, who have taken up and used our work on statistics and 'spin' in the asylum debate and our focus on suicides of asylum seekers. The service has also enabled IRR to make its European research available to a far wider audience, thereby attracting new readers to the Bulletin. It has, too, enabled the IRR to add an important European dimension to its news coverage, giving those interested in domestic affairs a wider context within which to understand developments.

And it is very encouraging that our stories have also been syndicated on a number of other websites, including: redhotcurry.com, asianoutlook.com, as well as those of Action for Social Integration, Operation Black Vote, Kurdish National Congress, Kurdish Media News, Positive Action in Housing, Black Britain, Refugee Education and Statewatch. ■

USER COMMENTS

- 'In part of my work I facilitate prejudice reduction workshops. IRR news helps them keep up to date with what is still going on in the UK without having to trawl through the inadequate tabloid and broadsheet newspapers. You provide a very valuable service that saves me large amounts of time in research and is invaluable in terms of helping me fight racism.'
- 'I represent asylum seekers: your prompt and insightful articles about government policy in the area of asylum seekers and refugees helps to give me a full picture of present legislation and its impact, a better idea of where future policy is headed.'
- 'I work in a Black Voluntary Sector organisation, doing research and anti-racist training, and the information the IRR provides is absolutely invaluable in providing me with a nation-wide and Europe-wide perspective and keeping me up-to-date weekly.'
- 'Many thanks for sending the news service. Very useful, concise and usable. Well done.' – British MP
- 'Excellent. I shall distribute it far and wide.' – lawyers' group
- 'I really appreciate your articles. Very informative and fair and they often keep my perspective sharp and broad. I like the fact that your coverage attempts to cover all communities of colour. I learn a lot and often pass the articles on to friends.'



The screenshot shows the IRR News website interface. At the top, there are navigation links for 'home', 'subscribe', 'account', 'publications', 'donor', 'about', and 'contact', along with a search bar. The main content area features an article titled 'Man charged with murder of Asian taxi driver' by Arun Kundhani, dated 10 January 2003, 2:00pm. The article text states: 'Paul Craig, 46, of Higginsshaw, Oldham, has been charged with the murder of taxi driver, Israr Hussain.' Below the text is a small portrait of Paul Craig. To the right of the article, there is a 'Related links' section with links to 'Anti-Nazi League', 'IRR is not responsible for the content of external websites...', 'Read other articles by Arun Kundhani', 'Read other articles in the North-West, England section', 'Make this article printer-friendly', 'Email this article to a friend', and 'Comment on this article'. A 'Dangerous work' section is also visible at the bottom of the article, stating: 'Taxi driving has been one of the main occupations of Asian men in Oldham, since the closure of the cotton mills in the 1980s. But Asian taxi drivers have had to face a constant

European research programme

We are particularly proud of the work of the European Race Audit (ERA) this year. Not only has it carried out original, pioneering research, but it has also been able to disseminate its findings more widely than ever, in part through outreach work, which also helps to build and strengthen national and international networks.

The research has focused on two main areas: the impact on race relations of anti-terrorist legislation and national security concerns post-September 11 and the move from 'refugee protection' to 'managed migration'. In both cases, although the focus has been on developments within Europe, it has become obvious that, with globalisation and the internationalisation of foreign policy, it is now important to contextualise and link European changes to those in other regions – especially the Americas and Australasia.

Research on anti-terrorist legislation has looked at its impact on minority communities and political discourse in Europe. It has also compared European trends with those in south-east Asia and pointed to common patterns in the erosion of democratic processes. The research findings have helped the IRR to work closely with other NGOs – bringing a race perspective to those groups working in allied fields, and extending our own 'race' concerns into larger issues affecting the whole of civil society.

For example, ERA has contributed research and Liz Fekete has written a foreword for a book produced by Index on Censorship and the Campaign Against Criminalising Communities (CAM-PACC) entitled, 'A Permanent State of Terror'. CAM-PACC has also made wide use of ERA's and IRR's research in its submission

to the Privy Council's Review of the Anti-Terrorism, Crime and Security Act 2001. And ERA personnel have spoken at a number of meetings in England and Scotland organised by CAM-PACC to draw attention to the particular impact of the legislation on refugees. In association with the Transnational Institute in Amsterdam, the IRR has published a report, authored by Liz Fekete – *'Reclaim people's security: from national security to global security: counter-terrorism in Asia and Europe'* which examines the notion of a global security regime where human and civil rights are drastically curtailed and suspended.

Liz Fekete, the head of ERA's research and the author of its reports, was asked to join a new network of feminist criminologists researching the political economy of violence against women in the context of global relations. She also represents the IRR on the Global Security and Development Network, which is being co-ordinated by BOND – an umbrella group for organisations working on international development.

The report, *'Racism: the hidden cost of September 11'*, published in 2002, which began the examination of the impact on asylum seeker and migrant communities of security legislation, has continued to influence debate this year; not only has it been reproduced by a number of NGOs, it has also been translated by groups in mainland Europe. This has resulted in an increase in speaking engagements and in discussions with refugee organisations and those working with refugees. (A full list of all outside speaking engagements by IRR staff is available on page 8.)

ERA's second area of research is a long-term study of the transition From 'refugee protection' to 'managed

European research programme continued

migration'. This year, the first phase of the research was published in two reports featured in the *European Race Bulletin*. The first examined how the EU was co-opting non-EU countries to act as proxies for EU border control, through militarisation and other mechanisms to prevent people reaching the EU and claiming asylum. The second feature looked at the human cost of the new controls – in terms of the loss of life incurred during clandestine entry into the EU by sea, air and overland routes. We are pleased to report that through this research, the IRR has managed to strengthen its links with other European NGOs concerned about border issues and also exchange information and perspectives with organisations in other regions of the world, working to counter similar border-related deaths.

On the administrative side, it is unfortunate that the project has had funding problems during the year and that so much staff time, therefore, has had to be spent in trying to secure the financial future of the project. But it is most heartening that the network of voluntary translators and contributors is widening. We thank all those who have dedicated their time and energy to the ERA project. Without them, the research features and country summaries could not be produced. ■

Aria Ahmed



Liz Fekete (left) speaking at Nottingham Trent University

FROM OUR USERS

- 'I am a post-graduate student in Turkey and am preparing a dissertation on the global rise of extreme right politics since the '80s ... your site provides me access to some valuable information about Europe. Thank you for the services you have provided.' – *student*
- 'Many thanks for sending me the two issues on EU Border Control. This is very useful material.' – *university professor*
- 'Thank you for this digest – several articles are of great interest to our current work here at the secretariat.' – *European NGO*

Diary 2002/3

SPEAKING ENGAGEMENTS, MEETINGS AND SEMINARS WITH IN-PUT FROM IRR PERSONNEL

2002

OCTOBER

7 Seminar at IRR – Roberta Bacic on 'Dealing with the past in Chile'

21 Seminar at IRR – Frances Webber on 'How September 11 has eroded refugee protection'

NOVEMBER

12 Climbié Family Campaign meeting

15/6 London Metropolitan University, 'Crossing Borders' conference on the legacy of the first Commonwealth Immigration Act

22 Blackbird Leys Community Centre, Oxford, anti-racist education conference

27 Children in Scotland conference, Edinburgh, on 'Equal Futures'

DECEMBER

5 Amnesty International internal strategy meeting on western Europe, seminar on 'Xeno-racism in Europe'

8 Kurdish Community Centre, public seminar 'How UK foreign investment creates asylum seekers'

9 Victoria Climbié Family Campaign meeting, Ealing

2003

JANUARY

13 Seminar at IRR – discussion of the film, 'After Jenin' with its director, Jenny Morgan

20 Seminar at IRR- John Hutnyk and Liz Fekete on 'The role of Malaysia in the War Against Terrorism'

21 Institute of Education meeting of Bosnian Refugees Group

28 House of Commons Home Affairs Committee on removals of asylum seekers

FEBRUARY

13 Brent Education Authority anti-racist education meeting

24 Seminar at IRR – Tony Bunyan on 'Europe: the end of liberal democracy'

MARCH

4 Greater London Authority Consultation on London's Black Heritage

14 Goldsmith's College Anthropology Department

18 Warwickshire Race Equality Council AGM, Leamington, talk on Community Cohesion

29 ESRC Seminar on 'Official Inquiries and Coroners Inquests'

APRIL

12 Leicester National Civil Rights Movement conference on 'The fight for racial justice and defending asylum seekers'

MAY

8 European Parliament, Brussels, launch of 'Minority Elderly Care in Europe' by the Public Research Institute on Ageing and Ethnicity

10 Manchester conference on 'Sources of Radicalism'

13 House of Commons, public meeting, 'How anti-terrorism measures affect refugees'

15 Article 19 conference on refugees and the media

19 Camden Centre, conference on 'The future of race relations in Britain' organised by The Monitoring Group, Asian Health Agency and others

22 Nottingham Refugee Forum, 'The onslaught on the right to asylum'

Diary 2002/3 continued

JUNE

- 3** Bath Black Families Group anti-racist conference
- 10** Council of Europe, Budapest seminar on youth work and anti-racism
- 18/19** Scotland Against Criminalising Communities, public meetings in Edinburgh and Glasgow on 'War, Civil Liberties and Asylum Seekers'
- 21** Kurdish Community Centre, Dalston, talk on refugees and the media
- 23** Launch of National Archives' Black Presence: Asian and Black History in Britain 1500-1850 website
- 23** House of Commons, public meeting, 'No forced returns- defend Kurdish and Afghani refugees'
- 25** Dublin, Amnesty International meeting on refugees and the media

JULY

- 4** Citizens Advice Bureaux Black Workers' Group conference, keynote speech on Community Cohesion
- 5** Nottingham Trent University, Nottingham Institute for Cultural Analysis and Notts Refugee Forum conference 'A Borderless world? local and global perspectives on asylum'

AUGUST

- 22** University of Greenwich, Remembering Enslavement Convention

SEPTEMBER

- 15** Seminar at IRR – Tian Chua, Vice-president of the People's Justice Party of Malaysia, on 'Democratic transition in the shadow of terror'
- 23** Onati, Spain, conference on 'Women, Crime and Globalisation: feminist perspectives for the new millennium'
- 25** University of London, meeting on Yarl's Wood detention centre
- 25** Birmingham, DRUM Arts

Centre, European symposium on 'Migrating Cultures'

OCTOBER

- 1** London, City Hall, Mayor's Commission on African and Asian Heritage
- 7** Norfolk Race Equality Council Schools' award ceremony
- 9** Franco-British Council seminar on immigration and integration
- 13** Barnet College, Black History event on racism and refugees
- 18** Ealing Council, Black History Month event

NOVEMBER

- 8** Launch conference of AWAAZ – a group against religious hatred
- 14** European Social Forum, Paris
- 14** European Monitoring Centre on Racism and Xenophobia, Vienna, strategy seminar
- 25** Edgehill Centre on Criminality, talk on the War Against Refugees

Print publications

RACE & CLASS

SPECULATIVE CAPITAL
IN THE GLOBAL AGE

PLUS: MILITARY AND GLOBALISATION AMERICAN CATAclysm SINGAPORE PEOPLES' SECURITY

RACE & CLASS

RECRUITING FOR ISRAEL'S DEMOGRAPHIC WAR

PLUS: IN THE INNER CITY AND THE FAVELA IN WAR AND WOMEN MIGRANTS IN JAPAN GLOBALISM

RACE & CLASS

BLACK HISTORY THE PRESENT IN THE PAST

RACE & CLASS

THE MULATTA ON FILM
FROM HOLLYWOOD TO THE MEXICAN REVOLUTION

CEDRIC ROBINSON AND LUZ MARIA CABRAL

PLUS: DENMARK'S 'EXOTIC' EXHIBITIONS HISTORY OF IRISH RACISM AMERICA'S TECHNOLOGY OF WAR PALESTINE BNP

Bulletin No. 42

EUROPEAN RACE BULLETIN INSTITUTE OF RACE RELATIONS

Asylum and immigration special

AUSTRIA

Reception and detention

Asylum seekers in Austria are held in detention centres, which have been criticised for their conditions. The Austrian government has been accused of using detention centres to deter asylum seekers from entering the country. The European Commission has also criticised the Austrian government for its treatment of asylum seekers.

Schengen for Dummies to migrate to EU effectively

The Schengen area is a group of European countries that have agreed to abolish passport controls at their common borders. This allows for easier travel between these countries. However, there are still some restrictions on who can enter the Schengen area, and it is important to understand these rules before travelling.

Bulletin No. 43

EUROPEAN RACE BULLETIN INSTITUTE OF RACE RELATIONS

From refugee protection to managed migration: the EU's border control programme

By Liz Fekete

Case studies of deportation deaths in Europe, pages 19-22

The IRR is carrying out research into racism and fascism across Europe. Specific research projects have been carried out in the UK, France, Germany, Italy, Spain, and the US. The research is based on interviews and focus groups with people who have been affected by racism and fascism. The research is being published in a series of reports and books.

Bulletin No. 44

EUROPEAN RACE BULLETIN INSTITUTE OF RACE RELATIONS

From refugee protection to managed migration: part 2

Death at the border - who is to blame?

By Liz Fekete

Contents

- Death at the border - who is to blame? 3
- Return at the border, immigration of sex 4
- Asylum: a European model 5
- Death at sea 6
- Country responses on racism and fascism, electoral politics and policy 13

The IRR is carrying out research into racism and fascism across Europe. Specific research projects have been carried out in the UK, France, Germany, Italy, Spain, and the US. The research is based on interviews and focus groups with people who have been affected by racism and fascism. The research is being published in a series of reports and books.

Alternative Regionalists

July 2003 - No. 1

Reclaim people's security

From national security to global security: Counter-terrorism in Asia and Europe

IRR TRANSNATIONAL INSTITUTE

100, RAILWAY ARCADE, LONDON EC1A 3BB

Volume 28 Number 2 May 2003

Includes a special bibliographic essay: **An African Core to Cuba's Humanitarian Programs? What You Get is Beyond What You See!** and an extended view on wrecking the Congo.

SAGE race relations abstracts

Published in honour of THE INSTITUTE OF RACE RELATIONS

SAGE Publications Ltd

Sage Race Relations Abstracts is published four times a year. Bibliographic essays have been published on 'Interethnic and Interracial Identity in Postmodern Societies', 'An African core to Cuba's Humanitarian Programs?' and 'The Fallacy of Racial Profiling'.

Finances

Balance sheet as at 31st March 2003

	2003		2002	
	£	£	£	£
Fixed Assets		167027		169068
Current Assets				
Stocks of Stationery and Publications	4133		7498	
Debtors	16787		28320	
Prepayments	245		635	
Cash at Bank and in Hand	80659		80230	
	<u>101824</u>		<u>116683</u>	
Less: Creditors				
Amounts falling due within one year	4381		7840	
PAYE and other taxes	4791		2084	
Sundry Creditors	9172	92652	9924	106759
		<u>259679</u>		<u>275827</u>
Represented by:				
Funds Available				
Unrestricted		60455		74105
Designated		35523		35523
Restricted		163701		166199
		<u>259679</u>		<u>275827</u>

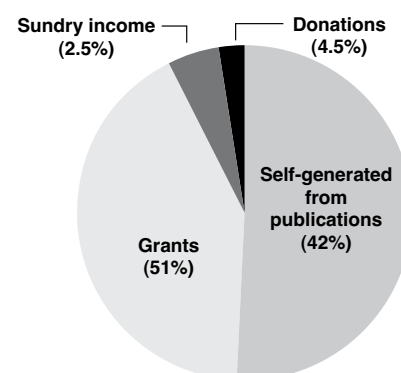
Approved by Council of Management on 7th July 2003 and signed on its behalf. These Financial Statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Income and expenditure account and statement of financial activities for the year ended 31st March 2003

	Designated	Unrestricted	Restricted	2003	2002
	£	£	£	£	£
Incoming Resources					
Grants -		1500	92170	93670	69556
Income from Publications:					
Race & Class	-	58955	-	58955	57622
Other	-	15527	-	15527	15054
Covenants and Donations	-	8849	-	8849	4600
Insurance claim	-	-	-	-	-
Sundry Income	-	1650	-	1650	2495
Interest received	-	2816	-	2816	4101
Incoming Resources	-	<u>89297</u>	<u>92170</u>	<u>181467</u>	<u>153428</u>
Resources Expended					
Costs of generating funds	-	5449	-	5449	4009
Charitable expenditure:					
In furtherance of the objectives of the charity:	-	84611	105925	190536	162655
Management & administration	-	1630	-	1630	1852
Total Resources Expended	-	<u>91690</u>	<u>105925</u>	<u>197615</u>	<u>168516</u>
Net Incoming Resources	-	(2393)	(13755)	(16148)	(15088)
Transfers Between Funds	-	(11257)	11257	-	-
	-	(13650)	(2498)	(16148)	(15088)
Balance Brought Forward at 1st April 2002	35523	74105	166199	275827	290915
Balance Carried Forward at 31st March 2003	<u>35523</u>	<u>60455</u>	<u>163701</u>	<u>259679</u>	<u>275827</u>

There were no recognised gains or losses in the year, other than those shown above. All of the Company's activities are continuing.

IRR



IRR expenditure



These accounts are extracted from the full audited accounts for the year ended 31 March 2003 on which the auditor, Susan Field, FCA, reported without qualification on 9 July 2003. A copy of the full accounts is available on request from the Company Secretary.

Service users 2002/3

USER COMMENTS

● Thank you for your help and well needed advice with regards to my son's situation. I shall be contacting the various organisations you suggested today.

● I read each issue of *Race & Class* with great interest and mounting admiration for the standards you maintain.

● I just wanted to say thanks to the lady who gave me some information on the phone... I now have a copy of the poem. I can't tell you how grateful I was as I had so little information to go on and had almost given up!

● Thank you for the great article on the website. it is really brilliant and great for us to gain publicity for this campaign. It looked eye-catching and caught all the important points whilst being very readable and interesting.

NUMBER OF USERS

Enquiries dealt with by:

Phone enquiries:	1,620
Email enquiries:	2,775
Letter enquiries	605
Personal visits	309

ON-LINE USERS

Subscribers to IRR News	5, 200
Website page views over year	898,000
Orders processed since December 2002	229

RESPONSES TO USERS

