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**GLASGOW**  
CHAMBER OF COMMERCE

# Glasgow Business

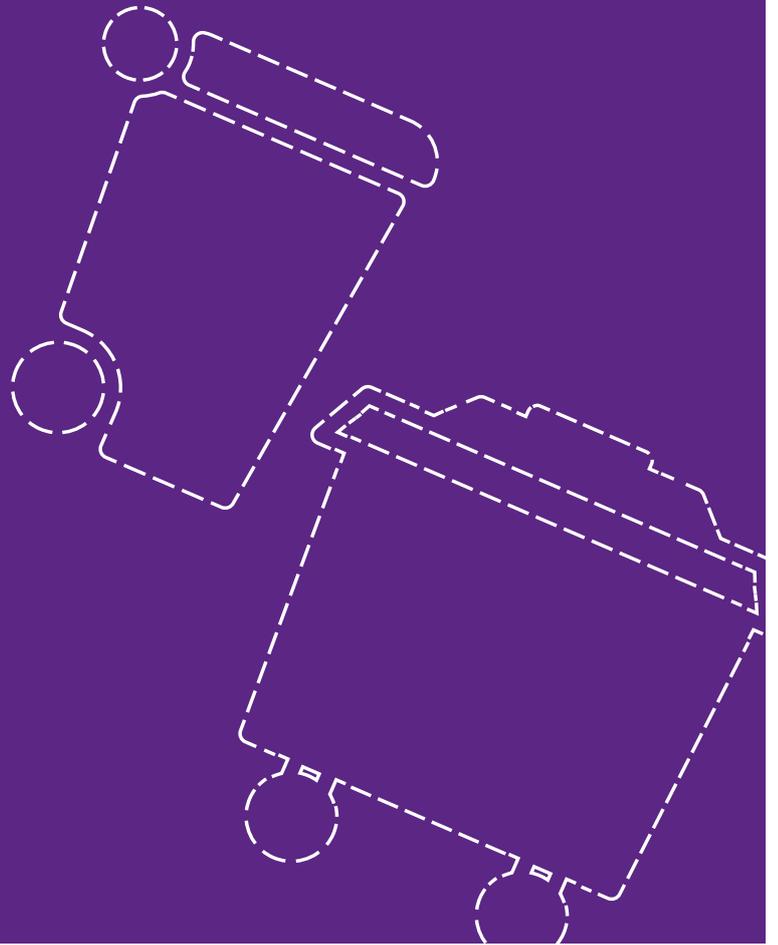
DECEMBER 2017 THE MAGAZINE OF GLASGOW CHAMBER OF COMMERCE



## A YEAR OF SUCCESS

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Editor: Anne Marie Hughes  
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# Proud of our success in accentuating the positive

Neil Amner, President  
 president@glasgowchamberofcommerce.com

It has been an enormous honour and a privilege during the last two years to be the President of an organisation that does so much for Glasgow as well as its members.

Facing challenging economic conditions is nothing new for the Chamber. Doing something positive in the face of adversity is an essential part of the Chamber's DNA. I am nonetheless very proud of how successful the Chamber has been at gathering and projecting positive messages about the opportunities to do business and invest in Glasgow, and in supporting others to doing so. That is fundamental to opening doors and to addressing misconceptions about our city. There are so many wonderful attributes, success stories and exciting developments that I will not single any out here. To get a taste, search '10 Reasons Why' on the Chamber's website.

The Chamber has re-engaged in the active promotion of international trade. We took the lead by developing relationships with counterparts in Manhattan and Milan. Those relationships are progressing, with others being developed using the Chamber's networks here and abroad. Our excellent export documentation service has gone from strength to strength and now services Lanarkshire too.

The President's Club has taken root and is growing. The "Away Team" members have provided introductions into local markets and visited when in Glasgow. Local based members have supported influencer and stakeholder events.

We have many examples of successful investment and innovation, a highly skilled workforce and great lifestyle options (think of our education, sports, leisure and retail sectors). Taken together, these make Glasgow a great place for businesses to invest and for staff to put down roots.

In that sense, our economy is an organic living thing - with

wider socio-economic health vital to business. The Chamber has been on point in developing the Circular Economy, which has won recognition for its work internationally... and a Chamber branded beer (Hardtack)!

Just as important has been the Chamber's pathfinding role in the Developing the Young Workforce Glasgow project. Engaging the next generation is vital to the health of our economy. I was delighted that the #nowrongpath initiative was so successful - and has since won a social media award.

Going forward, I will continue to represent the Chamber as the Immediate Past President. My focus will be on supporting international trade, infrastructure and environmental matters and representing Glasgow Chamber on Scottish Chambers of Commerce's board (as well as chairing its Economic Advisory Group). I will also continue to develop the Scottish Maritime Cluster, which I helped promote as Chamber President. In returning to my day job, I would like to thank my family and friends, and colleagues at Anderson Strathern for their support and forbearance during my time as President. Thanks too to the Board, Council of Directors and President's Club members.

The greatest thanks though are due to Stuart Patrick, our Chief Executive, and the marvellous team at the Chamber. The very positive results of the recent member survey and our Chamber being the exemplar of member retention across the British Chambers of Commerce network speak for themselves about the quality of our team.

I will be passing on the President's chain to Jim McHarg of Weir Group plc, our Deputy President, at the end of January. I hope Jim gets as much satisfaction out of this rewarding role as I have.

In parting, and to return to the question of challenges, I would encourage you to read Kipling's "If" - save for the last line which I would not dare to suggest applies to Jim succeeding me!



A black and white photograph of an astronaut in a full spacesuit floating in space. The astronaut is holding a camera and looking towards the viewer. The background shows the Earth's surface with clouds.

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DYW Glasgow team members collect their award for Best Use of Social Media at the Scottish Digital Business Awards 2017

# DYW Glasgow follows the winning path

## Top marks for exams social media campaign

**A** social media campaign which reached 14 million people and encouraged pupils not to become disheartened with their exam results has won a top accolade at the Scottish Digital Business Awards.

The #nowrongpath campaign, launched on this year's Scottish Exam Results Day (8 August), resulted in Developing the Young Workforce (DYW) Glasgow being crowned for the Best Use of Social Media at *The Herald* Scottish Digital Business Awards 2017.

The campaign went viral across the UK as individuals outlined their career path after school, celebrating the many paths leading to interesting job roles, with a focus on the non-traditional routes outwith higher education.

Hosted by Glasgow Chamber of Commerce, DYW Glasgow is the Scottish Government's national strategy for strengthening links between schools and businesses, with the hope of reducing youth unemployment by 40 per cent by 2021.

DYW Glasgow asked people to post a photograph on social media, on exam results day, holding a sign with their name, what they did when they left school and what they are doing now, along with the #nowrongpath

handle. By 9am, the hashtag was trending on Twitter in both Glasgow and the UK, and remained in the top five most popular hashtags through the rest of the day. Many well-known faces in Scotland backed the campaign including Sean Batty, Fred MacAulay, Pete Wishart, KT Tunstall, Jennifer Reoch and Susan Aitken, while numerous young people thanked the campaign for support on the day.

Alison McRae, Senior Director of Glasgow Chamber of Commerce, said: "We are absolutely thrilled to have received recognition for the #nowrongpath campaign and we are extremely grateful to all those who showed their support on the day.

"Our hope was to reach as many young people as possible and make them aware of the varied options available to kick-start a career. With more than 9,500 tweets using the hashtag and with over 14 million impressions made, we believe that we achieved what we set out to do.

"We are constantly looking at ways to reduce youth unemployment, and with campaigns such as this, along with the links we create between schools and businesses, we hope to encourage young people to look at the many ways of entering Glasgow's diverse workforce."

## DESARROLLANDO LA FUERZA DE TRABAJO JOVEN (DEVELOPING THE YOUNG WORKFORCE)

St Paul's High School, located in the Pollok area of Glasgow, has been working with SP Energy Networks through a partnership established by DYW Glasgow. Through a three-year partnership, the school and business work together to increase and improve outcomes for young people leaving school by providing them with industry and career insight.

In recognition of its varied work with young people, SP Energy Networks won The Glasgow Business award for Innovation in Youth Employment in 2017.

SP Energy Networks, part of the ScottishPower Group, provides power on behalf of supply companies through a network of cables and power lines that it owns and maintains. ScottishPower is part of the Spanish Iberdrola Group, a global energy company.

As part of its partnership, an SP Energy Networks Language Ambassador visited the school and worked with the modern languages department to deliver a talk to a group of S3 pupils on the importance of languages and how beneficial they are for future careers. The ambassador spent an afternoon with the pupils who are studying Spanish in school.

SP Energy Networks was able to give an overview of the opportunities available to them, which included apprenticeship and graduate programmes. Pupils heard how an additional language can really help them in their career and can often lead to career progression as well as potential travel opportunities.

The session aimed to encourage the young people to continue with their second language as they moved into senior phase and get them thinking about the opportunities a second language can bring. The session had phenomenal impact – the number of students taking the subject to Higher-level Spanish increased from 16 in the previous year to 50 pupils in the current session.

**Jon Vincent**

Principal and Chief Executive, Glasgow Clyde College

# 'I could not be without them'

Mobile devices are the principal means of staying connected with life on three busy campuses across the city



Jon Vincent, Principal and Chief Executive, Glasgow Clyde College

## What technology makes your life easier?

Without question I could not be without my iPhone and iPad – they permeate my work and social life and I often wonder what I would do without them. However, having recently relocated to Glasgow, right now my satnav is absolutely indispensable, but it is far from perfect in the city's maze of streets.

## Is there any new technology that you are using to help productivity/communications?

Glasgow Clyde College makes extensive use of technology. Our back-office functions rely on the usual array of IT solutions. Our students are making increasing use of virtual learning environments and e-learning resources, which allow them to study flexibly when and where it suits them best. Glasgow Clyde College operates across three campuses and to tackle the communications challenge this presents, we are currently piloting Facebook Workplace.

## What websites/apps/magazines/newspapers do you turn to for business intelligence?

I regret to admit it but I love my social media and avidly follow Twitter and LinkedIn. I'm never short of reading material specific to the education sector, but for general news and comment, I normally turn to the *Guardian/ObsERVER*. I am a member of a Vistage Chief Executives group, which has provided me with unrivalled support, advice, learning and challenges. It is the best investment in personal and professional development I have ever made.

## What book(s) should everyone in business be reading?

Tough question. Among the classic leadership texts, I would strongly recommend *Out of the Crisis* by Deming; *The Goal: A Process of On-going Improvement* by Goldratt & Cox and, of course, *The Prince* by Machiavelli. Of the more contemporary publications, I found Simon Sinek's *Start with Why: How Great Leaders Inspire Everyone to Take Action* particularly thought-provoking.

## What do you do to boost your own productivity?

There are so many interesting and exciting things going on every day in the college; however, to maintain my own productivity I try to be disciplined about staying on my own brief and not straying onto others.

## What's the best piece of advice you've ever received?

There are two sayings which I try to keep in mind. A former boss always said: "Better to keep your mouth shut and have people think you are a fool, than open it and confirm it." Education is an environment with a plethora of well-intentioned targets often dictated by external stakeholders. However, it's the service we provide to our students and local communities which really matters. So I try to remember: "Don't strive to hit a target but miss the point."

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INTERNATIONAL TRADE PARTNER



# GLASGOW MAKES BUSINESS CONNECTION WITH BAVARIA

Words by: *Kenny Kemp*

**G**lasgow businesses must seriously consider how they can increase their exporting opportunities in the powerhouse regions of Germany, believes Glasgow Chamber's Chief Executive, Stuart Patrick. Mr Patrick recently returned from his exploratory business mission to chambers of commerce in both Nuremberg in Bavaria and Berlin in Northern Germany with a clearer insight into the work required.

He says the Scottish Government's recent signing of a memorandum of understanding with Bavaria in Southern Germany has certainly helped to raise the profile of Scotland in these substantial trading areas, while the joint hosting of the European Championships in Berlin and Glasgow next August means that doors are definitely open.

However, while Mr Patrick found German business leaders are well aware that Scotland voted to remain in the European Union when the rest of the UK voted to leave, the consequences of Brexit are not vexing for most Germans.

"We are under no illusions. It is not an easy matter for Glasgow firms with no pedigree just to push out into Europe and expect to trade with Germany. It takes time to build key relationships. We need to work together to pinpoint which industries and indeed Glasgow companies that can work with their counterparts in Germany," he said.

Following the unification of Germany, the Nuremberg Metropolitan region became the gateway to East and Southeast Europe. With a population similar to Greater Glasgow of 1.7 million, and over 140,000 firms, the region's export GDP is €55 billion. There is a



Christian Hartmann, International Trade, Nuremberg Chamber of Commerce (IHK); Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce and David Scrimgeour MBE, DS Consulting at the Energie Campus, Nuremberg

**“It is not an easy matter for Glasgow firms with no pedigree just to push into Europe and expect to trade with Germany”**

major striking difference between the UK and Germany, in that all businesses are required by law to be members of their regional chambers of commerce.

In the case of IHK Nuremberg, this means they have more than 100,000 members, which gives the Chamber substantial influence and political clout and regional decision-making in Bavaria. Throughout much of Germany, Chambers ensure the fulfilment and the certification of over 900 apprenticeship and vocational training boards. In Nuremberg alone, more than 5,500 entrepreneurs, experts and executives volunteer to work as examiners.

The IHK Nuremberg Chamber of Commerce and Industry's new offices, costing €40 million, were delayed as a result of an archaeological survey which found a fragment of pottery which suggested the city's origins were indeed 200 years earlier than previously thought.

One facet of German business life has been annual trade exhibitions which promote various groups.

"We were interested to hear that the Nuremberg toy fair is one of the world's biggest and the city hosts up to 20 major recurring exhibitions each year, while in Glasgow, apart from the likes of All-Energy, we tend to have peripatetic academic symposiums and conferences," said Mr Patrick.

In Berlin, Mr Patrick and a Glasgow official met Chamber CEO Jan Eder, who talked about joint opportunities to promote both cities. The German capital has had to resurrect its business base since the reunification of Germany and is now concentrating on the creative industries and media, medical and healthcare, transport and logistics.

# Glasgow office investment on course to reach record levels

**G**lasgow office investment is on course to reach record levels this year in spite of fears over Brexit.

More than £420 million was invested in office buildings in the city in the first 10 months of the year, with a further £183m worth of deals believed to be in the pipeline. It means that investment in Glasgow offices in 2017 is on track to reach beyond £600m by the end of the year, beating the previous annual high of £485m recorded in 2006.

The Glasgow market has been boosted by major



deals this year including the £43.5m acquisition of the Capella Building by Wirefox Investment in September, and the £28m purchase of the Cuprum Building by Credit Suisse from Tristan Capital

Partners in January. This year has also seen the sale of 122 Waterloo Street by HFD Group to South Korean-based Multi Asset Global Investment, and the sale of St Vincent Plaza by property developer

Abstract to a division of US-based Starwood Capital.

Overseas investors have accounted for 41 per cent of deal activity so far this year, followed by private buyers (33 per cent) and UK institutions (26 per cent).

## Citizens Theatre refurbishment receives £2.5m from RCGF

The Citizens Theatre will receive £2.5 million from Glasgow City Council towards the £20.8m cost of the refurbishment of the theatre in the Gorbals.

The money comes from the Regeneration Capital Grant Fund (RCGF) with the theatre's redevelopment viewed as a key regeneration project within the Gorbals.

## AGM 2018: Notice of Meeting

Notice is hereby given that the **2018 Annual General Meeting of members of Glasgow Chamber of Commerce and Manufactures** will be held in Glasgow Chamber of Commerce, 30 George Square, Glasgow on **Monday 29 January 2018 at 5.15pm**.

The agenda for the AGM is as follows:

- Minutes of Annual Meeting held on 30 January 2017
- Report and Financial Statements for the year ending 31 October 2017
- Council Membership. Nomination forms for election as Directors are available from: The Business Service Manager, Glasgow Chamber of Commerce, 30 George Square, Glasgow G2 1EQ, and should be returned no later than Friday 22 December 2017.

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# German approach challenges the scale of our ambitions

Stuart Patrick, Chief Executive  
chiefexecutive@glasgowchamberofcommerce.com

I've had the privilege of travelling recently to Germany and meeting my chamber counterparts in both Nuremberg in Bavaria and Berlin in northern Germany. It's been fascinating taking the pulse in these great cities and hearing their views of international trade.

As our festive season approaches, I was told more about Nuremberg's famous Christkindlesmarkt, which runs from 1 December until Christmas Eve. This massive market is more than just candles, bratwurst and gingerbread. It has hundreds of years of history and attracts visitors from around the globe. More than 2.5 million people visit the market in December, not far off the entire visitor numbers for Glasgow in a whole year. Nuremberg is not known as a main tourist destination, but the size and scale really made me sit back and consider Glasgow's own levels of ambition.

There was something deeper to consider though. While the British political news agenda is besotted with the implications of the Brexit negotiations, and the travails of Theresa May, Boris Johnston and the Conservative Government, the views that I heard in Germany were very different indeed. While many of the British expats that I encountered were bewildered by the decision by their fellow country folk to leave the single economic union with Europe, many German business figures were not inclined to view Britain's decision with any sense of the sorrow or sympathy. Maybe there is an element of schadenfreude, but I believe the Germans are too

pragmatic to enjoy the UK's discomfort over Europe. The reality for the Germans is that trade and export matters: it is a national imperative and anything that inhibits the ability to sell German products abroad should be resisted. I was told Brexit is not a big deal for German industry. They are not waiting with bated breath for a decision on how we continue trading with them.

The Germans are much more interested in what is happening in China. This remains an important growth market for many of their products from Mercedes, BMWs and Volkswagens, to medical machines from the likes of Siemens, through to their precision machine tools.

While the UK's exports have been financial services and education, the Germans are still intent on selling their industrial manufacturing prowess across Asia. From a Glasgow perspective, it is an indication that we will have to re-double our efforts to build a new framework of global trade. This is where Glasgow Chamber of Commerce plays a major part. When we venture forth from Glasgow on trade missions, we really need to have a clearer understanding of our own strengths and weaknesses, and what goods and services the rest of the world wants to buy.

One of my international travelling companions over the last two years has been our President, Neil Amner. Let me take this opportunity to thank him for all of his outstanding work. He has devoted his time to lead our international missions representing the Chamber's members in Italy, the United States and China. He has been a brilliant trade ambassador and representative for our city. On behalf of our members, I'd like to say "Thank you, Neil". Meanwhile, to our members, my seasonal greetings and best wishes for a prosperous 2018.



# INSPIRING CITY AWARDS 2017

# THE WINNERS

Glasgow turned on the glamour to honour the individuals, employers, groups and charities who help make this city great



The Inspiring City Awards 2017 Winners

**S**ir Billy Connolly was the toast of the town at the 2017 Inspiring City Awards after he was recognised with a lifetime achievement award.

The Inspiring City Awards, in association with PEOPLE MAKE GLASGOW, paid tribute to the individuals and businesses who make this city great. More than 450 guests gathered at the DoubleTree by Hilton Glasgow Central for an awards ceremony organised by Glasgow Chamber of Commerce in conjunction with *The Herald*.

Sir Billy, who could not attend the ceremony, was recognised for his role as one of the country's national treasures and was named as the winner of the lifetime achievement award, supported by Glasgow Airport. Amanda McMillan, Managing Director of Glasgow Airport, said: "Sir Billy is one of Glasgow's most famous sons and he has done so much to raise the profile of the city throughout his illustrious career.

"The Inspiring City Awards celebrate those who have helped further enhance Glasgow's reputation and I can't think of anyone more deserving to receive the Lifetime Achievement Award than Sir Billy Connolly."

Now in its fifth year, the 2017 awards kicked off with performances by Sticks

## INSPIRING CITY AWARDS 2017

## PEOPLE MAKE GLASGOW

GLASGOW CHAMBER OF COMMERCE *The Herald*

n Kicks, Gregor Coleman and The Lockhearts before event host Jennifer Reoch welcomed the sponsors on stage who in turn announced the category winners. Susan Aktemel, founding Director of Homes for Good (Scotland) CIC and Homes for Good Investments Ltd delivered the keynote speech.

The awards had 16 partners including: PEOPLE MAKE GLASGOW; AHR; City Building; Developing the Young Workforce Glasgow; Glasgow 2018 European Championships; Glasgow Airport; Glasgow School for Business and Society, Glasgow Caledonian University; Glasgow Employer Board;

Glasgow Welcomes; Glasgow Taxis; Hacking & Paterson Management Services; Laings; Scottish Water; Scullion LAW; Simon Driscoll Consultancy and The Watson Foundation.

The awards attracted an extremely high number of entries, and the calibre for this year was truly outstanding, with the judges praising the number of people and businesses that have gone the extra mile to make such a difference to people's lives across a variety of sectors, including, sport, business, art and culture, community and the environment.

The PEOPLE MAKE GLASGOW Award was presented to MCR Pathways for providing their school-based mentoring programme to more than 400 young people across the city.

Councillor Susan Aitken, Leader of Glasgow City Council, said: "In its milestone fifth year, the Inspiring City Awards showed, once again, that Glasgow is creative, innovative and a city that cares.

"There are some truly remarkable individuals, businesses, charities and organisations working tirelessly every day, to improve the lives of our people and the reputation of our great city.

"I would like to congratulate all of the deserving finalists and winners – their energy, drive and enthusiasm is what continues to fuel Glasgow's success."

# INSPIRING CITY AWARDS 2017



WINNER: Centre for Contemporary Arts, presented by Martin Robinson, Regional Director, AHR

## ART AND CULTURE AWARD

Supported by: AHR

Winner: **Centre for Contemporary Arts**

Centre for Contemporary Arts is Glasgow's hub for the arts. Their year-round programme includes cutting-edge exhibitions, film, music, literature, spoken word, festivals, Gaelic and performance. At the heart of all activities is the desire to work with artists, commission new projects and present them to the widest possible audience.



COMMENDATION: Glasgow Film Theatre, presented by Martin Robinson, Regional Director, AHR

Commendation: **Glasgow Film Theatre**

Finalists: **Indepen-dance and Project Ability**



WINNER: CoderDojo Scotland @ Glasgow Libraries, presented by Stephen Flynn, Vice Chairman, Glasgow Taxis

## EDUCATION AWARD

Supported by: Glasgow Taxis

Winner: **CoderDojo Scotland @ Glasgow Libraries**

CoderDojo Scotland is part of a global

collaboration which provides free computer coding clubs for young people. It enables them to learn everything they need to become a confident programmer while providing a safe, fun and sociable environment to do it in.

Finalists: **Glasgow Clyde College; MCR Pathways; Rangers Charity Foundation and Tennent's Training Academy**



WINNER: DWF, presented by Professor Toni Hilton, Dean, Glasgow School for Business and Society, Glasgow Caledonian University

## BEST CORPORATE SOCIAL RESPONSIBILITY AWARD

Supported by: **Glasgow School for Business and Society, Glasgow Caledonian University**

Winner: **DWF**

DWF pride themselves on a business run with integrity and strive for the DWF culture and values to be at the heart of everything they do, recognising that employees not only want a great place to work, but take pride in being part of a principled business. DWF's community investment strategy is focused on education, employability, health and wellbeing and homelessness.

Finalists: **Celtic FC Foundation; City Building LLP; Seric Systems Limited and Silverburn Shopping Centre**



WINNER: Contact the Elderly, presented by Nigel Scullion, Managing Partner, Scullion LAW

## CARER(S) OF THE YEAR AWARD

Supported by: **Scullion Law**

Winner: **Contact the Elderly**

The purpose of Contact the Elderly is to provide an essential lifeline for the many socially isolated older people in our communities. In Scotland, Contact the Elderly supports almost 900 older people



and hope to reach 1,000 by the end of this year. In Glasgow alone they support nearly 200 older people. Their volunteers are the vital factor that enables this to happen.

Finalists: **Leslie Edge, The Prince & Princess of Wales Hospice; Majabeen Ali, The Prince & Princess of Wales Hospice and Maria McCabe, Cordia**



WINNER: Woodlands Community Development Trust, presented by Brian Lironi, Director of Corporate Affairs, Scottish Water

## ENVIRONMENTAL AWARD

Supported by: **Scottish Water**

Winner: **Woodlands Community Development Trust**

Woodlands Community Development Trust supports local people in shaping the future of the woodland areas of Glasgow in ways that are sustainable, environmentally friendly and innovative. Their key aims include: supporting community-based education activities; promoting the health and wellbeing of our community;

# THE WINNERS



## INSPIRATION AWARD

**Winner: Sir Andy Murray**

Sir Andy Murray is one of our greatest ever sportsmen and his contribution to British tennis is unsurpassed. He has won Wimbledon twice, and the US Open; he has two Olympic gold medals and has been named the BBC's Sports Personality of the Year a record three times. He is also the youngest ever recipient of a knighthood.

## INDUSTRY & YOUNG PEOPLE

### INNOVATION AWARD

**Supported by: Developing The Young Workforce Glasgow**

**Winner: Qualitrol Diagnostic Monitoring Systems**



WINNER: Qualitrol Diagnostic Monitoring System, presented by Alison McRae, Senior Director, Glasgow Chamber of Commerce

Qualitrol's motivation to initiate and develop an apprenticeship and graduate programme was to create opportunities for young people that were maybe not readily available or open to them. In developing their own talent, through giving them experience and sending them on to further education, Qualitrol have saved hundreds of thousands of pounds. To date, more than 30 young people have benefited from Qualitrol's apprenticeship and graduate programme.

**Finalists: Coach Core - Glasgow Life; Glasgow Foundation Apprenticeship Team and Young Movers**



Susan Aitken, Leader, Glasgow City Council



Jennifer Reoch, Host

encouraging participation in community arts and the advancement of environment protection.

**Finalists: Carlton Heritage & Learning Centre; Southern Necropolis Action Group and Scottish Waterways Trust**



WINNER: Laura Muir, (collected by her Mentor, Hayley Haining) presented by Councillor David McDonald, Deputy Leader of Glasgow City Council and Chairman of Glasgow Life

## SPORT AWARD

**Supported by: Glasgow 2018 European Championships**

**Winner: Laura Muir**

Laura Muir was the only pupil in the history of her school to achieve Dux and Sports Champion in the same year. Laura is now in her final year of a five-year Bachelor of Veterinary Medicine and Surgery (BVMS) programme at the University of Glasgow. She is also a middle-distance runner who specialises in the 800m, 1500m, 3000m and 5000m events. She took up running while at Kinross High School. During that time, Laura ran twice for Scotland,

becoming the Scottish 1500m champion in 2007.

**Finalists: Bala Sport; Glasgow Gladiators Powerchair Football Club and Scottish Sports Futures**



WINNER: Paul G K Little, City of Glasgow College, presented by David Doran, Partner, Hacking & Paterson Management Services

## LEGACY AWARD

**Supported by: Hacking & Paterson Management Services**

**Winner: Paul G K Little, Principal, City of Glasgow College**

City of Glasgow College's multi-million pound twin site super-campus development not only provides the city with world-class learning on an international scale, but inspirational learning environments which have dramatically changed the Glasgow skyline and contribute both economically and architecturally to the city.

**Finalists: Glasgow Women's Library; Homeless World Cup Legacy Project and Scottish Sports Futures**



WINNER: Scottish Water, presented by Craig Martin, Chair, Glasgow Employer Board

## THE APPRENTICE CHALLENGE AWARD

**Supported by: Glasgow Employer Board**

**Winner: Scottish Water**

Scottish Water is a publicly owned company which provides 1.34 billion litres of drinking water per day and takes away 847 million litres of waste water daily. The Apprenticeship Challenge team led Teacher Tours' around Scottish Water premises, allowing teachers the opportunity to understand how Scottish Water can support STEM careers, as well as giving them an understanding of the apprenticeship opportunities available for their students.

**Finalists: Arnold Clark; JP Morgan and Morgan Sindall**

# INSPIRING CITY AWARDS 2017



**WINNER:** University of Glasgow, presented by Dr Graham Paterson, Executive Director, City Building

## INDUSTRY AND BUSINESS AWARD

**Supported by:** City Building

**Winner:** University of Glasgow

The University of Glasgow's College of Medical, Veterinary & Life Sciences has demonstrated many innovative achievements at the Queen Elizabeth University Hospital which have encouraged, inspired and fostered business growth and development in Glasgow.

**Commendation:** KC Group Shipping Ltd

**Finalists:** Barras Art and Design (BAaD) and Collective Architecture



**COMMENDATION:** KC Group Shipping Ltd, presented by Dr Graham Paterson, Executive Director, City Building



**WINNER:** citizenM Glasgow, presented by Craig Martin, Head of HR Glasgow Airport and Chair of Glasgow Welcomes

## GLASGOW WELCOMES SERVICE CHAMPION AWARD

**Supported by:** Glasgow Welcomes

**Winner:** citizenM Glasgow

citizenM Glasgow is a hotel which is driven by the desire to create affordable luxury. Their in-house ambassadors, from all over the world, have adopted a company culture of acts of kindness,

which allow their team to personalise stays and demonstrate care for guests and the city.

**Finalists:** Glasgow Science Centre; The National Piping Centre and Pipers' Tryst Hotel and University of Strathclyde Technology and Innovation Centre (TIC)



**WINNER:** Cat Leaver, After Digital, presented by John M Watson OBE, The Watson Foundation

## OUTSTANDING CONTRIBUTION BY A YOUNG BUSINESS LEADER AWARD

**Supported by:** The Watson Foundation

**Winner:** Cat Leaver, After Digital

From joining After Digital (then Alienation Digital) as a Marketing Executive in 2011, Cat's hard work and natural flair for leadership has helped her to progress through the ranks of the company to become their Head of Strategy, a role in which she is responsible for both the digital marketing team and the entire brand's wider strategy and marketing efforts. Her input has been pivotal in the company's development into a more strategic agency, which offers award-winning digital services and solutions to international clients across sectors.

**Commendation:** Sarah Drummond, Snook

**Finalists:** Alasdair Ireland, Your Book List; Colin Lamb, Connect Three Solutions and Jenny McCreary, Sew Confident Ltd



**COMMENDATION:** Sarah Drummond, Snook, presented by John M Watson OBE, The Watson Foundation



**WINNER:** Professor David Hillier, University of Strathclyde, presented by Simon Driscoll, Managing Director, Simon Driscoll Consultancy

## OUTSTANDING CONTRIBUTION BY A BUSINESS LEADER AWARD

**Supported by:** Simon Driscoll Consultancy

**Winner:** Professor David Hillier, University of Strathclyde

David is responsible for managing resources to provide teaching, learning, research and knowledge transfer activities at Strathclyde Business School (SBS) to enhance the student experience, ensuring this is underpinned by innovation and creativity. A core member of the University's Executive Team, he provides strategic leadership in the development of SBS provision and programmes which contribute to the fulfilment of the University's strategic priorities to deliver growth and continuous improvement.

**Finalists:** Andrew Mark Duncan, SwarmOnline; Paul G K Little, City of Glasgow College and Rhona Baillie, The Prince & Princess of Wales Hospice



Neil Amner, President, Glasgow Chamber of Commerce



# THE WINNERS



WINNER: MCR Pathways, presented by Councillor Susan Aitken, Leader Glasgow City Council

**PEOPLE MAKE GLASGOW AWARD**  
**Supported by: PEOPLE MAKE GLASGOW**  
**Winner: MCR Pathways**

MCR Pathways has been transforming the lives of Glasgow's care experienced and severely disadvantaged young people for 10 years. Their vision is that the most disadvantaged youngsters will have the same educational outcomes, career opportunities and life chances as any other young person. Without the people of Glasgow, our city's most vulnerable young people would not get the vital support and encouragement that they need and deserve. MCR Pathways is providing a highly effective way for all Glaswegians to transform the prospects for current and future generations of care leavers and at the same time positively impact themselves.

**Finalists: Barras Art and Design (BAaD); Glasgow Life, Celtic Connections Festival; Refuweegee and The Prince & Princess of Wales Hospice**



Susan Aktemel, Keynote Speaker



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**LIFETIME ACHIEVEMENT AWARD**

**Supported by: Glasgow Airport**  
**Winner: Sir Billy Connolly**

Sir Billy has a career in comedy, music and acting which has spanned nearly five decades. He has filled venues across the world with his stand-up performances and has made numerous appearances in film and television. Arguably the world's best known Glaswegian, he was born in Anderston and worked in the shipyards as a welder before performing as a folk singer and later as a comedian. In his own words, he has spent a lifetime trying to make people laugh.

He has won an array of awards over the years and has been recognised by the likes of BAFTA, the Royal Television Society and even The Queen, having received a CBE for his services to entertainment and charity in 2003. In 2010, he was given the highest honour Glasgow could bestow upon him – the freedom of the city.

2017 has proved to be another milestone year for him – from an honorary doctorate from the University of Strathclyde to being knighted in The Queen's Birthday Honours and having three giant murals created across the city to mark his 75th birthday.

As one of Glasgow's most famous sons, one of Scotland's national treasures and one of the best loved comedians of his generation, The Big Yin, Sir Billy Connolly, is an inspiration to us all.



WINNER: Sir Billy Connolly (collected by The Rt Hon The Lord Provost, Eva Bolander), presented by Brian McClean, Head of Communications, Glasgow Airport

**Sponsors**



## Green Tourism celebrates its 20th year

Green Tourism, the world's largest sustainable accreditation programme of its kind, is marking its 20th year with the launch of its new 'Green Check' offer for tourism businesses looking to gain one of their highly-respected sustainability awards within two weeks.

Running until January 2018, Green Tourism will offer businesses a pre-assessment review with one of their qualified assessors. The 'Green Check' will include a series of questions taken from the full Green Tourism rating system and give businesses a benchmark to understand where they are on their green journey. At the end of the review, businesses will be given guidance and advice on how they can achieve an award within two weeks.

The Award, according to Green Tourism's Managing Director Andrea Nicholas, will provide organisations with a significant marketing and commercial opportunity to kick start the New Year.

Green Tourism has launched the initiative as part of an overall strategy to build on the sustainable movement of more than 2000 tourism businesses.

Interested businesses can register at [www.green-tourism.com](http://www.green-tourism.com)

Jon Proctor, CEO and  
Andrea Nicholas,  
Managing Director,  
Green Tourism



## BTO gains new accreditation



Gemma Copestick, Senior Manager of Employer Partnerships at STEP with Senior Solicitor Jocelyn Gilda, Partner Roddy Harrison and Associate Ross Brown of BTO Solicitors' Tax Planning, Wills and Estates team

Scottish law firm BTO Solicitors has been awarded Employer Partner accreditation by the STEP Employer Partnership Programme (EPP).

The accreditation cements the firm's commitment to delivering tax planning, wills and estates services of the highest standard and to cultivating a culture of continued professional development among employees.

STEP is the global professional association for practitioners who specialise in family inheritance and succession planning. It works to improve public understanding of

the issues families face in this area and promotes education and high professional standards among its members.

The EPP recognises companies which meet a set of learning and development standards aimed at supporting employees to complete STEP qualifications to become an accredited TEPP. BTO was seen to meet the necessary standards for Employer Partner accreditation by allocating a STEP qualified mentor, by covering the financial costs of the qualification and giving employees paid leave to study and attend workshops and exams.

## Financial package allows Boteco's owner to purchase Glasgow site

Luigi Aseni, owner of Boteco do Brasil, has purchased the business' Glasgow venue, strengthening the Brazilian themed bar and restaurant's position in the city, after securing a £880,000 financial package from HSBC.

The deal has enabled Aseni to purchase the site on the city's Trongate, having previously rented the property since 2010.

The acquisition is in Glasgow's popular hospitality district and has improved Boteco's balance sheet and increased its net worth, allowing Aseni the flexibility to upgrade and expand the business in the future.

Boteco, which translates to bar in Portuguese, has a base in both Glasgow and Edinburgh, and

Aseni owns a third bar, Mango, also in Glasgow.

Originally from Italy, Aseni launched Boteco in Glasgow with the vision to create an open and friendly atmosphere that celebrated multiculturalism.



Boteco do Brasil on the city's Trongate

# Cask Aged Gin set to 'Fly from Scotland's Airports'



MAKAR is the first cask aged gin to be sold in Glasgow, Edinburgh and Aberdeen airports

**G**lasgow Distillery Company has soared into World Duty Free (WDF) with a lucrative new partnership that sees its MAKAR Cask Matured Oak Aged Gin and MAKAR Gin available to all WDF passengers.

Flying high for Scottish gin, MAKAR is the first cask aged gin to be sold in Glasgow, Edinburgh and Aberdeen airports, as well as being stocked

across terminal and departure lounge bars.

Released as a limited-edition last year, the award-winning cask aged variant has won high acclaim at every major spirit competition as consumers seek out new botanical flavour combinations, most recently being named Scotland's 'best aged gin' at the inaugural Scottish Gin Awards 2017 and receiving the highly

coveted Master of Gin award at the Global Spirit Masters.

MAKAR has grown substantially since it was launched in 2015 as Glasgow's first ever gin. Sales have more than doubled year on year, and with the introduction of MAKAR Old Tom, MAKAR Oak Aged and MAKAR Mulberry Aged, the range now features four varieties with new additions due to be released soon.

## Lindsays expands its footprint in Glasgow



Lindsays has moved to 100 Queen Street

Lindsays has moved to new offices in central Glasgow, reflecting the growth of the award-winning law firm's team, services and client base in Glasgow and the west of Scotland.

The offices, at 100 Queen Street, are at the heart of the city's corporate and professional services district in the building recently recognised as the Best Refurbished and Recycled Workplace at the British Council for Offices' regional property awards. The base offers a client-friendly environment for the full-service legal firm, which now has almost 60 staff in Glasgow.

Lindsays has taken the third floor of the newly refurbished Art Deco building, which is close to all major transport links and convenient for clients from both Glasgow and beyond.

Lindsays' growth in Glasgow has been both organic and through acquisitions. The firm acquired Brodies' personal injury business earlier this year which strengthened the Glasgow team, and brought the number of partners based here to 11. These partners include the heads of Lindsays' highly-regarded employment law, family law, and personal injury claims teams.

## Ryden's Awards triumph



Ryden scooped nine trophies at CoStar's annual awards ceremony

Ryden is celebrating after taking home an impressive nine trophies at CoStar's recent annual awards in Glasgow. The firm scooped its multiple wins after topping four out of five league tables in both the Scotland Industrial and Glasgow Office categories.

Partner Neil McAllister was also singled out as Scotland Industrial Dealmaker of the Year.

Cementing the firm's leading position, Ryden was also recognised for its role in the Scotland Industrial Deal of the Year and Glasgow Office Deal of the Year categories.

An analysis of CoStar's research shows that in the past 12 months Ryden's industrial team completed 194 disposals in Scotland, more than double the number of its closest competitor and disposed of over 1.4 million sq ft, almost 0.4 million sq ft more than the firm in second place. Turning to the Glasgow office market, Ryden transacted more space than its two closest competitors combined by disposing of c. 390,000 sq ft. The team also concluded 68 deals compared with its closest rival's 33.



Eva Borland, The Rt Hon The Lord Provost with Dr Graham Paterson, Executive Director, City Building and representatives from its suppliers, SBH Scotland and Cash For Kids

Nexus has recently launched in Glasgow's West Regent Street



## Nexus business space opens in Glasgow

Founded in Edinburgh in 2012 to cater for creative industries looking for an alternative to corporate-style business centres, Nexus has recently completed the renovation of a well-known landmark building on West Regent Street in the heart of Glasgow.

Following a full overhaul of the 12,000 square feet building, Nexus has launched a new 125-desk creative business centre which includes an in-house café operated by 'Piece'. The building provides fully serviced, interior-designed office space which is creative and colourful, yet highly professional, and also offers a 5-star front of house service for visiting clients.

Nexus believes in allowing its residents to use the space freely and giving residents great connectivity to allow them to breakout of their offices and use the in-house café, as well as the relaxed business lounges, breakout zones and meeting rooms.

With offices ranging in size from a single person room to a 20 desk office, Nexus can accommodate most smaller businesses.

# City Building swings into action for local charities

City Building, along with its suppliers, is helping to provide a brighter future for thousands of children and young people across Scotland, with a donation of £18,000 to specialist charities.

The Glasgow-based construction firm swung into action, organising a corporate golf day to raise funds for Spina Bifida Hydrocephalus Scotland (SBH Scotland) and Cash For Kids, the company's official charity partners for the year.

The event, held at Sandyhills Golf Club, attracted teams from organisations in City Building's supply chain, 80 per cent of which are small to medium sized

businesses (SMEs). Of the total funds raised on the day, £10,000 has been donated to SBH Scotland, a specialist charity providing personalised care to more than 3,500 children, young people and their families, who are affected by spina bifida and/or hydrocephalus.

The money will be used to fund crucial services, such as home and hospital support, children's play schemes, and health and wellness clinics.

The additional £8,000 has been gifted to Cash For Kids, an organisation helping disadvantaged children in the West of Scotland, which City Building has supported for the past three years.

## Anderson Strathern launches new claims arm

A new company, Alba Claims, has launched aimed at helping Scottish businesses pursue commercial claims. Uniquely positioned to advise and engage in relation to construction disputes, insolvency claims and other commercial disputes, Alba Claims has been set up in response to market feedback and industry research indicating that tens of millions of pounds in claims fail to be recovered every year.

Alba Claims, co-founded by Anderson Strathern Chair Bruce Farquhar (left) and Solicitor Advocate Alistair Dean (right), enables clients to pursue commercial cases on a 'no win no fee' basis with Alba Claims sharing the risk by



way of a success fee. Clients of Alba Claims will have access to Anderson Strathern for related legal services.

Market feedback carried out by Alba Claims indicates that business owners often fail to pursue claims because of the actual or expected drain on resources experienced when funding a court claim and the uncertainties associated with embarking on a legal process.

Alba Claims anticipates a high level of interest from the construction sector and insolvency practitioners in particular, in addition to other industry sectors, and has already generated around £1m of claims that are being pursued.

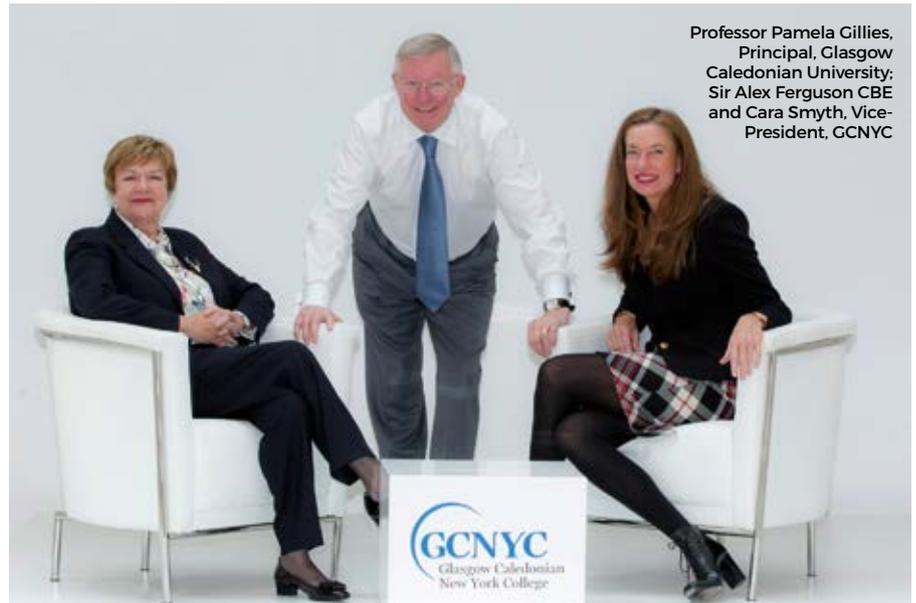
# Sir Alex Ferguson visits Glasgow Caledonian University's New York campus

**S**ir Alex Ferguson CBE, former Manchester United FC manager, has visited Glasgow Caledonian New York College at a landmark stage of its development.

Sir Alex, who is an honorary graduate and supporter of Glasgow Caledonian University, spoke on the theme of leadership at the University's postgraduate college, which in June became the first international higher education institution ever to win authority to award degrees in New York. Inaugural classes began at the SoHo campus in September.

Sir Alex explored the theme of leadership in conversation with Sir Michael Moritz KBE, high profile philanthropist, venture capitalist, and author of the first history of Apple. Sir Michael was an early investor in global high-tech companies such as PayPal, Yahoo and LinkedIn.

Sir Alex also hosted a related lunchtime leadership event at Glasgow Caledonian New York College. Attendees at the events included representatives from New York's finance and fashion



Professor Pamela Gillies, Principal, Glasgow Caledonian University; Sir Alex Ferguson CBE and Cara Smyth, Vice-President, GCNYC

sectors, GCU alumni and Glasgow-born photographer Harry Benson, whose celebrated career was recognised with an honorary doctorate from the University earlier this year.

In 2015 Sir Alex committed half a million pounds to the University to enable talented students to embark on life-changing overseas study trips regardless of background.

## LOGANAIR CELEBRATES 50<sup>TH</sup> BIRTHDAY OF LIFELINE ORKNEY AIR SERVICE

Scotland's airline Loganair recently celebrated half a century of serving the people of Orkney.

Operated by Loganair since 1967, the Orkney Inter-Isles Air Service connects the Orkney mainland with six outer islands, and includes the 1.7-mile hop between Westray and Papa Westray, officially recognised by Guinness as the world's shortest flight.

Internal flights to the six outer isles – Eday, North Ronaldsay, Papa Westray, Sanday, Stronsay and Westray – are operated under a Public Service Obligation (PSO) contract awarded by Orkney Islands Council.

Loganair was awarded a new four-year contract in a competitive tender against stiff opposition from two rivals earlier this year. The new contract runs until March 2021, with an option for a further 12-month extension.



Last October saw the milestone passed of the millionth passenger carried by the service.

The airline carries nearly 700,000 passengers each year and connects Shetland, Orkney and the Western Isles to key destinations in Scotland, as well as providing other regional air links from its bases at Glasgow, Edinburgh, Aberdeen, Dundee, Inverness, Kirkwall and Norwich.

## Beauty students raise over £24,000 for new hospice

Glasgow Clyde College's beauty students have been using their professional skills to raise funds for the new Prince & Princess of Wales Hospice (PPWH) at Bellahouston Park.

To date, they have raised £24,300 by opening pop-up salons and nail bars across Glasgow as part of the employment experience units within their course. They also took the plunge into sponsored bungee jumps, sky dives, walks and car washes to add to their fundraising activity.

The school of hairdressing, beauty and complementary therapy has committed to raising £43,000 as part of a five-year partnership with the hospice.

The new PPWH hospice is set for completion next spring and will provide a major step forward in the provision of palliative care, giving flexibility to develop and improve services, and lower the age limit to include 16-year-old patients.



Participants of the 2017-2018 Flourish Programme

# Flourish Senior Leadership Development Programme

It only takes a moment to make a valuable business connection. But so much needs to fall into place to make that moment matter. It's about the right timing and the gathering of open-minded people. This is clearly one of the benefits of Glasgow Chamber's Flourish Senior Leadership Development Programme, which is organised and delivered by Connie Young, facilitator of the Chamber President's Club.

"I think if you put the right people in the room together, magical things can happen," says Connie, who is also Managing Director of Inspiring ChangeMakers. Some of that magic includes a new business connection between Andrew Muirhead & Son, Glasgow's world-leading, high performance leather makers, and the chief executive of a leading Middle Eastern five and six-star hotel management chain. It's the kind of serendipity that makes the Flourish Programme, which started in August and runs until January next year, worth its weight in gold.

The programme involves between 12 and 15 senior executives from existing Glasgow businesses and organisations, and helps them build their networks and share their specific leadership problems in a non-judgmental environment.

At an event hosted by Paul Little, Principal and Chief Executive of City of Glasgow College, the participants heard from Donald Bremner, Managing Director of Stirling Hospitality in Dubai. The company

manages several five and six-star hotels in the United Arab Emirates and the Seychelles. Donald spoke about the high level of expectation from his investors, including members of the Emirati Royal Family, and how business leaders must be continually aware of changing corporate risks. During the session, he met Colin Wade, Managing Director of Andrew Muirhead & Son, based in Dalmarnock, and they shared notes. Donald offered to help make key introductions in the UAE to those interested in Muirhead's high-performance leather, which adorns high-end cars and jet aircraft.

"I think the Flourish programme has been outstanding," said Mr Wade. "Not only have I met a group of fellow Glasgow business people who have become colleagues, but we have been introduced to some amazing international figures who want

Glasgow to do well. I've been fortunate to make valuable contacts."

In September, Flourish members were enchanted to hear Angela Mathis, Glasgow-born founder of ThinkTankMaths, who spoke about space junk falling on our heads and what was being done to map the trajectory of such debris. She also mentioned the challenges of working across global cultures and developing new maths for multi-sector problems.

In October, Stephen Halpin, founder of the design company Curious Oranj, now Halpin Consulting, gave the group a number of creative industry leadership insights, while Alex Reedijk of Scottish Opera spoke with passion about leadership in the music and performance sector, and Gurjit Sangh Lalli told participants about the growing success of TedX Glasgow and how he has made that happen.

"The Flourish programme really helps participants grow in confidence in terms of how they tackle organisational issues and leadership challenges," said Connie.

"It's been terrific to listen to the guest speakers' stories. It can be an emotional experience too, as all involved realise that they are not alone – no matter their level of expertise."

The 2017 course ends in January and we are keen to hear from anybody who would like to join the 2018 programme, which will launch next August.

**“It's been terrific to listen to the guest speakers' stories... All involved realise that they are not alone”**

**CONTACT SUSAN.MCKAY@GLASGOWCHAMBEROF.COM FOR FURTHER DETAILS.**

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# THE GLASGOW BUSINESS AWARDS 2017

Organised by  
**GLASGOW**  
CHAMBER OF COMMERCE

Main Sponsor  
**Royal Bank**  
of Scotland



# The very best of Glasgow business

**T**he Glasgow Business Awards, sponsored by Royal Bank of Scotland, and in their 20th year, are "an exceptional and inspirational occasion" celebrating the very best of the city's business, more than 600 guests heard at the glittering black-tie event in Hilton Glasgow, hosted by Fred MacAulay.

The Lord Provost of Glasgow, Eva Bolander, extended a warm welcome on behalf of Glasgow City Council, saying that businesses have an important role to play in the continuing prosperity of the city.

"I'm delighted to join you this evening for the 20th Glasgow Business Awards. It is so pleasing to see so many of our city's businesses together here. Tonight is always an exceptional and inspirational occasion."

The Lord Provost took the opportunity to thank those attending and the wider business community for their continued commitment in supporting the growth of the city's economy.

"We now have the third largest city economy in the UK and new businesses have grown by 50 per cent in the last five years. Glasgow has the second highest level of productivity among the UK's core cities and we continue to attract inward investment in key sectors.

"There is so much potential for this great city and by working in partnership with the public, private and academic sectors, we will continue to ensure that Glasgow is well-placed to make the most of global opportunities and continue to grow our city's economy," she told the gathering.

Neil Amner, President of Glasgow Chamber of Commerce, welcomed guests to the 20th anniversary of the



The Glasgow Business Awards 2017 Winners

awards and thanked all the sponsors for their support, in particular, the main sponsor, Royal Bank of Scotland.

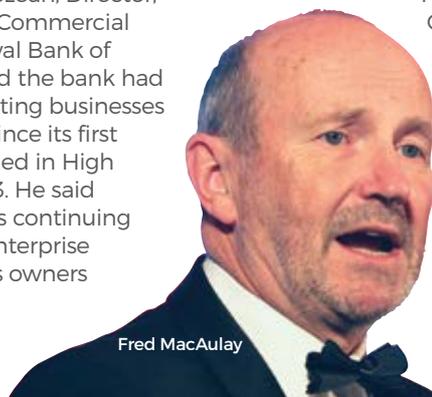
"We are celebrating the growth of companies, of trade and of profits. I want to thank our judges for their work in choosing from an ever-expanding list of award entrants, the largest ever," he said.

Alastair McLean, Director, Corporate & Commercial Banking, Royal Bank of Scotland, said the bank had been supporting businesses in Glasgow since its first branch opened in High Street in 1783. He said the bank was continuing to support enterprise and business owners

in Glasgow and had launched its Business Boost programme to help encourage faster growth.

Stuart Patrick, Chief Executive of Glasgow Chamber of Commerce, in his annual round-up of the Chamber's influence and impact, also introduced a short video of the Chamber's work.

"Nothing matters more to Glasgow Chamber than the success of our members and a thriving economy in Glasgow. Tonight we get to recognise businesses that are investing, growing, employing and making the returns that underpin a prosperous city."



Fred MacAulay

**MAIN AND CATEGORY SPONSORS:**



**SUPPORTERS:**



# THE GLASGOW BUSINESS AWARDS 2017 RESULTS:



Neil Amner, President, Glasgow Chamber of Commerce

and with £150 million of assets. We're the biggest Credit Union in the UK. It's an astonishing story. One of those hidden Glasgow stories. We're passionate about this organisation." Euan Johnston, Marketing Manager at Glasgow Credit Union, added: "We're absolutely ecstatic. It's been a hard year for the team but we've pulled it out of the bag and are delighted. I cannot believe it."

*Finalists: City Building LLP; Excel Vending Limited; Premiership Experience; T30 Fitness Training and This is Milk*

**The Glasgow Business Award for Innovation in Business**  
Sponsored by Circular Glasgow  
**Winner: Big Green Feet CiC**

Steve Taylor, Managing Director of Big Green Feet CiC, said: "It is great recognition. What we do is take food waste away from landfill and turn it into compost. It sounds very simple but we do it in an innovative way because we collect it by bicycle rather than by lorry. People don't realise there is a huge carbon emission associated with such vehicles. We replace this with a very novel bicycle. At the moment, we have four directors and a group of very committed volunteers. We have an administrator starting in the next few weeks so hopefully we're going from strength to strength after this win tonight."



(Left) Winner: Euan Johnston, Marketing Manager, Glasgow Credit Union, presented by Alan Ramsay, Managing Director, Connect

**The Glasgow Business Award for Excellence in Communications**  
Sponsored by Connect  
**Winner: Glasgow Credit Union**

Archie Ferguson, Chairman of Glasgow Credit Union, said: "We are

on an incredible upward curve. We have a highly professional board with specialist expertise because compliance and regulation is so severe from the PRA and FCA. We have an organisation with 40,000 members, including the First Minister,



(Right) Winner: Steve Taylor, Managing Director, Big Green Feet CiC, presented by Jim McHarg, Deputy President, Glasgow Chamber of Commerce

*Finalists: FreeFlow Technologies; Kabloom; Metix Medical; Nu Blvck and Re-Tek UK Ltd*

# THE GLASGOW BUSINESS AWARDS

Organised by  
**GLASGOW**  
CHAMBER OF COMMERCE

■ **The Glasgow Business Award for Excellence in Customer Service**  
Sponsored by Heathrow Airport  
**Winner: A.C. Whyte & Co. Ltd.**



**Winner:** John Gallacher, H&S Manager, A.C. Whyte & Co. Ltd., presented by Stuart Birrell, Executive Director, Heathrow Airport

John Gallacher, Health & Safety Manager with A.C. Whyte & Co. Ltd, a contractor specialising in the refurbishment of social housing for local authorities and housing associations, said: "We're absolutely delighted to be part of the whole process and, once again, to represent the local community in Glasgow. Winning this award is a great achievement for us."

**Finalists:** Enterprise Rent-A-Car; Excel Vending Limited; Firefish Software; Glasgow Credit Union and Spectrum Service Solutions Ltd

■ **The Glasgow Business Award for Green Champion**  
Sponsored by ScottishPower  
**Winner: The Environmental Team, City Building LLP**



**Winner:** Myra Conn, Senior Environmental Manager, The Environmental Team, City Building LLP, presented by Michelle Nicol, Senior Manager - SME Marketing, ScottishPower

Craig Manson and Myra Conn, both Environmental Officers in



**(Left) Winner:** Amy Barrett, Marketing Executive, HLM Architects, presented by Simon Driscoll, Managing Director, Simon Driscoll Consultancy

the same City Building team, were representing City Building at the Awards. City Building employs 2,250 people including 300 craft apprentices. "We're absolutely delighted. We've worked really hard and it's great to be recognised," said Myra. "Even to be nominated as a finalist was great but to actually win it is the cherry on the cake," said Craig. The winning team gives legislative guidance to customers to help them develop best environmental practice and improve their building work.

**Finalists:** Steve Taylor, ideas; IET Glasgow; Teacher Building; Darren Wilson, Kabloom; Re-Tek UK Ltd and Dr Warren Bowden, SLG Technology Ltd.

■ **The Glasgow Business Award for People Development**  
Sponsored by Simon Driscoll Consultancy  
**Winner: HLM Architects**

Amy Barratt, Marketing Director and Lorraine Robertson, Associate Director from HLM Architects in Glasgow, were both in attendance at the Awards. "It's amazing. I can hardly speak. It is absolutely fantastic and it is recognition

for the direction of the business. We have put so much work into developing our people and we have our own HR academy," said Amy. Lorraine added: "We are very proud to be recognised for our people development efforts, especially in such a competitive category at The Glasgow Business Awards. People development is at the heart of everything we do and we strive to give our team the best opportunity to continue to grow and develop their careers. I would like to thank the whole Glasgow team as this wouldn't have been possible without the hard work they put in every day and the positive contribution they make to our learning and development culture."

**Finalists:** Barrhead Travel; Chardon Leisure Ltd; MacRoberts LLP; Snook and UNINEED LTD

■ **The Glasgow Business Award for Entrepreneur of the Year**  
Sponsored by Wright, Johnston & Mackenzie LLP  
**Winner: Uisdean Fraser, Synergie Environ**

The award was collected by Uisdean Fraser, while his wife and fellow Director, Marina Fraser, said: "I'm absolutely delighted because Uisdean has worked so hard since 2009 to turn our small company into a million-pound business. And time and time again, the clients keep coming back as our business delivers a quality service. Thank you Glasgow Business Awards, this is recognition for the hard work we've undertaken since 2009."

When Glasgow Business asked Uisdean Fraser for his response, he smiled enigmatically and said: "That's why I leave Marina to do the talking,



**Winner:** Uisdean Fraser, Managing Director, Synergie Environ, presented by Graham Bell, Partner, Wright, Johnston & Mackenzie LLP

2017



because she's much better at it than me. I'm delighted with the recognition. You don't expect these things. You just do your job and get on with it."

*Finalists: Dagmawi Belay, Carcela; Christopher Ewing, Edusport Academy; Adrian Murphy, Murphy Wealth; James Newton, ScotStaff Recruitment and Dianne Teo, T30 Fitness Training*

e-commerce site to be known as a UK brand as well as being a Glasgow company, based in Hillington. I'm 31 and a qualified chartered accountant who trained with Deloitte before joining the family business in July 2012. Since then we've been going from strength to strength. It's been a five-year journey and it's been great. We've just signed a lease to take our



(Left) Winner: Joe Walsh, Managing Director, Laings, presented by Campbell Clark, Partner Corporate & Commercial, Blackadders

**Commendation:** Kieran Coyle, Managing Director, Premiership Experience, presented by Roy Gardner, Executive Director, Corporate Development & Innovation, City of Glasgow College

first showroom outside of Glasgow in Aberdeen in 2018 and we're looking at other premises around the country."



(Below) Young Business Person of the Year winner: Brian Toward, Finance & IT Director, Wholesale Domestic, presented by Roy Gardner, Executive Director, Corporate Development & Innovation, City of Glasgow College

**Commendation: Kieran Coyle, Premiership Experience**

*Finalists: Sarah Drummond, Snook; Marcus Fields, School Cloud Systems; Brian Gifford, Storage Vault Ltd; Adrian Murphy, Murphy Wealth*

### ■ The Glasgow Business Award for Family Business of the Year

Sponsored by Blackadders  
**Winner: Laings**

Wendy Laing, Marketing Director of Laings the jeweller in Glasgow and Edinburgh, is one of the sixth generation working with the company, while her husband Joe collected the award. "We joined the business five years ago. I'm absolutely delighted because everything is all about the family. Everything we do from shop floor to head office and serving customers is about creating a family environment. As a family business, you are hands on in everything. It is about looking forward, serving our customers and it's great for Glasgow," said Wendy.

*Finalists: A.C. Whyte & Co. Ltd.; B-DACS Ltd; Integrated Flooring Technologies (IFT); LINIAN and Shredall Scotland*

### ■ The Glasgow Business Award for Young Business Person of the Year

Sponsored by City of Glasgow College  
**Winner: Brian Toward, Wholesale Domestic**

"I'm flabbergasted to have won it. I'm the Finance & IT Director at Wholesale Domestic, a leading bathroom company. We are developing the



### ■ The Glasgow Business Award for Innovation in Youth Employment

Sponsored by Developing the Young Workforce Glasgow  
**Winner: SP Energy Networks**

David Guthrie, District General Manager of SP Energy Networks, said: "It is absolutely fantastic. We have spent a lot of time working with St Paul's High School in Pollok and their pupils. They have put as much into this as our own team. We are delighted to share this award with them tonight. We have spent a lot of time working with the pupils doing mathematics and sciences. It's about trying to attract young



Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce

# THE GLASGOW BUSINESS AWARDS

Organised by  
**GLASGOW**  
CHAMBER OF COMMERCE



**Winner:** David Guthrie, District General Manager, SP Energy Networks, presented by Craig Martin, Chair, Glasgow Employer Board

people into engineering but also attract them into a skills apprenticeship. SP Energy Networks has about 100 people involved in the project with 25 involved at St Paul's. St Paul's Head Teacher, Lisa Pierotti, said: "We're delighted. It is wonderful to have a business partner who is taking such an active interest in the young people in third and fourth year. What we have been doing is helping to support their development in terms of foreign languages too. Some have been working on their Spanish or on their CVs and interviews with our business partner."



**Commendation:** Lynn Stodart, Group HR Manager, CCG (Scotland) Ltd, presented by Craig Martin, Chair, Glasgow Employer Board

**Commendation: CCG (Scotland) Ltd**  
*Finalists: Centre for Contemporary Arts, Glasgow; Glasgow Credit Union; Glasgow Regional FA Consortium and QTV Sports*

**The Glasgow Business Award for Sustainable Development**  
Sponsored by Scottish Water  
**Winner: SLG Technology Ltd.**

Dr Warren Bowden, Director of SLG Technology Ltd, said: "We're delighted to win tonight. Our business has been going since 2008 but the larger leather

group has been going since 1965. The leather sector in Scotland has been going for over 100 years. This award is recognition for what we've been doing globally. What we are doing is an industrial epiphany in the leather sector." Natalie Smith, an administrator in the SLG office, was elected to go and receive the award. "I'm so excited. It's been a great experience," she said. Dr Bowden added: "Natalie is very out-going and is one of our up-and-coming stars, so it was appropriate for her to collect the award."

**Finalists: City Building LLP; Clyde Shopping Centre; CMS Window Systems; ideas and Transport Planning and Engineering (TP&E)**



**Winner:** Natalie Smith, Administrator, SLG Technology Ltd., presented by Mark Hunter, Strategic Development Manager, Scottish Water

**The Glasgow Business Award for Best Performing Business (1-10 employees)**  
Sponsored by Beam Digital and Design  
**Winner: School Cloud Systems**

Marcus Fields, Co-Founder and Managing Director of School Cloud Systems, said: "This is a company that I set up with my high-school friend when we were 16 in the South Side of Glasgow. I've never entered these awards before. I genuinely did not expect to win. In our category there were a lot of amazing businesses that deserved the award. It is unexpected and we are all over the moon. It means a lot to us. For a young business, winning this gets our name out and speaks wonders for the company. We are a young company that sells to schools in Glasgow and the surrounding areas and we have a brilliant team, many of them with us tonight."

**Finalists: Edusport**



**Winner:** Marcus Fields, Director, School Cloud Systems, presented by Martin Smith, Managing Director - Creative, Beam Digital and Design



*Academy; Freedom Bakery; Premiership Experience; Storage Vault Ltd and Trtl*

**The Glasgow Business Award for Best Performing Business (11-50 employees)**  
Sponsored by Glasgow City Council  
**Winner: Douglas Laing & Co**

Chris Leggat, who joined Douglas Laing & Co in 2013 as Commercial Director, said: "We are delighted. Winning this award is great for our team of 23 staff based in Glasgow and the west of Scotland. We're a third-generation business and we've been around since the 1940s when Fred Douglas Laing established the business in Glasgow. We have some great Scotch whisky brands from all the distilling regions of Scotland, so we will have a few of them tonight to celebrate."

# 2017



The Rt Hon The Lord Provost, Eva Bolander, Glasgow City Council

## CHARITY PRIZE DRAW

Our thanks go to the following companies who provided prizes:

- Four tickets to *Mamma Mia*, access to the Ambassadors Lounge, drinks on arrival and programmes, donated by Ambassador Theatre Group
- Meeting venue for 10 people with lunch and afternoon break refreshments, donated by Ardoch
- A year's worth of Unlimited Cinema, donated by Cineworld
- Four bottles of MAKAR Gin, donated by The Glasgow Distillery Company
- Overnight Stay with dinner at the Hilton Glasgow, donated by Hilton Glasgow
- Meal for four, donated by Iberica Restaurant
- Two return flights from Glasgow to Barra and two return flights from Glasgow to Manchester, donated by Loganair
- Two luxury fragrance hampers including: Atkinsons – Posh on the Green; Parfums de Marley – Sedbury; Vince Camuto Fiori; Vince Camuto Eterno; La Perla La Mia; Carven EDT and Kenneth Cole Mankind (all exclusively available in House of Fraser Glasgow), donated by SAS & Company
- Tour and signed pair of pointe shoes, donated by Scottish Ballet.

*Finalists: Cloud Cover IT; Exsel Group; Glasgow Credit Union; Super Contractors and Synergie Environ*

**Winner:** Chris Leggat, Commercial Director, Douglas Laing & Co, presented by Cllr Rhiannon Spear, Councillor, Glasgow City Council



■ **The Glasgow Business Award for Best Performing Business (51 employees or over)**  
 Sponsored by Invest Glasgow  
**Winner: Strathclyde Business School**

David Hillier, Executive Dean of Strathclyde Business School, said:

“One of the unique things about Strathclyde Business School is that we are fully integrated into a leading international technological university, which in turn, is fully integrated into the business community in Scotland. We are very fortunate to be positioned there. We utilise the assets of the university and we are able to help society and business. Being the best performing business is actually a reflection of what we are doing at university level, so we're absolutely delighted.”

*Finalists: A.C. Whyte & Co. Ltd.; CSM Facilities Management; Exchange Communications; Papa John's Glasgow and Spectrum Service Solutions Ltd*



**Winner:** Konstantinos Tomazos, Associate Dean Academic; Eleanor Shaw, Head, Hunter Centre for Entrepreneurship and Vice Dean and David Hillier, Associate Principal and Executive Dean, Strathclyde Business School, presented by Cllr Angus Millar, Deputy City Convener for Economic Growth, Glasgow City Council



# THE GLASGOW BUSINESS AWARDS



Winner: Sarah Cameron, Owner, Tam Shepherds Trick Shop, presented by Graham Shields, Editor, *Evening Times*

■ **Evening Times Award for Glasgow's Favourite Business**  
**Winner: Tam Shepherds Trick Shop**

*Evening Times* Editor Graham Shields handed the award to a popular business that has kept Glasgow laughing for more than 100 years. Sarah Cameron, one of the owners of Tam Shepherds Trick Shop, said after the announcement: "We're absolutely delighted and very excited. The shop has been there for 135 years and our family has had it for 85 years. My mum, dad, sister and I run it now. It is really lovely to get this recognition."

*Finalists: Glasgow Film Theatre; IOLLA; Partick Thistle; The Scotia and Tantrum Doughnuts*

■ **Royal Bank of Scotland Award for Most Outstanding Business**  
**Winner: SLG Technology Ltd.**



Winner: Dr Warren Bowden, Director, SLG Technology Ltd, presented by Anne Marie Chiesa, Director, Business Banking, Royal Bank of Scotland

SLG is the largest manufacturer of leather in the UK and has five subsidiaries all located in or near Glasgow. The company's specialism in "low carbon" leather for the automobile, aeronautical and furniture markets means that 84 per cent of its turnover is through exports.

Dr Warren Bowden, Director, said: "Winning this award means a great deal to all of us at SLG Technology Ltd. We're proud to represent Glasgow and Scotland when we sell our products around the globe."



John and Jane MacDonald, Excel Vending, who won the award for Best Use of Social Media for the Scotland Region at the BCC Awards 2017, were presented with their certificate by Neil Amner, President, Glasgow Chamber of Commerce

■ **Glasgow Chamber of Commerce Award for Lifetime Achievement**  
**Lord Smith of Kelvin KT CH**

To great applause, Lord Smith of Kelvin KT CH was given the Glasgow Chamber of Commerce Award for Lifetime Achievement, after an introduction from President Neil Amner which acknowledged Lord Smith's multiple business achievements. He said: "Can I just thank all of you, including Glasgow Chamber, for honouring me in this way. As you've heard, I

belong to Glasgow. I was born here, I was educated here and got my qualifications here and then went off to seek my fortune. I then came back to work for Royal Bank of Scotland, not in 1783 but in 1983. Still a long time ago. Glasgow made me

and it's been great to give something back. While

I belong to Glasgow, maybe a wee bit of Glasgow belongs to me!"

Lord Smith of Kelvin KT CH, recipient of The Glasgow Chamber of Commerce Award for Lifetime Achievement, presented by Neil Amner, President, Glasgow Chamber of Commerce



# Royal Bank of Scotland

Celebrating Glasgow's wealth of skill and depth of talent and supporting customers, communities and businesses across the city



Alastair McLean, Director,  
Corporate & Commercial Banking,  
Royal Bank of Scotland

**R**oyal Bank of Scotland is delighted to be the main sponsor of The Glasgow Business Awards 2017.

As a supporter of customers, communities and businesses across this city since our first branch opened at the High Street on 15 September 1783, it feels particularly special that we are supporting this year's 20th anniversary of the Awards.

These Awards offer an opportunity to celebrate the wealth of skill and depth of talent which exists here in Glasgow and offer a platform to showcase the qualities and resources which have made it a capital of enterprise for generations.

Continuing to reinforce our support for enterprise in Glasgow and right across Scotland is a real focus for us. And we recognise that business owners today are looking for more than a provider of financial services. They want

a bank that understands their business as well as they do, that's simple to deal with and who helps them make the right connections, so they can concentrate on what's important to them - growing their business.

That's why in January we launched our Royal Bank Boost programme to businesses - free to everyone, whether they bank with us or not. As part of this programme, we have a team of specialists called Business Growth Enablers, who run free local events covering a range of relevant small businesses issues. These events can help to make sure businesses are equipped and future proofed in areas like making tax digital or the increase in cashless payments. They're also

 **Royal Bank**  
of Scotland

a perfect opportunity to meet other local entrepreneurs and create a network of contacts.

It's also why we've been speaking to our customers across Scotland more recently about their goals and aspirations, helping them to do a financial health check on their business. And, we're continuing to invest in our digital capability, building on the success of our 5-star Apple-rated app to develop online funding solutions.

Whatever the next chapter in Scotland's economy looks like, we're confident we will continue to be the Royal Bank for Scotland. And we'll continue to be inspired by the many outstanding, entrepreneurial and creative stories we've heard about through these Awards.

**Our warm congratulations to all of The Glasgow Business Awards winners and finalists.**



# Best ways to go if you are in it for the long haul

It pays to choose the right transport option when you are importing or exporting goods

Words by: *Tim Power*

**T**rains, planes and automobiles... and container ships – all options to consider when importing goods or exporting products around the world. But which is the right choice for your business?

Choosing the best mode of transport is essential to being cost-effective and efficient, as well as providing either you or your customers with a timely delivery.

The choice of transport will be largely dependent on the weight or volume of the products you need to import or export, their value and the speed of delivery required. For example, air freight is suitable for exporting high-worth items, such as watches or perishable food, to international destinations in just a few days, whereas sea transportation is the best-cost option for importing bulky products, for example from China, where time is not a major consideration.

## Road hauliers/couriers

Road transport is a flexible option, particularly in the EU as the road network is well developed and crossing national borders is generally fuss-free and easy. This means that you can get goods delivered in a matter of a few days, and tracking the progress of the consignment is standard nowadays.

For small goods and packages, then a courier service is suitable and easy to arrange for door-to-door delivery... but will come at a premium cost.

## Rail transport

Thanks to very good rail connections across Europe, this is a fast and cost-effective way to transport goods. However, once the shipment gets to the rail depot it will need further transportation to the final destination and incur additional costs.

## Sea transport

If time is not critical, then sea transport is the most cost-effective way to transport bulk shipments internationally. It is estimated that sea freight is four to six times cheaper than airfreight but will take, for example, up to six weeks to reach the UK from China.

Sea freight rates are calculated by either weight or volume, whichever is the greatest, so as well as knowing the kg weight of your shipment you also need to provide the cubic metre volume to get a cost for shipping.

Sea transportation can ship large volumes at relatively low costs and the shipping containers are efficient for further transportation by road or rail. The onward transportation will incur additional costs and there will be port duties and country taxes to pay on top.

## Air transport

Air transport is more suitable for shipping high-value, low-weight and small-sized goods internationally because of the relatively high transportation costs. This is particularly important where speed of delivery is paramount and a high level of security is required for the goods.

With air transport, the size of the



## THINGS TO CONSIDER WHEN SHIPPING PRODUCTS

- What do you want to distribute? Size and weight will affect the cost.
- How quickly does the product need to reach its destination? This will affect which type of delivery service you use and the cost.
- How will transport costs impact on your overheads?
- Do your goods need to be kept refrigerated during transport?
- Where do the goods need to go?

For example, Europe has a large rail and inland waterway network, but you may encounter problems if the destination is especially remote.

- How valuable are the goods? Get quotes from insurance brokers before deciding on the appropriate insurance level.

- Do your customers have any special requirements?

Source: [www.gov.uk](http://www.gov.uk)



consignment is just as an important factor as weight because of the limited cargo space, therefore the air freight rates are based on either gross weight or volume weight, whichever is the greater. For example, 50kg of duvet quilts will take up much more space than 50kg of laptops.

The air waybill is raised between the shipper and carrier and can be subject to taxes at each airport used and fuel and currency surcharges may be added to freight costs. Further transportation will also be required from the airport to the final destination.

### **The role of freight forwarders**

Rather than arranging transport themselves, many organisations use freight forwarders to organise the logistics of shipping goods.

Freight forwarders specialise in arranging storage and shipping of merchandise on behalf of their customers. These agents provide a wide range of services such as tracking inland transportation, the preparation of shipping and export documents, arranging warehousing facilities, as well as booking cargo space and negotiating freight charges, and arranging cargo insurance.

The benefit of using freight forwarders is that they have detailed knowledge of the rules and regulations of importing and exporting goods to other countries.

As they are dealing with a large volume of shipments from many different customers, they have the ability to negotiate volume discounts on freight costs, and also consolidate smaller shipments to fill a shipping container with others to provide a cost-effective freight forwarding package.

Another benefit of using a freight forwarder is that they have the experience to deal with the complex legal obligations when shipping merchandise across the world. They can arrange shipments under their own bills of lading (for sea transport cargo) or air waybills (for air transport cargo), and can deal with different customs and taxes regimes of different countries. They will also have networks of agents or associate companies at the destination to provide document delivery and freight collection services.

Choose a freight forwarder who is a member of the British International Freight Association, as they will be covered by freight liability insurances and follow industry best practice.

### **Warehousing**

Strategic use of customs warehousing can help to manage cash flow and reduce costs where items are being imported to be exported later.

Goods in a customs warehouse are temporarily exempt from UK taxes, as they have not officially entered the country. The benefit of using a customs warehouse is that you can delay the payment of import duty and VAT on imported goods, or avoid these costs if you are re-exporting goods that you have imported.

There are different types of warehouses which provide different levels of services, but they must be authorised by HM Revenue & Customs.

### **Legal obligations**

There are numerous rules and regulations regarding importing and exporting goods in the UK, which will incur additional costs that will not usually be included into shipping costs.

Importing goods into the UK will incur UK custom duties and taxes, as well as fees for customer clearance and possibly handling fees, depending on the service being used.

Exporting is more complicated depending on the countries involved. It

will require an export invoice detailing the goods and right commodity code, the carrier's receipt for the goods with details of contract of carriage and the route to be taken, and where appropriate, export licenses.

Glasgow Chamber's International Certification team can provide advice and support to members interested in exploring the potential of exporting. They have a suite of export-focused services to draw on, from assistance on documentation and access to international markets, to specialised financial products and international trade training, as well as a dedicated advice line.

To discuss exporting with one of our team of experts please get in touch by emailing **documentation@glasgowchamberofcommerce.com** or call **Catherine Bryson on 0141 204 8390**.

#### MORE USEFUL INFORMATION:

- **Transporting animals:** [www.gov.uk/guidance/animal-welfare](http://www.gov.uk/guidance/animal-welfare)
- **Customs clearance for animals and animal products:** [www.gov.uk/guidance/using-traces-to-trade-in-animals-and-animal-products](http://www.gov.uk/guidance/using-traces-to-trade-in-animals-and-animal-products)

- **Transporting dangerous goods:**

[www.hse.gov.uk/cdg/manual](http://www.hse.gov.uk/cdg/manual)

- **Moving dangerous goods:**

[www.gov.uk/guidance/moving-dangerous-goods](http://www.gov.uk/guidance/moving-dangerous-goods)

- **Vehicle Certification Agency**

**- packaging and transporting dangerous goods:** [www.dft.gov.uk/vca/dangerousgoods/dangerous-goods-offi.asp](http://www.dft.gov.uk/vca/dangerousgoods/dangerous-goods-offi.asp)

#### Carbon footprints of different freight options

The amount of CO<sub>2</sub> emitted per metric ton of freight and per km of transportation.

Source: [www.fluglaerm.de](http://www.fluglaerm.de)

Transport method	Grammes of CO <sub>2</sub>
Aeroplane (air cargo), average Cargo B747	500 g
Modern lorry or truck	60 to 150 g
Modern train	30 to 100 g
Modern ship (sea freight)	10 to 40 g

#### The world's largest...

- The world's largest container ship is reported to be the Hong Kong-registered CSCL Globe, measuring

more than 400m (1,312ft) in length, with the capacity to carry 19,100 standard 20ft containers.

- The longest freight train consisted of 682 cars and eight locomotives distributed along its 7.3km length, carrying 82,000 tonnes of iron ore across western Australia.

- The Russian-made Antonov An-225 Mriya is the largest air cargo plane holding the record for total airlifted payload of 280 tons. A Boeing 747-8 Freighter has a maximum payload capacity of 154 tons of cargo.

#### SCOTLAND'S TOP 10 EXPORT DESTINATIONS IN 2015

USA	£4,560m	15%
Netherlands	£2,295	8%
France	£1,810	6.3%
Germany	£1,750	6.1%
Norway	£1,315	4.6%
Denmark	£1,085	3.8%
Ireland	£1,010	3.5%
Spain	£830	2.9%
Switzerland	£785	2.7%
Brazil	£750	2.6%

Source: Scottish Government

# GLOBAL

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# Insurance – what’s required and what’s not

In business life, as in domestic life, mishaps occur.  
That’s why we have insurance

Words by: *Stewart McRobert*

**L**ike the world of commerce itself, the range of cover on offer is almost infinite. For the most part you’re free to choose which policies you take advantage of. However, in a small number of instances

insurance is a legal requirement, not a voluntary option. And as the way we do business changes, for example with increasing use of digital assets, the type of cover you have should always be under review.

Elena Fry, Partner and Head of Insurance and Risk at Brodies, explained the essentials: “Employers’ liability insurance and motor insurance are the only compulsory insurances that a business is required to purchase by law.



## The wisest course is to think about all the potential risks your business faces and talk to an insurance consultant – whatever hazards are out there you're almost certain to find an insurance policy that covers them"

"Failure to do so can result in hefty fines; for employers' liability this is up to £2,500 per day, for every day that a business does not have insurance. For motor insurance, the company can be held liable if they fail to arrange correct insurance for employees driving company vehicles, which can incur anything from a fixed penalty of up to £300, to an unlimited fine, a court appearance and the seizing and destroying of any involved vehicles.

"Although employers' liability and motor are the only compulsory insurances by law, there are other insurances which businesses are strongly encouraged to purchase. Public liability, buildings, professional indemnity and cyber risk insurances are just some examples that can ensure that a business, its employees and its customers are fully protected."

Here's a guide to what's a must, what's advisable and what's an added extra:

### Employer's liability insurance

As soon as you begin employing people, this is obligatory. It's designed to protect your employees if they fall ill or are injured while they're at work.

You don't need employer's liability insurance if you have a limited company with only one employee who owns 50 per cent or more of the share capital – in other words, you. Similarly, you should be exempt if you're a sole trader and don't employ anyone, or only employ close family members.

### Buildings insurance

Just like your home, any business premises you have must be protected. At the least, your policy should cover damage to the premises if it's affected by fire, flood or some other misfortune. You're not required to have cover for fixtures, fittings and stock on the premises, but it makes sense to consider that option.

Elena Fry, Partner and Head of Insurance and Risk at Brodies



## Interested in Whisky?

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## GHA wins Global Excellence award

Glasgow Housing Association, part of Wheatley Group, has achieved one of Europe's top business excellence awards.

Scotland's largest social landlord was presented with the coveted Global Excellence award from the European Foundation of Quality Management in Madrid, sharing the stage with some of the world's top companies.

The EFQM Global Excellence award recognises the passion and expertise GHA staff bring to their jobs every day.

**Wheatley Group Chief Executive**  
Martin Armstrong

Better homes, better lives

**GHA The home of excellence**  
[gha.org.uk](http://gha.org.uk) or visit [facebook.com/GlasgowHousing](https://www.facebook.com/GlasgowHousing)

Glasgow Housing Association. A Registered Scottish Charity No. SC034054.  
Part of Wheatley Group.



### Professional indemnity insurance

Professional indemnity gives you protection against claims made by your clients for any damage caused by professional negligence. Many firms, particularly larger organisations, won't hire you unless you have this cover. As such, it's a must-have for most contractors, consultants and freelancers. At the same time, it's wise to have if you offer a service to businesses or the public.

### Motor vehicle insurance

If your business operates any vehicles, it's necessary to have insurance. You must have third party cover at least, and ideally fully comprehensive. One thing to bear in mind is that employees are less likely to look after a company vehicle than their own car, so you could face regular claims on the policy.

### Industry-specific cover

Some professions require you to be insured as a matter of course. For example, solicitors must carry an insurance policy to practice law. If you're part of a recognised profession, check with your industry body what insurance policies they insist, or recommend you hold.

### Public liability insurance

Although it's not required by law, lots

of firms have public liability insurance. It provides cover if members of the public come to your premises and are involved in a mishap, or could be hurt in any way by something your business does. Note that some organisations will insist you have public liability cover before they give you a contract or let you operate on their premises. As well as covering for any damages that are claimed, a public liability insurance policy will cover you for legal representation.

### Cyber insurance

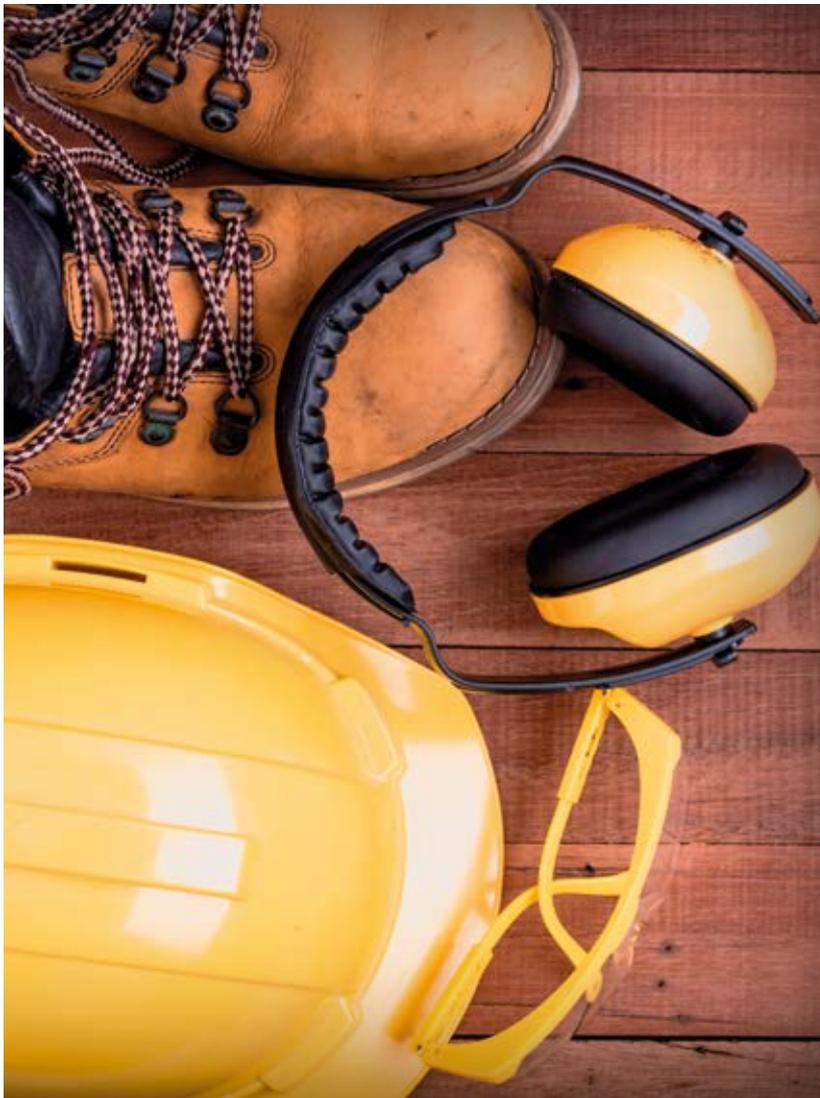
IT assets are critical to the day-to-day operation of many businesses, while third party information you might hold is extremely valuable and sensitive. Cyber insurance protects you against one of the world's fastest growing crimes.

### Other cover

Over and above legal requirements, the insurance that is best to have depends on the size and type of your business and the fields in which you operate.

Here are **10** other areas you can consider:

**1) Directors and Officers insurance:** specifically for directors of limited companies, this protects against claims



## KEEP IT SAFE

Ensuring the wellbeing of your employees is as important as having the right business insurance. Remember, that under the law employers are responsible for health and safety management in any business.

In essence, it's your duty to protect the health, safety and welfare of your employees and other people who might be affected by your business. You must take every reasonable step to achieve this.

Among other things, this means making sure your people and others are protected from anything that could cause harm.

You are responsible for carrying out assessments that identify the risks in your workplace(s).

Similarly, you must tell your employees about those risks and how they are being protected. And you have to instruct and train your workforce on how to deal with the risks.

It's a requirement to consult employees on health and safety issues. You can do this directly or through a safety representative elected by the workforce or appointed by a trade union.

# “Employers’ liability insurance and motor insurance are the only compulsory insurances that a business is required to purchase by law”

made directly against you personally for decisions or actions you take as part of your duties. It should cover you for legal costs as well as any compensation awarded.

**2) Intellectual Property:** if you operate in the field of innovation and rely on patents, trademarks or designs.

**3) Product liability cover:** it's a good idea to have product liability cover if you make, repair or sell products, since you could be held liable for any injury or damage caused by defects in those products.

**4) Key person insurance:** if your operation would be hard pressed to keep going should you, or another employee, become incapacitated or die, key person insurance protects the business while a replacement is found.

**5) Business continuity insurance:** protects against any disruption, such as a major catastrophe, that could lead to loss of revenue.

**6) Plant and business equipment cover:** you can insure critical machinery against damage or theft.

**7) Goods in transit insurance:** when you shift large amounts of stock around you're vulnerable to accidents and theft. This gives you protection against those eventualities.

**8) Pollution risk insurance:** if you're involved in manufacturing and there's any risk you might pollute the environment, this covers clean up costs, and claims against your company.

**9) Tax Investigation Insurance:** dealing

with an HMRC enquiry can be long and complicated. This insurance could cover the expense associated with such an event should it come to pass.

**10) Income Protection Insurance:** if you work as a contractor through a limited company, your income could be at risk if you're unable to work because of illness or accident. This type of policy can give you some level of income in the long or short term.

This is by no means a comprehensive list. The wisest course is to think about all the potential risks your business faces and talk to an insurance consultant – whatever hazards are out there you're almost certain to find an insurance policy that covers them.



mclean ARCHITECTS



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# Spread a little magic this Christmas

Charitable giving during the festive season provides much needed support

Words by: *Andrew Collier*



**I**n Glasgow, George Square sparkles with colourful lights. Buchanan Street fills with street musicians singing seasonal songs. Frost and magic are in the air.

It's the same all across Scotland. Christmas is the ultimate feel good time of year. Bosses loosen up at parties, parents become more generous to their offspring and couples get engaged and start planning the wedding.

Of course, it's the busiest time of year throughout the retail and hospitality sectors. Restaurants set up their special menus and welcome in groups both large and small for the seasonal party.

Everyone seems to become warmer and more approachable. Perhaps it's the crisp winter air or the Glühwein from the continental street market, but Glasgow's legendary generosity and friendliness seem to notch up even further during the festive season.

However, there is another side to Christmas. It is also the time of year when we become more acutely conscious of the have-nots - those who may be homeless, lonely, depressed, drug dependent, terminally ill or wondering how they are going to feed the children, never mind buy them presents.

Across the world, we see the flood

of refugees, starvation and extreme weather, all making millions of vulnerable people desperate for support and somewhere safe to lay their heads.

How do we respond to all the appeals for help, both abroad and here at home? Scots are statistically more likely to give to charities than their counterparts in the rest of the UK, and especially so at this time of year.

#### **Charitable giving**

At Glasgow Chamber of Commerce, our members and partners make contributions, large and small, to charitable causes. Our own Deputy Chief Executive, Richard Muir, and the Chamber's social media guru, Ross Flockhart, raised more than £3,400 for the Prince and Princess of Wales Hospice when they cycled from London to Paris and the annual Glasgow Business Awards raises money for charities through its prize draw.

Charities are businesses and they need to be able to project their future incomes. Without that kind of certainty, they will be unable to put long-running programmes in place.

Charitable giving is also good business practice. The Charities Aid Foundation (CAF) says one in four people are more inclined to apply for jobs with firms that have a strong

track record of supporting charities.

According to research conducted by Sustainable Brands almost 90 per cent say their job is more fulfilling when they are provided opportunities to make a positive impact on social and environmental issues.

CAF runs the UK's main payroll giving service, Give As You Earn. A spokesperson says: "The scheme helps more than 2,700 companies and 250,000 staff to give over £74 million simply, securely and tax effectively to charity each year."

This is a win-win choice because it is tax efficient for employees who sign up - deductions are made on taxable income - and it's easy for small organisations to set up.

Contributors can choose which charities receive their donations. With added matched - or larger - contributions from employers and the tax relief awarded, a donation of £7.80 a month could give a charity anything from £11 to £31.

#### **Supporting all ages**

The Glasgow Children's Hospital Charity raises money to ensure that the babies, children and young people treated at Scotland's largest children's hospital receive the best possible care. Some children will visit just once for a minor injury, while others may spend many



Charitable giving can support a range of causes, from youngsters to elderly

months or years at the hospital, fighting for their lives.

From the latest medical equipment and pioneering research to family support services and innovative play programmes, the charity relies on donations to support the 168,000 children



treated at the hospital each year.

Kirsten Sinclair, Director of Fundraising, says: "Last year, we raised £4.2 million, more than 80 per cent of which came from fundraisers, donors and corporate supporters. It's thanks to these supporters that the charity can fund pioneering projects and enhancements at the hospital.

"In November, the charity introduced a bereavement service to help families and staff cope with the loss of a child; November also saw the introduction of Baby Cams to the neonatal unit. Through the use of video technology, parents can be with their seriously ill babies 24/7, even if they can't be in the ward.

She continues: "Without the donations of generous supporters, these projects would simply not be possible.

"We can surely never do enough for a child in hospital, so it is vital that Glasgow Children's Hospital Charity continues to raise money to bring the very latest developments in technology, and donations are critical to achieving this aim.

Richard Muir, Deputy Chief Executive, Glasgow Chamber of Commerce; Ross Flockhart, Digital Content & Events Executive, Glasgow Chamber of Commerce and Heather Manson, Director of Fundraising, The Prince and Princess of Wales Hospice

"The support that we receive from individuals, partners and Chamber members is invaluable. The help that they give to our young patients makes such a difference to their time in hospital. Whether it be through volunteering, fundraising or donating, we are incredibly grateful to everyone who gets involved."

The Glasgow Taxi Outing Fund for children is a familiar institution. Every year, since 1945, the city's drivers don their costumes and beautify their cabs for the outing to Troon. A spokesman explains: "All facilities are laid on for the children and if the weather is inclement, the Town Hall is put at their disposal.

"The residents all join in the fun and the funds of the outing benefit greatly from the licensed premises in the town who throughout the year take collections which help to make the event the success it is."

At Royal Bank of Scotland, the commitment to charitable giving is evident all the time. It does so through official bank programmes and through the activity of its employees, who provide valuable ongoing support to charities and other community groups across the world.

The Bank's Do Good, Feel Good 2017 campaign has two targets - to give

**You could give me the gift of life this Christmas. Please help & donate online at: [www.childrenindistress.org](http://www.childrenindistress.org) or call Tina on 0141 559 5690**

some days on top of the world? other days can't face it?

**There is no cure for Bipolar Disorder... but our support transforms lives**

Bipolar Scotland is Scotland's national charity for everyone living with Bipolar Disorder – friends, family, carers and people with a diagnosis.

- We maintain a helpline for people seeking advice and information on how to control this condition.
- We organise support groups throughout Scotland where people can share advice, information and experience.
- We challenge stigma and discrimination wherever it exists.
- We offer free courses where people can learn to manage the condition.

All these things improve quality of life, reduce hospital admissions and hold families together.

At the moment, people with Bipolar are twelve times more likely to be unemployed than their fellow citizens... and their life expectancy is often 10-15 years shorter. These are figures we'd all like to change and – with your support – we will.

2-3% of Scotland's population (150,000 people) live with bipolar disorder so we all know someone with a diagnosis – a relative, a friend, a neighbour, a workmate. Join us to give them a fair chance of living to the full.

**Bipolar Scotland** Contact Bipolar Scotland on 0141 560 2050 or [info@bipolarscotland.org.uk](mailto:info@bipolarscotland.org.uk) to find out more [www.bipolarscotland.org.uk](http://www.bipolarscotland.org.uk)

Bipolar Scotland @BipolarScotland

100,000 volunteering hours and raise £4 million for charitable causes.

All permanent and fixed term contract employees, including graduates and apprentices, are eligible to request three days per calendar year to volunteer during business hours. Volunteering time is in addition to an employee's holiday entitlement and is paid leave.

"Our official volunteering opportunities aim to reflect the bank's two focus areas: Enterprise and Financial Education," says a bank spokesperson. "This sees us working closely with the Prince's Trust across the UK and through Moneysense – a financial skills programme for schools where staff host classes at schools across the country to teach young people the basics of finance.

"Additionally, in Scotland, the bank supports a number of charities and groups and in many different ways. In terms of main charity fundraising, our key partner is the STV Children's Appeal, which raises money for children living in poverty in Scotland.

"We have supported the appeal since its inception and our work, which includes partnering and taking part in Kiltwalks across the country, has raised more than £1 million for its work."



## With your help, more children like Jessica can have a Happy New Year in 2018

 Glasgow Children's Hospital Charity   @GCH\_Charity

Get in touch to find out about partnership opportunities for your company in 2018.  
Call 0141 212 8750 or email [info@GlasgowChildrensHospitalCharity.org](mailto:info@GlasgowChildrensHospitalCharity.org)

[www.GlasgowChildrensHospitalCharity.org](http://www.GlasgowChildrensHospitalCharity.org)

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**Glasgow  
Children's  
Hospital  
Charity**

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**Barras Art and Design (BAAD)**

54 Calton Entry, Glasgow G40 2SB  
T: 0141 237 9220  
E: kelly@baadglasgow.com  
W: www.baadglasgow.com  
Restaurant, bar and event space.  
No of Employees: 1-10  
Contact: Kelly Conway  
Business Development Manager

**Better Homes and Gardens  
Florida 1st Realty**

2700 E Oakland Park Blvd  
Fort Lauderdale, Florida  
E: amyibirin@bellsouth.net  
W: www.friendlyscottish  
realtor.com  
Residential; buying and selling  
in Florida, USA; rentals;  
commercial and franchises.  
No of Employees: 1-10  
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Estate Agent

**Big Impact Training**

5th Floor, 20 Trongate  
Glasgow G1 5ES  
T: 0141 341 2088  
E: garry.walker@big-impact.com  
W: www.big-impact.com  
E-learning, accredited training,  
and open courses.  
No of Employees: 1-10  
Contact: Garry Walker  
Managing Director/  
Chief Executive

**Bilson Eleven**

10 Annfield Place, Dennistoun  
Glasgow G31 2XQ  
T: 0141 554 6259  
E: info@bilsoneneleven.co.uk  
W: www.bilsoneneleven.co.uk  
Fine dining restaurant in  
Glasgow's east end.  
No of Employees: 1-10  
Contact: Liz Rietz  
Restaurant Owner

**Bissets Limited**

Suite 3/5  
135 Buchanan Street  
Glasgow G1 2JA  
T: 0141 249 6767  
E: emma@bisssets.co.uk  
W: www.bisssets.co.uk  
Accountancy, tax, corporate  
financial management and  
business advisory services.  
No of Employees: 1-10  
Contact: Emma Bisset  
Manager

**Cala Management Ltd**

Cairnlee House  
Callendar Boulevard  
Callendar Business Park  
Falkirk FK1 1XE  
T: 01324 600000  
E: icanavan@cala.co.uk  
W: www.cala.co.uk  
House builder.  
No of Employees: 51-250  
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Sales & Marketing Director

**Debt Collect UK Limited**

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Glasgow G1 3DX  
T: 03338 008919

E: slittle@debtcollectuk.com  
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Debt collection company.  
No of Employees: 1-10  
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Director

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Mllingavie,  
Glasgow G62 7JL  
T: 0141 570 0687  
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W: www.dilldesign.co.uk  
Graphic design services.  
No of Employees: 1-10  
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Freelance Graphic Designer

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Glasgow G2 2DL  
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E: lisapitchers@  
djalexander.co.uk  
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Property sales and lettings.  
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Maxim 1, 2 Parklands Way  
Maxim Office Park  
Eurocentral ML1 4WR  
T: 0845 180 5805  
E: steveyoung@  
documentdatagroup.com  
W: www.document  
datagroup.com  
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No of Employees: 51-250  
Contact: Steve Young  
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T: 03300 535694  
E: stephen.mullen@  
indemnis.co.uk  
W: www.indemnis.co.uk  
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authority claims handling.  
No of Employees: 1-10  
Contact: Stephen Mullen  
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Brixton, London SW9 8DJ  
T: 0203 653 1583  
E: alan@livity.co.uk

W: www.livity.co.uk  
Youth-led creative network.  
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278 West George Street  
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E: eharvey@malmaison.com  
W: www.malmaison.com/  
locations/glasgow  
72-bedroom boutique hotel  
in Glasgow' city centre.  
No of Employees: 11-50  
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Bishopbriggs, Glasgow G64 1RP  
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pivotalscotland.co.uk  
W: www.pivotalscotland.co.uk  
Health & Safety training  
and consultancy.  
No of Employees: 1-10  
Contact: Tracey Dillon  
Business Development Manager

**Platinumeats**

3/1, 28 Cockburn Gardens  
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T: 07477 592779  
E: secretcafejeddah@  
hotmail.com  
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No of Employees: 1-10  
Contact: David Buchanan  
Executive Chef

**Pollok Credit Union**

Silverburn Centre  
763 Barrhead Road  
Glasgow G53 6AG  
T: 0141 881 8731  
E: jgarrity@pollokcu.com  
W: www.pollokcu.com  
Financial co-operative.  
No of Employees: 1-10  
Contact: Jim Garrity  
Director

**Regus Management UK Ltd**

151 West George Street  
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T: 0141 228 6000  
E: glasgow.westgeorgestreet  
@regus.com  
W: www.regus.com  
Flexible work, meeting  
and virtual office services.  
No of Employees: 1-10  
Contact: Shannon Flannery  
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**Scottish Sports Futures**

The Legacy Hub  
301 Springfield Road  
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T: 0141 218 4640  
E: emma@ssf.org.uk  
W: www.ssf.org.uk  
Registered charity,  
delivering Education  
Through Sport programmes

in communities across Scotland.  
No of Employees: 11-50  
Contact: Emma Reid  
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**Scullion LAW**

105 Cadzow Street  
Hamilton ML3 6HG  
T: 01698 283265  
E: diana@scullionlaw.com  
W: www.scullionlaw.com  
Full service law firm.  
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E: alastair@sole-media.co.uk  
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Outdoors activities specialists.  
No of Employees: 1-10  
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Hillington  
Glasgow G52 4NQ  
T: 07872 612828  
E: laura@stickyheelz.com  
W: www.stickyheelz.com  
Foot care products manufactured  
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No of Employees: 1-10  
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219 Harbour Place  
Dalgety Bay KY11 9CG  
T: 07584 253452  
E: fiona.dun@benenden.co.uk  
W: www.benenden.co.uk  
Low cost healthcare - mutual  
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No of Employees: 1-10  
Contact: Fiona Dun  
Regional Sales Manager

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Local 8, Barcelona  
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E: ben@thebookofeveryone.com  
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www.dywglasgow.com  
www.circularglasgow.com

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info@contactpublicity.co.uk

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**STRATEGIC PARTNERS****PLATINUM PARTNERS****PARTNERS**

APPOINTMENTS

PEOPLE ON THE MOVE IN THE BUSINESS COMMUNITY

**BIG boosts senior team with integrated marketing expert**

Scotland's largest PR and digital marketing agency, BIG Partnership, has boosted its senior team with the appointment of a new client services director.

Colin McNab, who has more than 25 years' experience working with some of the UK's largest digital marketing and design organisations, has been appointed to lead BIG's client services strategy.

Colin said: "Joining BIG is a fantastic new challenge for me after three years



Colin McNab

in consultancy. BIG's a hugely ambitious business with a great story to tell and the opportunity to have the strength of a renowned agency behind me is a really exciting prospect."

**BIG PARTNERSHIP**

**New Managing Director has been appointed at QD Events**

Greg Cherry has been appointed as Managing Director for Scotland's leading event company, QD Events. In his new role, Greg will be responsible for providing management, development and leadership for the team and planning the future development and sustainable growth of the business.

Having spent most of his career organising large-scale events, Greg has also led the exhibition arm of the Abu Dhabi Exhibition Centre. Most recently, Greg ran the commercial arm of Freeman UK's business, building the exhibition contracting



Greg Cherry

arm and their Design and Build business.

QD Events' portfolio of shows includes The Scottish Caravan, Motorhome and Holiday Home Show, The Scottish Wedding Show, IRN-BRU Carnival and Independent Living and Resonate.



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