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GLASGOW
CHAMBER OF COMMERCE

GlasgowBusiness

SEPTEMBER 2017 THE MAGAZINE OF GLASGOW CHAMBER OF COMMERCE

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The Pitch

Two inspiring businesses

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We must evolve to remain relevant, and you can help

Neil Amner, President
president@glasgowchamberofcommerce.com

It goes without saying that we value our members highly. But it is always worth repeating this. Glasgow Chamber of Commerce exists to serve its members and we always endeavour to do this to the best of our abilities.

We know the Chamber is in fine fettle and well supported with membership increasing over the past three years, but we don't want to rest on our laurels. There are plenty of things we can still be doing. Increasingly, as we learn from the Glasgow businesses we speak to each day, we know good businesses do not simply dwell on past successes. As a membership organisation, we must keep evolving – and listening to our members – to remain vital and relevant.

Recently we commissioned work with the help of Scottish Enterprise to undertake a systematic review of members' opinions about the multiple services of the Chamber. In the digital world of social media, and on-the-move communication, we believe that it is important for members and the wider public to hear the views of the Chamber and its members. We want to speak with the full authority of all members.

The underlying mission of the Chamber is to help members with the growth of their business and to champion Glasgow as a great place to do business. As part of our services, we have been actively engaged in researching how we grow the international trade connections and deliver new commercial opportunities.

We will be doing a lot more on this front and you will see more evidence of this

throughout 2018. As these connections are opened up, we are encouraging members to think seriously about where they might be able to grow their businesses overseas.

At the Chamber, we need to make sure that we continue to do the basics well. We want to continue to run our successful events, encourage young entrants into the workplace, and use our influence to allow members to meet key decision makers. We want to continue to build our networks with and on behalf of our members at home and increasingly overseas. We are also keen to hear from our members how they would like us to work in collaboration with the new City of Glasgow Council administration.

The Chamber sees there is an opportunity for Glasgow to work together to tackle the deep-seated economic issues that have impacted on the city over many years.

So there is a brand new opportunity for everyone who is playing their part in the development of the city's economy to have a chance to speak. So please don't be reticent. Don't hold back. Over the remaining weeks of the summer, as we get some

time to reflect, we want to hear from every member. What can be done better?

What irritates you about doing business in Glasgow? Have you got a success story to share with us?

We value your thoughts and your input.

In the next magazine, we'll be reporting what you've been saying to us. I'm certain it will be challenging, illuminating and important for all of us to share.



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AWARDS

Stuart Patrick,
Chief Executive,
Glasgow Chamber of
Commerce, addresses
the audience at The
Glasgow Business
Award 2016

The Glasgow Business Awards 2017

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Book your tickets now and help to salute the success of our members

Judging has now taken place and the finalists have been announced for The Glasgow Business Awards 2017. Attracting high-profile industry support and involvement, our glittering awards gala, sponsored by Royal Bank of Scotland, is the highlight of Glasgow's social calendar. Celebrating achievements and saluting the success of our members, this event isn't just an evening to remember; it's an opportunity to be remembered.

Now is the time to book your tickets for this exciting evening celebrating Glasgow business successes. Join us at the Hilton Glasgow Hotel on Thursday 5 October.

Hosted by Fred MacAulay, with a champagne reception, three course dinner with wine, plus the Awards themselves, this year's event promises to be the biggest and best yet! Be there to discover who wins in the 16 categories.

The categories and sponsors are:

- **Royal Bank of Scotland Award for Most Outstanding Business**
(The winner will be decided by the main sponsor, chosen from the winners of the other Glasgow Business Award categories.)
- **Glasgow Business Award for Best Performing Business (1-10 employees)**
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- **Glasgow Business Award for Best Performing Business (51 employees or over)**
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- **Glasgow Business Award for Entrepreneur of the Year**
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- **Glasgow Business Award for Excellence in Communications**
Sponsored by Connect
- **Glasgow Business Award for Excellence in Customer Service**
Sponsored by Heathrow Airport
- **Glasgow Business Award for Family Business of the Year**
Sponsored by Blackadders
- **Glasgow Business Award for Green Champion**
Sponsored by ScottishPower
- **Glasgow Business Award for Innovation in Business**
Sponsored by Circular Glasgow
- **Glasgow Business Award for Innovation in Youth Employment**
Sponsored by Developing the Young Workforce Glasgow
- **Glasgow Business Award for People Development**
Sponsored by Simon Driscoll Consultancy
- **Glasgow Business Award for Sustainable Development**
Sponsored by Scottish Water

- **Glasgow Business Award for Young Business Person of the Year**
Sponsored by City of Glasgow College
- **Evening Times Award for Glasgow's Favourite Business**
(This is a non-application award which will be promoted by our media partner, the *Evening Times*, and voted for by the Glasgow public.)
- **Glasgow Chamber of Commerce Award for Lifetime Achievement**
(This is a non-application award and the recipient will be decided by Glasgow Chamber of Commerce.)

In addition to our main and category sponsors, Glasgow Chamber of Commerce gratefully acknowledges the support of Great Scot Photography, Hilton Glasgow, MBM Print and Supply Chain Solutions and VisionEvents.

If you require information on category sponsorship or would like to provide a raffle prize, please contact Anne Marie Hughes, Glasgow Business Awards Project Manager, on 0141 204 8325 or email annemarie.hughes@glasgowchamberofcommerce.com

Tickets for this prestigious event are now on sale at £99.00 + VAT per person or £990.00 + VAT for a table of 10.

Details on how to purchase tickets for the Awards Ceremony and Dinner are available on the website: www.glasgowchamberofcommerce.com/awards/the-glasgow-business-awards-2017/tickets/

Tickets sell out fast, so please book yours as early as possible.



Fred
MacAulay

Suzanne Burns
HR and Communications Director, STV

Spoiled for choice in a news-hungry world

Tech-savvy and tech-curious team at STV always first with what's making headlines in intelligence gathering

Suzanne Burns, HR and Communications Director, STV



What technology (from gadgets to software, including apps) makes your working life easier?

I appreciate that it is now a ubiquitous device, but the iPhone continues to impress and delight. One benefit of working in a technology-oriented business such as STV is that we have a tech-savvy and tech-curious team always keen to recommend the next big thing, so ask me next week and this may have changed! Of course, I would also recommend the newly-enhanced STV News app for keeping abreast the news and politics of the day which is a key part of my working life.

You work in the media where life is very fast, is there any new technology that you are using to help productivity/communication?

I am a recent adopter of Evernote and I am a convert. It is an excellent app for note taking, prioritising and it seems to work well for quick recovery and storage.

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

We are spoiled for choice in today's world with a plethora of sites that curate content and I subscribe to a range of these for a feed of news and business intelligence. I use Twitter as a signpost to trusted and respected business correspondents. It serves as a useful pulse on what's happening, day-to-day. FT.com delivers an unparalleled breadth of news, comment and analysis and is an invaluable subscription service providing intelligence briefings from the TMT sector – this is read avidly by colleagues in STV.

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

Grit by Angela Duckworth is a recent read that was thought provoking. Perhaps it is tenacity and perseverance that is the secret sauce for success (in business and life in general) rather than ability/talent. She sets out a compelling case.

What do you do that helps you boost your own productivity and save valuable time?

Paradoxically, taking time to pause and reflect. Saves time – and unnecessary frustration – in the long run.

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

From my dad: Life is what happens when you are busy making other plans. In other words, give it a go and get on with it. Invaluable for a procrastinator like me!

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A black and white photograph of an astronaut floating in space, wearing a full spacesuit and helmet. The astronaut is holding a small rectangular object in their right hand. The background shows a vast expanse of space with a curved horizon and a layer of clouds below.

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BRITISH CHAMBERS OF COMMERCE SURVEY

Businesses will need a guarantee of stability over trading relationships within the EU, regardless of the state of Brexit negotiations, according to a survey conducted across the UK by the British Chambers of Commerce.

Sixty-eight per cent of Scottish and UK respondents believed that there should be a transition period of at least three years following the UK's exit from the EU on 29 March 2019, while 61 per cent of Scottish respondents felt

that the UK should remain in both the single market and the Customs Union, compared to 53 per cent of respondents across the UK.

Liz Cameron, Chief Executive of Scottish Chambers of Commerce, said: "Scottish businesses value our trading links with the European Union, as they do with our other major trading partners, and this survey shows that businesses are serious about maintaining a relationship with Europe that continues to enable

them to trade as easily as possible, with no financial tariffs and an absolute minimum of regulatory barriers. The EU may have fallen behind the rest of the world in terms of the value of Scotland's exports but it remains a vital export destination, particularly as Scotland seeks to grow the number of businesses trading internationally.

"This survey also clearly shows that Scottish businesses do not want to be facing a cliff edge in two years' time when the

UK will leave the EU under Article 50 of the Lisbon Treaty. The vast majority of business people who responded to this survey felt that a transitional period of at least three years would be appropriate in order to allow trade to continue as normal until a deal is struck to govern our future trading relationship with the EU.

"If Scotland and the UK's economic needs are to be satisfied, then business must be listened to during these crucial negotiations."



Schoolgirls lead the way with STEM subjects

Glasgow schoolgirls are getting ahead in STEM (science, technology, engineering and maths) subjects, thanks to the SmartSTEMs project supported by Developing the Young Workforce Glasgow.

This research shows that even though science and tech jobs will grow twice as fast as other occupations, the number of women working in core STEM industries in Scotland is only one in five – revealing a worrying gender gap. This gender gap is UK wide. In 2016, there were an estimated 462,000 women working in science, research, engineering and technology

jobs. With gender parity, that number would be 1.2 million – meaning there's a gender gap of 730,000.

Tackling skills shortages and addressing equalities issues are all key to the delivery of Developing the Young Workforce and why the team has been a proud supporter of the SmartSTEMs project since it began three years ago.

SmartSTEMs works alongside Glasgow Caledonian University (GCU) and the University of Strathclyde, to offer more than 750 girls across the city the chance to learn about the benefits of STEM careers.



During each session, the girls, aged 10-14, will hear from women who work in STEM about their journeys before they take part in a series of hands-on workshops.

The partnership is part of EDF Energy's wider commitment to education that includes the Pretty Curious programme, which is designed to inspire more girls to consider science and technology careers.

Stuart Macdonald from SmartSTEMs said: "We are

delighted to pull together many wonderful industry partners and scores of generous volunteers to deliver this great event.

"Inclusion is a key driver for our efforts, making sure we have all parts of our society engaged in STEM."

Alison McRae, Senior Director at Glasgow Chamber of Commerce, said: "These are important issues to address and Glasgow Chamber of Commerce, through DYW, is delighted to be involved in SmartSTEMs."

AGENDA



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

GLASGOW CHAMBER 'RAISE THE ROOF' FROM LONDON TO PARIS

Glasgow Chamber of Commerce staff are set to cycle from London to Paris, in a bid to raise funds for The Prince & Princess of Wales Hospice "Raise the Roof" campaign.

Richard Muir, Deputy Chief Executive, and Ross Flockhart, Digital Content & Events Executive, will cycle 300 miles over four days in support of the hospice, being built at Bellahouston Park.

The team, made up of Glasgow Chamber of Commerce and hospice staff, will begin the cycle from London on 13 September, finishing on the Champs-Élysées in Paris four days later.

With five participants so far, the team is

looking to recruit more volunteers to take part in the cycle.

Raise the Roof marks the latest stage of the hospice's £21million Brick by Brick Appeal. Construction began in September on land gifted by Glasgow City Council, and now, with work on the roof ready to start, final fundraising efforts are in aid of this. Patients are expected to move into the hospice next year.

To donate to Richard Muir visit: www.justgiving.com/fundraising/richard-muir6

To donate to Ross Flockhart visit: www.justgiving.com/fundraising/ross-flockhart

Benefit of Belonging – Chamber Private Medical Insurance

Private healthcare cover can help you and your employees stay healthy so that you lose fewer days to illness, and you can be confident that everybody is able to contribute to the success of your business. It makes it easy for you to get the expert health services you need promptly.

Put simply, private health insurance offers you and your employees quick access to diagnosis and eligible treatment, from private doctors and hospitals.

Glasgow Chamber of Commerce is pleased to introduce AXA PPP Healthcare to provide affordable healthcare insurance.

AXA PPP Healthcare can help you to create a healthcare plan that's as

unique as your business. A plan to fast-track you and your people to diagnosis and treatment and to support you all back to health, and back to work as quickly as possible.

Glasgow Chamber's business healthcare package has been created with small businesses in mind, offering affordable, flexible plans to suit your business budget. There's access to a free business resource, as well as a special offer of discounted Chamber membership fees when you take out a plan. In just 10 minutes you can have a tailored quote to suit your business' needs. Call on 0800 389 7413 and advise that you are a member of Glasgow Chamber of Commerce.

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TYPE 26 SECURES FUTURE OF YARDS

Work on the Royal Navy's new Type 26 frigates will secure the future of shipbuilding on the Clyde for the next two decades.

The Defence Secretary, Sir Michael Fallon, recently performed the steel cutting ceremony for the first of the frigates, named HMS Glasgow. The cutting of steel marks the end of a long period of delays and the downgrading of the initial agreement to build

13 frigates at BAE Systems' Govan and Scotstoun yards to eight and five smaller Type 31 ships.

The MoD said the contract is for the first three ships worth £3.7 billion and will secure 4000 jobs at both shipyards and the wider supply chain.

Mr Fallon said the ships would be built in batches and an announcement on the Type 31s would be made soon.

Clyde Waterfront regeneration

More than 12,000 jobs are expected to be created under two huge Glasgow projects that aim to regenerate the Clyde Waterfront by building another road bridge, business developments and hundreds of homes.

The £90.7 million project, led by Renfrewshire Council as part of the Glasgow City Region City Deal, includes building the only opening road bridge across the River Clyde and new roads and cycle routes to better link the communities of Renfrew with Yoker and Clydebank. The two projects will create about 12,400 jobs and bring a swathe of business benefits to the local area.

SQA Journeys – Developing the Young Workforce

SQA Journeys has been designed to support Developing the Young Workforce (DYW) – Scotland's Youth Employment Strategy.

SQA works together with training providers, employers, colleges and schools. This means we are uniquely placed to support DYW and reduce youth unemployment.

Our wide range of qualifications link directly into DYW. They are designed and continually reviewed in partnership with industry to develop the workplace skills and experience needed in the real working world.



Derek Houston, Regional Manager for Glasgow is actively involved with DYW Glasgow. He can advise Glasgow businesses on the best options for qualifications and skills development at a local level.

E-mail Derek at derek.houston@sqa.org.uk or visit www.sqa.org.uk/journeys for more information.



One of the Billy Connolly murals on display in the Gallowgate

BILLY CONNOLLY MURALS

When it comes to Glasgow paintings, they are the Big Yins. For a trio of huge murals have been put up in Glasgow city centre as a tribute to comedian Billy Connolly, who is 75 this year. The murals have been created from original works by top Scottish artists Jack Vettriano, John Byrne and Rachel Maclean.

They are more than 50ft (16m) high. One is on display in the Gallowgate, one in Dixon Street, and the portrait by Byrne features on a wall end in Osborne Street in the city centre.

The portraits will be part of Glasgow City Council's City Centre Mural Trail, while the original artworks will be showcased at the People's Palace.

Seven Glasgow parks receive Green Flag Awards

Seven parks in Glasgow have received the Green Flag Award which is administered by environmental charity Keep Scotland Beautiful. Kelvingrove Park, Glasgow Botanic Gardens and Pollok Country Park were all among the parks recognised for helping to build healthy and stable communities and bring health benefits such as encouraging exercise, improving mental wellbeing and inspiring children to play.

Councillor Kenny McLean, City Convener for

Neighbourhoods, Housing and Public Realm, said: "There are some truly amazing things happening in our parks across the city and to be awarded with Green Flag status for seven of our best loved and popular parks is fantastic. We have a vast range of magnificent parks and gardens throughout our city and reaching the standards set by the nationally recognised Green Flag Award scheme is testament to the work our staff do in all weathers, 12 months of the year."

MEMBER NEWS



John McDonough Snr, Chairman; Patricia Dillon, Managing Director; John McDonough, CEO and Joanna McDonough, Artist in Residence (front), Speyside Distillery

THE ART OF DISTILLING

Speyside Distillery launches luxury limited edition whiskies

A Scottish distillery with one of the most impressive heritages in the industry has released, for the first time, a limited edition, single malt whisky collection which will significantly enhance its global reputation as one of the world's most sought-after exclusive brands.

Speyside Distillery, set in the foothills of the magnificent Cairngorm Mountains, has launched the luxurious PSTA/SPEY Speyside Wildlife Collection in support of the Prince's School of Traditional Arts (PSTA).

The rare whisky bottles in the new collection feature stunning portraits of the wildlife found in the vicinity of the distillery and complement the original art which features in the company's new office, Gallery & Lounge, in Glasgow's Art District. The artwork has been created by Joanna McDonough, PSTA graduate and Speyside Distillery's Artist in Residence.

The range also features, among others, an exquisite SPEY Byron Crystal Cabinet, decanter and eight crystal glasses which Speyside Distillery invited designated craftsmen to the Royal family, Titchmarsh & Goodwin, to create. It was designed by Joanna and John McDonough.

New jobs and technology to Clyde Gateway



Ian Manson, Chief Executive, Clyde Gateway, with Lynn Mueller, CEO, International Wastewater Systems

A Canadian energy company has become the latest occupant at Clyde Gateway's Red Tree Business Suites, in a move that brings a highly skilled team of seven to Bridgeton.

SHARC Energy Systems is the European arm of Vancouver-based International Wastewater Systems Inc (IWS), which has more than 100 years of experience in the heating, ventilating and geo-exchange industries.

The company has taken 974 sq ft of office space at Clyde Gateway's serviced offices at Red Tree, Bridgeton on a two year licence. The office will become SHARC's new European headquarters.

SHARC Energy Systems has designed and developed a new method for extracting waste heat from raw sewage flows. Through heat pump technology, it produces clean, renewable thermal energy for buildings, resulting in vital savings in energy, costs and carbon emissions.

In May 2017, SHARC was awarded £5m of funding from the Low Carbon Infrastructure Transition Programme (LCITP), managed by the Scottish Government, to install its innovative new technology at five locations across Scotland. These include Clyde Gateway's Shawfield (Magenta) and Dalmarock developments, where it is proposed that the SHARC technology will be used to heat Clyde Gateway's commercial buildings.

Tailored coaching for managers

Connect Three Solutions, specialists in organisational learning and development, is supporting youth charity The Prince's Trust with a tailored coaching programme. The programme will be delivered to managers and senior managers in Glasgow over a six month period as part of Connect Three's ongoing pro bono relationship with The Trust.

The support programme will see seven Connect Three Solutions consultants paired with managers at The Prince's Trust, working on a 1-2-1 basis over four coaching sessions to develop individual potential, enhance learning and creativity and motivate individuals to continue to grow and progress in their roles.

Based in Glasgow and led by Managing Director Colin Lamb, who



Connect Three Solutions is supporting The Prince's Trust with a tailored coaching programme

has been working with The Trust for five years, Connect Three Solutions has developed a unique approach to understanding requirements and offering collaborative and practical solutions to support organisations to get to where they need to go.

The pro bono support is part of a larger Corporate Social Responsibility programme run by the team at Connect Three Solutions who are driven by the value similar programmes can bring to third sector organisations.



Edel Harris (left) with Annie Graham, EY Partner

Cornerstone CEO wins top award

The Chief Executive of Cornerstone, one of Scotland's largest social care organisations, has been honoured with a prestigious award from accountancy giant EY.

Edel Harris was named EY Entrepreneur of the Year overall Scotland winner – the first woman to claim the title – as well as taking home the Building a Better Working World award.

In the nine years Edel has been at Cornerstone, she and her team have delivered business growth of £10 million, diversified into new care markets and delivered an ambitious capital plan to create new homes for people with disabilities and autism.

A recent strategic plan, designed to embrace the challenges and opportunities presented by the ageing population, was recognised as having the potential to transform the social care sector in Scotland.

Edel now goes forward to the EY Entrepreneur of The Year 2017 UK final.

Best in Class for Glasgow Distillery

Specialising in premium gin and single malt distilling, The Glasgow Distillery Company has won five medals at a leading industry competition against 150 of the world's finest gins.

Celebrating the best superior spirits across the world, the annual Global Spirit Masters Awards presented The Glasgow Distillery with two highly coveted Master of Gin awards for their Makar



The Glasgow Distillery Company has won five medals

Glasgow Gin and limited edition Cask Aged Makar Oaked expressions.

Rewarding excellence and quality in a blind tasting by a leading industry panel, the Master Medal is the

top accolade available and marks the winner as truly exceptional and a stand-out from the other competitors.

The Makar gin portfolio also took home two golds and a silver medal in an impressive five-medal haul for the craft distillery.

Organised by *The Spirits Business* magazine since 2008, The Global Spirits Masters is one of the most renowned blind tasting competitions in the world.

Breakthrough award

Wholesale Domestic set to go national after winning major industry honour

Wholesale Domestic, the high-growth Hillington bathroom specialist, has said that winning a major UK industry award has confirmed its transformation into "a truly national business" led by the opportunities of ecommerce.

The family-owned company, which earlier this year opened new £3.5 million premises to support its burgeoning sales operation, fought off tough competition to win Best UK Independent Bathroom Retailer at the BKU Awards. Wholesale



Walter, Derek and Brian Toward of Wholesale Domestic

Domestic is the first Scottish company ever to win the coveted award.

Owned by brothers Derek and Walter Toward, the long-established family business has seen turnover double to £9.5 million since 2012, largely on the runaway success of its online sales.

The £3.5m investment in new storage space and stock-picking technology in the formerly derelict warehouse in Hillington has

enabled the firm to grow at a projected 20 per cent per year, a rate that puts it at the forefront of the specialist bathroom trade's growing contingent of ecommerce pioneers.

Since the move to the new premises at the start of 2017, sales at Wholesale Domestic have consistently outstripped expectations, with each month since the move seeing double-digit growth.



Cineworld has launched its VIP Experience in Glasgow

CINEWORLD INTRODUCES VIP EXPERIENCE

Following the successful launch of 4DX last summer, Cineworld Glasgow Renfrew Street has strengthened its cinematic offering with the introduction of its first premium VIP Experience in Scotland.

The VIP Experience

provides movie fans with even greater choice in how they can experience a movie. The private lounge and bar area accommodates up to 159 people and leads directly into three intimate and specially designed screens fitted with reclining

seats and individual tables. Guests are able to relax in the lounge and enjoy a light buffet before their movie starts.

The VIP Experience is also available for conferences, staff/client screenings and presentations.



Campbell Dallas won Accountancy Firm of the Year at the Scottish Accountancy & Finance Awards 2017 for the third year in a row

CAMPBELL DALLAS IS SCOTLAND'S ACCOUNTANCY FIRM OF THE YEAR

'Bold and innovative' business wins honour for third year in a row

Campbell Dallas has once again won Accountancy Firm of the Year at the Scottish Accountancy & Finance Awards 2017. This is the third year in a row that the company has won this prestigious award – a great

achievement recognising their continued success and growth.

The firm was praised for its leadership role, innovation and boldness within the profession and an increase in fee income of more than a third

during the last five years. The firm was also credited for its impressive, organic growth and continued investment in staff and offices, recently opening a £1 million office in Perth.

Winning the top award three years in a row is

a great result for the company and a huge credit to the staff.

Campbell Dallas has exciting plans to develop the business further and to extend their reach and range of services in Scotland.



Benenden has awarded a grant to cancer survivors, the Port Edgar Dragons

Benenden donates to breast cancer survivors

Thanks to a community grants initiative offered by health and wellbeing provider Benenden, a dragon boat team set up for cancer survivors, the Port Edgar Dragons, has received a grant for vital new equipment.

The team was set up in Queensferry in 2010 in order to deliver post-treatment support for women who had been through breast cancer. Studies show that repetitive

upper body exercise, such as dragon boating, offers clear benefits in the treatment of lymphedema, a common and debilitating side-effect of breast cancer treatment.

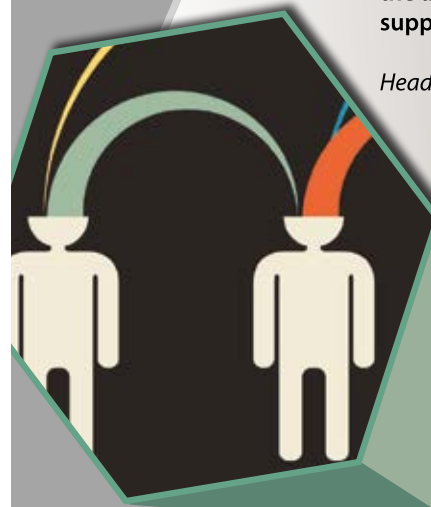
The donation will buy an amplification system, extra paddles and life jackets, meaning the team can make use of their second boat and take on new members, inviting them to get fit, make new friends and have fun.

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Authorised retailer of Scottish gold

The most significant announcement for the Scottish jewellery industry in generations was made recently, as the retailers of the first refined batch of Scottish Gold for jewellery were revealed as award-winning Orkney jewellery designer Sheila Fleet OBE and jewellery house Hamilton & Inches.

The Scottish Gold, from Cononish gold and silver mine near Tyndrum, will now be developed by the individual jewellers into their uniquely designed collections. Once Scottish Gold from Scotgold Resources has been delivered to each jeweller, Sheila Fleet and Hamilton & Inches will make individual announcements of their



Sheila and Martin Fleet with their gold round – very first gold to be produced from Cononish

plans for the design and retail of this most exclusive of precious metals from Scotland.

The provenance of the gold for these two leading Scottish jewellers is assured by a rigorous chain of custody procedure, independently validated by the Edinburgh Assay Office, which tracks and traces the gold from the mine to the refiner, then to the jeweller until it is made into a complete item.

UKSE funding helps charity hit right note



UKSE is backing Vox Liminis (Vox) with a grant of £2,500 for its Unbound project

A Glasgow-based charity that uses music to help criminal offenders re-integrate into society is singing a little louder thanks to a funding boost from UK Steel Enterprise (UKSE).

Vox Liminis (Vox) runs initiatives across Scotland designed to rehabilitate those within the criminal justice system. Their approach uses creative arts techniques, such as song writing, to help members communicate and connect with their peers. UKSE has backed the organisation with a grant of £2,500 for its Unbound project.

The Unbound project is

a weekly meeting for ex-offenders to create music and receive the support from a specialist team of people. As well as musicians and former prisoners, the group consists of criminologists, people with experience of community sentences and social workers, who together have created a community in which to express themselves creatively.

Through collaboration and engagement, the participants are able to improve their confidence, communication and mental wellbeing, backed by the encouragement needed to successfully integrate or re-integrate into the wider community.

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Peckham's in new hands

High-profile tech entrepreneur, Andrew Duncan, has teamed up with a veteran of the food and drink sector to purchase one of Scotland's best-known deli/café brands.

Duncan and Lee Fish, who formerly held the UK franchise for O'Briens sandwich cafés, have bought the remaining two Peckham's branches in Glasgow and will restore the brand to its former glory. The shops are in the west end of the city, on Byres Road and Hyndland Road.

Duncan, Founder and Managing Director of mobile and web



Lee Fish and Andrew Duncan

technology business SwarmOnline, stumbled across the opportunity and broached the potential partnership with Fish at a barbeque.

SwarmOnline will develop the tech side of the business, producing apps that will make it much more efficient, and allow the pair to make better-informed decisions about stock and sales and making the customer experience unlike any other deli or café.

GLASGOW TALKS



Dr Bridget McConnell
Chief Executive, Glasgow Life

Enthralling vision of lives enriched

Passionate performance casts cultural spotlight on Glasgow's world-leading creativity in arts, music, sport and learning

The Chief Executive of Glasgow Life delivered an inspiring session packed with details about culture and sport in the city in an enthralling Glasgow Talks, sponsored by Clydesdale Bank and Adam Smith Business School, University of Glasgow.

Dr Bridget McConnell, who leads the stand-alone charity responsible for culture on behalf of Glasgow City Council, spoke with passion about the city's cultural status as number one in the UK outside of London. She expressed her pride in leading Glasgow Life which employs more than 2,992 staff in 160 venues across the city's communities.

She spoke about Glasgow's significant physical assets, where it is the first in the UK outside London in a number of fields, driven by the success of The SSE Hydro. Glasgow Life's portfolio includes the civic museums, such as the Kelvingrove Art Gallery and Museum, the Riverside Museum, which was European Museum of the Year 2013, the Burrell Collection, and the major concert halls, including the Royal Concert Hall, City Halls and Old Fruitmarket, through to the sports facilities, including the largest civic sports complex in the UK at The Commonwealth Arena and Sir Chris Hoy Velodrome, known as the Emirates Arena, in Dalmarnock, Tollcross and the Scotstoun campus, home of Glasgow rugby.

Dr McConnell's remit also includes the 32 libraries and the city's famous Mitchell Library, providing a free service and local learning for everyone in the city.

This, she said, is coupled with the other cultural and sporting assets such as Hampden Park, and international football brands, Rangers and Celtic, which all adds to the city's fabric. She spoke of a plethora of live music performances, cultural

production capacity, television and film production capacity, the Turner Prize nominees and winners as well as Higher Education cultural training which make Glasgow one of the most important European cities for arts and culture.

But she was clear that the city could not rest and must have a future vision.

"At the heart of everything we do is our vision: to inspire Glasgow's citizens and visitors to lead richer and more active

lives through culture, sport and learning. Glasgow is unique. The city's warmth, humour, personality and people complement our world-class culture, heritage, architecture, music, sport and events. But we want to attract more visitors to experience Glasgow for themselves as both an outstanding destination and the gateway to Scotland," she told the audience.

The target by 2023 is to grow the number of visitors from two to three million a year, growing the spending from £482 million

to £771 million. This would have a significant impact on the economy of the city.

Dr McConnell said this means strategic priorities for cultural tourism, with the promotion of iconic architect Charles Rennie Mackintosh central to this. The city also needs more events, such as the highly successful Celtic Connections, international conventions and symposia, and international sport, such as the European Championships in August 2018. This event will be in 12 venues bringing thousands of athletes and officials to the city. She singled out this innovative multi-sporting event bringing together existing European Championships with the launch of a new golf event, as a way to rekindling some of the unique atmosphere in the city during the Commonwealth Games in 2014.



Dr Bridget McConnell, Chief Executive, Glasgow Life with Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce

Whisky workers spurred into action

Employees at Edrington, makers of some of the world's best-loved whiskies such as The Macallan and The Famous Grouse, have volunteered their time to give a makeover to a riding school for disadvantaged children.

About 70 employees volunteered to paint stables and dig new flowerbeds at Linn Park Equestrian Centre

in Glasgow's South Side, which is run by charitable social enterprise The New Ark Support and Activity Centre.

The mass volunteering event was organised to mark the opening of Edrington's new HQ at 100 Queen Street in the heart of Glasgow.

The whisky makers decided that rather than doing the traditional

ribbon-cutting ceremony for the new office it would team up with Volunteer Glasgow to give employees the chance to give something back to the community.

A poll was held in May, with employees given the chance to vote for three great local Glasgow charities and Linn Park Equestrian came out as the unanimous winner.



Employees at Edrington volunteered their time to give a makeover to a riding school for disadvantaged children

Summer of Excellence for Super College

City of Glasgow College is enjoying a super summer highlighted with the launch of a unique Art Foundation which will see the college host future exhibitions as well as a permanent home for a renovated bronze sculpture created by artist Neil Livingston. The Spirit of St Kentigern had stood for many years on Glasgow's Buchanan Street. Principal and CEO Paul Little said the Foundation offers: "An exciting opportunity to enhance the quality of the internal space for staff and visitors and the surrounding environment for the wider community."

A five-strong team of culinary students – mentored



A five-strong team of culinary students, mentored by current MasterChef Champion Gary Maclean, retained the prestigious Atlantic Cup

by current MasterChef Champion Gary Maclean – then triumphed to retain the prestigious Atlantic Cup against Anne Arundel Community College in Maryland, US. Students had just three hours to plan and execute a three-course meal from a mystery basket of ingredients. Senior Chef Lecturer Gary was delighted, saying: "The students

performed superbly under pressure in front of a live audience."

And the college's architects joined celebrations this summer as the stunning City campus reached the 2017 RIBA Stirling Prize shortlist. The only Scottish building to be included, it follows twin Riverside campus which made the final last year.



VUE Cinemas will be part of a new St. Enoch development

St. Enoch Centre welcomes VUE Cinemas

St. Enoch Centre has announced VUE Cinemas as part of a new multi-million pound development.

The shopping centre is creating an entertainment and dining destination in the heart of the city and in addition to the cinema, eight new restaurants will open, supporting Glasgow's diverse culinary offering. The new restaurants will complement the centre's popular food court and dining mix which includes DiMaggio's, Pizza Hut, Nandos, Kimbles, Ddoce and Ed's Easy Diner.

The new nine-screen cinema will be located on the upper level of the former BHS site at the east end of the centre with additional retailing on the ground floor that will reinforce the centre's position as a top shopping destination.

New leisure facilities will be accessible from enhanced entrances on Dunlop Street and Osbourne Street which would strengthen the link into Argyle Street and improve the overall pedestrian experience and increase activity while maintaining essential highways access. The development will open to trade in 2019.

Inspiring City Awards 2017

The Inspiring City Awards keep getting bigger and better and our fifth awards ceremony this September is already lining up to continue to capture the imagination of the city.

Councillor Susan Aitken, Leader of Glasgow City Council, said: 'There's never been a more exciting time to be in Glasgow. Bursting with life, energy, passion and personality, we're undoubtedly Scotland's creative, cultural and economic capital. Our city brand is PEOPLE MAKE GLASGOW and it's the truth.'

'Glasgow is ambitious, inventive, entrepreneurial and welcoming because our people and businesses are, which is why the city is delighted to be continuing its support for Glasgow Chamber of Commerce and *The Herald's* Inspiring City Awards for the fifth consecutive year.'

These awards provide the perfect platform to recognise those outstanding individuals and organisations that are working to make a difference at every level – from inspiring action geared at improving their local communities to enhancing the city's reputation on the global stage across sport, education, industry, culture, the arts and the environment.'



The 2017 awards, co-hosted by Glasgow Chamber of Commerce and *The Herald*, will take place at the DoubleTree by Hilton Glasgow Central, on Thursday 7 September 2017, and you can come along and celebrate our city's inspirational people at our gala dinner celebration.

The categories and sponsors for Inspiring City Awards 2017 are:

- **People Make Glasgow Award**
Sponsored by People Make Glasgow
- **Art and Culture Award**
Sponsored by AHR
- **Carer Award**
Sponsored by Scullion Law
- **Education Award**
Sponsored by Glasgow Taxis
- **Best Corporate Social Responsibility Award**
Sponsored by Glasgow School for Business and Society, Glasgow Caledonian University

■ Sports Award

Sponsored by Glasgow 2018 European Championships

■ Environment Award

Sponsored by Scottish Water

■ Contribution by a Business Leader Award

Sponsored by Simon Driscoll Consultancy

■ Contribution by a Young Business Leader Award

Sponsored by The Watson Foundation

■ Industry & Young People Innovation Award

Sponsored by Developing the Young Workforce Glasgow

■ The Apprenticeship Challenge Award

Sponsored by Glasgow Employer Board

■ Industry and Business Award

Sponsored by City Building

■ Legacy Award

Sponsored by Hacking & Paterson

■ Glasgow Welcomes Service Champion Award

Sponsored by Glasgow Welcomes

■ Lifetime Achievement Award

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For further information visit:

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The Herald and Glasgow Chamber of Commerce are delighted to be working with Glasgow's award-winning city brand PEOPLE MAKE GLASGOW to host the 2017 Inspiring City Awards, celebrating and rewarding the people and organisations that make Glasgow flourish.

It is only fitting that we host one big party to highlight the incredible work taking place in the city, we hope you can join us!

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**INSPIRING CITY
AWARDS 2017**

**PEOPLE
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GLASGOW CHAMBER OF COMMERCE The Herald

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The Glasgow Business Awards 2016 Winner

Space pioneers

Stellar performance by makers of innovative satellite technology

The rocketing success story of high-tech satellite maker Clyde Space – which won The Glasgow Business Award for Innovation in Business 2016, sponsored by MadeBrave® – is continuing to attract international recognition.

Clyde Space, Europe's leading manufacturer of cutting-edge miniature satellites, won a second award for innovation during the summer. On behalf of the business, its Chairman Will Whitehorn accepted the *Sunday Times's* prestigious SME Export Track 100 award for innovation, sponsored by Lloyds Banking Group.

This came only weeks after being given the Queen's Award for Enterprise in the innovation category.

Clyde Space Chief Executive Craig Clark said he was delighted at the recognition of the achievements of the company and its staff.

Mr Clark, who was made an MBE for services to innovation and technology, spoke about the city's leading expertise in the sphere of satellite technology.

"Last year Glasgow produced more than 60 satellites, more than any other city outside of Silicon Valley. This is as a direct result of investing heavily in the development of new products and production capabilities, including the design and launch of world's most advanced nanosatellite and a nanosatellite assembly line," he said.

Mr Whitehorn said: "Almost everything that's happening at the moment, in terms of industrial development in Silicon Valley, has got an eye to space. It is the place where most things we are doing now are happening. As it is getting much cheaper to access space technology, almost every big company within ten years will hope to have a satellite, and hopefully Clyde Space will be involved in making them."

Craig Clark added: "Innovation is at the forefront of everything we do at Clyde Space. Our business is based on the provision of cutting-edge products for the fast-growing small satellite sector. Clyde Space is widely considered as the industry's Quality Innovator, meaning that we can balance the introduction of new ideas



Fred MacAulay, Host; Andrew Strain, Vice President of Engineering, Clyde Space, and Andrew Dobbie, Director, MadeBrave®, at The Glasgow Business Awards 2016



The Glasgow Business Awards 2016 Main Sponsor



and technologies into our products while maintaining the quality of design and production expected of something that needs to operate in the harsh environment of space for many years. Our approach to innovation is enabling a range of exciting commercial and science applications of space."

Clyde Space products have established an impressive reputation since the company was founded in 2005. It has earned a worldwide recognition for excellence as a small-spacecraft solutions provider following the launch of Scotland's first spacecraft, a CubeSat for the UK Space Agency, in July 2014.

Clyde Space is currently developing multiple spacecraft for an array of mission types and subsequent applications for customers around the world. One such mission is the 3U platform for Kepler Communications, the spacecraft will launch Kepler's novel Software Defined Radio (SDR)

and antenna array at the end of 2017, supporting Kepler in deploying its in-space telecommunications network. Data collected from the satellites will have a range of applications from intelligent shipping to smart agriculture, traffic management and even wearable technologies such as temperature monitors to improve personnel health and safety.

The tiny satellites support an increasing range of new and technically challenging space applications, from quantum technology to fire detection in remote regions. The company's approach to designing and building spacecraft systems is enabling a new generation of spacecraft for commercial, civil and military applications and is pushing the boundaries on what is capable with small satellites.

Clyde Space is backed by Scottish investment companies Coralin LLP and Nevis Capital.



COUNTDOWN

A year to go until European Championship sports bonanza

With a year to go before the European Championships, Glasgow's businesses are preparing for opportunities while tickets for events are now on sale. Glasgow 2018 is a brand new multi-sport event taking place across Scotland featuring the existing European Championships for aquatics, cycling, gymnastics, rowing and triathlon plus a new golf team championship at Gleneagles. The European Championships bring together the elite of European athletes.

Championship Director Colin Hartley said: "With nearly one year to go, we are continuing to work hard alongside the European sports federations and our partners at Scottish Government and Glasgow City Council to ensure that everything is in place for a must watch, must attend celebration of sport and culture."

"Glasgow is a gateway to Scotland and I have no doubt that the city's famous welcome will be clear to see to the thousands of athletes, officials

and fans arriving in Glasgow in August 2018 and to a potential TV audience of one billion watching at home.

"This multi-sport event, the biggest to come to Glasgow and Scotland since the Commonwealth Games, offers a number of procurement opportunities for businesses. During the next few months, about 17 tendering contracts each with a value of more than £50,000 will be available to businesses who have registered with publiccontractsscotland.gov.uk covering a range of services including medal design and production,

audio visual systems and sports equipment. We will continue to engage with businesses to ensure they are aware of the many opportunities the Glasgow 2018 European Championships will bring."

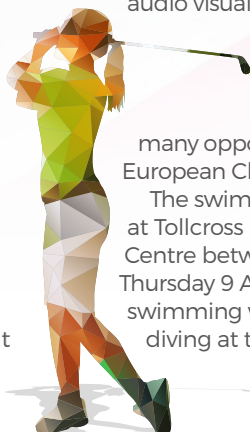
The swimming events will be held at Tollcross International Swimming Centre between Friday 3 August and Thursday 9 August. The open water swimming will be at Loch Lomond, diving at the Royal Commonwealth Pool in Edinburgh and synchronised swimming will be

held at Scotstoun Sports Campus.

The rowing competition will run from Thursday 2 to Sunday 5 August at Strathclyde Country Park in North Lanarkshire. Later, about 160 of the top triathletes on the continent will compete at the park between 9-11 August, with individual male and female events taking place alongside a thrilling mixed relay event. The cycling road race will be on Sunday 5 August starting and finishing on Glasgow Green. Slovakian star Peter Sagan clinched gold at this event during the 2016 Championships. A new Olympic standard track, which will be located in Knightswood Park in the west of Glasgow, will host all BMX events.

Gymnastics will begin at the SSE Hydro on Thursday 2 August.

Sponsorship opportunities that will give businesses the right to associate with the event and receive a rights and benefits package are available. Businesses interested in sponsorship opportunities can find out more by visiting glasgow2018.com or contacting the sponsorship team at info@european Championships.com





Glasgow refurbbs are leading the way

The city's growing business for quality, second-hand buildings is balancing out the lack of new-build offices

Two of the larger deals in 2017 in Glasgow have taken place within second-hand buildings requiring refurbishment. This includes the largest deal of the year to date, where the Student Loans Company has taken 40,853 sq ft at the Europa Building on Argyle Street.

On new-build space, the largest letting saw Mott MacDonald take 34,515 sq ft at St Vincent Plaza, while Wood Group also signed for 17,249 sq ft in the same building. Elsewhere, energy regulator Ofgem has acquired 21,155 sq ft of space at Commonwealth House, Albion Street.

The largest asset sale of the year so far has seen Cuprum sell for £28 million to Credit Suisse, representing a yield of 6.8 per cent.

With the first half of 2016 the strongest six months on record for the Glasgow office, it was inevitable that take-up would fall short over the same period in 2017.

"The lack of new office development

in the city is a real concern, while there are several good quality refurbishments these will only offer short-term respite," said Audrey Dobson, Senior Director of real estate agents CBRE in Glasgow.

The political uncertainty around a second independence referendum is now less of a concern and Glasgow may be a beneficiary as employers seek to take advantage of the significant skilled labour pool and operating costs, which are lower than many competing regional locations."

Overall, during the first six months of 2017, take-up was 235,384 sq ft, 43 per cent lower than the same period in 2016. However, this is more in line with the second half of last year, down by just 6 per cent.

With a lack of new-build stock hitting the market, this level is likely to remain unchanged for the time being. However, with very limited supply of Grade A space, occupiers are actively considering refurbishments. Prime rents in Glasgow stand at £29.50 per sq ft.

Dr Mark Robertson, a Partner with Ryden, said: "The two largest office markets, Edinburgh and Glasgow, are showing similar levels of take-up at good rates over the past 12 months. The two cities do have different development cycles with Glasgow in the refurbishment cycle and no new office development until at least 2020, whereas Edinburgh is currently bringing forward new schemes."

With this further tightening of Grade A supply, it is expected that refurbished Grade B accommodation will return to the market throughout the year.

Meanwhile, Glasgow City Council has approved the completion of the southern extension of Buchanan Galleries to take place earlier than previously planned.

Work will now begin in 2018, with a completion date of 2019.

When completed, it will deliver about 1,500 additional jobs and bring in £36 million to the economy.

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Developing the
Young Workforce





Campus hub of creativity

Old hospital site breathes life into ambitious plan for learning and research

Words by: *Kenny Kemp*

The University of Glasgow has been part of the city for more than 550 years. Today, the redevelopment of its campus is paving the way for the next chapter of its journey.

When the former Western Infirmary site was bought by the university of Glasgow, it marked a reacquisition over a century in the making. Originally part of its campus, the university sold the land to the hospital on the understanding that were it ever to close, they would be first in line to buy it back.

A hundred years later, the university's student population has increased more than tenfold. With the estate rapidly

filling up, the extra space could not have come at a better time, but the development isn't just about extra classrooms.

"The breathing room it'll give us is vital of course, but it's more than that – it's an opportunity to entirely rethink our campus," says Professor Neal Juster, the university's Senior Vice-Principal.

The university's ambitious masterplan details £1bn of investment over a 10-year period, £110 million of which is set to be raised through a philanthropic campaign launching in 2018. It's one of the largest capital projects in higher education today, and represents a higher level of public investment in

Glasgow than the 2014 Commonwealth Games – a fact not lost on the university.

"Supporting the regional economy is a major priority. We want to open our campus up to the local community and make it a destination for everyone. There'll be public access to buildings, a new civic square, and a mixed development that will bring new businesses into the area. It's going to be a huge asset for the entire city."

Key to the realisation of its vision will be the development of two major hubs – one devoted to teaching, and the other to research. Construction has already begun on the Learning and Teaching Hub.



Top left: View from University Square
Bottom left: Learning and Teaching Hub
Above: Aerial shot of development site



unique. It represents not just an entirely new way for our teams to work together across different fields of expertise, but an entirely new approach to our engagement with industry, bringing partners on campus to work alongside our world-class researchers. It's going to be transformative in terms of how quickly we can turn our research into real world impact."

The Research Hub will itself be surrounded by space for start-ups, entrepreneurs and SMEs, as part of the citywide plans to establish an innovation district in the City's West End and Clyde Waterfront area.

"We're going to start to see a real critical mass of innovation in the area over the next decade – in the areas of quantum technologies and chronic diseases on the campus, in precision medicine at the new Queen Elizabeth University Hospital, and in the creative arts too through our partnership in the revitalised Kelvin Hall."

Fittingly then, the old hospital site is finally set to get a whole new lease of life.

"It's teaching on a whole new scale. There'll be a 500-seat auditorium and space for 3000 students overall. But at the same time there's a real focus on how the learning experience is changing, and there'll be lots of areas for students to work together in groups, making use of the latest collaborative technologies."

It's a philosophy reflected in the second hub – a flexible research facility where the university's elite researchers will form interdisciplinary teams and work alongside partners from industry to tackle some of global society's most pressing challenges.

"The Research Hub will be truly

We're going to see a real critical mass of innovation in the area over the next decade"

High stakes in lending race

Banks keen to secure SME business as new challengers step up pace to win bigger share of sector's ambitious growth plans

Words by: *Kenny Kemp*

The combined power of the small and medium-sized enterprises (SMEs) in Glasgow and the greater Clyde area represents a powerful economic dynamo worth several billion pounds each year. So it is easy to see why the major banks are concentrating their renewed firepower on securing this business.

Of course, the banks are fighting to rebuild their reputations at a time when new 'challengers', such as Aldermore, Shawbrook, Hampden & Co, Metro and Atom are appearing to take up any slack. However, it remains to be seen if such challengers have a higher risk appetite when they are trying to build solid financial businesses.

It is clear that the big players, such as Royal Bank of Scotland, Lloyds Banking Group, which owns Bank of Scotland, HSBC, Santander, Barclays, Clydesdale and TSB are vying for new leads and opportunities.

Despite economic uncertainty, magnified by the trials of Brexit, the banks appear in better shape to support Glasgow's SMEs than at any time since the financial crisis in 2008. This healthier picture is confirmed by Prof Russel Griggs, the Scottish-based independent external reviewer to the Banks' Appeals Process, who agrees that a drop in complaints over

lending suggests that the banks, in general, are behaving more in line with customers' expectations.

He said: "We are definitely seeing better levels of conversations between the banks and their customers, and the banks have discovered this can even increase levels of lending. In the past six years, we've handled more than 18,000 SME appeals with over £100 million put back into the economy. This encourages me, but there is no room for complacency because there are still pockets of poor banking practice towards SMEs."

He said that banks, facing tougher compliance and regulations, are far more careful about lending to SMEs and require a clear plan of how any loans will be repaid.

So, how are things on the ground in Glasgow? Bank of Scotland, now owned by Lloyds Banking Group, has increased the amount of lending available to SME and mid-market customers, with up to £750 million turnover, by £2 billion this year.

Scott McKerracher, Bank of Scotland's SME Area Director for Glasgow & West of Scotland, who joined after a senior career with Clydesdale Bank, said: "We've seen many twists and turns in 2017, both

from a political and economic point of view but it's clear that many businesses are getting used to operating in uncertain times."

He said that while there are questions to answer about the shape of our relationships with our biggest trading partners, Scottish SMEs are determined not to be held back.

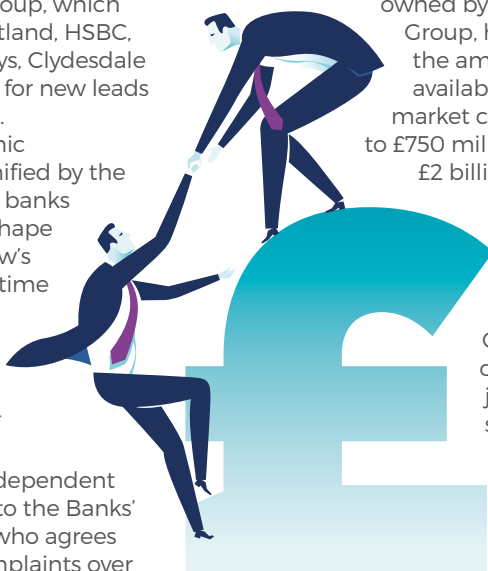
"They're sticking to their strategy, adapting to different challenges and getting on with running their businesses," he said.

"We have grown our lending to SMEs by 30 per cent since 2011, while lending across the industry has declined by 12 per cent."

McKerracher said his bank is committed to supporting SMEs with their ambitious growth plans. A team of sector specialists is working with customers to identify funding capital expenditure and working capital needs. This includes asset finance and invoice finance-based products.

Susan Fouquier, Royal Bank of Scotland's Regional Managing Director for Business Banking in Scotland, said: "The SME sector is vital to the Scottish economy and last year alone the Royal Bank helped 135,000 SME customers, with more than £1 billion extended through a variety of financing options. It is also an area with a unique ecosystem and we work hard to respond to its specific needs through support networks such as our Women in Business specialists."

"Our support of this year's Glasgow Business Awards outlines our commitment to the sector in the city and how crucial we see it for us as a bank – and for the county as a whole."





Clydesdale Bank's owners, CYBG plc, has made £6 billion of lending available to SMEs between now and 2019, with £350 million for SMEs seeking finance to grow. Gavin Opperman, a spokesman for CYBG, said: "With our rich and long-standing heritage across in Glasgow, we recognise the important role local businesses have in forming the backbone of the economy, by providing employment and financial security for business owners and their employees. Clydesdale has been a regional economic champion for more than 175 years and we have a history of supporting businesses at critical moments in their growth."

“Our support of this year's Glasgow Business Awards outlines our commitment to the sector in the city”

Carol Anderson, TSB's Director of Branch Distribution and Business Banking in Scotland, said: "Our presence in Glasgow remains strong and we're continuing to make banking better for our local customers. For example, over the past three years, we've invested around £2 million in the Glasgow area and we've refurbished our branches in Clarkston, Shawlands and also our flagship branch at St Vincent Street. Our focus in Glasgow is to serve local people and businesses which, in turn, helps fuel the local economy."

But Glasgow businesses also require finance to ensure they can export their goods and services. McKerracher at Bank of Scotland said: "We are also helping SMEs with their exporting ambitions or those who are looking to do so for the first time. We have developed an online International Trade Portal, designed specifically to help Scottish firms find new export opportunities, or track down suppliers overseas. We're also working with the Department for International Trade on a range of initiatives to encourage Scottish businesses to trade internationally and we are supporting a UK-wide commitment of helping 25,000 first-time exporters by 2020."

Santander Scottish Chief Graham Silcock said it expects to increase lending to SMEs in Scotland this year.

He sees scope for the Spanish-owned firm to win market share in Scotland with its 'challenger' bank approach. Santander has also been working with Glasgow businesses with its export initiative, and says its network in Spain, and the America, including Brazil, can help to open local doors for interested West of Scotland export-minded businesses.

HSBC recently unveiled its plans to increase the funding to SMEs in Scotland to a record level. It has allocated £500 million for lending to SMEs in Scotland, up from £450 million in 2016.

"We have ring-fenced £500 million as part of our SME Fund for businesses in Scotland," said Alison McGregor, the bank's Scottish head.

For example, HSBC provided £3.8 million funding to help enable Kangaroo Self Storage to create additional units at the existing Glasgow site. The storage centre houses 588 storage rooms and is expanding with an additional 355 rooms.

McKerracher seems to sum it up: "Whatever further challenges lie ahead, I know that we can help Glasgow SMEs to prosperity by providing the insight, support and introductions that are invaluable to firms in the current climate."

There will always be bumps along the way for SMEs, but there now appears a more settled road ahead.

‘Communities spur fresh appr



Glasgow City Council
Leader Susan Aitken
stresses how inclusivity
and collaboration
will deliver projects of
scale and ambition

Words by: *Kenny Kemp*

There is a palpable sense of renewal in Glasgow after the seismic local elections in May ended a generation of Labour dominance in the City Chambers and brought in bright and ambitious new SNP leadership. Scotland's largest city can expect to see a level of realism across all "communities of interest" – including the business community – with its fundamental premise being 'inclusive economic growth'.

"I get the sense talking to people out and about – and even those who maybe didn't vote for us – they are quite

pleased there is a change. There is a sense that there is a fresh start," says Councillor Aitken, speaking exclusively to Glasgow Business.

Cllr Aitken, sitting in her office in the imposing Victorian City Chambers, talks animatedly about this fresh approach for Glasgow, with collaborative ways of working and a focus on opportunities for those who have missed out on the benefits of the city's economic success story.

Over the summer, the new leadership has been opening up the Chambers to a variety of summit meetings with

of interest' to reach to growth



various sectors and interest groups, all part of the SNP's First 100 Days in office. The new Council leadership prepared this groundwork before its arrival with a series of away-days examining every aspect of Glasgow life and what needed to change. This culminated in the SNP's Manifesto for Glasgow which, after winning the mandate in May, is clearly the template for the next few years.

For Glasgow business people, one of the dominant themes is the creation of a new Glasgow Partnership for Economic Growth (GPEG), which includes the city's corporate and SME

sectors and Glasgow Chamber of Commerce. It will also expand to take in social enterprises and the community co-operative development. GPEG will bring all aspects of economic development under one roof, with Sir Jim McDonald, the chair of its predecessor, the Glasgow Economic Leadership (GEL) board, sharing GPEG's chair with Cllr Aitken. This, she feels, will help move the board back into line with the democratic structures of the city.

"There was a gap between strategy and delivery, and there has been a growing understanding that we have all

this incredible GEL expertise with great ideas but they are not being transferred into action and there needs to be a stronger and clearer line from GPEG through to targeted deliverables that are monitored and accountable," says Cllr Aitken.

With the £1.13 billion City Deal, aided by £500 million pledged by the Scottish Government, this is an opportunity for projects of scale and ambition, and, says Cllr Aitken, partnership is key between the Council's own economic development agency, Scottish Enterprise, Skills Development Scotland

and Glasgow Chamber of Commerce.

Ms Aitken talks about the “cult of municipalism” which has dominated Glasgow’s past, where the Council has decided, rightly or wrongly, what is good for the people.

“The Council is in a position of leadership but it is as much about being a facilitator and an enabler of change and progress. We don’t always have to own it and control it,” she says.

“We’re not expecting to change everything overnight because it’s a big job, but along with my deputy David McDonald and the rest of the team, we have a common will to get things done. We are not hanging about and the key to getting things done and moving forward is having good relationships with people.”

Here Ms Aitken means listening to people, openness, transparency, stronger levels of civic governance, and then working constructively wherever possible.

“In the modern economic context for public services and agencies, we are clear and understand that it is tough – and it’s not going to change in the foreseeable future – so we have no choice but to work with others.”

While she makes a strong appeal to Glasgow’s business community to work with her Council as part of Team Glasgow, she asks that people understand the underlying rationale.

“We can’t do what we want to do without the business sector, employers and job creators. We are clear about inclusive economic growth, which is also part of the Scottish Government’s economic strategy, and this means we

“We are not hanging about, and the key to getting things done and moving forward is having good relationships with people”

don’t do anything without thinking about its social impact.”

This is about decision-making that always considers the impact on people in all of the city’s communities.

“We want to turn it around for the people who get the worst deal in Glasgow whether it is access to education, employment or health prospects. For this to happen, we need to have an economy that is doing well and Glasgow employers that are not just surviving but thriving.”

The Council Leader wants to create the best environment for businesses so that creates jobs in every part of the city.

“We recognise there are some parts of the city where there isn’t an infrastructure for business and that is something we need to change because we need to be able to provide good, secure jobs for people in the places where they live,” says the councillor who has been a freelance business person and is married to the director of a small-scale environmental consultancy, Renewables Unlimited, based in the city.

She maintains there are too many neighbourhoods where there is not access to employment and she urges employers to tell the Council about what is needed in terms of skills and what kind of workforce is required to deliver growth.

Cllr Aitken, who represents Langside in the South Side, says Glasgow’s industry and business leaders have a clear idea of the city’s growth sectors and have identified the skills gaps and career flexibility that needs addressed. However, she says that whether the right links are being made in joining the dots is “open to question”.

“There’s a lot to be done on this and this is recognised by the Council. There is some serious thinking going on in how we address that. One of our manifesto commitments was to move to a position where there are no NEETS [Not in education, employment or training], and all school-leavers have a clear destination in mind.”

She also spoke about the need to improve the city’s transport infrastructure, and has been impressed by Amanda MacMillan’s collaboration with the Council over the future rail link to the airport, which is one of the City Deal’s ongoing projects.

“There is no question that integrated transport connectivity is crucial and improving it is vital for economic growth ... and part of this is massive carbon reduction is vital for the city. We’ve committed to a low-emission zone in the city centre.”

Cllr Aitken is also clear that the environment, including air quality and even tackling litter, rubbish and tipping left on ugly urban sites, must be improved dramatically. She talks about the importance of encouraging the not-for-profit firms, co-ops, local SMEs which will be part of the growing Circular Economy and “inclusive” growth. She is also excited about the city’s space industry in Maryhill, the two innovation quarters of Glasgow and Strathclyde universities, and the opportunities for healthcare and precision medicine.

“We need buy-in from the whole business sector about ‘inclusive’ growth and being an active and enthusiastic participant in that. My experiences working with the Chamber is that there is buy-in on this. The outcomes for people is what this is all about.”

A roster of new investment such as improving the city centre street-scape, building new housing, and a connecting bridge from Sighthill into the city centre, are being financed through the City Deal.

“These projects are all fantastic but we have to ask ourselves what are the outcomes for people and how does this make better lives? We’ve got to make sure this is the best value and the right way to spend this investment,” she says.

She acknowledged that the majority of Glasgow business people are emotionally involved in the city and feel immense pride in running companies in the city. Some Council regulations are perceived as petty and damaging to business, and she says that her officials will look seriously at any rules that frustrate and annoy Glasgow firms. She agrees that sorting the irritating things proves that a council is listening. For Cllr Aitken, there is a great deal to do, and Glasgow’s businesses can expect to see changes that lead to progress.



Susan Aitken, Leader,
Glasgow City Council

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OPPORTUNITIES TOO GOOD TO MISS



More businesses exploring potential of new overseas markets as Clydesdale Bank offers SMEs funding and specialist advice

Any business will understand the challenges that can come with international trade, but with almost £79 billion of goods and services being exported from Scotland every year, for some companies it could be an opportunity too lucrative to miss.

Our international trade partner, Clydesdale Bank, has seen a real push from businesses in Scotland wanting to expand from purely domestic trade and explore new markets outside Europe. The number of queries and requests to open currency accounts has increased and the Business Banking teams are holding regular appointments with clients who want to discuss the feasibility of expanding internationally.

An interesting trend, which is emerging, is that higher risk markets are now being considered. Some of the African nations have historically been

areas that customers have generally ignored, because it has simply been easier to trade with Europe. However, business owners can see the value in diversifying their customer base and not being exposed to the performance of only one economy.

Banks play a critical role in supporting Scotland's economic growth. SMEs make up 99 per cent of all UK businesses, so CYBG, owner of Clydesdale Bank, recently committed to lending £400 million to Scottish SMEs over the next three years, part of its £6 billion UK pledge. This funding will ensure SMEs have access to finance to grow and develop – which could allow them to take advantage of new trading opportunities. Clydesdale Bank also launched its SME Health Check Index that provides industry insight and trends into the state of the economy and the challenges faced by SMEs.

Of course, there are risks to trading internationally – non-payment, control of goods, foreign exchange movements, regulations, sanctions etc – so due diligence is imperative and that is where the bank's partnership with Glasgow Chamber of Commerce has been hugely beneficial to their customers, having access to global contacts and the team's wide expertise in areas like export documentation.

Glasgow Chamber's objective to make Glasgow prosper and encourage growth sits very much with Clydesdale Bank's ethos. Glasgow is one of its core heartlands and the home of its head office. With more than 175 years of history in this city, Clydesdale Bank wants to ensure that it is doing its best to support the local and Scottish economies.

Let's talk success

Glasgow's growing reputation as a world stage for conferences and events is delivering big economic benefits from business tourism

Words by: *Stewart McRobert*

Glasgow has established itself as one of the world's leading conference destinations. As a result, business tourism contributes significantly to the city's economy.

Most recent figures for the financial year 2016/17 show that, through to 2023, Glasgow has won 526 new international and UK conferences worth £142 million. That is the city's best ever annual return.

Furthermore, a report issued in May 2017 by a leading industry body, the International Congress and Convention Association (ICCA), showed that Glasgow attracted more international delegates in 2016 than major competitors including cities such as Geneva, Sydney, San Francisco and Johannesburg. It also held more international conferences than Zurich, Frankfurt am Main, Moscow and The Hague.

All of this activity has a positive impact on the city's businesses. As Alan Busby, Head of Events at Glasgow Chamber of Commerce, said: "The health of Glasgow's conference and events sector helps attract major investment and a high number of foreign visitors to the city, while continuing to build Glasgow's reputation in the world.

"Bringing in major conferences, especially those focused on the medical and life sciences sector, helps bring talent here and reinforces Glasgow's position as a centre of excellence in those fields. Once again that means greater investment and more jobs."

One of the key sites in the city is the Scottish Event Campus (SEC) at

Finnieston. Kathleen Warden, Director of Conference Sales, SEC, said: "Glasgow continues to enjoy huge benefits when a conference chooses our city to stage its event. The economic impact is generated through things like hotel bed nights, transport, visitor attractions and restaurants. In addition to the economic benefit is the positive impact on the knowledge economy and inward investment.

"We are very fortunate to have the best convention bureau in the UK who work with us on a daily basis – a partnership approach that is envied by our competitors worldwide and one that sets us apart."

New bids

Glasgow's Convention Bureau is the city's primary point of contact for conference organisers and has responsibility for securing major UK and international meetings. In Glasgow's Tourism and Visitor Plan to 2023, the city committed to building on its existing conferencing credentials and calendar of events. The Convention Bureau works on around 100 new bids every year and is currently bidding on new business as far out as 2026.

Establishing clear points of difference between Glasgow and other major cities is vital. Accordingly, a uniquely personal approach, reflected in the PEOPLE MAKE GLASGOW brand, underpins promotional campaigns.

Furthermore, the Convention Bureau has developed strategic partnerships with city and national organisations. These range from the wider business

Kathleen Warden,
Director of Conference
Sales, SEC



**“Globally we
continue to
secure a
solid pipeline of future
conferences for the city”**

community (including Glasgow Chamber of Commerce, Greater Glasgow Hotels Association, Glasgow Restaurant Association, Glasgow Taxis, and ScotRail) to the Scottish Event Campus (SEC), NHS Greater Glasgow and Clyde, and Glasgow's five universities to VisitScotland.

Aileen Crawford, Head of Conventions at Glasgow Convention Bureau, said: "We are undertaking activity which also assesses the additional, or legacy, benefits achieved through hosting conventions in the city. This has included interviewing conference clients, analysing quantitative and qualitative data, conducting evaluation research, producing case studies, liaising with industry and academic partners and really getting under the skin of meetings held in the city, beyond their economic outcome."

Aileen cited a recent example – the meeting of the European Forum for Industrial Biotechnology (EFIB). In this case, a series of "beyond conference" networking events and exhibitions aimed at fostering business and partnership working opportunities between local industry and delegates was created.

She added: "Understanding these impacts has helped position Glasgow as the Convention Bureau of the future and an industry leader.

"In December 2016, Glasgow's efforts to gain a better understanding of the wider benefits for businesses and the city as a whole were commended by the Association of British Professional Conference Organisers (ABPCO). The campaign collected the Chairmen's Award at ABPCO's Excellence Awards."

Forefront

Maintaining the success that has been achieved so far means making the changes required to stay at the forefront of an aggressively competitive international market.

Alan Busby noted: "The city does understand the importance of this sector and I was delighted to hear of the proposed further development of the SEC. This would make the task of those who promote the city much easier. The increase in capacity that the upgrade would bring would allow major conference and events to run simultaneously.

"To complement this it would be good to see further investment in other areas. The Chamber welcomes further investment in the support infrastructure, such as hotel rooms, to make sure Glasgow continues to compete on the global stage for large-scale events."

Kathleen Warden echoed this view. She said: "While we are in a very strong position with our transport access, hotel

stock and, of course, our facilities, there is always room for improvement. That is why we are constantly investing in things like technology to ensure we are ahead of the game. However, I would say you can never have too many hotels or direct flights."

Ending on an upbeat note, she added: "The outlook for the future is positive and despite increasing competition in the UK and globally we are continuing to secure a solid pipeline of future conferences for the city."

AMBASSADORS SELL OUR CITY

The growing strength of the city's Conference Ambassador Programme is a key component of Glasgow's success. Managed by the Glasgow Convention Bureau, it supports more than 1,700 influential active ambassadors drawn from the city's business, academic, scientific, and medical communities. They persuade their own sectors and associations to host a conference in Glasgow. In 2016/17, the programme contributed almost half (44 per cent) of all conference business won by the city.

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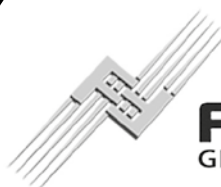
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A £100 million revamp will future-proof Glasgow Queen Street for anticipated passenger growth

Trains, planes, buses and taxis take the strain

Rail and air investments are paying dividends for business travellers

Words: *Andrew Collier*

Even in this age of the internet and instant communications, there's no substitute for meeting people face to face. That's particularly true of businesses.

Senior staff need to see clients, exploit business development opportunities, have discussions with colleagues and attend training sessions – and a lot more besides.

Regardless of the size of your

operation, whether it's a micro business or a large corporate enterprise, you may need to be able to travel quickly and easily, and often at short notice.

As long as the trip isn't too long and tiring, sometimes using your own car is the easiest option. That's particularly true if your meeting is out of town. For most people going to urban centres,

though, road and rail remain the obvious choices.

These days, travel within Scotland, unless you're going from the Central Belt to Shetland or Stornoway, is usually more convenient by train.

It's about to become easier again with the £742 million electrification of the country's busiest route between Glasgow and Edinburgh via Falkirk High. A new fleet of faster-

accelerating, longer and greener trains is scheduled to start arriving within weeks, lopping 10 minutes off the journey time and taking it down to just 42 minutes.

Stations, too, are being upgraded. The new £41 million Edinburgh Gateway tram-train interchange opened at the end of last year, and four new stations at Dingwall, Stonehaven, Bishopbriggs and Lenzie were commissioned at the end of June.

One of the biggest upgrades of all is planned at Glasgow's Queen Street station – the third busiest in Scotland, with 20 million passengers a year. The £100 million revamp will allow for longer trains and future-proof the station for anticipated passenger growth up until 2030.

The new building will feature a stunning 500 square metre glass facade and should be completed by 2019.

ScotRail hasn't had its problems to seek of late in terms of journey times, but things have dramatically improved recently. Indeed, the company reported that 95.4 per cent of Scotland's trains ran on time in the week up to 3 July – its best performance since the start of the Abellio franchise.

Perry Ramsey, Operations Director at The ScotRail Alliance, says: "We are undertaking the biggest upgrade to Scotland's rail network since Victorian times. We will never rest on our laurels – we will continue to work hard every single day."

Free WiFi is now available for customers at more than 50 stations and by autumn next year, almost 90 per cent of the fleet will be connected.

ScotRail bosses hope to reach 125 million passengers per year by 2025. The company's Communications Director, Rob Shorthouse, said: "We're building the best railway that Scotland has ever had. This means more seats, more service and faster journeys. It also means giving our customers

“We’re building the best railway that Scotland has ever had. This means more seats, more service and faster journeys”

Amanda McMillan,
Managing
Director of
Glasgow Airport



the best experience possible.

"WiFi is very much a part of that. We've had it on trains for some time now, helping people stay in touch and do work on the move. But we know that journeys start well before you board the train, which is why we're rolling out hotspots to key stations.

"I'm delighted that we are now able to make journeys better for our customers using these stations by keeping them connected while they wait for their train or connecting bus."

Air travel is also booming, and there are strong indications this will continue. One driver for further growth could well be the replacement of Air Passenger Duty (APD) with a new devolved Air Departure Tax (ADT) in Scotland from April 2018.

The measure was passed by the Holyrood Parliament in June. The Scottish Government wants to halve the current charge before eventually scrapping it completely. It says that the move will help airlines, airports and travellers by encouraging more routes and competition.

In the meantime, Glasgow Airport in particular has good news to report. For the first time in its 51-year history, it recorded more than one million

passengers in June, representing a 5.7 per cent increase on the same period in 2016.

Demand for EU scheduled services increased by 16.1 per cent thanks to additional capacity on destinations including Berlin, Amsterdam, Dublin, Bucharest and Düsseldorf as well as new routes to Brussels, Valencia and Lisbon.

The airport's success in strengthening its European connectivity continued with the introduction of a new twice-weekly Blue Air route to the Romanian city of Iași, near the border with Moldova.

Long-haul routes were up 12.4 per cent due to strong demand on services to North America and Dubai.

Amanda McMillan, Managing Director of Glasgow Airport, says: "To exceed one million passengers is yet another significant achievement.

"Our strong performance in the first half of 2017 has been driven by our efforts to enhance existing services and expand our growing network with new destinations to give even more choice to our customers.

"Route development continues to be a key priority in driving growth at the airport and we're looking forward

to welcoming a number of services in the second half of 2017 to exciting new destinations including Madrid, Krakow and Frankfurt."

One of the biggest carriers, EasyJet, has recently celebrated carrying 30 million passengers from Glasgow. The airline continues to see strong growth at the airport and now has a network of 19 routes and a four-aircraft base there. It anticipates further expansion and an increase in the number of seats on sale of about 5 per cent to more than 7.4 million by the end of this year.

Glasgow Airport is a Glasgow Chamber of Commerce Platinum Partner and offers members discounted access to its international executive lounge. The Upper Deck is located after Security Control at international departures and is open seven days a week, all year round, apart from 1 January.

Complimentary facilities available in the lounge include tea, coffee, alcoholic and soft drinks; snacks; newspapers, magazines and business journals and WiFi.

For a lot of business travellers, a reliable and flexible taxi service can make the difference between

“We are passionate about Glasgow and very proud of our role as ambassadors... giving business travellers the very best first impression”



Stephen Flynn of Glasgow Taxis

frustration and a new deal.

Speaking on behalf of Glasgow Taxis – another Chamber partner company – Chairman Stephen Flynn says: “We have a vast range of market-leading services to meet the needs of all business travellers.

“For example, we provide a professional airport pick-up and drop-off service, guided tours of Glasgow or other nearby areas and landmarks with our fully trained tour guides, and an executive hire service with chauffeurs for larger parties and VIPs. We can even arrange one of our eye-catching People Make Glasgow taxis to transport visitors.

“Our vehicles can carry up to six passengers at no extra cost and all our drivers are PVG checked and have passed knowledge tests and customer care courses set and approved by Glasgow City Council.

“Above all, we are passionate about Glasgow and very proud and aware of our role as ambassadors – we love nothing more than giving business travellers the very best first impression of everything the city has to offer.”

APPOINTMENTS

PEOPLE ON THE MOVE IN THE BUSINESS COMMUNITY

Changeworks Recycling appoints a new Sales Manager

Changeworks Recycling has appointed Katy Murdoch as the new Sales Manager for its Glasgow division.

Katy has been promoted from her previous role as Client Relationship Manager where she influenced over 500 clients to adopt more resource efficient behaviours. She says, ‘I love building relationships with Glasgow



Katy Murdoch

businesses and providing bespoke yet simple solutions to help them become more resource efficient. Over the next year I'd like to see the Glasgow

client base enjoying healthy expansion as we are certainly geared up and ready to provide an exceptional service to businesses in the city.’

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Scott Lawson brings 25 years' experience to Martin Aitken

Martin Aitken Financial Services is delighted to announce the appointment of Scott Lawson as an Independent Financial Adviser.

Scott has 25 years' experience in the financial services industry and has significant experience of managing clients' investment portfolios and advising healthcare professionals on their NHS pension options pre & post retirement.

Adrienne Airlie, CEO of Martin Aitken & Co commented: “When accounting and financial



Scott Lawson

services seamlessly dovetail, it gives clients a reassurance that a one-stop-shop approach to their advisory needs is vital. Having Scott on board will

significantly help us ensure that our clients have access to the highest levels of professionally qualified advisers at all times”.



Streets paved with shopping opportunities

Exciting developments will enhance Glasgow's reputation for style

In Glasgow, people still like to shop until they drop. Of course, buying nearly everything on the internet these days is easy and pain-free, but the city's locals and visitors demand more than that.

They want to see the goods, try on the clothes, ask questions of staff. The city's retail outlets have a reputation for style and uniqueness forged over decades. Glasgow is determined to keep – and to continually refresh – its beating retail heart.

It remains the UK's largest centre for shopping outside London, with an international reputation. Indeed, the buzz and sheer range and quality of products on offer in its shops are some of the best and most compelling reasons for tourists to come.

More than two million people visited Glasgow in 2015, with hotel occupancy rates running at a strong 88 per cent. A lot of those people will have staggered home laden with bags full of newly bought purchases.

Smaller independent retail outlets remain popular, particularly in places such as the city's West End, which has always had something of a reputation for the unusual and quirky. But the city thinks big, too, with ongoing investment in large-scale developments in the centre which keep people – and earnings – flowing in.

The giant St. Enoch Centre, built on the original site of the iconic railway station of the same name, first opened in 1989 and remains an integral part of Glasgow's retail offering.

It is regularly upgraded and in April this year, it revealed its new Atrium Food Court following a £1.5 million investment which includes an enhanced dining experience and seating for 900. The new facilities also include free WiFi,



The already imposing Buchanan Galleries will grow further with a new southern extension

USB charging points and an improved play area which will be complete later this summer. Further developments are planned, including a new leisure facility which will have a multi-screen cinema. There will also be additional retailing space on the ground floor.

Anne Ledgerwood, the General Manager, says: "Retail has changed considerably in recent years and people are increasingly seeking to incorporate eating and entertainment into their shopping experience.

"We are continually looking at how the centre can be a must-visit Glasgow destination and not simply a convenient place to shop. This includes our overall customer service experience and we are reviewing this as part of a longer term vision to revitalise both the centre and the surrounding area."

One of the challenges Glasgow's retail sector has historically faced is that many of the biggest stores are in or near either Argyle Street or Sauchiehall Street, creating two distinct shopping

areas a few minutes' walk apart.

But the city centre is becoming better connected and more integrated. Buchanan Street – one of the main shopping thoroughfares linking these two shopping zones – is of particular appeal and importance to retailers. In many ways it is now the main city artery for shoppers, and this has pushed rents up to beyond £280 per square foot.

At Buchanan Street's heart is Princes Square, an iconic high-end signature development which originally dates from the mid-19th century but was turned into a stunning retail area in 1986. The writer Bill Bryson referred to it as "one of the most intelligent pieces of urban renewal" and last year, it was voted Scotland's best building of the last century.

Close by is the Buchanan Galleries development which now has the go-ahead for a southern extension which will be open for business in 2019. This is next to the soon-to-be-upgraded Queen Street Station – an issue which caused some problems for the planners, but which has now been resolved.



Susan Aitken



St. Enoch Centre plans to become an all-inclusive, must-visit leisure destination

“We are looking forward to significant benefits for the whole city as we work to make Glasgow city centre even more attractive”

proposals to improve public transport while considering measures such as charging high-polluting vehicles to access the centre. A greater range of flights in and out of Glasgow Airport is drawing new visitors, while new park-and-ride schemes make coming into the city more convenient.

Other moves will see more cycle paths and an Avenue of the Arts along Renfrew Street. The steep Scott Street that runs from Sauchiehall Street up into Garnethill will be closed to traffic and turned into a recreation zone.

The forthcoming Glasgow Region City Deal is also set to provide a boost to retail and other sectors. It foresees a £2.2 billion boost to output, 15,000 construction jobs and 28,000 permanent jobs.

Projects include £116 million for public and infrastructure in the city centre and another £114 million to develop some vacant sites around the Clyde waterfront. Plans also envisage a rail link between the airport, Paisley Gilmour Street and Glasgow Central stations.

Of course, there will always be competition for the Scottish retail pound, and there is strong rivalry with Edinburgh, with journey times between the two cities by rail shortly to be cut to 42 minutes through the EGIP programme. The capital isn't resting on its laurels either. The new flagship St James Centre will be open in 2020.

Yet the offerings in the two cities can be complementary. Says a spokesman for estate agents Savills: "Every centre and retail destination needs a point of difference in order to secure ongoing success and it's imperative that Glasgow and Edinburgh hold onto their own identity."

They almost certainly will, and that's good for everyone. No-one should expect to see the number of carrier bags being swung along Scotland's busiest streets falling anytime soon.

The Galleries is also part of the larger Buchanan Quarter project.

This is a Tax Increment Finance (TIF)-funded scheme which aims to leverage in £310 million of private sector investment, enabling significant public infrastructure works and area improvement. It will also create a 1500-space car park at the station with 35,000 square feet of retail units.

The Leader of Glasgow City Council Susan Aitken says: "The approval of these actions allows for the southern extension of the Buchanan Galleries to go forward while work on the Edinburgh-Glasgow Improvement Programme (EGIP) scheme at Queen Street Station continues.

"In taking this decision, we are looking forward to significant economic

benefits and opportunities for the whole city as we work to make Glasgow city centre an even more attractive location for visitors and investors. We will work with the developer to ensure that everyone can enjoy new and existing fantastic features."

To the other side of Buchanan Street, Sauchiehall Street, Charing Cross and Garnethill will see a project to completely transform the area. Visitors and shoppers will enjoy an upgrade of Garnethill Park and trees planted along Sauchiehall Street and there is to be a "green street" at Blythswood Street.

Any major retail centre needs more than high-quality shops and public space, however. It also has to be easily accessible. Glasgow is manifestly aware of this and is working on imaginative



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Digital learning symposium

City of Glasgow College will host its second International Education Symposium this October.

Focussing on digital learning and the student experience, the Symposium will bring together policy makers, senior practitioners, industry leaders and eminent academics from across education and digital technology sectors.

Following its launch last year – hailed a great success by delegates and guest speakers – this important Education Symposium returns to articulate the critical role of colleges in the economic success of our country and its digital future.

Delegates will hear presentations on and debate policies and practical solutions in support of core themes including: open education and using openness to improve collaboration, challenges of digital



learning and teaching, and maximising digital capabilities in colleges.

Panellists and speakers comprise leading researchers and renowned academics from across the globe:

- Principal Paul Little, Chair
 - Anders Flodström, Education Director, EIT Digital
 - Gillian Docherty, Chief Executive Officer, The Data Lab
 - Melissa Highton, Director of Learning, Teaching and Web Services, University of Edinburgh
 - Polly Purvis, CEO ScotlandIS
- The Symposium takes place on Tuesday 3 October at the college's City campus on Cathedral Street from 9.00am to 5.00pm.

For more information on this and future events, please visit www.cityofglasgowcollege.ac.uk

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