

Glasgow Business

THE MAGAZINE OF GLASGOW CHAMBER OF COMMERCE

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SPRING 2020

GLASGOW
CHAMBER OF COMMERCE



Championing our city

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Glasgow
Business

Plans for Glasgow

New President Paul Little details his experience and key initiatives for the Chamber

IT IS AN INCREDIBLE HONOUR

and privilege to be elected as the 133rd President of Glasgow Chamber of Commerce. I follow in the footsteps of many illustrious Chamber leaders who have played a pivotal part in the civic leadership of our great city. I will endeavour to live up to this rich legacy whilst steering our Chamber to enable inclusive growth and competitiveness in these increasingly volatile and uncertain times.

Of course, I have been actively involved with the Chamber for the past 13 years as both a Board member and through my position as the founding Principal and Chief Executive of the City of Glasgow College, Scotland's largest technological and professional tertiary college, having previously turned around four other institutions. A decade ago, I successfully merged Glasgow's four specialist colleges, including the internationally renowned Glasgow College of Nautical Studies, on the Clyde, to create a pioneering next generation world-class super college for 40,000 students and then built a super campus across two sites. Our graduates are the future lifeblood of commerce and employment in the city, so the connection between the Chamber and our world class college is indeed a strong one.

There has always been a really close link between the College of Commerce and the Chamber of Commerce and before that to the Allen Glen's school which produced many distinguished alumni, including Charles Rennie McIntosh.

And while the arrival of the United Nations' COP26 conference will be a game changer for Glasgow and the Chamber leadership, I will also be championing several distinct initiatives during my two-year presidential tenure: the development of the skills across our city; the promotion of lifetime

learning for all; the revitalisation of our mighty river Clyde which weaves through our communities; and the further growth of the City Centre and the wider city economy.

As a qualified yacht skipper, I am well-used to choppy waters. I have also served part-time with HM coastguard and the United States coastguard as a search and rescue Officer for 30 years.

I will also be supporting the Scottish Government's commitment to the Clyde Mission, promoting this transport artery and important economic zone along its banks in a new and innovative way. My preferred style is collective leadership to ensure that together we maximise the opportunities for all our communities, our members and of course these priorities also play into the wider debate about net-zero carbon for the city region, the increasing relevance of the green economy, and developing the young workforce, all areas where the Chamber already plays a significant and much valued role.

What is abundantly clear to me already is that the narrative of Glasgow and our metropolitan region is changing. It is more compelling than ever and has greater ownership too. We must all speak up and often about the multiple attributes of Scotland's greatest city, and I intend to do this across Scotland, throughout the UK, and also on our international trade missions. In particular, we must tell everyone about COP26 in November.

Our vibrant City Centre, with its scores of businesses, must continue to thrive and remain a magnet for locals and visitors alike to come and enjoy their shopping, work, learning and recreational time. We want them to spend more time, and of course their money in the city centre, including in our night-time economy. In addition, we must all

play our part to adapt the city to more urgently meet the climate challenges, without damaging our economy. This will require mature debate, careful planning, thoughtfulness and honest conversations. This is something I am especially keen to ensure during my tenure as President. Cities are where it's all happening, and we live and work in one of the greatest cities in the world.

Meantime, I look forward to working closely with Stuart Patrick and his diligent Chamber team and especially hearing from you, our valued Chamber members.

Paul Little, President
president@glasgowchamberofcommerce.com



Glasgow Chamber AGM elects Paul Little as President and boosts Board

OUTGOING CHAMBER OF COMMERCE

President Jim McHarg presented Paul Little, Principal and Chief Executive Officer of City of Glasgow College, with the chain of office as the new President at a ceremony in Glasgow.

At the Chamber's ruling Council meeting, which immediately followed the Annual General Meeting in January, Mr Little was unanimously elected as new President for a two-year term.

He succeeds Mr McHarg, who will serve two years as Immediate Past President. Mr McHarg spoke of his honour in representing the Chamber at home and on numerous trade visits.

Paul Little said: "It's an honour to be asked to be President of Glasgow Chamber of Commerce, following in the footsteps of Jim and his predecessors in the hard work they have all done.

"I would pay particular tribute to Jim's contribution in supporting the Chamber's international trade work. He has personally represented the Chamber in Germany, Italy and most recently on the Chamber's mission to Shanghai.

"He has also taken on responsibilities with the British Chambers of Commerce, chairing the Scottish Regional Assembly. It is also under Jim's leadership that Glasgow Chamber initiated the creation of a new positive Glasgow Business Story in partnership with Glasgow Airport and Glasgow City Council."

He added: "The Chamber faces an extraordinary year with justified confidence. COP26 will dominate the agenda in the city this year and I am keen that the Chamber is fully involved both in informing members of all the practical issues that will arise from such a large event but also in helping members to communicate to the world their excellent work in tackling climate change. We will certainly be continuing our emphasis on the circular economy – encouraging a city-wide strategy, working directly with Glasgow companies.

"Expansion of the Chamber's work on international trade will also continue this year with missions being planned to Germany, Italy, the United States and China, working in association with SDI and the Scottish Chambers of Commerce. With Brexit now a reality, we have a much bigger

New Glasgow Chamber President Paul Little with four members of the Board: Jim McHarg; Gillian Docherty; Anne Ledgerwood and Carol Henry



team in place working on trade certification and I hope to see Glasgow Chamber working more closely with British Chambers of Commerce to launch new services."

Mr Little said he was especially keen that the Chamber maintains its healthy and pivotal relationships with Team Glasgow, saying that partnership was his watchword.

"A refreshed Glasgow Economic Strategy will be published with investment in Innovation Districts, also the delivery of the Connectivity Commission and the growth of new and well-established industries are all likely to feature. I'm particularly keen to help the city centre respond to the rise of online trading and we will make our contribution to a revised City Centre Strategy."

He paid tribute to the excellent work undertaken by Brian Fulton and the Sauchiehall Street Initiative, and the City Centre Retailers' Association.

"I am also eager that the Chamber supports the proposal to give a major boost to the ongoing redevelopment and revitalisation of the River Clyde in an initiative called Clyde Mission.

"We have called for a second round of City Deal funding and this initiative may well be the right fit to help make that happen.

"I will continue to champion the work of Glasgow's Business Story, keeping it current and distributing

it as widely as possible to help all of our members attract investment and trade for our great city."

Mr Little's deputy for the term is Gillian Docherty, Chief Executive Officer of Data Lab, an organisation which helps Scottish industry innovate through data science and artificial intelligence. The Chamber also added Carol Henry, Arnold Clark's Group People Director, to its Board of Management, and elected three new Directors to its Council.

Its Board of Management now comprises Paul Little, Gillian Docherty, Jim McHarg, Holdfast Entertainment Group Director and Chair of Sauchiehall Street BID Brian Fulton, Carol Henry, University of Glasgow Senior Vice Principal Neal Juster, St. Enoch Centre General Manager and Chair of the City Centre Retail Association Anne Ledgerwood and John Lewis Glasgow Head of Branch Isabella Miller.

The new Council Directors are BIG Partnership Founding Director Neil Gibson, CYBG plc's UK Head of Regional Banking Robert Gibson and Evelyn Walker of Walker Gordon Associates.

Mr Little also gave his thanks to James Andrew, Fiona Mackay and Catherine Topley, who were standing down from the Council, for their service and commitment to Glasgow Chamber of Commerce.



Supporting ambitious UK climate change targets

Circular Glasgow and Circular London are sharing best practice for UK progress

In a bid to achieve their cities' climate change targets, Glasgow Chamber of Commerce and London Waste and Recycling Board (LWARB) are teaming up to develop and promote initiatives which will help businesses across the UK future proof operations with circular economy principles.

Our initiative, Circular Glasgow, and LWARB's Circular London have agreed a knowledge transfer partnership and will share best practice, learnings and case studies of projects from businesses across both cities in a bid to encourage others to improve their circularity.

As part of the UK's 'Year of Climate Action', the partnership will also allow for businesses to connect with other organisations and grow their networks, while raising awareness of the work being done in both cities to accelerate ambitions for Glasgow and London to be positioned as two of the world's leading

circular cities. With Glasgow set to host COP26 in November 2020, progress being made by cities to achieve the climate change targets set out by the London Assembly, Scottish and UK Parliaments will be under greater scrutiny. Glasgow City Council recently announced plans to become net zero by 2030.

Progress so far

To date, both Circular Glasgow and Circular London have been working with businesses across the cities to raise awareness of the benefits of moving from a linear to circular economy, an economic model which is designed to keep products and materials circulating within the economy at their highest value for as long as possible.

By adopting circular economy principles, businesses could see benefits including opening up new revenue streams, increasing their competitive

advantage and realising financial savings using a range of practical initiatives. Success stories from Glasgow include compost made from waste coffee, a leather manufacturer that operates in a 90 per cent closed loop system and the development of a circular economy project integrated into education, while in London a number of innovations have proved the commercial viability of circular products and services, including Biohm – pioneering the use of organic materials in the construction industry – and Notpla, creating edible and biodegradable packaging for liquids.

The linking of the two initiatives will act as a catalyst for change with activity in Glasgow and London set to increase efforts of businesses already adopting circular principles, encourage new businesses to get involved, stimulate new ideas and business models, and grow networks with the potential to stimulate business opportunities between the cities.

Alison McRae, Senior Director at Glasgow Chamber of Commerce, said: "The partnership between Circular Glasgow and Circular London is a fantastic step forward as we look towards achieving the ambitious targets set out for cities across the UK.

"We believe that adopting the principles of the circular economy is one of the biggest means of stopping the temperature rising by more than 1.5 degrees. The partnership will continue to build confidence within the business community surrounding circular business models, with a network of advice, ideas and support available on both ends.

"Developing further relationships with London-based organisations will bring innovative ideas to Glasgow and vice versa, inspiring new business models which will future proof organisations as we shift towards a more sustainable economy. This will help to enable our city to grow with a competitive advantage."



Wayne Hubbard, CEO, London Waste and Recycling Board and Alison McRae, Senior Director, Glasgow Chamber of Commerce

Get involved with our Circular Glasgow initiative

Circular Glasgow Network

The recently launched Circular Glasgow Network was created with the aim of providing a platform for businesses of any size and sector with an interest in the circular economy to meet other like-minded individuals, learn how other businesses are adopting circular economy principles and be inspired to think differently about their own business operations.

A successful launch event took place in November 2019 in partnership with IKEA at its Glasgow store. Over 100 delegates attended and had the opportunity to hear from Wayne Hubbard, CEO of London Waste and Recycling Board, Greg Lucas, IKEA's Circular and Climate Positive Lead, and Aileen McCreadie, Programme Manager for IKEA's sustainability brand Live Lagom.

This year, the Circular Glasgow

Network will give members the opportunity to attend more events as well as visit some of Glasgow's businesses leading the way in the circular economy movement including Kelvinside Academy and Scottish Leather Group.

If you would like to join a growing network of business professionals and entrepreneurs with an interest in the circular economy, register your details on our Circular Glasgow website at www.circularglasgow.com/circular-glasgow-network

How can the circular economy future-proof your business?

For Glasgow Chamber of Commerce, the circular economy is more than just doing good for the planet, it is a significant economic model shift that makes good business sense. Businesses across the city are already showcasing

both pioneering innovations and practical initiatives that are helping to position Glasgow as a leading circular city. By adopting circular strategies, businesses have seen benefits including:

- Significant financial savings
- Improved product value
- Increased competitive advantage and brand awareness
- New collaborations and innovations
- Increased customer loyalty as consumer priorities shift towards sustainability.

Circular Glasgow can help organisations understand how circular economy strategies can be implemented and identify key areas for opportunity within their business.

If you would like to begin your journey towards future-proofing your business, get in touch with Sophie at sophie.milne@glasgowchamberofcommerce.com or call on 0141 204 8362.



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Glasgow Talks...

with Damien Yeates, SDS

Upskilling Scotland's workforce to increase social inclusion and tackle national productivity was a theme shared at two events

Damien Yeates, the Chief Executive of Skills Development Scotland (SDS) since 2008, speaking in December, is a powerful advocate for work-based learning.

"My ambitions for our organisation include improving industry engagement in workforce development through Foundation and Graduate Level Apprenticeships, supporting diversity for fair and productive workplaces, and providing greater support to pupils earlier to help them on the path to sustainable careers," he told Chamber members and guests at 200 SVS.

SDS is leading on skills planning and development in Scotland, encouraging businesses and industry to work with education and training providers.

He encouraged Chamber members to embrace the various apprenticeship programmes and he praised the many Glasgow companies who have already signed up to support young people with apprenticeships. He said the world of work was changing rapidly and that two-thirds of current primary school children

will end up in digital jobs that do not exist at the moment.

He said the workforce needed to be highly skilled, flexible and resilient.

In 2020, there are over 37,000 people in Scotland working as apprentices in industries ranging from financial services to engineering and digital technologies to health and social care.

He explained that the three types of Scottish apprenticeships – the Foundation Apprenticeship, for those still at school gaining a taste of the workplace, the Modern Apprenticeship, where young people get a job, get paid and get qualified, and the Graduate Apprenticeship, which is a new way to work, learn, earn and gain a university degree – are all working well.

He cited the involvement of the likes of Barclays and JP Morgan as employers who are seeing the benefit of building their own graduate apprenticeship programmes in conjunction with Scottish universities. This, he said, was a superb template for Scotland's future ability to ensure good employment for tomorrow's workforce.



Damien Yeates, Chief Executive, Skills Development Scotland and Alison McRae, Senior Director, Glasgow Chamber of Commerce

Glasgow Talks, sponsored by the Adam Smith Business School at the University of Glasgow and the Clydesdale Bank, is Glasgow Chamber of Commerce's monthly series of business seminars featuring influential guest speakers drawn from the business and political elite.

Glasgow Talks... with Jane Wood, BT

JANE Wood, Director of UK Nations and Regions for BT Group, speaking at the October Glasgow Talks event at the DoubleTree by Hilton Glasgow Central, told Chamber members that more than 95 per cent of Scotland was now able to access superfast broadband. In addition, 4G mobile coverage was increasing every year, and the latest 5G technology was now a reality.

Scotland, she said, has never been so well-connected, but this also meant that everyone must be able to benefit from this transformation. She said consumers, businesses and the public sector all have access to

cloud-based storage and secure data storage and technology had a pivotal role to play in making all of our lives better.

"At BT we believe in digital equality and want everyone to benefit from the power of technology," she said.

She pointed out that projects, such as the Barefoot computing programme for teachers across the UK – funded and run by BT in partnership with Computing at School (CAS) – were helping bring computing and technology into the classroom. This was ensuring computing was firmly on the primary school curriculum.

Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce and Jane Wood, Director of UK Nations and Regions, BT Group



A balancing act

There is plenty for Glasgow to shout about but we want to ensure our business community continues to be supported while sustainability messages receive the limelight

IT WAS HEARTENING TO HEAR

numerous folk at the State of the City Economy Conference in early January excited about Professor Greg Clark's 'Bragging Book' for Glasgow, spawned from a Chamber of Commerce idea that we all need to shout about our city's success stories.

There is, indeed, plenty to shout about in Glasgow in 2020. The big headlines will be on how the city prepares for the massive profile and activity of COP26 when it arrives in November. It offers an unrivalled opportunity for the city to be presented on the world stage. However, as representatives of the business community, we also want to ensure any commercial traders who face disruption and inconvenience to their livelihoods are properly recognised and recompensed by the decision to bring this global United Nations-sponsored event to the city.

Achieving net-zero carbon in Scotland by 2045 is a laudable target but we shouldn't assume this will be easy. We must balance the needs of commerce and economic growth with climate change and sustainability. To this end, the Chamber is redoubling its efforts in working to build the city's Circular Economy. It is exactly the right thing to be doing. While we have got off to a great start, there is more that can be done, particularly in the construction and building supply

“We must balance commerce and economic growth with climate change and sustainability”

chains. The Chamber has a contract with Zero Waste Scotland on the practical delivery of individually tailored responses to SMEs, while it is also engaging with Zero Waste Scotland, Scottish Enterprise and Glasgow City Council to explore how both city and industry-wide plans can be developed.

Glasgow businesses have already done a great deal to curb their carbon footprints. Indeed, statistics show that our firms have cut emissions by very nearly a half in the last decade: no mean achievement. The real areas which require attention on their carbon outputs are in transport and in the heating of our homes.

The issue of low-carbon transport is being dealt with by the Connectivity Commission, and here we welcome the first steps towards a Glasgow Metro, while we have some way to go to agree the proposals for tackling the home heating issue.

The Chamber remains opposed to a ban on private vehicles in the city centre and any knee-jerk measures which might harm footfall into our retail and leisure outlets. Let's ensure we have a proper discussion about the consequences of well-meaning initiatives.

We will be pressing on with our highly successful

international trade missions in Germany, Italy, the United States and China. While Brexit has now officially happened, we remain open for new streams of business activity in Glasgow. I would recommend and encourage anyone with a business interest in overseas trade to consider joining our programme of missions in 2020.

Our award-winning work with DYW, Developing the Young Workforce, in Glasgow, with career-building opportunities for young people in Glasgow's secondary schools, remains a significant part of our 2020 agenda. We still have work to do in connecting disadvantaged communities into Glasgow's growing economy. While we are blowing the positive trumpet for the city and talking about quantum engineering, precision medicine and space communication, we need to get this message out into the schools. Our recent event - Scotland's Biggest Parents' Evening at the Glasgow Science Centre, was doing precisely that.

There is also the UEFA European Championships during the summer, with six weeks of football descending on the city. Again, this shows our prowess as a Capital of Sport and a city that turns out to cheer vociferously for all kinds of competitors. That's something else we can happily brag about too.

Have a great year.

Stuart Patrick, Chief Executive
chiefexecutive@glasgowchamberofcommerce.com



(And if you did, keep telling people who don't know about them!)

There are over 200,000 students studying and researching at the universities in the Glasgow region. The Universities of Glasgow and Strathclyde rank within the UK's 50 leading research universities.

Glasgow School of Art, the oldest art school in the UK, ranks in the top eight globally for art and design. Glasgow's further education offering is also competitive and the city has a higher number of colleges per resident compared to large cities such as Manchester and Birmingham.

Glasgow is a centre for life and bio-science employment. Universities in Scotland produce 5,000 first degree life sciences graduates per year, which fuels Glasgow's ability to carry out biotechnology R&D and the design and manufacture of advanced pharmaceutical devices.

Glasgow region has three strongly emerging Innovation Districts: AMIDS (Advanced Manufacturing Innovation District Scotland)



Around 7,000 new businesses start up in the city region each year. The National

Glasgow is a leading global financial hub and has consolidated its status as a global top 50 financial centre whose reputation among professionals is disproportionately strong compared to its size. Very few other cities of Glasgow's size anywhere in the world are recognised as financial hubs. The only other secondary/tertiary cities of a similar size are Calgary (42nd) and Wellington, New Zealand (45th). Glasgow now sits alongside more established world cities (over 2.5 million in metropolitan population), or capital cities, not smaller secondary cities, for its financial performance. In the latest edition of the Global Financial Centres Index, Glasgow is surprisingly ahead of established and significantly larger European business hubs and capitals, including Vienna (51st), Madrid (53rd), Brussels (54th) and Milan (56th).

Source: *Towards a Business Story for Glasgow: The Business of Cities*. Greg Clark, Tim Moonen, Jake Nunley and Boran Gille, 2018.





SQA courses give future workforce skills to counter cyber threats

As schools and colleges embrace the Scottish Qualifications Authority's portfolio of cyber security courses, employers can look to address the sector's skills challenge.

Since their launch in 2017, the SQA's National Progression Awards (NPAs) in Cyber Security have introduced school-age pupils to a discipline that underpins how individuals, businesses and society as a whole communicate.

Over the past two years, SQA has rolled out its college-level Higher National Certificate (HNC), and now the Higher National Diploma (HND) in Cyber Security. These new awards will open routes into employment within the cyber security sector which were traditionally only available to those who had completed a degree in computing.

Alistair Wylie, Head of Qualifications – Technology, Engineering, and Construction at SQA, says it is easy to see why the whole portfolio has struck a chord with schools, and colleges: "They are keen to give young people the best chance to develop and hone valuable digital skills, in a sector that will only grow in importance."

Wylie continues: "The IT skills gap is widely known about, but it is perhaps most pressing in cyber security. By collaborating with academics and industry specialists, including Glasgow Clyde College and the University of Glasgow, SQA has developed courses which will appeal to candidates, and also equip them with the skills needed by employers."

Wylie adds: "The HNC and HND are proven routes into employment. By offering our Cyber Security qualifications at these levels, we are widening access into the sector. These vocational courses

give candidates the opportunity to develop valuable practical skills, backed up with the theory, knowledge and wider work-based skills."

The offering seems to be having an impact. Entries for the HNC in Cyber Security are up 50 per cent on 2018-19 figures, while there are more than 80 students across the country studying for the HND at colleges including Glasgow Clyde College and City of Glasgow College.

Joe Harkins, Lecturer at West College Scotland, who led the development of the new HND course, said: "The qualification has been designed to equip students with not only the technical skills required for a job in computing but also the general skills that make them work-ready. Topics such as 'Professionalism and Ethics in Cyber Security' and 'Working in Cyber Security' introduce students to the wide range of jobs in computing and the unique challenges that they provide."

Harkins adds: "The course also describes what it is like to work in industry and the desirable attributes needed in those roles, such as working under pressure, managing projects, communicating with others, and monitoring and analysing operations. These, along with the 'traditional' skills in computing such as programming, networking, and technical support and a common focus on security throughout, allow students to enter industry with the qualities sought by employers."

To extend the portfolio even further, and give increased opportunities to enter the sector, SQA is also developing a series of Professional Development Awards (PDAs) in Cyber Security at SCQF levels 7, 8, and 9. The PDAs, which will be available later this year, have been designed for professionals working in the

sector to help them develop their skillset or make the transition to a new career.

Alistair Wylie concludes: "Once the new PDAs are available, we'll have opened up routes into employment within the cyber security sector that were only available to university graduates."

"At every stage of the development process for every qualification across the portfolio, we worked with the leading voices of the industry in Scotland."

"Each qualification, from the National Progression Awards in schools, right through to the Professional Development Awards delivered by employers and training providers, has been built to make sure the skills, knowledge, and experiences candidates acquire are credible, relevant, and valuable."

"We are meeting our responsibilities to provide schools, colleges, employers and training providers – and thereby candidates at all levels – with opportunities to succeed within this exciting and growing sector."

Find out more -
www.sqa.org.uk/cybersecurity





First Glasgow recently rolled out two all-electric buses

New university status awarded to three life-changing NHS Lanarkshire units

GLASGOW Caledonian University (GCU) has awarded university status to three NHS Lanarkshire clinical departments in recognition of life-changing research, education and service excellence.

The partnership between the university and NHS Lanarkshire, which sees university status presented to the departments of podiatry, psychological services and stroke care, is believed to be the first in the UK based around wider healthcare collaboration, rather than medical education alone.

The strategic relationship means NHS Lanarkshire has access to world-leading scientists at GCU's School of Health and Life Sciences, which is among the top 20 universities in the UK for health research in stroke, multiple sclerosis, diabetes, HIV, sexual health, and drug use and misuse.

University status is granted to the three departments for three years before review.

NHS Lanarkshire's Robert Peat, Head of Podiatry Services; Gary Tanner, Director of Psychological Services, and Professor Mark Barber, Consultant Physician in Care of the Elderly and Lead Clinician for the HNSL Stroke MCN; GCU Principal, Professor Pamela Gillies CBE, and Chair of NHS Lanarkshire, Neena Mahal

Glasgow goes back to the future with electric buses

FIRST Glasgow recently rolled out two all-electric buses as it became the city's first commercial bus operator to introduce state-of-the-art fully electric vehicles onto a commercial bus route since the 1960s, following funding from electricity distributor SP Energy Networks.

The new buses are a statement of intent for the city's transport, as they look to join the electric revolution

to help meet Glasgow's bold target of net zero emissions by 2030. The launch of these vehicles means the city has now come full circle back to fully electric transport on commercial routes for the first time since the electric trolley buses were decommissioned by the Glasgow Corporation in May 1967.

The new single-decker buses were revealed on George Square before going

on a tour of the city, and pupils from St Joseph's Primary School were among the first to hop on board.

As part of the SP Energy Networks funding deal, First Glasgow will also introduce 22 electric vehicle charging points in its Glasgow Caledonia Depot, which will allow more electric buses to be introduced by First Glasgow into the transport network in the future.

Bank of Scotland opens state-of-the-art Argyle Street branch following multi-million pound refit

A STATE-OF-THE-ART flagship Bank of Scotland branch has opened in Glasgow after the bank transformed its existing premises on Argyle Street.

Designed to meet the changing needs of high street customers and act as a testing ground for the future of banking in Scotland, the new branch brings together a host of new services, designed to create a very different high street banking experience for both personal and business customers.

New features and services include a dedicated business hub with a Business Connector employed to give local start-up businesses specialist support, alongside a professional space in which small business owners can work and network with other entrepreneurs; a new home-buying service to help customers with all aspects of purchasing a property; quality food and coffee available in-branch thanks to a partnership with social enterprise

Social Bite; and regular events run in partnership with companies including Google and Microsoft to share expertise on topics such as home-buying and digital skills for children. It also has extended opening hours, with the branch open seven days a week, until 7pm on week nights, providing customers with more flexibility to visit.

Bank of Scotland has transformed its premises in Argyle Street into a state-of-the-art flagship branch





Crannog Centre is the latest location to sign up to receive fibre broadband thanks to the Digital Scotland Superfast Broadband programme

Trailblazing digital construction training initiative in Scotland

CAREER Colleges Trust has approved City of Glasgow College to be the first to offer its trailblazing initiative in Scotland.

Sponsored by building and civil engineers, Sir Robert McAlpine, it aims to take construction training to a new level.

The pioneering venture will offer skills training to 16-18-year olds, focusing on new digital methods of construction which are now essential for the industry.

City of Glasgow College, whose twin site super campus development was constructed by McAlpine, will run the Career College as part of its wide-ranging and high-quality tertiary education provision.

Career Colleges are employer-led ventures, equipping people with the skills needed by businesses in a wide range of industries including health care, hospitality and digital as well as construction. There are currently more than 20 operating around the UK.

The Career Colleges Trust is now working with Sir Robert McAlpine and City of Glasgow College to develop a digital construction curriculum that meets the future needs of industry. This curriculum will run from April 2020 as a pilot and the full Career College will open in September 2020.

The successful curriculum will then be rolled out to other colleges around the country in 2021.

Career Colleges Trust has approved City of Glasgow College to be the first to offer the initiative in Scotland

Broadband take-up hits 60 per cent as top tourist centre connects

PREHISTORIC Scotland met the 21st century with the Crannog Centre in Kenmore being the latest location to sign up to receive fibre broadband thanks to the Digital Scotland Superfast Broadband programme.

Across Scotland, of the 943,000 homes and businesses who have received deployment thanks to the programme, more than 60 per cent have signed up and are now benefiting.

Situated in the remote countryside and welcoming more than 20,000 visitors a year, the Crannog Centre is one of many local businesses and organisations with a much-improved digital network, using fibre

technologies, thanks to the Digital Scotland Superfast Broadband programme.

Delivered through two projects – led by Highlands and Islands Enterprise in its area and the Scottish Government in the rest of Scotland – funding partners include BT Group, the UK Government through Broadband Delivery UK (BDUK), local authorities and the EU via the European Regional Development Fund.

The programme has been delivered on the ground by engineers from Openreach, with their focus during the final months of the programme on building ultrafast full fibre networks to reach more difficult locations.

Emirates' iconic Airbus A380 to return to Glasgow in 2020

EMIRATES has confirmed that the world's largest commercial passenger aircraft will return to Glasgow in 2020.

The double-decker aircraft, which has a wingspan of almost 80 meters and can carry more than 500 passengers, will return to the airline's popular Glasgow-Dubai route from March.

Emirates plans to operate the iconic A380 on a year-round basis on the double daily service, Scotland's busiest long-haul route. One of the airline's Boeing 777 aircraft fleet will continue to



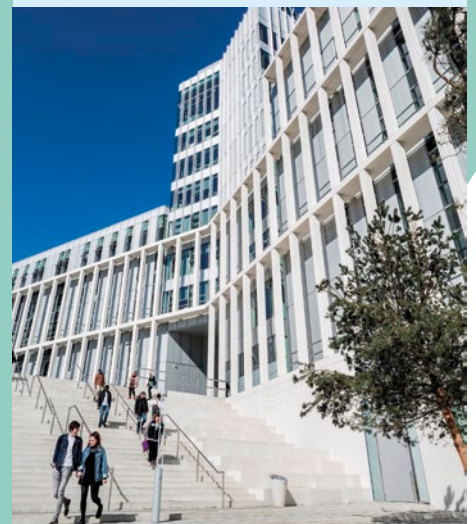
Emirates' Airbus A380 will return to Glasgow in 2020

be used on the route.

Since the introduction of the Glasgow-Dubai service in 2004, more than 4.8 million passengers have travelled between the two cities and further afield

through Emirates' network of 158 destinations.

In addition to transporting passengers, Emirates' SkyCargo on the A380 will continue to carry key Glaswegian exports across the world, including Scottish whisky, salmon, cheese, chocolate and oil well equipment. The most popular destinations for Scottish salmon, shellfish and oysters include China and Hong Kong, while Scottish whisky is most frequently exported to South Africa, Singapore, Sydney and Korea.



SP Energy Networks drives forward Glasgow's first electric community transport service

COMMUNITY Transport Glasgow recently unveiled Glasgow's first ever all-electric minibuses, fully funded by SP Energy Networks to support vulnerable, disadvantaged and elderly people across the city to access vital appointments and community activities.

The network operator is supporting Community Transport Glasgow, which works in partnership with Glasgow City Council, to use these new buses as social transport – making it Scotland's first community transport service with an all-electric fleet. SP Energy Networks is directly funding five electric minibuses and two fully electric people carriers, replacing aging diesel vehicles that put the charity's vital community work in jeopardy as they had become increasingly unreliable.

Three new buses were unveiled at the Glasgow Botanic Gardens, when the service's first users went on a day trip to the gardens and took afternoon tea with Glasgow icon Elaine C. Smith in the beautiful Kibble Palace glasshouse.

The all-electric community vehicles are being funded as part of SP Energy Networks' £20million Green Economy Fund, which supports Glasgow's mission to become the UK's first net zero emissions city by 2030 and the Scottish Government's ambitious plans to meet climate change targets.



Stagecoach unveils people-powered new look buses as it marks 40 years of connecting communities

STAGECOACH, the UK's largest bus and coach operator, has unveiled a brand new look for its iconic buses, shaped by the needs of the customers it serves across the UK.

The new bus design is part of a wider commitment from Stagecoach to simplify, modernise and enhance its customer experience, whilst reaffirming the customer-first approach that runs through everything it does – from its drivers and buses, to its customer service and

technology solutions.

Taking on board feedback from customers, the bus operator created a new simplified and clearly colour coded design for its various bus services to make it easier and instantly recognisable for passengers to identify their required service, representing the three different types of journey: Azure blue for its 'Local' service, Amber yellow for 'Longer', and Ocean green for 'Specialist' trips.

To celebrate the arrival of the new look bus design,

Stagecoach created a special one-of-a-kind mosaic bus livery, featuring the faces of customers, drivers and communities from across the 11 regions of the country served by Stagecoach.

Stagecoach is investing more than £13m in one of the biggest orders of new electric buses in Europe, as part of a drive to provide a more sustainable transport solution to the people and communities it serves. By the end of 2020, it will have more electric vehicles than any other major UK bus operator.

Planning approval secured for £100m Glasgow Harbour development

PROPOSALS for the £100m Glasgow Harbour development submitted by Lifestyle Outlets have been approved by Glasgow City Council. When complete, the development will bring about the rejuvenation of the key waterfront site with a vibrant mixture of retail, food and drink, leisure, a flagship multiplex cinema and public spaces for events, activities and performances.

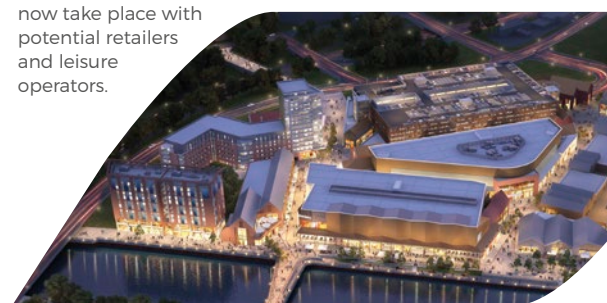
As part of the proposals, a new footbridge will be created linking the Lifestyle Outlet with the Riverside Museum, improving wider connectivity for the area.

Lifestyle Outlets, part of Peel L&P, owns and operates two other successful outlet destinations, one at Gloucester Quays and another at MediaCityUK, Manchester.

Both Gloucester and Manchester also deliver a full and varied calendar of events in their public spaces, including live fashion shows, food festivals

and markets. It is fully expected that the Glasgow Harbour Outlet will deliver similar events using the site's generous public spaces.

The development will have a 36-month build programme and discussions can now take place with potential retailers and leisure operators.



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Malin staff and contractors are in the early stages of site remediation for the Scottish Marine Technology Park

Work under way on new Marine Technology Park on the Clyde

MALIN Group's innovative project to create 1,000 skilled jobs on the Clyde has taken one step closer to becoming a reality.

Malin staff and contractors were on site recently to begin the early stages of the site remediation which will enable this site to be developed into the only Marine Technology Park in Europe.

A team of experts, including microbiologists from the University

of Strathclyde, will work closely with West Dunbartonshire Council and SEPA, using pioneering bioremediation techniques to responsibly degrade the oil contamination at the site.

Ecologists are also advising on measures to prevent any harm to wildlife before work activities commence in earnest.

The Scottish Marine Technology Park is to be built in Old Kilpatrick,

with a recent economic impact study suggesting that it will result in almost 1,000 new jobs for the unemployment blackspot. The Park will become a centre of excellence for marine engineering and complex marine manufacturing and will include a large fabrication facility, a deep-water jetty with a 1,100-tonne ship hoist – the largest of its kind in Europe – as well as a range of modern, on-site amenities.

Sir Boyd Tunnock CBE receives knighthood from Her Majesty at Buckingham Palace

SINCE Sir Boyd Tunnock's knighthood was first announced in the press, both he and the company have been deluged with messages of congratulations.

The actual Investiture was held at Buckingham Palace in November and the ceremony was watched by Sir Boyd's wife and family.

Well-known as a big fan of the Royal Family and the Queen in particular, Sir Boyd clearly enjoyed the occasion, describing it as "awesome".

This was his third Investiture having previously been honoured with the MBE then the CBE.

Sir Boyd, who is 86, is still very much at the helm of the family business and has no plans to retire. He received his honour for services to business and charity.



NIXON has been appointed to work with Southside Housing Association to survey more than 3,000 of its properties

NIXON appointed to work with Southside Housing Association

GLASGOW-based NIXON has been appointed to work with Southside Housing Association to survey more than 3,000 of its properties.

Quantity surveyors within the multi-disciplinary team have been appointed to provide surveys and reinstatement cost assessments to some 3,500 properties in the Southside. The properties owned or factored by Southside Housing Associated (SHA) are being surveyed by the team to provide up-to-date valuations, as set out in Royal Institute of Chartered Surveyors guidelines.

This is the latest in a series of appointments for NIXON by local housing associations to ensure its housing stock is properly valued and subsequently

adequately insured.

Southside Housing Association is currently updating its buildings insurance policies and, as part of this process, new up-to-date reinstatement valuations are being provided by NIXON for its properties. Reinstatement valuations fully cover the cost to demolish, clear the site, rebuild properties to the same specification, as well as covering associated legal and professional fees in the event of a major loss.

The Royal Institute of Chartered Surveyors' guidelines recommend that a major review and reassessment be carried out every three years, or earlier, should significant alterations be made to the insured properties.



Roger White, CEO, AG Barr

AG Barr to introduce 100% renewable electricity across UK sites

AG BARR, manufacturer of leading soft drinks brands including IRN-BRU and Rubicon, has announced plans to introduce fossil-free electricity to power its operations across the UK following a new deal with Swedish energy group Vattenfall.

The ten-year contract will provide 100 per cent renewable electricity to AG Barr facilities including factories in Cumbernauld and Milton Keynes and regional sites across Bolton, Forfar,

Newcastle, Sheffield, West Midlands and Manchester.

Vattenfall will supply AG Barr with 22GWh per year from Vattenfall's wind farms in the UK – the equivalent electricity used by 6,000 UK homes annually.

Introducing 100 per cent renewable electricity across all the UK sites is a big step towards reducing AG Barr's carbon footprint and delivering ambitious sustainable business goals.

Star Refrigeration shines at the National ACR and Heat Pump Awards

IT has been a wonderful start to Star Refrigeration's 50th anniversary year as the company celebrated winning three awards and a high commendation at the National ACR and Heat Pump Awards.

Star's installation for Lineage Logistics was named Refrigeration Project of the Year at the ceremony following measured reductions in energy usage equating to one-third of that of the UK's Best Practice guidelines. One of the reasons Star was able to deliver the Lineage Logistics project so successfully was its Azanefreezer 2.0 – which was awarded Refrigeration Product of the Year.

Celebrating its third win of the evening, Star was also awarded Chiller Product of the Year for its pioneering Azanechiller 2.0, which set a new benchmark in chiller performance, with efficiency figures up to 146 per cent higher than the European EcoDesign Directive for low temperature cooling, up to 100 per cent higher for comfort cooling chillers, and up to 74 per cent higher for high temperature chiller applications.

Star was Highly Commended in its fourth and final nominated category of ACR Contractor of the Year, having been recognised for its significant product development and breadth of work over the past year.



Star Refrigeration won three awards and a high commendation at the National ACR and Heat Pump Awards

50 is the new 40 at Kiltwalk

PHILANTHROPIST Sir Tom Hunter has delighted charity leaders after announcing his 40 per cent bonus on all Kiltwalk fundraising is increasing to a massive 50 per cent.

This means every £1 raised becomes £1.50, with every penny going to the charities chosen by the walkers involved.

In 2019, 1,302 charities received £5 million plus the Hunter Foundation's £2 million 40 per cent top-up; a total of £7 million raised by 25,417 heroes.

Sir Tom revealed the increased top-up at a special event held in Glasgow to get the 2020 Kiltwalk officially under way.

Also inspiring the delegates was Corinne Hutton, a quadruple amputee who was the first Scot to ever undergo a double hand transplant and is



Corinne Hutton of Finding Your Feet and Sir Tom Hunter at the launch of Kiltwalk 2020

the founder of Finding Your Feet, a charity that supports those affected by amputation. Seventy-five walkers took part in last year's Glasgow Kiltwalk in support of Corinne and raised more than £13,000 for the charity in the process. She will be taking on the challenge herself in Glasgow later this year.

Kiltwalk, supported by the Royal Bank of Scotland and Arnold Clark with the Hunter Foundation, will take place on 26 April in Glasgow, 7 June in Aberdeen, 16 August in Dundee and 13 September in Edinburgh.

To find out more or to sign up, visit www.thekiltwalk.co.uk

Britain
deserves
better

more choice,
lower costs and lower
throw?



The panel for Glasgow Chamber and Virgin Atlantic's event on the regional benefits of the Heathrow expansion

Connecting Scotland to the world

Glasgow Chamber of Commerce, in partnership with Virgin Atlantic, invited members to an evening panel discussion on the regional benefits of the London Heathrow Airport expansion

The event's host, Chamber of Commerce Chief Executive Stuart Patrick, began by recognising that direct flights from Glasgow Airport are of huge importance but that we need more of them to keep up with the aspirations of Scottish businesses. Glasgow Airport's Head of Communications and Public Affairs, Brian McClean, agreed that regular flights between Scotland's airports and Heathrow are vital for improving Scotland's domestic and international connectivity, particularly those Scottish businesses wanting to reach global markets.

Nathan Stower, External Affairs Director at Virgin Atlantic, shared his thoughts on how more competition on a third runway at an expanded Heathrow Airport could benefit Scotland. Virgin Atlantic recently launched its campaign to become Britain's second national flag carrier to increase choice and competition for passengers, while also reducing the cost of flying for millions of passengers looking to connect with the rest of Europe and the world.

Some of those Scottish businesses with sky-rocketing aspirations joined

in the panel debate. Laura Birrell, founder of Sticky Heelz, who sits on the Scottish Government's Trade and Investment Board, explained that the cost of flights is a significant barrier to business growth in Scotland. A lack of choice on routes and timetables saw her travel for three days to get to one meeting in Virginia.

Mark Hogarth, Creative Director at Harris Tweed Hebrides, pointed out that getting to Glasgow from the Outer Hebrides is already difficult and that onward connections to the rest of the world need to be up to standard. Increased connectivity is hugely important, but it works both ways; despite exporting all over the world, Harris Tweed has identified Edinburgh as its biggest market thanks to inbound tourists picking up merchandise.

While the panel broadly agreed on the importance of improving Scotland's connectivity, they were also challenged on a number of issues. *The Scotsman's* Transport Correspondent Alistair Dalton questioned whether we are paying enough for flights given their significant environmental impact. Environmental issues are something that impacts on all businesses in one way or another and

Hogarth pointed out the fashion industry is the third biggest polluter. From Glasgow Airport's perspective, McClean explained that one significant issue is that vehicles arriving and leaving from the airport make up 35 per cent of the airport's emissions – an important issue to be considered.

Connectivity to and from Glasgow Airport itself was also raised by guests in the audience. As the panel discussed the benefits a second flag carrier at an expanded Heathrow Airport would bring to Scotland, several representatives of local businesses turned the conversation towards the practicalities of new international business destinations connecting via Heathrow to Glasgow only to struggle to get the right transport into the city centre. A number of solutions were debated and it's clear that this will be a priority for the business community in the coming months, especially for the arrival of delegates in Glasgow for COP26 in November.

What was clear from this debate is the pivotal role that increasing Scottish connectivity around the globe holds in the Glasgow business community which is always looking for new opportunities.



Apprenticeship Challenge winners Lindsey Burke, Anna McGowan, Lauren Craham and Eve Cunningham with Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce

Apprenticeship Challenge

A project that provides work experience tailored to the specific needs of adults with complex learning disabilities has been named as the winner of the 2019 Glasgow Apprenticeship Challenge, an initiative from Developing the Young Workforce Glasgow.

The winning team, made up of Scottish Qualifications Authority (SQA) Modern Apprentices Lindsey Burke, Anna McGowan, Lauren Craham and Eve Cunningham, fought off tough competition from teams from Morgan Stanley and ENGIE to win the prize for their voluntary project named 'Work Experience for All'.

The competition challenged teams of apprentices from across the city to plan, coordinate and execute projects using the skills they have developed through their apprenticeships.

The SQA team partnered with Cherry Road Learning Centre, which provides a day service for adults with complex, profound or multiple learning disabilities, and offers a range of activities, experiences and opportunities.

The team built a close working relationship with service user Craig Pentland, who was offered the opportunity to complete work experience at SQA's office within a range of teams including HR and facilities.

The apprentices visited the centre during a five-week period, completing activities, eating meals and spending social time with Craig, allowing him to build his confidence and skills before completing his work experience for one day per week over a further five weeks.

John Connell, Team Leader at Cherry Road Learning Centre, said: 'It has been

fantastic for us to have their experience, knowledge and willingness to get involved, it has added a new dynamic to the work that we do here and has given Craig a brilliant opportunity to gain work experience working alongside people he is comfortable with.'

SQA Modern Apprentice Lauren Craham said: 'Working with Craig has given me an amazing opportunity to build my own confidence. I know now that I can approach new situations without worrying about them. It's definitely going to help me with the remainder of my apprenticeship.'

Sarah Anne Rooney, Employee Development Programme Manager at SQA said: 'Our Modern Apprentices have embraced this challenge with maturity, and a compassion that has really made us proud, and I am delighted that they have been named as the winners of 2019 Glasgow Apprenticeship Challenge.'

Through completing a Modern Apprenticeship, young people can earn and build their business network whilst they learn. Projects such as the Apprenticeship Challenge demonstrate the quality of apprentices employed in Glasgow, along with the high level of training offered by businesses and organisations in the city.

Alison McRae, Senior Director at Glasgow Chamber of Commerce, which hosts DYW Glasgow, said: 'Huge congratulations to the apprentices from SQA, who have demonstrated their skills with this fantastic project which has helped strengthen links between the organisation and local community groups. All the apprentices who have taken part in this year's challenge have demonstrated and utilised the skills they have developed through their

apprenticeships across a range of diverse projects.

'It is another great example of how apprenticeships can enrich Glasgow's workforce, and are beneficial to employers, communities and young people alike.'

The Apprenticeship Challenge highlights the many pathways young people have into a career, from Modern Apprenticeships to Foundation and Graduate Apprenticeships.

Foundation Apprenticeships provide an excellent opportunity for younger pupils to gain industry recognised qualifications and experience with an employer while they study, helping them gain first-hand insights.

Universities are also seeing the advantage of implementing graduate apprenticeships into their offering, giving young people the chance to work, and build skills and knowledge whilst achieving their degree.

If you would like to find out more about the apprenticeship family, get in touch with the DYW Glasgow team, E: dyw@glasgowchamberofcommerce.com

Assessing the state of the city

Climate change, the regeneration of Glasgow and strategic collaboration were key topics of discussion at the State of the City Economy Conference

Glasgow businesses must continue to play their part in speaking up about the multiple merits of working and living in Scotland's biggest city and only metropolitan area, the 600 delegates at the annual State of City Economy Conference in January were urged.

In her introduction to the conference in the Radisson Blu, Susan Aitken, Leader of Glasgow City Council, revealed the city's GVA has increased by 4 per cent, up from £19.6 billion to £20.4 billion in 2019.

In a list of plaudits, she said Glasgow was the second-best small city in Europe for SME start-ups; it was making more satellites than any other city outside of Silicon Valley; and there was 1.2 million square feet of office accommodation under construction. A crane count of 20 or more across the city was ten times Edinburgh's equivalent. Since 2012, Glasgow has benefited from £1.1 billion of foreign direct investment, and there are 48,000 firms across the city region.

She

said the success of the city and its move to a net-zero carbon environment by 2030 was a challenge for everyone.

"The scale of this means that the Council cannot tackle it alone. Businesses, developers and property owners all must play their part and we will be asking you to step up to the task," she said.

Major events, including the European Championships and COP26, the United Nations' climate change conference, add up to a "really momentous year" for Glasgow, delegates were told.

"In the 21st year of the 21st century, the critical role of cities in setting the pace for economic, social and cultural change is crystallised here in Glasgow."

She said cities such as Glasgow have been the incubators for policies

and solutions, crucibles for development, testing and implementing economic models and bulwarks against insularity and complacency. She said cities are cradles of innovation and change where modern Scotland has always been made and where it is being remade.

Councillor Aitken stated that climate change, sustainability and carbon reduction are the issues of our time, those

which are impacting on the city.

"They form the context from which our prosperity must be viewed to flourish. Done right, economic growth, improving the quality of life of all of our citizens and carbon neutrality are highly compatible."

She said the road to net-zero carbon is signposted with opportunity. She said the ability of the private sector, academia and the public sector to mobilise in partnership and collaboration places Glasgow in a perfect position to achieve economic and environmental sustainability.

COP26 involves the gathering of 170 world leaders to push forward global commitments to reduce emissions. This is the most significant environmental conference since Paris in 2015.

"This will be the biggest event that Scotland has ever hosted. Glasgow will stage a series of events to raise awareness for the opportunities it creates. Make no mistake, this is massive. It will be impossible to ignore. Logistically COP26 will be a challenge, but the city will keep moving throughout."

The boost to Glasgow's hospitality industry is already reckoned to be £70 million while the international exposure is an unrivalled opportunity to promote the city on a global state.

"We are ideally placed to position Glasgow as a demonstrator city for sustainability solutions. This is an

Professor Sir Jim McDonald BSc MSc PhD, Principal and Vice-Chancellor, University of Strathclyde

Susan Aitken, Leader, Glasgow City Council



opportunity for Glasgow to become the city of our time on the issue of our time. It cannot be overstated; the economic is indivisible from the environmental and the social."

She said Scotland needs to replace its old industries before they become obsolete, making this fair for everyone and, with thousands of skilled jobs required, this must be planned for to ensure the conversion of Glasgow's homes and communities to a low-emission future. ScottishPower is already quantifying the new jobs that will be required to transition Scotland to a net zero carbon economy.

While talking up the city's achievements, including its high levels of academic attainment and graduate retention levels, Councillor Aitken acknowledged the impact of continuing austerity and Brexit uncertainty. Stating that "absolutely nothing has happened to allay my fears about the impact of Brexit", she stressed the need for Glasgow to continue building relationships within Europe and beyond.

Later in the morning, the Cabinet Secretary for Finance, Economy and Fair Work revealed the Scottish Government's intention to ensure that the River Clyde plays a key role in Scotland's future economic success.

The so-called Clyde Mission seeks to boost the river's traditional strengths in shipping, shipbuilding, and marine engineering, while aiming to help new sectors flourish and breathe life into derelict land alongside the waterway. It will also aim to attract fresh investment, building on major projects coming to fruition on the back of the £500 million Glasgow City Region City Deal.

Reinforcing the points made by Councillor Aitken, he said that climate change will be at the heart of the strategy, and pledged measures to protect the Clyde 'corridor' from flooding, and to ensure the river can be used more by residents and visitors.

He highlighted the Queen's Quay regeneration project on the site of the former John Brown shipyard in Clydebank, which plans to use water drawn from the river to heat homes, and moves by Glasgow-based Malin Group to revive marine engineering on the riverside in Old Kilpatrick.

He emphasised that tackling inequality would be part of the drive. Around 115,000 people live within 500 metres on either side of river, with 30,000 firms supporting 160,000 jobs in the area. But he added: "One in four of the population who live in those areas are within the 15 per cent most deprived in Scotland. When we are looking at the Clyde strategy, inclusive growth is so important."

He said there are 250 sites of vacant and derelict land, spanning 400 hectares, which ministers hope to



“There remains scope to refine our strategic thinking about how the sometimes disparate elements of the city economy can be connected more effectively”

Professor Sir Anton Muscatelli
FRSE AcSS,
Principal and Vice-Chancellor,
University of Glasgow

capitalise on. He said preparing those areas for the effects of climate change, including defences against flooding, must be part of the strategy.

The blueprint comes shortly after the Scottish Government was forced to intervene to nationalise the Ferguson yard in Port Glasgow, following a bitter dispute between industrialist Jim McColl, of former owner Clyde Blowers Capital, and Caledonian Maritime Assets, over an order for two ferries.

The conference heard from two of the city's top academics, Professor Sir Anton Muscatelli, of the University of Glasgow, and Professor Sir Jim McDonald, of the University of Strathclyde. They highlighted the international credentials

of the city's universities and colleges, and the milestone of creating innovation districts. But they stressed the need for more collaboration between firms, academia and government agencies.

Professor Muscatelli said: "There remains scope for greater collaboration, both within and between sectors, and indeed across this whole city, to refine our strategic thinking about how the sometimes disparate elements of the city economy can be connected more effectively."

Professor McDonald held out hope for a more "enlightened" approach to immigration to ensure that those who come to Scotland to study can stay and join the workforce after graduating.

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Sighthill Bridge over the M8

Our 2020 vision

Accelerating growth, ambition and opportunity are the key aims for the Glasgow City Region, says Kevin Rush, Director of Regional Economic Growth, Glasgow City Region

Last year we celebrated the first five years of our £1 billion UK and Scottish Government-funded Glasgow City Region City Deal. Already much has been achieved, including 16 completed projects across the city, but what are our plans for 2020 and what will the next five years bring?

Firstly, we plan to accelerate the delivery of projects where possible, to deliver economic benefits sooner. In fact, by 2024, we expect contracts to be let and construction completed for the majority of infrastructure projects.

This presents an enormous opportunity for local businesses in terms of contracts since anticipated spend on infrastructure over the next five years is expected to be more than £700 million – four times what we have spent to date.

The benefit so far from the UK and Scottish Government City Deal investment is already evident through the upcoming Barclays Hub, our emerging Innovation Districts and extensive house building developments delivered to date. The next five years will see more than 7,700 new homes built and around 500 hectares of land brought back into use. Our focus will move from the delivery of projects to maximising the extensive private sector follow-on investment from new roads built and remediated land. In fact, we expect more than 400,000 square metres of commercial, industrial and residential floor space outcomes to be realised through projected follow-on investment. So, there is an enormous opportunity for developers and investors.

2020 is set to be a momentous year for Glasgow and the wider region. With COP26 on the horizon, the benefit to the hospitality sector alone is expected to be more than £70 million and the unprecedented international exposure will promote the city to a wider global audience. COP26 will also provide a platform to accelerate our efforts to achieve sustainable, inclusive growth.

Proposals for a Glasgow metro continue to progress. This is being seen as a sustainable transport solution which would greatly improve connectivity, access to jobs and build on our potential as a global city region. We will continue to work closely with the Scottish Government on the Connectivity Commission's recommendations and complete feasibility work required to ensure it can be considered as a key national project. The new Clyde Mission initiative will boost the role of the river in the region's future economic success and draw further investment to key sites along the spine of the river, including the numerous City Deal-funded remediation projects.

The £18 million contract for the new 'street in the sky'

pedestrian and cycle bridge over the M8 connecting Sighthill to the city centre has been awarded, with work kicking off soon. At Ocean Terminal in Greenock, we anticipate completion of the Marine Works and the floating of the new pontoon.

Construction is also set to start on the Clyde Waterfront and Renfrew Riverside project. The first Smart Canal in Europe will complete soon, unlocking 110 hectares in north Glasgow for investment and housing.

This year we will refresh our Regional Economic Strategy. And we will continue to work closely with the Government to grow the City Region economy and to create better life opportunities for our residents, accelerate our ambitions for business and position ourselves to most effectively compete with other city regions.

Sign up to receive our newsletter at citydealgcr@glasgow.gov.uk



Kevin Rush,
Director of Regional
Economic Growth,
Glasgow City Region





Glasgow's City Building celebrates year of awards

City Building's Award Winning Apprentices

Glasgow-based construction firm, City Building, has added to its ever-growing trophy case after winning 14 awards last year.

The firm, which employs nearly 2,200 people including over 240 apprentices, scooped accolades in a range of different areas, including diversity and inclusion, talent, safety and development.

Highlights included winning a gold award through the Ministry of Defence's Employer Recognition Scheme and being crowned Most Inspiring UK Employer at the Inspire Awards.

At the recent HR Network awards, the firm collected the Outstanding Contribution to Scottish HR award, an award that is usually won by an individual rather than a business. Executive Director, Dr Graham Paterson was also named Chief Executive of the Year by the same panel.

Dr Graham Paterson said: "2019 was a fantastic year for City Building and I'm very proud of the entire team. To have won 14 awards in a single year is so impressive and it truly is a credit to our hard-working employees and their dedication and commitment."

The awards have been added to City Building's already-impressive array of awards, which includes the prestigious Queen's Award for Enterprise: Sustainable Development, and being recognised as one of the top 90 businesses in Scotland for employment and diversity.



For more information on our products and services contact Lesley Quinn, Head of Business Support on 0141 287 2287, Email: lesley.quinn@cbglasgow.co.uk or visit: www.citybuildingglasgow.co.uk

Building a Sustainable Future



Business in China

China is a truly incredible place for Scots to do business – and there is no substitute for getting on a plane and going to witness this vast nation with open eyes.

This was the reaction from the delegation led by Glasgow Chamber of Commerce which made a successful exploratory visit to Shanghai and Hangzhou from 28 November to 3 December 2019.

The mission included visits to Alibaba, site trips to Peak Scientific, Deloitte and a Starbucks roastery, and an invitation to the British Chamber of Commerce Shanghai's St Andrew's Ball.

Andrew Dobbie, a Director of the Chamber, and Founder and Managing Director of MadeBrave®, the Glasgow design and branding agency, was blown away by the Chinese people, the face-to-face meetings and the introductions which he thinks will help his business. He also encourages any other Chamber members considering doing business in China to sign up for the larger mission being planned for 24 November to 1 December 2020.

"I was keen to hear about Alibaba and online payment platform Alipay and learn more about WeChat. It was my first time in China and when the Chamber suggested that we join the delegation as a branding agency, I jumped at the chance. We were very privileged to get

an inside view and a glimpse of the technology and services being offered and what is to come over the next 20 years. It is exciting and a bit scary too," he said.

Alibaba was founded in 1999 by former English teacher Jack Ma from Hangzhou. Today it is a world-leading e-commerce company.

WeChat, which was developed by Tencent and was launched in 2011, has been a sensation in China. By the end of 2014, it had 470 million users and today is the world's largest standalone app with more than one billion active users.

"What struck me most about the trip was the relationship with the people. There are great similarities between the Chinese and the Scots. People, after all, are just people. On a personal level, we got on extremely well with everyone we met," said Mr Dobbie.

The Chamber's delegation was diverse and included representatives from significant sporting institutions; Kieran Coyle, Founder of Premiership Experience, who won Entrepreneur of the Year at The Glasgow Business Awards 2019 and his colleague, Sam Elliot; Professor John Lennon, Dean for Glasgow School for Business and Society at Glasgow Caledonian University; Ranjith Sankaranarayanan of the City of Glasgow College; and Steven Marshall and Francois Bourienne of Glasgow Airport.

"The diversity made it very interesting.

But being part of the Chamber group helped us all build our relationships together. There is no real substitute for being there on the ground and seeing and feeling what it is like, the different food, culture, and different experiences," said Mr Dobbie.

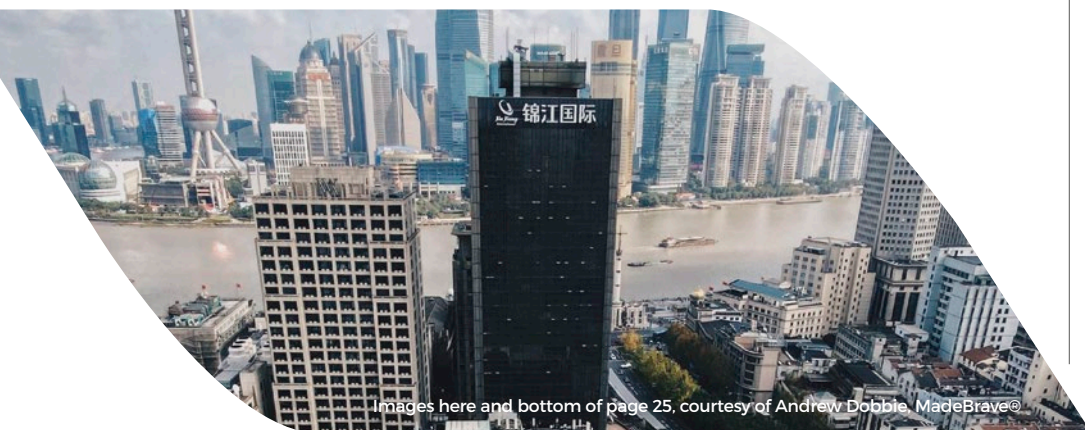
Richard Muir, Glasgow Chamber Deputy Chief Executive, who led the delegation with Chief Executive Stuart Patrick and outgoing President Jim McHarg, said: "The visit to Shanghai and Hangzhou was hugely successful on many different levels. We have had extremely positive feedback both from our local organisations who came out with us from Glasgow, as well as our foreign partners and hosts in China. Overall, it is evident that the site visits and the business training sessions, as well as the face-to-face meetings between our Scottish companies and Chinese counterparts were invaluable, and that relationships like these cannot be formed over email or online."

Professor Lennon said: "China is a critical higher and further education market for Scotland and the Chamber's recognition of this during our mission was hugely valuable. It was an important mission statement from our party that we were visiting two primary urban destinations, firstly the major city of Shanghai but also a so-called second-tier city such as Hangzhou, with a population of 9.8 million. This was really valuable."

"For Glasgow Caledonian University, which has a range of education partnerships across this important marketplace, this was about seeking further innovative partnership programmes in Shanghai and Hangzhou following on from the Chamber's mission. Building relationships in China takes time as well as consistent effort and encouragement."

Xiang Li, Director of NCUK Hangzhou Centre, believes there is huge potential in the Zhejiang Province for organisations in Glasgow and Scotland. Since the visit, Alibaba Taobao University has provided Glasgow Chamber with a Digital Talent Training proposal, which is its first significant project with an organisation in Europe.

Contacts from Shenzhen and SDI



Images here and bottom of page 25, courtesy of Andrew Dobbie, MadeBrave®



Image courtesy of British Chamber of Commerce Shanghai

“Relationships like these cannot be formed over email or online”

in Hangzhou were very impressed by the Scottish delegation and have shown interest in joining and supporting future projects in China.

Mr Patrick said: “The China trip allowed us to assess suitable partners for a full-scale SME trade mission to Shanghai and Hangzhou in 2020 and to support the existing Chinese relationships which have been developed among others by Glasgow Airport, Glasgow Caledonian University and City of Glasgow College.

“Our aim was to develop relationships with the British Chamber of Commerce



Shanghai as well as businesses and the Scottish diaspora to establish a robust platform on which to deliver a full mission in the autumn of 2020.

“We also want to support our Platinum Partners – including Glasgow Airport and Glasgow Caledonian University – in their growth aspirations.”

The mission took place prior to the outbreak of the Coronavirus and Glasgow Chamber of Commerce and its partners would like to extend their support and best wishes to all those recently affected.





Policy Forums update

The five Chamber of Commerce Policy Forums, set up in early 2019, are now firmly in their stride

This year is potentially a truly momentous year for Glasgow. With Brexit now a reality, and the city hosting the COP26 conference in November as well as the European Championships during the summer, there are a range of opportunities and challenges for the Chamber and its membership.

Each forum is already making a significant contribution to the strategic direction of the Chamber, giving the Executive Team and the Council of Directors confidence that they have the evidence base to better represent the views of members.

Alan Thomson of Scottish Water, who chairs the Place Forum, explains: "The various forums enable the Chamber to review and input to a number of consultations and policy matters that directly impact on its members. It is important that the voice of business is considered carefully as the city continues to grow and meet new challenges around climate change and transport strategies, to name but two. We work closely with Glasgow City Council and other key stakeholders to continue to build relationships for mutual benefit."

The Policy Forums have been reviewing key policy areas and developing position statements that were presented and approved at the most recent Council of Directors meeting. The approved position statements agree Glasgow

Chamber's activity, positioning and supporting narrative and evidence.

Jim McIntyre of Royal Bank of Scotland, chair of the Business and Innovation Forum, proposed that the Chamber continues to engage in COP26 preparations, including the Get Ready Glasgow initiative which will prepare the city for the largest ever gathering of heads of state in the UK. A new website, asking 'Why Glasgow?' (see below right picture), is at www.ukcop26.org

The conference should also be an opportunity to interact with decision-makers, access new investment opportunities and build trade relationships. This policy statement was also discussed and agreed at the Place Forum and International Trade and Tourism Forum.

A second policy statement is around the Chamber's long-standing support and leadership for the circular economy. "The Chamber recognises that COP26 provides an immediate driver for action for the city, and the Chamber will seek to maximise opportunities around the circular economy to

address the impact of climate change with our members and the wider business community."

In this capacity, the forum requested approval to scale up Circular Glasgow activities, continue to work with partners, such as Glasgow City Council and Zero Waste Scotland, and help support businesses with advice and collateral. These actions were approved by the Council of Directors in January.

The International Trade and Tourism Forum, chaired by Stuart Cruickshank of Lochend Finance, has been working on its positioning to support Glasgow City Council's development of a new City Exporting Strategy. "We welcome proactive engagement by the city to support international trade, particularly given business sentiment and concerns arising from Brexit," said its statement.

The Chamber's foundations are built on exporting and international trade, and in recent years, the Chamber has been highly successful with international relations through its trade missions and

“ It is our aim to take a balanced view from our members and look to influence the best possible outcome ”



Memorandum of Understanding programmes with chambers in Italy, New York, China and Germany. In addition, the Chamber operates international trade certification and support services on behalf of West of Scotland businesses.

In supporting Glasgow's Exporting Strategy, the forum will "seek opportunity to work with Glasgow City Council and utilise existing data to map baseline and global reach through its existing business base as well as target territories and rationale for inclusion".

What is clear is that several issues impinge on several of the forums. So how do the members work together to help the Chamber?

"The forums have wide representation from many different business sectors that have a specific interest in the subject matters covered within their remit. It is our aim to take a balanced view from our members and look to influence the best possible outcome, taking into consideration all the facts and data that support the respective policy positions," said Mr Thomson.

Glasgow City Council's City Centre Living Strategy consultation closed in February 2020. The Place Forum led the Chamber's response to the consultation and welcomes the desire to double the city centre population, agreeing that the city centre is a driving force for job creation. It wants to see a reversal in the trend of pushing the population to the suburbs, and agrees that there must be a range of housing options, including affordable city centre living.

"We have been very busy with a number of policy submissions, including the Connectivity Commission, Low Emission Zones, City Centre Living Strategy and the Deposit Return Scheme. Our Forum believes it is important for the Chamber to continue to build its already strong position to

influence positively all aspects of change across the City, and in doing so, it will benefit all residents and businesses who depend on a strong Glasgow economy," said Mr Thomson.

The Glasgow Employment and Skills Board, co-chaired by Craig Martin of C&C Group and Alison McRae of Glasgow Chamber, developed its positioning on Digital Skills for Glasgow after consultation with ScotlandIS and Skills Development Scotland. The Chamber vehemently believes that upskilling the workforce in the use of digital skills is vital for improved Scotland's productivity. Glasgow has almost 34,000 digital tech jobs but there is room for many more. The Forum's approved statement encouraged the embedding of digital skills in higher education and apprenticeships to support the increasing requirements of employers.

"Digital plays a key role in skilling and upskilling our workforce and there is an opportunity to utilise technology and digital skills to drive competitive advantage and productivity improvements. We seek to embed digital in education and apprenticeships to support

employer requirements and will engage our networks, collaborate and influence to ensure digital skills provision matches requirements and supports inclusion."

Katy Wedderburn of MacRoberts chairs the Chamber's Brexit Forum and urged the Chamber to continue to support the British Chambers of Commerce and engagement with the UK Government on Brexit and the implications for Glasgow businesses.

"Businesses are likely to face significant changes in the way they trade, both in Europe and across the world. The government must clearly communicate what those changes will be - and provide timely guidance and support to help firms adapt and make the most of new opportunities as Britain sets its own trading policies."

If any Chamber Silver, Gold or Platinum Partners would be interested in joining any of the Policy Forums, please contact: membership@glasgowchamberofcommerce.com



WHY GLASGOW?

Digital connectivity and education in Glasgow

The digital transformation of the Glasgow region is one of the city's most compelling selling points – a vital part of the 21st century narrative about Scotland's biggest city.

CGI, one of the largest IT and consulting services providers in the world and a Gold Partner of Glasgow Chamber of Commerce, is at the forefront of this change, helping increase the digital connectivity and accessibility for all citizens, but particularly young people.

With the city positioning itself as one of the leading tech hubs of Europe, keen to attract global players, the provision of the latest technology in school classrooms is an indication of the city's ambition. Indeed it is one of the biggest digital education roll-outs by a local or regional authority anywhere in the world.

CGI and Glasgow City Council have a seven-year multi-tiered contract worth £211 million in place to increase digital connectivity for citizens, upgrading to superfast wi-fi and moving the data and secure cloud centre into facilities in Bellshill to deliver better outcomes. As one of CGI's ten key global civic projects, a major educational transformation will be delivered which will see more than 52,000 iPads given to young people and their teachers by mid-2021.

The roll-out to Glasgow teachers began in October 2018 with training on how to use the new system and, in January 2019, the first pupils received their iPads. The first school was St Thomas Aquinas in the west end of the city, which was the pilot school. Here, the initial delight at the shiny new toys soon gave way to a realisation that the system had powerful and sustainable learning benefits for both student and teacher.

By the start of 2020, 13,000 iPads had already been given out to Glasgow pupils with 3,000 to teachers.

"This is across a number of learning communities in the Glasgow region. We are working with the client on a schedule for the continuing roll-out of this very significant investment in

"We are absolutely world-leading in this initiative. It's phenomenal what Glasgow City Council is putting into the futures of these young people"

educational transformation which will enhance the opportunities of learning," said Lindsay McGranaghan, who is the Scottish Business Unit Leader for CGI, based in Glasgow.

While CGI employs over 78,000 professionals around the globe, its expansion in Scotland has been significant and it has recently moved to a new office in central Glasgow. The company operates the 'Metro model' where staff – called members – have share-options in the business, and live and work in the local communities where they operate, not in remote call centres.

There are different types of iPad and different ratios of technology, with Primary 1 to Primary 5 pupils getting one iPad between every five children, and one per pupil from Primary 6 through to the end of Secondary School, across all Glasgow schools.

"The responses have been interesting because I think initially this was seen as a new shiny iPad. We need to be careful because it is a much broader story than just a piece of kit. The benefits we can see from a teaching workload and efficiency perspective are starting to come through now."

As an example, a web service has been created to monitor and track Curriculum for Excellence, Scotland's national curriculum for schools.

"This significantly reduces the time it takes teachers to produce school reports, which means that more time can be used for more higher-value teaching, rather than administrative work."

The classroom system is integrated into Apple TVs and controlled by a CGI enterprise-level system which is applied to Classroom Manager, an Apple product, so the teacher can be assured that the student is working on the correct project at the right level, rather than using it for other purposes. Classroom Manager gives the teachers better levels of oversight, safety and security and can view a whole class from a single screen.

Previously, the use of iPads in Glasgow schools was piecemeal and depended on individual schools and their level of resources, now it offers a consistent level of technology.

CGI, which selected Apple as the most appropriate technology for educational transformation, won a major contract which has also allowed the transfer of 296 Glasgow Council IT staff to the Canadian-headquartered company. In the first 18 months, £300,000 was spent on retraining this key Scottish resource. There has also been a transformation of the WAN (wide area network) in terms of ultra-fast wi-fi connectivity in schools, libraries and

Lindsay McGranaghan,
Business Unit Leader, CGI



Pupils at St Thomas Aquinas School in Glasgow, the pilot school for the project
© Photography by Jeff Holmes

other Council buildings, and this has involved Commsworld, which has had recent investment from Lloyds Development Capital, and DataVita in Bellshill.

"The challenge before with the introduction of iPads in schools was there was no way of knowing if everyone was on the same item of work. With Classroom Manager, the teacher can lockdown the iPads from the front of the class. If there is unauthorised group use with a project, for example, the iPads can be stopped, the project reset and the whole class can continue in the right direction."

City of Glasgow Council is the first council to achieve CyberEssentials Plus, a recognised level of security and data protection for employees and students.

"We have a large cyber practice, and this is all being provided directly for the Council," said Ms McGranaghan, who studied English Literature at the University of Glasgow and began her working life with the Scottish Executive and the Royal Bank of Scotland.

The provision of the technology is helping to deal with the city's poverty challenge and helping with its policy of inclusion.

"One of the key agendas from the Council Chief Executive, Annemarie O'Donnell, was to try and make sure that every young person, regardless of

their socio-economic background, had the same start in their educational life and the iPad roll-out allows every child to have the same access to the same level of technology, allowing them to further their education," she said.

"I think this is remarkable and Glasgow has the largest global programme of this type. We are absolutely world-leading in this initiative in terms of the size and scale of what we are doing. It's phenomenal what Glasgow City Council is putting into the futures of these young people."

She said that CGI really feels like an essential partner in this journey, able to make a difference to people's lives. With children taking their iPads home, this is helping to increase the opportunity to create 'digital citizens' among their parents, who will be able to access the right local services through their devices.

CGI was founded in Quebec, Canada in 1976 by Serge Godin, the Chairman, and André Imbeau, who remains on the Board. CGI is the French acronym for 'Conseillers en gestion et informatique', or Consultants to Government and Industry. The global Chief Executive Officer, George Schindler, has been in Scotland many times and has been involved in building business relations between Quebec and Glasgow.



The ICAs

Save the date – 3 September 2020

Glasgow firms looking to raise their profile in the city still have time to support the Inspiring City Awards 2020, taking place on Thursday 3 September 2020.

Once again, Glasgow Chamber of Commerce will join forces with *The Herald* to organise and deliver the eighth ICAs. Working in partnership over this time, *The Herald*, its parent Newsquest and the Chamber have highlighted and rewarded individuals and organisations who have gone beyond the call of duty to encourage, mentor and support investment and growth in Glasgow.

The awards evening brings together an audience of over 400 business leaders, employers, judges and sponsors along with invited guests from Glasgow Chamber of Commerce and *The Herald*.

This year there will be 15 categories, including business, leadership, education, arts, culture and sport, all celebrating those who go the extra mile to make Glasgow flourish.

The deadline for award entries will be in July 2020, ahead of the awards ceremony in September. There will be full coverage of the event and the winners in the Winter edition



of *Glasgow Business* and in *The Herald* and *Glasgow Times*, both in print and online.

The keynote speaker for this year's event will be announced shortly, but past speakers have included entrepreneur Sir Tom Hunter, Scotland rugby coach Gregor Townsend, broadcaster Muriel Gray and music promoter Geoff Ellis.

Sponsorship opportunities are available and anyone interested should contact Jennifer McLeod, Events and Professional Development Executive at Glasgow Chamber, T: 0141 204 8349, E: jennifer.mcleod@glasgowchamberofcommerce.com



Pictures courtesy of Jamie Simpson, Herald & Times



The GBAs

Save the date – 1 October 2020

The Glasgow Business Awards 2020 will take place on Thursday 1 October 2020 at the Hilton Glasgow in William Street.

The GBAs, now in their 23rd year, are run by Glasgow Chamber of Commerce and are firmly established as the Business 'Oscars' for the city, with the 2019 awards attracting over 600 guests from a wide spectrum of companies and organisations.

Last year's Entrepreneur of the Year – Kieran Coyle, Founder and Managing Director of Premiership Experience (who also triumphed in our Excellence in International Trade category) – said the accolade of winning the prestigious award helped in the marketing and

promotion of his business and its expansion into China and India. Premiership Experience also went on to be shortlisted as a finalist at the British Chamber of Commerce Awards.

Alan Busby, Events and Professional Development Manager, said: "2020 is a big year for the city as we play host to several international events, including athletics, several of the Euro 2020 Championships fixtures and the COP26 summit in November, to name but a few.

"We are still in the planning stages of this year's GBAs, but we will celebrate business excellence and success and the role the business community plays in attracting these major events.

Meanwhile Alan is encouraging all Glasgow businesses to prepare for their award submissions and save the date, with the awards due to launch this Spring.

"We also have some sponsorship opportunities available, and I would invite anyone who would like to know more to get in touch with us," he added.

For more information contact Alan Busby, Events and Professional Development Manager, T: 0141 204 8323, E: alan.busby@glasgowchamberofcommerce.com

Pictures courtesy of Stewart Cunningham, Great Scot Photography





Going for sustainable growth in Glasgow

By Neil Amner, Director and Brexit Group Lead, Anderson Strathern

I recently attended the 22nd State of the City Economy conference in Glasgow where Councillor Susan Aitken, Leader of Glasgow City Council, gave a compelling speech on the critical role of cities in setting the pace for economic, social and cultural change. Glasgow will be the proud host of the next UN Climate Change Conference, COP26, in November and how we tackle climate change, sustainability and carbon reduction as a city and a nation will be firmly in the spotlight.

Scotland's world-leading climate change legislation, the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019, sets a target date for net-zero emissions of all greenhouse gases by 2045. As Susan outlined in her conference speech: "Our road to net-zero carbon is signposted with opportunity" and Glasgow is in a "great position" to contribute to this.

Scotland's size offers opportunities for new technologies to be trialled and deployed at a city level. The coalescence of engineering and industrial design capabilities in and around Glasgow offers a potential for industrial policy and sustainable economic growth, and acts as a benchmark for

other parts of Scotland and the UK. Glasgow City Council sees the city as a centre for the new green economy, positioned to achieve both economic and environmental sustainability.

As a law firm we have supported a wide range of clients on environmental compliance and innovation projects, notably in the transport, energy, rural and public sectors. We have close ties with Glasgow Chamber of Commerce and its work on the Circular Economy.

This has led us to the recent sponsorship of the President's 1783 Network, which helps to boost the Glasgow economy and increase its global business reach. With over 450 members from around the globe, it fosters progressive thinking and innovation. With climate change in sharp focus this year and Glasgow's expanding credentials as a centre for green technology, the network will help to inspire the next generation and the future of business in the area, including the industrial transformation and international trade and investment.

Building on our successful Brexit Hub, we have also entered into an International Trade Partnership with Glasgow Chamber of Commerce. We are now providing advice to members

on international trade matters, including inbound and outbound trade missions as well as on contract and documentation legal issues. We've recently expanded our Glasgow office to accommodate our new and expanding business, illustrating a dedication to business in Glasgow and the surrounding area.

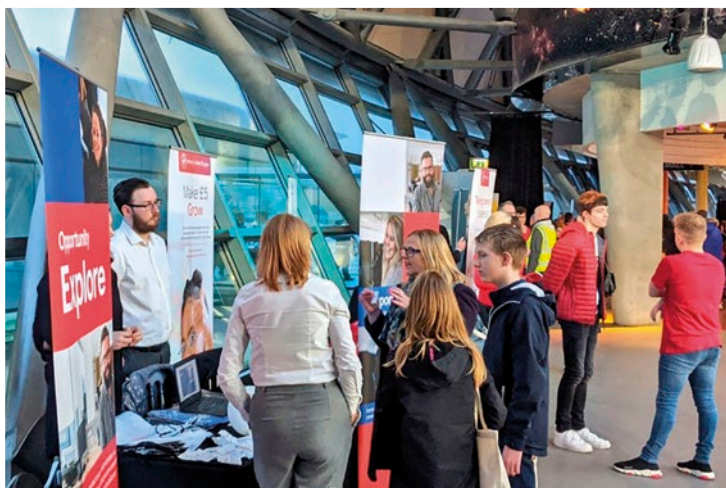
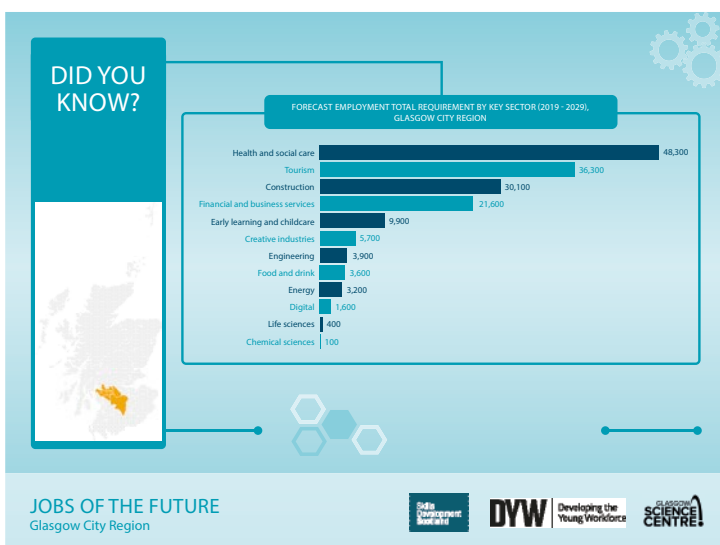
Glasgow is both big enough to be able to test new ideas and also small enough to bring the private and public sectors together to create meaningful and productive partnerships on our road to net-zero carbon. As global leaders prepare to gather on a grand scale at COP26, the President's 1783 Network will, in parallel, aim to put Glasgow on the map as a world-leading centre for the development of economic and environmental sustainability.

Neil Amner is a Director and Brexit Group Lead at Anderson Strathern and is a Past President of Glasgow Chamber of Commerce. During his Presidency, the Chamber's role in promoting international trade and investment, the President's 1783 Network and Circular Glasgow were all promoted and developed to fruition. To contact Neil about any of the initiatives mentioned in this article, call 0141 242 7984.

Jobs of the future

Did you know that 60% of the jobs we'll be doing in the next 10 years haven't yet been invented?

The event, with many businesses from the key growth sectors in attendance, looked to target one of the key influences in young people's lives – parents and carers. This was to better prepare them with the knowledge and confidence when discussing their child's education and career options.



Thank you to all our business partners



SCOTLAND'S BIGGEST PARENTS' EVENING

#jobsofthefuture

What a fantastic night to brighten up a grey and blustery January evening. More than 400 young people, parents and carers descended on Glasgow Science Centre for Scotland's Biggest Parents' Evening.

The event was buzzing with excited chatter as pupils from schools across the Glasgow region and Lanarkshire thronged around the careers stalls from an impressive range of over 30 Scottish companies and organisations.

With more than half the roles that will be in demand in the next ten years not even invented yet, the event focused on the jobs of the future and aimed to 'Influence the Influencers' on the skills, qualifications and experience that young people will need to succeed in this ever-changing landscape.

Scotland's Biggest Parents' Evening, now in its second year, is a national event and this year DYW Glasgow delivered

"What an amazing event – speaking to parents, carers and young people about the jobs of the future in our industry! Hundreds of people in the room this evening to find out what skills and experience young people need to succeed in the future. We are looking to inspire the next generation to think about all the diverse roles within the construction industry and this event enabled us to do so."

Ross Hammell, Community Benefit Manager, McTaggart Construction

ACCA Think Ahead

Arnold Clark

BAE SYSTEMS

BBC STUDIOS

BARCLAYS

CATAPULT
offshore renewable energy

CITYBUILDING

McTaggart
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CITY OF GLASGOW
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LANARKSHIRE & EAST DUNBARTONSHIRE
Developing the Young Workforce



Scottish Government
Riaghaltas na h-Alba
gov.scot



the event in partnership with Glasgow Science Centre and DYW Lanarkshire and East Dunbartonshire. It was substantially larger than the first event with support from First Group helping to bring parents and carers to the centre by bus. The event also launched STEM Futures, a project which promotes STEM-related careers within schools.

One key feature of the event was the employer spotlight 'A conversation with...', where growth sector industry leaders such as NHS, JP Morgan and Arnold Clark gave an insight into the future job opportunities available in their sector and businesses. This was well attended by parents, carers and pupils.

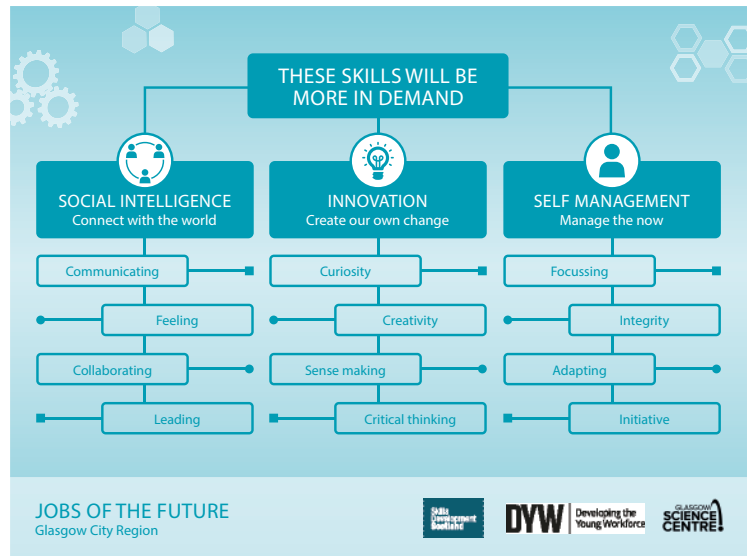
If you would like to get in touch with the DYW Glasgow team to see how your organisation can better connect with its future workforce email dyw@glasgowchamberofcommerce.com

"While artificial intelligence and automation will have an impact, skills such as social intelligence, curiosity and critical thinking alongside adaptive resilience will all be key assets for these emerging jobs of the future."

Alison McRae, Senior Director,
Glasgow Chamber of Commerce

What skills will be in demand ?

As we continue to develop the young workforce, it is clear that there will always be a need for human skills – creativity, curiosity and critical thinking which can never be replaced by artificial intelligence.



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TESCO Bank

THALES



On track with technology

IT is the lifeblood of most businesses. The trouble is, it's constantly changing. So, how do you make sure you're up to date and making best use of the technology that's out there?

Glasgow-based experts Nick Cohen of Arrow Business Communications and Daniel Keegan of CommsFM give us the rundown on keeping the IT for your business in good shape.

How often should you review your IT set-up?

Nick: "In the past, a firm might be on a three, four or five-year hardware replacement cycle. Now, the process tends to be continuous. The service model prevails and companies opt for leasing or hiring rather than buying outright. A program like Microsoft's Office 365 is the backbone of many companies' email, file storage systems and so on. There's a monthly fee that varies depending on the range of services you tap into.

"Alternatively, some well-established firms might have a database application that's the foundation of their operation. They could have legacy hardware they need to keep running because it is so important to the business.

"However, every firm should be looking at what's

here and what's next. If you're not doing it, you can be sure your competitors will be."

Daniel: "There's no best time to review your set-up as long as you do it regularly. Ideally, you should do it no less than annually. If you've got a good IT support partner make sure they're part of your review. If anything's changed in the business they'll know whether there's something on the market that's more appropriate to your needs.

"A lot of companies sweat their assets and stick with what they have. That might save money in the short term, but it means they miss out on tools that can increase productivity and potentially increase sales. It also means they compromise fundamental issues such as data security."

What essentials do you need to consider?

Nick: "The first thing we ask a company to do is step back and ask if it's clear on where it's going. Once that's apparent it's possible to line up the right partners and expertise. If, for example, you're embarking on a new strategic plan that includes people working more flexibly, your IT must allow you to do that. We've worked with start-ups that have two people and grow to be 30 strong within a year or two. It's important that options are scalable."

Daniel: "The place to start is

connectivity. That applies even if you have a traditional set-up where everything is held in the office, or you're using hosted services. Connectivity underpins the link to your hosted telephony, email, files and so on.

"After connectivity look at your servers if you have them. Are they hosted on site and are they backed up? Are you happy with the support you have on them?"

"Then look at users; staff. How do they communicate with customers and the outside world? Are your business processes as efficient and effective as they could be? It's best to do things department by department, since each will operate differently.

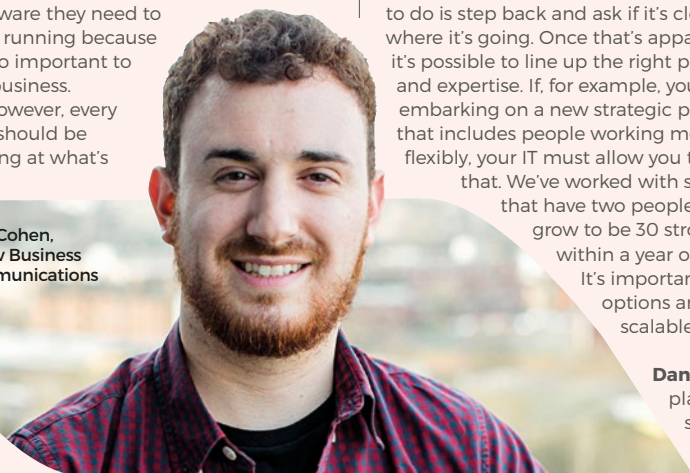
"Consider devices too. You might save money by only having desktop PCs, but when staff are snowed in at home you've lost a day's productivity. If your people have laptops they can take home every day, you won't have that problem."

How do you keep track of the possibilities out there?

Nick: "You can keep track through industry bodies. For example, the Law Society of Scotland regularly champions IT developments suitable for solicitors and legal firms. If you're not tech savvy, industry groups and forums can help you see what peers are doing. Having the right partner is important. They need to be like-minded and it's good if they've worked on challenges similar to yours."

Daniel: "It's hard to keep on top of things. You can consult websites and blogs, but ideally you want a partner who can keep you up-to-date. The key thing is that they work to understand your needs and don't simply push the latest product."

Nick Cohen,
Arrow Business
Communications





“In every sector, firms are using IT in smart ways. If you’re not doing this, your competitors are”

How do you measure ROI on any changes you make?

Nick: “Your business will suffer if a member of your staff can’t do their job because the system is slow or regularly crashes or they can’t work outside the office. Similarly, increased productivity through improved IT can help you reduce staff costs.

“For example, a product such as accounting software Xero carries out tasks that previously would have been done by bookkeepers.

“And, from a finance perspective, technology has never been more accessible. Ordinarily a start-up could commit a substantial capital sum to get hardware, but on a service model you keep that cash in the bank while paying monthly fees.”

Daniel: “The way we look at ROI is to start with what’s in place, what works

and doesn’t, and the total cost of ownership. Then, you consider the costs of any changes, and what productivity improvements you will realise.

“For example, when we roll out hosted telephony to a customer, we’re rolling out a service that gives them all the features and functionality of a telephone system but one that’s hosted in the cloud. The new system comes with automatic upgrades and the firm could do away with landlines and their associated costs.”

What are the dangers if you fail to update or things go wrong?

Nick: “For a start, you may end up having to redo things and/or get tied into inappropriate long-term contracts. That’s why it’s important to find the right partner. In every sector, firms are using IT in smart ways. As I said, if you’re not doing this, your competitors are

“A final piece of advice; two of Microsoft’s operating systems are no longer supported – Windows 7 and the associated Server 2008 R2. If you still have Windows 7 your system is vulnerable, so seek guidance. In these days of GDPR, a breach of your system could land you with a hefty sanction.”

Daniel: “If you do get things wrong, at best you waste money and at worst you threaten the viability of your business. Without the right data, the first risk is that your firm can’t trade. Remember, improvements mean you could increase productivity, make your operation more efficient and have a more reliable infrastructure to support customers and users.

“Also on a positive note, the UK and Scottish governments are committed to spreading access to superfast broadband nationwide and there is funding to help firms take advantage. In particular, both governments are keen to help SMEs and rural businesses.”



Daniel Keegan,
CommsFM

Making a climate change

The most important climate change meeting since 2015 is coming to Glasgow, with a huge potential impact on our environmental practices

More than 30,000 delegates and 200 world leaders are expected to attend the 2020 United Nations Climate Change Conference (COP26), the biggest conference ever staged in Scotland and the most important climate change meeting since the Paris Agreement 2015.

Climate Change Secretary Roseanna Cunningham said the event, which will take place in Glasgow in November, is "a unique opportunity for Scotland to take part in the global debate on how to tackle the climate emergency".

Host venue, the SEC, said the 'Get Ready Glasgow' business and public information campaign will be launched this spring, providing information on what to expect and the opportunities presented to Glasgow



as the host city.

Claire Mack, Chief Executive of Scottish Renewables, said: "COP26 is a fantastic opportunity for Scotland and Glasgow, which is already aiming to become the UK's first net zero city.

"With an abundance of renewable energy resources – not least the River Clyde, which holds the potential to produce enormous quantities of low-carbon heat – and some of the most ambitious climate change targets in the world, Scotland is well on the way to achieving its 100 per cent renewable energy target.

"Our renewable energy industry is looking forward to working with the world's leading climate change experts to make sure that the COP agenda is followed by concrete action as we continue the global fight against climate change."

Ideas Ltd is one local business hoping to benefit from the impact of the conference on public awareness of climate change and sustainable development. Managing Director Steve Taylor is an environmentalist and economic development advisor who specialises in developing and implementing sustainability projects. Best known for his work with music festivals, he has been Sustainability Manager for events including T in the Park, TRNSMT and Glasgow's Commonwealth Games Festival.

Steve said: "COP26 offers a great opportunity for the city of Glasgow and local businesses to show off our current sustainability credentials. With 30,000 delegates, and potentially several thousand protesters, it's important to demonstrate that we in Glasgow are taking the climate emergency seriously. Glasgow's people are great at getting behind big events and we expect a positive response, particularly with the frightening examples of climate chaos such as the recent Australian bushfires on our minds.

"We are keen to work with businesses to help them reduce their CO2 emissions this year. It's also a chance to publicly show some of our existing novel CO2-saving practices such as the recycling bikes and ambassadors that we currently use to enable food waste to be removed by zero emission cargo bike rather than gas-guzzling lorries."

Ideas Ltd worked with Big Green Feet Community Interest Company on a pilot project to collect food waste from restaurants in Giffnock, on the south side of Glasgow, by bike. The food was taken to the Young Enterprise Scotland training centre at Rouken Glen Park and turned into compost.

This project is now being developed with charity SoulRiders, which has received funding from the SP Energy Networks Green Economy Fund to launch a fleet of e-cargo bikes to collect waste in the Pollokshields area.

is much more to be done. "We are seeing more big companies setting environmental targets and making environmental improvements, which is great. At the same time there is a wider public concern about corporate greenwashing. All this aside, there is an opportunity here for SMEs to make the biggest difference as they make up the largest percentage of our businesses in Scotland.

"Our company is really clear on its carbon reduction plan, and is succeeding in providing specialist environmental services (ornithology, ecology and peat) for renewables projects, but many other SMEs are understandably focussing all their energies on winning new work, and do not have the resource to commit to carbon reduction plans. SMEs need help and support in order to change their business models."

First Minister Nicola Sturgeon has just launched a £6 million Low Carbon Challenge Fund to support SMEs to grasp opportunities around climate change. The Scottish Enterprise administered fund will be open to public, third sector and academic institutions working to create opportunities to advance the low carbon capabilities of SMEs.

The First Minister said: "Star Refrigeration is a great example of how tackling climate change can also be good for jobs and business. As we prepare to host the UN Climate Change Summit, it is fitting that Scottish companies are providing practical

“Scotland was one of the first countries to acknowledge that we are facing a global climate emergency and we have legislated for the most ambitious carbon reduction target”

Greenwashing or real action?

The UK's largest companies are making moves to be more environmentally friendly. Vegetarian food giant Quorn is going to include the carbon footprint details of every product it sells on the packaging. Tesco is removing plastic wrapping from its multipack tins, removing 350 tonnes of plastic a year from the environment, while Microsoft has committed to being "carbon negative" by 2030.

Kirsty MacArthur, Director of specialist environmental consultants MacArthur Green, says there

solutions to the environmental issues our world faces."

Star Refrigeration Ltd is the largest industrial refrigeration company in the UK and has also developed its own water source heat pump through a subsidiary company Star Renewable Energy.

Scottish Enterprise Chief Executive Steve Dunlop said: "This support for SMEs is intended to support the development of new low carbon solutions to harness opportunities and move from a climate emergency to a climate opportunity.

"Scottish Enterprise is working with partners to meet Scotland's net zero target and ultimately provide the right environment for businesses to focus on more sustainable ways of working and the Low Carbon Challenge Fund is part of that."

With the aim of supporting Glasgow's

goal to become the UK's first net zero emissions city. SP Energy Networks has funded two new state-of-the-art First Glasgow electric buses. The First Minister said: "Scotland was one of the first countries to acknowledge that we are facing a global climate emergency and we have legislated for the most ambitious carbon reduction target of any country in the world. A key part of our plans is encouraging greater use of public transport as well as phasing out petrol and diesel vehicles."

Andrew Jarvis, Managing Director for First Glasgow, said: "Every customer journey on the route will save around 2kg of CO₂ compared with driving on your own in an average car, making bus the best choice in reducing the impact on the planet. By working with Glasgow City Council and Transport Scotland, we plan to make great strides forward in doing our bit to improve the city's air quality and making Glasgow a cleaner and greener place to live and work."

In Glasgow city centre, levels of harmful nitrogen dioxide from road traffic are being recorded at levels which do not meet statutory expectations. As a result, by the end of 2022, Glasgow's low emission zone will be in place for all vehicles.

Meanwhile, charity Sustrans believes there is a need for a national approach to deliver infrastructure to develop walking and cycle-friendly neighbourhoods, to make journeys on foot or bike to our town centres the attractive choice and building segregated cycle routes on arterial roads into towns and cities. Sustrans' Bike Life Glasgow 2018 survey states that there are 182 miles of cycle routes, with an average of 11,000 cyclists per day travelling in and out of the city.

Spokeswoman Claire Daly said: "Transport is the biggest source of carbon emissions in Scotland. Along with having the right infrastructure in place, we want to change people's mindsets to overcome barriers to cycling and walking and show that these options are often easier and quicker than they think."

"The www.waytoworkscot.org website is a good place for businesses to start encouraging staff to change just one journey from car to walking, bus or cycling and work upwards."

The organisation is launching the fifth Scottish Workplace Journey Challenge (see page 39). Claire said: "Reducing car use is key but we know it is not always an easy thing to do. We are supporting a number of Glasgow City Council projects which will have a big impact, including part-funding the Avenues Project to make the city centre more pedestrian friendly, and the South City Way."

“ We are doing our bit to improve the city's air quality and making Glasgow cleaner and greener ”



Glasgow Clyde College Catering and Cleaning Services Manager John Clark

The South City Way is a 3km segregated cycle and pedestrian route that runs from Queen's Park, connecting Govanhill and the Gorbals, to Glasgow city centre. Led by Glasgow City Council alongside Transport Scotland funding through Sustrans' Places for Everyone fund, the first sections are already complete and the final phases should be finished in the autumn after some delays in 2019.

More than two-thirds of SMEs in Scotland want to be more environmentally sustainable, according to Bank of Scotland's Business Barometer. The survey found 72 per cent have taken steps to become greener in the past 12 months.

Ideas Ltd's Steve says he wants to help more local businesses improve their sustainability through a '20 for 20' campaign – informing businesses how to reduce their carbon footprint by 20 per cent in 2020. "Some will find this more difficult than others, but little things can make a huge difference. For example, take the David Attenborough programme's effect on single-use plastic. I've been talking about this for 20 years! For SMEs, there are

common issues to consider, including waste, energy, procurement and transport. This might include ensuring windows are closed when the heating is on, or encouraging use of public transport rather than company car. But it is really difficult for businesses to be zero carbon."

Coffee shops are leading the way on improving their environmental practices, from sustainable growing to coffee cup recycling. Cup Movement in Glasgow launched an initiative to increase cup reuse and recycling rates in over 100 coffee shops in the city centre. Working with some of the biggest coffee chains – Costa, Greggs, McDonald's, Pret and Starbucks, the #TakeItBack initiative encourages people to bring any paper cup back to be recycled. The message will also be added to the city's blue on-the-go recycling bins, which currently cannot accept coffee cups. In addition, Cup Movement will continue to encourage using a reusable cup as the most sustainable option.

Glasgow Clyde College has removed 83,000 single use hot drinks cups from sale and is offering a reusable, sustainable alternative at its Cardonald campus. Once used, the new cups will be placed in collection station bins located throughout the campus, making it easy for students and staff to get involved in the initiative.

John Clark, Catering and Cleaning Services Manager said: "We are continually looking to implement new programmes and schemes to reduce our carbon footprint and help combat climate change issues. We are making the process easy to adapt to; but we do need buy-in from students and staff to really break the habit and tackle our throwaway culture. The initiative has been highly successful, and we are looking forward to rolling this out to our other campuses."





Scottish Workplace Journey Challenge

Looking for a fun incentive to get your workplace active? Watch your organisation climb the leaderboard as staff travel sustainably for their commute and business trips.



1 - 31 March

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**E: tina@360-scotland.com
W: www.360-scotland.com**

Multi-lingual destination management company offering bespoke corporate events, incentive trips and high-end luxury travel in Scotland and abroad.
No of Employees: 1-10
Contact: Tina Koehler
Director & Founder

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**69 St Vincent Street
Glasgow G2 5TF
T: 0141 221 3923**

**E: mmcgill@allstaff.co.uk
W: www.allstaff.co.uk**

Supplier of temporary and permanent staff to industry and commerce.
No of Employees: 1-10
Contact: Martin McGill
Branch Manager

AMOS BEECH

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T: 01324 610510**

**E: vh@amosbeech.com
W: www.amosbeech.com**

Interior design, office furniture, fit out and refurbishment.
No of Employees: 11-50
Contact: Vincent Hartman
Marketing Manager

BEACON BROOKE

**216 West George Street
Glasgow G2 2PQ
T: 0141 278 6420**

**E: carol@beaconbrooke.com
W: www.beaconbrooke.com**

Property consultants.
No of Employees: 1-10
Contact: Carol Morrison
Director

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W: www.cjcyberltd.co.uk**

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No of Employees: 1-10
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Director

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Part of Clear Channel Outdoor - out of home media owners, operating more than 35,000 sites nationwide.

No of Employees: 11-50
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Head of PR & Communications

ENGIE

**Avondale House
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Strathclyde Business Park
Bellshill ML4 3NJ
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**E: brian.pettigrew@engie.com
W: www.engie.co.uk**

Energy and services group with three main activities: energy, services and regeneration.
No of Employees: 251+
Contact: Brian Pettigrew
Regional Managing Director

EXPENSE REDUCTION ANALYSTS

**7 Holmwood Park
Crossford**

**Carlisle ML8 5SZ
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Cost consultants.
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Contact: Neil McCallum
Director

EYE IN THE SKY GLASGOW

**26 Hutton
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T: 0141 586 8822**

**E: john@eyeintheskyglasgow.com
W: www.eyeintheskyglasgow.com**

Aerial drone services including inspection, surveys, high level imaging and video marketing.

No of Employees: 1-10
Contact: John Crawford
Company Director

FUTURETEL LTD

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Ellismuir Way
Tannochside Business Park
Uddingston
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T: 0141 366 3400**

**E: siobhan.brown@future-tel.co.uk
W: www.future-tel.co.uk/glasgow-office**

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No of Employees: 1-10
Contact: Siobhan Brown
Office Manager

GENIUS PEOPLE

**1439 Cumbernauld Road
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**E: swalker@geniuspeople.co.uk
W: www.geniusppt.com**

Training.
No of Employees: 1-10
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GEORGE CAPITAL

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**E: anthonywardle@georgecapital.co.uk
W: www.georgecapital.co.uk**

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No of Employees: 1-10
Contact: Anthony Wardle
Head of Asset Management

HAELO

**Tontine Building
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T: 07795 832405**

**E: mick@haelo.io
W: www.haelo.io**

Helping leaders to focus on what's important and giving an early warning of threats; combining human potential and cutting-edge technology to increase situational awareness to focus attention and effort to the greatest effect.

No of Employees: 1-10
Contact: Mick O'Connor
Founder and Director

IKEA BUSINESS

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99 Kings Inch Drive
Glasgow G51 4FB
T: 0141 885 8965**

**E: michell.macleod@ikea.com
W: www.ikea.com/gb/en/ikea-business**

Assistance with furnishing advice and orders, as well as product delivery and assembly.
No of Employees: 251+
Contact: Michelle Macleod
Manager

INSPIRE DIGITAL

**The School House
Ground Floor
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Glasgow G41 1EJ
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**E: thomas@inspire.scot
W: www.inspire.scot**

Digital agency offering web design, e-marketing, search engine optimisation, graphic design and outsourcing development.

No of Employees: 1-10
Contact: Thomas Quinn
Business Development Manager

JLL (JONES LANG LASALLE)

**150 St Vincent Street
Glasgow G2 5ND
T: 0141 248 6040**

**E: mike.buchan@eu.jll.com
W: www.jll.co.uk**

Property managers and chartered surveyors.
No of Employees: 51-250
Contact: Mike Buchan
Lead Director - Glasgow

MIDTON

**Kilmory Industrial Estate
Lochgilphead
Argyll PA31 8RR
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**E: neil@midton.com
W: www.midton.com**

Product developer of advanced acrylic forms and products.
No of Employees: 11-50
Contact: Neil MacDonald
Head of Business Development

MORGAN STANLEY

**The Cerium Building
55 Douglas Street
Glasgow G2 7NP**

T: 0141 245 8000
E: mike.blyth@morganstanley.com
W: www.morganstanley.com

Financial services company - advising, originating, trading, managing and distributing capital for governments, institutions and individuals. No of Employees: 251+ Contact: Mike Blyth Executive Director

MORRISON CONSTRUCTION **2nd Floor**

Rowan House
1 Robroyston Oval
Glasgow G3 3 1AP
T: 0141 557 6500
E: alan.calderwood@morrisonconstruction.co.uk
W: www.morrisonconstruction.co.uk
Contractor, delivering public and private sector projects throughout Scotland. No of Employees: 51-250 Contact: Alan Calderwood Strategic Development Director

NEGOTIATED RESOLUTIONS LTD
E: kirk@negotiatedresolutions.co.uk
W: www.negotiatedresolutions.com
Communication and negotiation skills training. No of Employees: 1-10 Kirk Kinnell Founder

NEVIS CAPITAL LLP
4th Floor
221 West George Street
Glasgow G2 2ND
T: 0141 248 1200
E: james.pirrie@neviscapital.co.uk
W: www.neviscapital.co.uk
Buying companies and offering something different from a trade sale or private equity; business owners who will protect, support and develop businesses and people. No of Employees: 1-10 Contact: James Pirrie Partner

NIXON LTD
138 Hydepark Street
Glasgow G3 8BW
T: 0141 221 1433
E: roisin-alana@

nixonltd.com
W: www.nixonconsultants.co.uk

Development and construction company, quantity surveyors, project managers, architects, civil engineers, structural engineers and principal designers. No of Employees: 11-50 Contact: Roisin-Alana Di Giacomo Director of Brand, Communications and Marketing

NOKIA
1510-1520 Arlington Business Park
Theale
Reading RG7 4SA
T: 07909 997688
E: graeme.harrold@nokia.com
W: www.nokia.com
Development and delivery of an end-to-end portfolio of network equipment, software, services and licensing. No of Employees: 1-10 Contact: Graeme Harrold Country Manager - Scotland

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62 Templeton Street
Glasgow G40 1DA
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E: katie.bruce@nspcc.org.uk
W: www.nspcc.org.uk
Charity helping and supporting children who have been abused and protecting those at risk, as well as preventing abuse from happening. No of Employees: 1-10 Contact: Katie Bruce Corporate Partnerships Manager

PEAK GOVERNANCE
25 Westwood Park Road
Peterborough
PE3 6JL
T: 07484 194204
E: billy@peakgovernance.co.uk
W: www.peakgovernance.co.uk
Business advisors providing a tailored business advice service to help you achieve your goals, increase the value of your business, regain control of your business and

improve your reputation. No of Employees: 1-10 Contact: Billy Mollison Director

PEAK SCIENTIFIC
Fountain Crescent
Inchinnan Business Park
Inchinnan PA4 9RE
T: 0141 812 8100
E: jgolby@peakscientific.com
W: www.peakscientific.com
Innovator in the design, manufacture and support of high-performance hydrogen generators and nitrogen generators for analytical laboratories. No of Employees: 251+ Contact: Jonathan Golby Chief Executive Officer

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E: claire.provan@resolvemedicolegal.co.uk
W: www.resolvemedicolegal.co.uk
Provider of a single point of contact between Scotland's solicitors and medical experts. No of Employees: 1-10 Contact: Claire Provan Office Manager

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E: mitchgaglardi@mac.com
W: www.sandmanhotels.com
Hotel chain. No of Employees: 11-50 Contact: Mitchell R Gaglardi Director

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E: victoria.walker@spacesolutions.co.uk
W: www.spacesolutions.co.uk
Workplace consultants and fit-out teams offering move and change management and facilities management. No of Employees: 11-50 Contact: Victoria Walker

Business Development Director

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Knockbuckle Road
Kilmacoll PA13 4EQ
T: 01505 874790
E: utelfer@st-columbas.org
W: www.st-columbas.org
Independent school for children aged three to 18. No of Employees: 51-250 Contact: Una Telfer Head of Finance and Operations

STAGECOACH WEST SCOTLAND
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T: 01292 613511
E: fiona.doherty@stagecoachbus.com
W: www.stagecoachbus.com
Operator of local bus services throughout Ayrshire and Arran, Dumfries and Galloway and parts of Lanarkshire, as well as a network of express services into Glasgow city centre. No of Employees: 251+ Contact: Fiona Doherty Managing Director, West Scotland

STAND AGENCY
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E: richard@stand.agency
W: www.stand.agency
Brand communications agency. No of Employees: 11-50 Contact: Richard Draycott Development Director

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45 Carlyle Avenue
Hillington Industrial Estate
Glasgow G52 4XX
T: 0141 882 9946
E: craig.stevenson@stannah.co.uk
W: www.stannahlifts.co.uk
Provider of design, manufacture, installation, service and repair of platform and passenger lifts, service and goods lifts and stairlifts. No of Employees: 1-10 Contact: Craig Stevenson Branch Manager

New Members

STATKRAFT

**1 West Regent Street
Glasgow G2 1RW
T: 0141 483 1986
E: iain.robertson@statkraft.com
W: www.statkraft.co.uk**
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No of Employees: 1-10
Contact: Iain Robertson
Senior Commercial Manager

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E: agata.zacharevskaja@smws.com
W: www.smws.com**

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No of Employees: 51-250
Contact: Agata Zacharevskaja
Branch Development Executive

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T: 0131 476 4506
E: celine@theyardscotland.org.uk
W: www.theyardscotland.org.uk**
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creative, adventurous indoor and outdoor play in a well-supported environment.
No of Employees: 251+
Contact: Celine Sinclair
Chief Executive

TITAN (SCOTLAND) LIMITED

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Glasgow Road
Rutherglen
Glasgow G73 1SA
T: 0141 378 0180
E: jim@titanglobal.co.uk
W: www.titanglobal.co.uk**
Specialist recruitment company for the logistics, supply chain, manufacturing and engineering sectors.
No of Employees: 1-10
Contact: Jim Gallagher
Director

YOUNG ENTERPRISE SCOTLAND

**Rouken Glen Road
Giffnock
Glasgow G46 7JN
T: 0141 406 7722
E: geoff.leask@yes.org.uk
W: www.yes.org.uk**
Supporting and helping young people from all backgrounds to develop their business knowledge, entrepreneurial skills and ultimately become more employable.
No of Employees: 1-10
Contact: Geoff Leask
Chief Executive



Earn rewards by promoting Chamber membership

GLASGOW CHAMBER OF COMMERCE

is on a mission to continue to grow the number of companies you – our members – can engage with through networking in order to make meaningful business connections.

Some businesses are undoubtedly facing major uncertainties and challenges in the market at the moment and we feel that the Chamber can demonstrate strong leadership and bind companies together during such times and help them to overcome issues and assist them to flourish and seize new opportunities for growth and success.

Please contact us if you know businesses that might be interested in joining the Chamber and benefitting by connecting for growth and success.

Earn special Member Get Member £30 vouchers which you can spend in restaurants, bars and retail outlets which are members of Glasgow Chamber if your lead converts to membership. Please send your referral contacts' names, telephone numbers and email addresses to membership@glasgowchamberofcommerce.com

We will also continue to celebrate new members on social media and run campaigns to reach new audiences, highlighting the benefits of membership at both Essential and Partner level.

Keep your eyes peeled on www.glasgowchamberofcommerce.com for more details, stories and case studies from new and more established members as to why they have joined

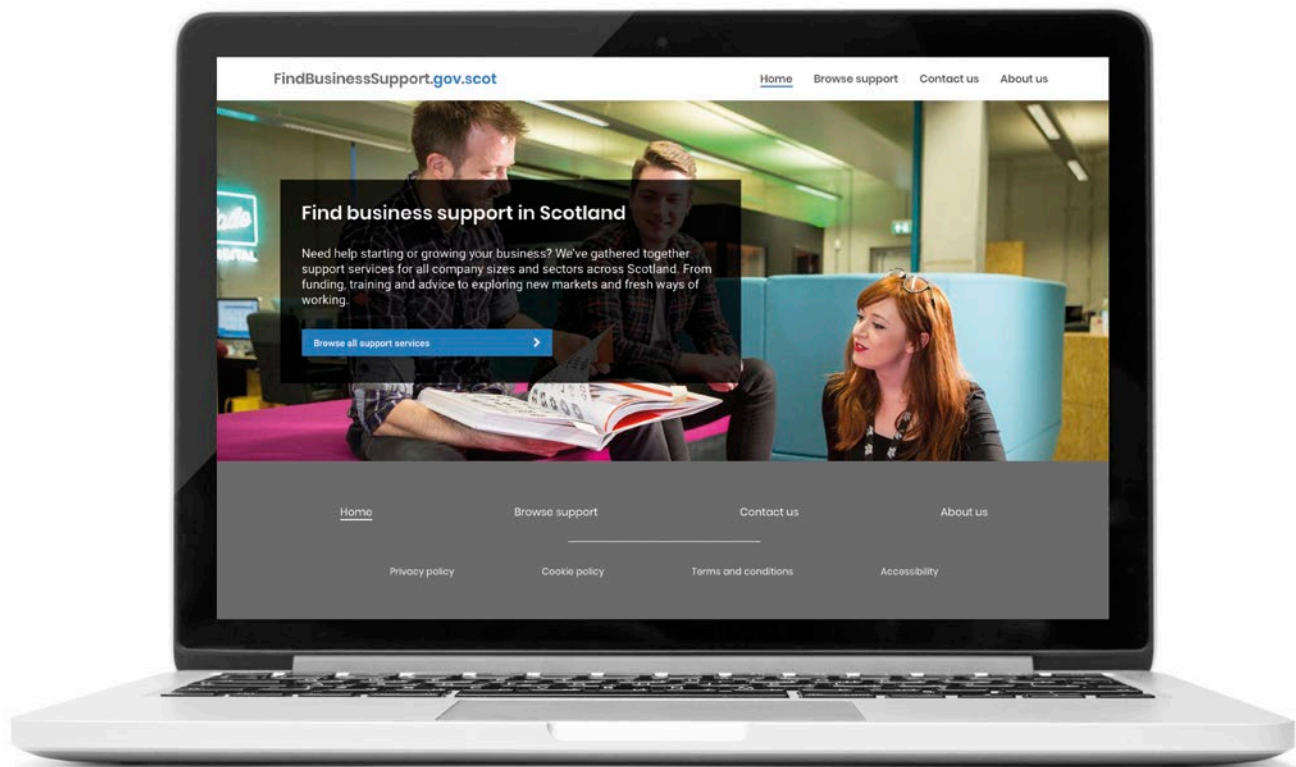
or continue to be members.

If you have any questions or comments please email: membership@glasgowchamberofcommerce.com and let us know what you think. We're keen to hear from you and to start rewarding members who can successfully refer contacts to Glasgow Chamber.



Member Get Member





One stop services shop

GLASGOW Chamber of Commerce's Business and Innovation Forum has welcomed a new website offering a one-stop approach to business support services.

FindBusinessSupport.gov.scot is a new website offering information on around 200 business support services plus hundreds of events from Business Gateway, Highlands and Islands Enterprise, Interface, Scottish Enterprise, Skills Development Scotland and VisitScotland.

Business Gateway in Glasgow is run by Glasgow City Council. The site has been built based on the views of businesses across Scotland who said they wanted an easier way of accessing support.

The Chamber's Business and Innovation Forum said it is a "welcome move to increase the City Council's business support services, reflect the broader city sectoral base and help businesses as they grow and create jobs. In particular, we would welcome the evolution of a one-stop approach, including a digital platform, for businesses accessing the support network".

Glasgow's Economic Strategy refresh late last year is placing greater emphasis on increasing the city's performance on productivity. The Chamber has

welcomed this refresh and also the Glasgow Digital Strategy which is seeking to focus on skilling and upskilling of the workforce to encompass a full range of digital skills.

Referring to the Glasgow Business Support Landscape, the Chamber's Policy Forum said: "We would encourage a formal impact evaluation after two years to identify to the city businesses statistics such as business birth, survival, turnover and employment."

Hundreds of businesses have been involved in the testing of the site and will continue to be involved as enterprise continues. The enterprise and skills agencies have worked together so businesses can, for the first time, see and access some of the most commonly searched for business support services in Scotland.

This includes a view of one-to-one advice, online tools and guides, workshops, events, networking opportunities and training seminars. Businesses are able to specify criteria for support and filter events according to their own needs. The ambition for the site is to continue to add support services from across the public sector with more organisations being added throughout this year.

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Tel: 01463 258 839 • Fax: 01463 258 851 • mail@globalinverness.com

WWW.GLOBALGLASGOW.COM

New faces at Glasgow Chamber

Four more friendly faces have joined the Chamber staff and they are all delighted to be informing and helping members get the best out of their Chamber membership



Rachel Grant, the new Digital Content Lead, working with both DYW Glasgow and the wider Chamber team, is at the forefront of keeping members up-to-speed with events, news and activities. If you follow the Chamber on Twitter, LinkedIn, Instagram or Facebook, Rachel is likely to be behind disseminating the content. She previously worked at 200 SVS, the Glasgow events venue, and started work with the Chamber in November 2019.

"I hope to bring together and promote all the exciting work that the Chamber is involved with and maximise the Chamber membership through online engagement," says Rachel, who admits to being a data geek and is comfortable with using multiple channels of engagement.



Sophie Milne joined in October 2019 as Project Associate, and it is her first full-time job after graduating from City of Glasgow College with an HND in Business, where she also received the Outstanding Academic Achievement

Award from the Principal.

Working across both Circular Glasgow and DYW Glasgow, Sophie supports the team with administrative help and is most likely to be the first person you'll speak to when contacting the team.

"My favourite thing about working here is seeing the impact our support and advice has on businesses and young people. It makes work a pleasure," she says.



Meanwhile **Robert Menzies**, Membership Executive, is looking to ensure members get the most out of the Chamber.

"I engage with businesses of all sizes, discussing membership and the benefits on offer as well as looking after existing members, helping get the most from membership to allow their business to grow," says Robert, who previously worked in Thermo Logistics, latterly as a client account manager.

Robert, who started in October 2019, is keen to meet as many Glasgow businesses as possible to tell them about the benefits of joining.

"I hope to build long-term relationships with members and assist in their growth utilising the Chamber connections with a proactive approach. It's great to bring on new members but, more importantly, to retain members through these relationships and hard work."

It's a task which requires getting out and about across the city, something Robert relishes.

"I love speaking to people in businesses of all sizes, helping them make an impact in Glasgow."



Seren Porteous, who joined in December 2019 as International Trade Development Executive, is immersed in helping Glasgow businesses make their mark overseas.

"I work alongside companies across a variety of sectors to explore and identify new opportunities that exist in international markets. In the International Team we aim to support companies in their plans to grow and expand globally by not only connecting them with businesses across our network and city, but also by offering opportunities to participate in International Trade Missions.

Seren joined from the British Heart Foundation where she was on their graduate management programme. Before this, she spent a year in Santiago, Chile, working with an international consultancy firm delivering trade missions for companies in South America.

"I hope to help expand the reach of Scottish businesses across international markets, allowing for new growth and global partnership opportunities. I love being able to work with such a diverse range of companies and I hope that I might be able to develop my passion for languages too," says Seren.

Stephen Lewis, Managing Director, HFD Property Group

Connect to success

Stephen Lewis, Managing Director of HFD Property Group, explains the benefits of being a Silver Partner of Glasgow Chamber of Commerce

"WE use our Chamber of Commerce membership to meet, learn and network with other interesting Glasgow businesses. Silver Partnership offers access to senior stakeholders through, for example, influencer dinners and quarterly meetings with the Leader of the Council. This gives us the opportunity to access conversations and insight around the future of the city, which can be very useful.

"I also sit on the Chamber's Place Forum, which reviews and informs policy related to property, helping to inform the organisation's response to new local and national government policy on planning, transport and other related issues. Recently, the Chamber has been championing the role Glasgow has to play in delivering a Circular Economy – doing this well before the concept became de rigueur."

What are your business priorities at the moment?

"ESG (environmental, social and corporate governance) issues are a top priority for HFD Group – and making a positive impact has been at the heart of our projects for many years. Our current project at 177 Bothwell Street is targeting an 'A' EPC rating and a BREEAM standard of 'Excellent'. We're

also supporting several charity partners, including Launch Foods, through volunteering. HFD's contractors are helping deliver the fit-out for its new café, a few doors along from our 177 Bothwell Street development.

"Another focus is the expansion of our serviced office business, Opus, launching this year in the city centre. Operating for 30 years, Opus provides accommodation to support businesses from start-ups to established corporates."

Opus's 65,000 sq ft of space at 177 Bothwell Street will add to HFD's offerings at Strathclyde Business Park and Hamilton International Park.

What's your view on the property/construction scene in Glasgow?

"Investment from major financial institutions has driven activity in the Glasgow property market, which has provided momentum to the construction industry. The decision of Morgan Stanley, JP Morgan and Barclays to locate significant operations in Glasgow – along with Virgin Money's HQ commitment – is testament to the city's growing status as a hub for international businesses.

"It's an endorsement of a number of the city's attributes, including its talent pool and the ability of the public, private, and education sectors to

collaborate around the attraction of inward investment."

How important is your partnership with funders and investors?

"Our relationships with funders and investors are imperative, especially for the delivery of our individual developments. Our projects are worth hundreds of millions of pounds, with a mixture of our own equity and third-party investment. 177 Bothwell Street, for example, is being delivered with a £88.9 million development loan from the Bank of Scotland's Green Lending Initiative.

"We aim to develop close relationships with existing and new funders and investors including introducing investors to Glasgow and Scotland for the first time, such as our recently sold 122 Waterloo Street to Korean investors."

What advice could you give to Chamber members about growing their own companies?

"It depends on what stage your business is at, but, generally, use Glasgow Chamber of Commerce to meet, learn and network with companies in your sector and beyond. There is no better option in Glasgow for meeting peers, stakeholders and people from the wider business community."

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