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**GLASGOW**  
CHAMBER OF COMMERCE

# GlasgowBusiness

SUMMER 2019 THE MAGAZINE OF GLASGOW CHAMBER OF COMMERCE



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# Proud of Glasgow and the city's potential

Jim McHarg, President  
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**O**n my business travels I've been fortunate to enjoy some of the world's most famous skylines. However, as I looked out south over the River Clyde from the 10th floor of the Capella Building in York Street, I was filled with a sense of pride about our city's heritage and the way we do things.

We had just finished an open-to-members Chamber discussion on the impact of Brexit, hosted by Katy Wedderburn, a Partner at the Glasgow law firm MacRoberts and Chamber Director, in their modern offices. Not an easy subject for anyone involved in business these days and Katy, as the chair of the Chamber's Brexit Watch Policy Forum, was an excellent scene-setter.

Two informed speakers, Professor Anton Muscatelli, the Principal of the University of Glasgow, and Tim Wright, founder of management consultancy firm Twintangibles, were politely taking opposite viewpoints over this endlessly perplexing challenge which has contorted the democratic institutions of our country.

After breakfast, Chamber members listened to the well-made points raised by both Anton and Tim. And the questions from the floor were respectful and measured. This is the kind of Chamber of which I am proud to belong – discussion and debate, based on the available facts, and with respect for another's point of view. Such Chamber gatherings give us the ability to interrogate our own viewpoints and attempt to see things from another position.

After the discussion, I took the opportunity to look out over Glasgow and see the activity on the south bank of the Clyde where the concrete piles were going in for the Barclays centre of excellence. It is great to see

such a significant investment being made as the IFSD expands across the river and hopefully marking the first of many future developments in the years to come.

While we are all proud of our city's achievements and heritage, I'm under no illusion that Glasgow is some kind of metropolitan utopia. Like all cities across the world, we also have our challenges and we are all too well aware of the issues which dominate some of our city communities.

In order to help address these issues and challenges, the Chamber welcomes the development of the new Glasgow narrative which provides key messages about Glasgow and how business in Glasgow, combined with our People Make Glasgow brand, really gives us a stronger platform to go and market ourselves to the rest of the world.

For example, in my own area of engineering, the shape of industrial manufacturing in the city is being enhanced with the introduction of the National Manufacturing Institute for Scotland and two innovation districts at Strathclyde and Glasgow universities – all within the Glasgow conurbation.

Our city, in general, is a friendly place, welcoming people from all nations, background, ethnicity, sexuality and belief. Glasgow is a truly great city to live, work and visit. Yes, we are still uncertain about the ramifications of Brexit and whatever transpires, but we can be positive about the city and its place. It is our job as the business leaders of the city to ensure that as many people as possible benefit from its future success and prosperity. I firmly believe that success is based on enterprise and commerce. It's about Glasgow being successful in the 21st century... whatever that may bring.





## CITY BUILDING WINS AWARD FOR CUSTOMER SERVICE



City Building has been formally recognised as an organisation worthy of the Customer Service Excellence accreditation.



The accreditation, awarded by the Customer Service Excellence Standard, considered several aspects of the business, including customer insight, workplace culture and quality of service. After a formal assessment both City Building (Glasgow) LLP and City Building (Contracts) LLP were successful in each of the five measurable criteria.

Dr. Graham Paterson, executive director of City Building said: "We are thrilled to have been granted the Customer Service Excellence accreditation award. We always work hard to improve our services and delivering a high standard of quality to each of our customers is at the core of our business."

A recent **Fraser of Allander Report** recognised the **annual** scale of the economic and social impact the work of City Building contributes including:

- Supporting 3,877 jobs across the economy.
- Direct employer of one in every eight construction workers in Glasgow.
- 73.5% supply chain spend with Glasgow companies.
- Provision of 1200 craft apprenticeships since 2007.
- 97% of timeout apprentices offered full-time employment.
- Supports a turnover of £324 million across the City.
- Operate the largest supported business in Europe RSBi (Royal Strathclyde Blindcraft Industries).



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](mailto:lesley.quinn@cbglasgow.co.uk) or visit: [www.citybuildingglasgow.co.uk](http://www.citybuildingglasgow.co.uk)

Building a Sustainable Future



Ivan McKee, Minister for Trade, Investment and Innovation (fifth from right), visited Pulp-Tec to discuss its products and involvement in Passport to Export



# A Passport to Export for Pulp-Tec

Over the last two years Glasgow Chamber has been delivering one of five pilot Local Export Partnerships (LEPs) that were launched by the Scottish Government and Scottish Chambers of Commerce to increase the number of firms exporting their products and services.

The Glasgow and Lanarkshire Local Export Partnership included Glasgow Chamber of Commerce, Lanarkshire Chamber of Commerce, Scottish Development International, Glasgow City Council, Business Gateway Glasgow, North and South Lanarkshire Councils and Lanarkshire Enterprise Services.

We developed essential products to support businesses getting ready to start trading internationally and we most recently delivered our Passport to Export workshops. These short, sharp, interactive workshops were designed to help businesses explore the exciting prospect of growing their business on the global stage.

The four workshops in the series covered market readiness, finance, legal aspects and logistics, and delegates also heard from businesses that had already taken the first steps into exporting. We were supported in the delivery of the workshops by experts from Scottish Development International, Clydesdale Bank, Dentons and Bullet Express.

One of the businesses to participate in Passport to Export was Lanarkshire-based Pulp-Tec, Europe's leading innovative supplier of high-quality, environmentally friendly, three-dimensional moulded pulp packaging for goods in transit.

Its products are 100 per cent recyclable, compostable and biodegradable. It is circular by design, reducing waste by returning to the recycling chain and using clean technology in the manufacturing process.

Pulp-Tec has recently developed a new process to create items that look and perform like plastic and in 2018 it successfully gained the trademark for Bioform. The new Bioform product is made from natural eco-friendly sourced materials, is 100 per cent eco-friendly, compostable, recyclable and biodegradable and will greatly reduce the need for single-use plastic across Scotland and beyond.

Pulp-Tec's Quality Assurance Manager, Marion McLachlan, attended all four of the Passport to Export workshops and found them enjoyable and very informative. She said: "The workshops highlighted the benefits of exporting and emphasised risks in relation to payments, intellectual property, the importance of contracts, the transportation of goods, enhanced liability insurance, custom formalities, paying taxes and duties, etc. This information will be extremely beneficial to our company in the future and has been relayed back to the Managing Director and staff."

Marion added: "Through attending events such as Passport to Export we have built a network of support with several organisations that will help us thrive as a business and also increase our network of potential customers."

Pulp-Tec also participates in Glasgow

Chamber's Circular Economy project.

As a result of her participation in the Passport to Export workshops, Marion recently hosted a visit from Ivan McKee, Minister for Trade, Investment and Innovation. The Minister was keen to hear how the workshops had benefited the company and supported its international growth.

**TO DISCUSS ANY OF THE ABOVE, PLEASE CALL ELAINE RODGER ON 0141 204 8332 OR EMAIL ELAINE.RODGER@GLASGOWCHAMBEROFCOMMERCE.COM**

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Jane Wood

UK Nations and Regions Director, BT Group

# Scotland has never been so well-connected

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

If I were to pick, then it is essentially what makes communication quicker and more efficient: Skype, email, social media and of course vastly improved mobile/broadband speeds. Access and management of data and having global knowledge and markets at our finger tips. Apps that help me travel efficiently, work from home if needed, check the weather and give me access to live news and current affairs are ones most used.

## You work in the telecoms environment - is there any specific technology that you foresee that will make companies smarter and more able to improve their products and services?

With more than 95 per cent of Scotland now able to access superfast broadband, 4G mobile coverage increasing every week and the latest 5G technology from EE due to launch this year in Glasgow and Edinburgh, Scotland has never been so well-connected. This is enabling consumers, business and the public sector organisations to access new services such as cloud-based software and secure data storage. It means that wherever you are, access to information is possible. However, going forward, technological innovation needs to have diversity at the very core of its thinking.

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

Where I get my current affairs, insights and business news from changes from day to day - BBC news app for immediate and live

news if I haven't read a paper in the morning, and everything from the *New Scientist*, *Psychology Today* and *Harvard Business Review* for more global intel. Having only been at BT for five months all the business intelligence I seem to read is about the application of digital technologies and how we will deliver the BT vision to be leaders in converged connectivity and services, which in turn will underpin how society benefits. Our own internal BT Today website is therefore taking a lot of my reading time; it's also great to see what our diverse and talented teams are doing across the 180 countries in which we operate.

## What books should everyone in business be reading?

*The Five Dysfunctions of a Team* by Patrick Lencioni and *Business*

*and Society: Ethics and Stakeholder Management* by Archie B Carroll.

## What do you do that helps you boost productivity or save time?

Make lists, work an hour or so at the weekend before the week starts, or alternatively, don't work at the weekend, learn, good communication and diary management, and work with brilliant colleagues.

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

Be confident to be yourself, your communication style needs to be personal, it needs to be authentic too, trying to be something or someone else will create inconsistencies. Humility rather than ego, more EI than IQ.

## You have been an advocate for Business for Good through your previous work with Business in the Community, the Prince of Wales Responsible Business Network ... how can technology make this happen more effectively?

At BT we believe in digital equality and want everyone to benefit from the power of technology. Our programmes, such as our support for Barefoot, provides training for teachers across the UK on how to bring computing and technology into everyday lessons. Already, we've trained more than 70 per cent of primary teachers in Scotland who are now helping their students understand things like coding, helping to develop a range of digital skills. Some of the most vulnerable people in society have the most to gain from technology and it's vital that no one is left out.



Jane Wood, UK Nations and Regions Director, BT Group





# GLASGOW TALKS ... BREXIT

**T**he protracted political crisis over Brexit remained a deep concern for Chamber members a week before the due date to leave the European Union. An attentive audience at a Glasgow Talks event, hosted by Glasgow law firm, MacRoberts, with its spectacular views over the city skyline from its tenth floor of the Capella building, listened to how serious uncertainty had major consequences for the UK and Scottish economies.

Katy Wedderburn, a Partner with MacRoberts, and Chair of Glasgow Chamber's Brexit Watch policy forum, introduced the two speakers, Professor Anton Muscatelli, the Principal and Vice Chancellor of University of Glasgow, and Tim Wright, a leading management consultant. She explained the leaving date had been set for 29 March but, with this deadline only days away, Theresa May's attempt to push her negotiated agreement through the House of Commons was still in stalemate. Against this backdrop, the news on the day was that EU negotiators in Brussels had agreed to two new exit dates, 12 April or 22 May, for a so-called 'flexextension'. However, the changing political picture and a massive demonstration several days later placed pressure on the UK Prime Minister to step down and raised the prospect of a so-called People's Vote. Against this, a straw poll of the attendees showed that not everyone had a Brexit plan in place.

Professor Muscatelli, who is also Chair of the Scottish Government Standing Council on Europe but speaking in a personal capacity, said Brexit had been "badly planned and badly executed" and lamented the fact there was very little time to design an alternative course of action. He said the issue was that Theresa May had set unmovable red lines for



Professor Anton Muscatelli, Principal and Vice Chancellor, University of Glasgow; Katy Wedderburn, Partner, MacRoberts and Chair of Glasgow Chamber's Brexit Watch Policy Forum and Tim Wright, Director, twintangibles

her exit agreement and she had no room to manoeuvre. He pointed out many of the unresolved issues would lead to substantial extra costs for businesses.

Tim Wright, who runs twintangibles, and voted to leave, agreed with much of Prof Muscatelli's analysis but said he was a "glass half-full" person and believed business always responds to change. While he recognised there would be severe challenges, Scottish businesses, he said, would be able to find opportunities and step up to meet the challenges.

## GLASGOW TALKS ... GLASGOW AIRPORT

In February, Glasgow Talks welcomed Mark Johnston, Managing Director of Glasgow Airport, as guest speaker at 200 SVS in St Vincent Street. He shared his vision for the airport and spoke candidly about Glasgow and Scotland's connectivity.

His plea for a decision on the future of a direct link between the airport and the city centre was met with some sympathy by Chamber members. He also spoke about the airport's preparation

Mark Johnston, Managing Director, Glasgow Airport, and Stuart Patrick, Chief Executive, Glasgow Chamber of Commerce, with the Glasgow Talks audience



for the Airbus A380 super jumbo jet which arrived on scheduled Emirates routes in April. He highlighted that the airport, which welcomed 9.7 million passengers in 2018, was the leading long-haul airport in Scotland and handled

16,000 tonnes of cargo and mail in 2018.

He also stressed that the airport was here for the long-term with its annual contribution to GVA at £1.44 billion, with the aim of reaching £2.54 billion by 2040, and handling 17 million passengers, supporting 43,000 jobs.



# A 21st century transport infrastructure

Stuart Patrick, Chief Executive  
chiefexecutive@glasgowchamberofcommerce.com

**M**any of the economic indicators about our city region have been pleasingly positive of late. We've seen Glasgow recognised by CBRE in second place outside London in the UK's leading technology cities – leapfrogging our east of Scotland neighbours – and the cranes are finally emerging amid a continuing clamour for modern office space. You may also have heard about the Chamber's involvement in writing a new business narrative for Glasgow, which presents a more positive picture of our city region's strength and attributes.

However, with the city's Connectivity Commission examining our transport infrastructure and issuing its second report in April, there is one long-running saga that still needs sorted: the matter of a direct public transport link between the city and Glasgow Airport.

Our airport is a massive dynamo for the city in terms of visitors – both business and leisure – and also as Scotland's pre-eminent international air freight hub. There is one fact that we cannot avoid: the growing traffic congestion at peak times on the M8. The Commission has pointed out that the only way to access the airport is by road, be that taxi, car or bus. The congestion, and of course the environmental impact, means the catchment area for getting to the airport in time for your flight becomes smaller. Choices are increasingly made to go elsewhere for the right flight connection. It's not good for our improving reputation as a place to do business.

The most recent suggested solution is a shuttle pod, like the driverless transport between Heathrow Terminal 5 and its business car park, running from the terminal to Paisley Gilmour Street. As a long-term sustainable option, this sticking plaster

approach is not especially convincing. It is hard to see it attracting heavy demand.

But there is a germ of something more sustainable here. What if the Gilmour Street plan was the first stage in a dynamic new strategy for the region? What if the time is right to consider a proper Metro system for Glasgow, with links and connections to our existing railway network?

Imagine a sleek electric tram system that could connect the advanced manufacturing research centre at Inchinnan, through to Braehead retail centre and to the Queen Elizabeth University Hospital and then on to the city centre. Yes, it might not be the direct line that was first envisaged, but it would be a massive boost for the city.

Perhaps the Edinburgh debacle over its trams has put many people off the idea, but Glasgow can learn from such basic contracting mistakes.

A light rail transport system that is carbon neutral and is clean and comfortable must be considered. There are long abandoned railway lines that could be utilised for a Metro, allowing our younger workforce in affordable homes to live within easier reach of their workplaces and leisure activities, and helping disadvantaged districts have greater access to employment.

The Connectivity Commission also asks how Central Station needs to be upgraded if it has any chance of receiving high-speed trains from HS2. There will also be a need to build another tunnel under the Clyde to connect the south of the city with the centre and the north, relieving pressure on a Central Station that is all but full.

Across Scotland, there have been some major infrastructure projects such as the A9 duelling, the Aberdeen peripheral by-pass, and the Forth Crossing. We have been very patient in Glasgow about losing out a decade ago on the Glasgow Airport link. In my view, we have been let down badly. Now it's Glasgow's turn to have some 21st century transport infrastructure.

Let's have a Metro for Glasgow.



# Mentoring the **young** **workforce** of Glasgow

**Y**oung people in Glasgow from difficult backgrounds are being helped to find, grow and use their unlocked talent. More than 1,500 young people across Scotland are being supported by the MCR Pathways programme, which began in 2007.

Each volunteer mentor spends an hour a week in school listening to and encouraging their young person. MCR Pathways, founded by philanthropist Iain MacRitchie, based at the Mitchell Library, is about building motivation, commitment and resilience and is championed by Glasgow Chamber of Commerce. Over 85 per cent of mentored young people progress to college, university or full-time work.

Shona MacPherson, Senior Programme Manager for Developing the Young Workforce Glasgow, and her colleague Nicholas Carroll, Programme Manager, who both work at the Chamber, are mentors and find it highly rewarding.

Shona has been a mentor to a young woman for four years, starting when her mentee was just in third year.

"It has been fantastic to watch her grow to become such a confident and kind young woman. When I first met her, she did not know what she wanted to do, she lacked confidence and couldn't really see a path for herself when she left school," said Shona.

"She is now looking forward to starting college in August with lots of experience under her belt including a part time job at the Rainbow Room and work experience at places such as the SEC. She is now confident getting the train into Glasgow city centre by herself which a lot of people take for granted, but that is a huge step for my mentee. If I had told her that four years ago, she would not have believed me.



Shona MacPherson, Senior Programme Manager, DYW Glasgow

"Spending just one hour a week with her, offering a friendly ear and encouragement has hopefully helped her realise that she can achieve anything she sets her mind to. I would recommend it to anyone to become a mentor, you do not need any prior experience – just listen, let them chat and encourage them along the way."

Nicholas has been involved for a shorter spell, since autumn last year, but has had similar experiences.

"I mentor a young person in a school who was identified as having particular challenges that may lead them to disengage from learning and therefore not realise their potential," said Nicholas.

"My role as a MCR mentor is primarily to ensure that there is a neutral adult in their life who takes the time to listen and offer advice and guidance when appropriate and necessary. I am aware of the challenges that they are facing and I can offer examples of situations that I found myself in at their age."

There are MCR co-ordinators in schools across Glasgow linking individuals with pupils identified as being in danger of disengagement. The co-ordinators help organise the weekly mentoring sessions in the school and liaise with the mentor following every session.



Nicholas Carroll, Programme Manager, DYW Glasgow

"For some children, due to a variety of reasons, this hour of the week may be the only time that they have to interact with someone in a non-authoritative and judgemental setting and where their voices can be heard and opinions aired," said Nicholas.

The MCR Pathways programme still requires mentors and is planning to expand into five more local authorities allowing the programme to support 3,000 young people from the most challenged areas in Scotland.

The MCR funders include the Scottish Government; Glasgow City Council; The Robertson Trust; the William Grant Foundation; Scottish Children's Lottery; STV Children's Appeal; MCR Holdings; Cashback for Creativity; the Hugh Fraser Foundation; Life Changes Trust and Wheatley Group.

To find out more about mentoring and become involved please visit [www.mcrpathways.org](http://www.mcrpathways.org)



## MEMBER NEWS



Sheila Fleet outside her new Princes Square premises with the shop's interior designer Marion Yorston. Image by Julie Howden

## Stunning new Glasgow showcase for Orcadian jewellery designer

Orkney jewellery designer Sheila Fleet OBE has opened a new shop within Glasgow's award-winning retail and leisure destination, Princes Square.

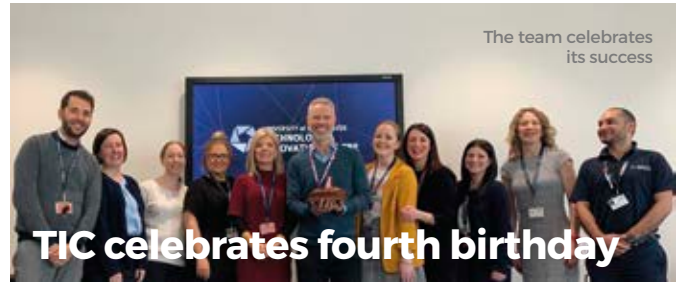
The new store promises customers a unique retail experience, one reflecting the jewellery designer's island homeland and the themes that define her work.

Months in planning and development, the shop – situated on the first floor of Princes Square – has been fitted out to an exceptionally high

standard, with the textures, shapes and colours of the Orkney sea, sky and land providing inspiration for the interior design.

Work on the new store has been overseen by Sheila Fleet, her son Martin and his wife Mairi, with Orcadian artist and interior designer, Marion Yorston, helping transform the vision for the space into a reality.

Curved walls, pebble shapes and colours, seaweed sculptures, wave elements and curtains of light are just some of the features visitors to the shop can expect to see.



## TIC celebrates fourth birthday

Glasgow's Technology & Innovation Centre (TIC), the pinnacle of the University of Strathclyde's research facilities and state-of-the-art conference venue has turned four years old.

The modern and flexible conference and meeting space can accommodate up to 600 delegates, while still catering for small gatherings, and is super charged with powerful WiFi.

The team at TIC Conference, Meetings and Events have enjoyed an array of events and a growing conferencing team. They have hosted over 2,700 events and welcomed more than 150,000 delegates through the revolving door at the TIC on George Street.

The past four years has not only seen them welcome

some thought-provoking events, but also win awards for their outstanding conference centre. Firstly, winning 'Best Academic Venue – Gold' at the Meetings & Incentive Travel Awards, followed by Bronze in 2019.

Furthermore, they won 'Best Events Management Team' at CN Academic Venues awards – celebrating the hard work of their customer-focused team.

Sustainability has become a buzz word for the conference centre over the past four years.

Their efforts so far have seen them accredited with 'Gold Green Tourism' and the team will continue to implement more sustainable practices throughout the venue.



## The SSE Hydro launches A-list experience for fans

The SSE Hydro has launched a new VIP lounge which allows fans to upgrade their concert and event experience.

Existing ticket holders can now have the option of upgrading their visit with access to the Clubhouse – a new hospitality area tucked away from the main hub of the public spaces.

The Clubhouse experience includes early access and exclusive entry, a dedicated table for the evening and a street food inspired menu, all with unique views out to and across the arena. This is a £500k investment by the Scottish Event Campus brought about by the success of their existing hospitality offerings.

## MAJOR GLASGOW SHOPPING CENTRES BACK INNOVATIVE CUP WASTE INITIATIVE IN SCOTLAND

Glasgow Fort and Buchanan Galleries have confirmed that they are supporting Cup Movement® in Glasgow – the first Scottish initiative to stop single-use cups going to landfill or ending up as litter.

Cup Movement® has been developed by environmental charity Keep Scotland Beautiful in response to growing public concern about the environmental impact of single-use items. With an estimated 95 million single-use cups being used in the Greater Glasgow area every year, the pioneering Cup Movement® project will tackle this issue head-on by transforming the recycling infrastructure

and encouraging people to adopt more sustainable behaviours.

Glasgow Fort and Buchanan Galleries have also signed up to Cup Movement®'s recycling service, provided in collaboration with Simply Cups, which will divert millions of cups from their bins and instead transform them into second-life materials.

Cup Movement® aims to reduce single-use cup waste, by transforming recycling infrastructure, working with partners to install convenient recycling and cup collection points across the city and targeting the



Glasgow Fort and Buchanan Galleries are supporting Cup Movement® in Glasgow

city's thousands of regular cup users to make more sustainable choices.

It will be the largest, sustained, cup waste-

reduction initiative of its kind in Scotland and, if successful, the model could be rolled out across many more cities in the UK.

## Two international awards for Mabbett & Associates Ltd

Mabbett & Associates Ltd was proud to be recognised by not one but two internationally-renowned awards at a glittering ceremony in San Diego, California.

Managing Director, Derek J McNab and Chairman Arthur N Mabbett travelled to San Diego to accept the awards at the *Environmental Business Journal's* Business Achievement Awards Ceremony. They picked up the two trophies for outstanding business

performance in 2018, namely the Business Achievement Bronze Award in the Small Firms category and the New Practice Areas Award for their growing Safety Group.

This achievement is thanks to Mabbett's continued business growth and success. Despite a severe slowdown in the growth of the UK sector, exacerbated by Brexit worries, Mabbett has continued to buck the trend, growing revenue-income by 17 per cent over the past three fiscal years.



Derek McNab, Managing Director, Mabbett; Grant Ferrier, CEO, Environment Business International Inc, and Arthur Mabbett, Chairman, Mabbett



Six academics from universities across Japan visited Kibble's residential and safe centre in Paisley

## Japanese academics travel to Kibble to learn from Scottish care approach

Six academics from universities across Japan have visited Kibble's residential and safe centre in Paisley to learn from their approach to care and education for young people.

Following the recent formation of The Japanese Society of Social Pedagogy, the professors have travelled to Europe to research how social pedagogy is accepted, promoted and practiced in European countries.

Social pedagogy emphasises that bringing up children is the shared

responsibility of parents and society, giving young people more control over their lives with care and education provided alongside them.

Kibble is embracing and embedding a social pedagogical culture.

The professors travelled from Fukuoka Prefectural University in Tagawa, Kyusyu University in Fukuoka, Konan Women's University in Kobe and Iwate Prefectural University in Takizawa, with the hope of taking back to Japan ideas shared about the Scottish initiatives.



## MEMBER NEWS



Gleneagles has relaunched its famous restaurant, The Strathearn, following a design transformation by Ennismore Design Studio.

The space, which has welcomed a host of famous faces over the decades, from Vivien Leigh, Sir Laurence Olivier and Sir Sean Connery, to John Travolta, Bob Hope and Her Majesty The Queen, unveiled a show-stopping new look inspired by the golden age of railway travel, when

glamorous socialites would travel in style from London to Gleneagles to enjoy summer seasons of country sports and decadent dining.

The new designs celebrate that elegant spirit through a setting that evokes the theatre of the outdoors, the beautiful flora and fauna of Scotland and the fine dining experiences of the 1920s and 30s.

The creation of a stunning mosaic-floored orangery offers beautiful views of the

estate and the Ochil Hills across the seasons, while a new stage for musical performances complements the elegance and drama of the rich décor – evocative of first-class carriage journeys in the early twentieth century.

A new kitchen-style breakfast servery also doubles up as an occasional private dining space, breathing fresh life into the area that housed Gleneagles' kitchen in the 1920s.



## PRODUCTION INCREASE FOR SPEYSIDE DISTILLERY

Speyside Distillery has signed a major new distribution deal which will lead to a 66 per cent increase in production of its single malt whisky. The agreement with Luzhou Laojiao International Development (HK) Co Ltd – a major force in the global duty free retail market – will see production rise from 600,000 litres to one million litres a year.

The deal will also see Luzhou Laojiao distribute the artisan distillery's SPEY and Beinn Dubh brands in China, where sales of Scotch whisky continue on an upward trend, increasing by 34.8 per cent in the first half of last year alone.

Owners Speyside Distillers Ltd said the increase in production would not lead to the introduction of any new automation processes, but it is anticipated that demand could result in new jobs being created.

The deal will place the company's spirits portfolio in duty free outlets across China, the United States and other key global markets, and Luzhou Laojiao will also handle distribution of Speyside Distillery products across China in its own retail stores.

## Scullion LAW scoops Commitment to the Community Award at the Scottish Legal Awards

The best businesses, teams and individuals in Scottish legal practice were crowned at the legal industry's glittering celebration at the Hilton Glasgow.

Scullion LAW, a dementia-friendly law firm with offices in the heart of Hamilton, West End and Saltmarket was delighted to receive a standing ovation from its peers, while collecting the popular 'Commitment to the Community' award. This category was one of the most highly sought after with a record number of entries with eight finalists being announced from competing firms across Scotland.

The competition, which is now in its 16th year is



organised by KD Media and judged by a panel of experts drawn from across the legal sector, bringing together industry experience and market knowledge to recognise the greatest achievements in the

Scottish legal industry.

To jointly win this community award with Digby Brown – one of the largest firms in Scotland – was a phenomenal achievement for the boutique, community-led firm.



Oor Wullie, Paul Little, Principal of City of Glasgow College and Milea Leone, President of City of Glasgow College Students' Association

## Braw News! Oor Wullie is joining the Super College

City of Glasgow College is looking forward to welcoming a life-sized Oor Wullie statue at its campus on Glasgow's Cathedral Street this summer.

The wee Scottish icon is taking up residence for 11 weeks as part of the first nationwide public art trail, the Oor Wullie Big Bucket Trail, which aims to raise awareness of Scotland's national children's hospital charities.

A specially painted statue by a Scottish artist will arrive on campus in June. It is hoped that the statue will encourage students and visitors, and the Glasgow community, to experience the state-of-the-art campus facilities.

Oor Wullie is the iconic Scottish cartoon laddie

from the fictional town of Auchenshoogle and, since his first appearance in the *Sunday Post* over 80 years ago, he has become a much-loved part of Scottish heritage.

Launched nationally by Scotland's First Minister Nicola Sturgeon in October last year, the project has already gained the backing of several national brands including Arnold Clark, Citylink and ScottishPower.

Funds raised through the Big Bucket Trail will support Glasgow Children's Hospital Charity, Edinburgh Children's Hospital Charity, and the ARCHIE Foundation, helping children in hospital across the country.



Mark Johnston, Managing Director, Glasgow Airport and Graeme Macfarlan, Commercial Director, First Bus in Scotland unveil the new Glasgow Airport Express 500 service fleet

## FIRST GLASGOW LAUNCHES NEW STATE-OF-THE-ART BUSES ON AIRPORT SERVICE

First Glasgow has launched 10 new ultra-low emission vehicles for its premium Glasgow Airport Express service as part of ongoing investment plans, which provides a 24/7 fast and frequent link from the city centre to the airport.

The 10 new E400 city double decker buses built by Alexander Dennis in Falkirk have doubled the capacity on these popular services and the new vehicles are in operation on the 500 service, serving one of the busiest airports in the UK.

The new vehicles come with luxury double-padded seating, free 4G WiFi, USB

charging points as well as new state-of-the-art wireless charging facilities on both the tables and seatbacks, luggage racks and most important of all – ultra-low emission Euro VI diesel engines. Glasgow's largest operator has now invested over £30million in a total of 150 new ultra-low emission vehicles for Glasgow since October 2018.

This highlights First Glasgow's continuing commitment to improving the quality of offering to its customers while at the same time playing its role in improving air quality in the city.

## Glasgow Science Centre and ScottishPower commit to training 200 teachers on climate change

A pilot project that launched last year to train Scottish teachers on climate change has been given the green light for a second year, after training more than 100 teachers.

The Climate Change initiative, funded by ScottishPower, sees Glasgow Science Centre specialists deliver training sessions with teachers, exploring the complex subject of climate change through science, engineering, technology and maths (STEM) subjects.

More than 100 teachers have been



Students with Ann McKechin, Head of CSR, ScottishPower.

through the programme to date and ScottishPower has now confirmed its funding commitment to training a further 100 teachers in the next year.

The programme covers three interactive modules, devised by experts at the Science Centre, to engage with primary school aged children. They include a focus on reducing plastic waste, harnessing 'waste' gases and recycling. Each lesson is designed in line with second level Curriculum for Excellence experiences and outcomes.

Teachers are able to use a series of educational materials, available online or at Whitelee Wind Farm, the ScottishPower-owned site.



## PARTNER NEWS



Chancellor Annie Lennox at  
Glasgow Caledonian New York College  
Picture courtesy of Annie Lennox

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## New ranking puts GCU on top of the world for impact

Glasgow Caledonian University is amongst the top universities in the world which are making a real difference to people's lives, according to a new global ranking.

It has been placed within the top 15 universities worldwide who are achieving fair outcomes for women and reducing inequality in society. It also scores highly in delivering good health and wellbeing. A new global

ranking in *Times Higher Education* (THE) places Glasgow Caledonian 12th in the world on gender equality and 14th for reducing inequality. Overall, the university is placed at 44th in the world for its contribution towards creating a better society and 10th in the UK.

The university is already recognised in Scotland for the leading role it plays in bringing the benefits of higher education to more people through

the number of students from less advantaged backgrounds who go on to graduate with degrees. It also has one of the highest ratios of senior female academics in the UK, with women making up 40 per cent of its Professors.

It frames its research objectives around the United Nation's Sustainable Development Goals. Its Chancellor is celebrated musician and human rights activist, Dr Annie Lennox.

## Italian Citizenship and how to Achieve it

Italian citizenship is an increasingly desirable option with the uncertainty of Brexit still hovering over our heads. If you want the freedom of movement across Europe and have an Italian connection it may very well be possible.

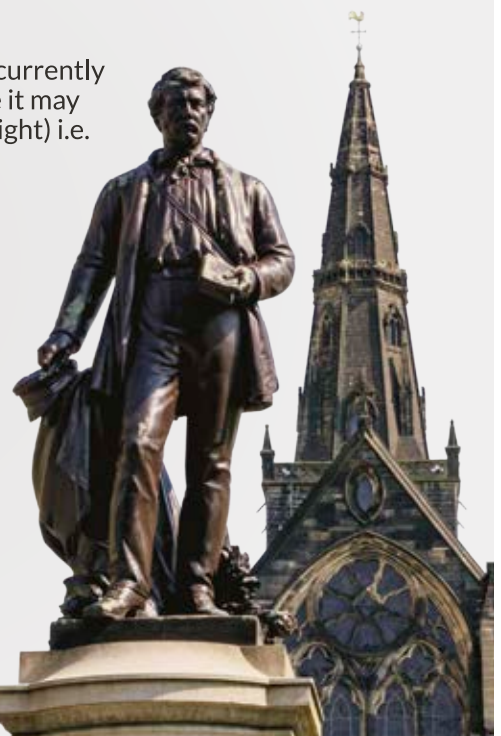
There are three primary ways of obtaining Italian citizenship, which is currently regulated by Law No. 91/1992. For all those who have Italian heritage it may be possible to obtain Italian citizenship through *jure sanguinis* (blood right) i.e. having Italian heritage through family.

Marriage to an Italian citizen automatically confers the right of Italian citizenship on the foreign spouse, unless the individual is regarded as a security threat or has committed a serious crime.

Naturalisation is the third most common route; a non-EU citizen having legally resided in Italy for ten years may apply for Italian citizenship and an EU citizen after four years. A foreigner with native-born Italian parents or grandparents whose relatives have lost their citizenship and therefore are unable to pass citizenship on, is entitled to apply after three years of legal residency in Italy.

Giambrone has, in certain circumstances, been able to obtain Italian citizenship for individuals who fall slightly outside the criteria and will always consider applications on a case by case basis.

For information on how to become an Italian citizen please email **clientservices@giambrolaw.com** or telephone **(0)141 280 7975**.



# The Glasgow Business Awards 2018 Winners

Four successful Glasgow businesses deserved their accolades at The Glasgow Business Awards 2018, sponsored by Royal Bank of Scotland

## Andrew Duncan of SwarmOnline

Andrew Duncan, the Founder and Managing Director of SwarmOnline, was named Entrepreneur of the Year in the awards. His company, employing 30 in Glasgow and Edinburgh, builds world-class apps for an extensive list of well-known businesses. Speaking to *Glasgow Business* on the night, he said: "I'm absolutely thrilled to win this prestigious and much coveted award. It's incredibly motivational to be recognised this way as we all know running a business can be fraught with challenges. As I navigate my way through these, I hope to inspire others to do similar and enjoy the rewards being an entrepreneur can bring."

## Renewable Parts

Renewable Parts Ltd, which won the Innovation in Business Award, as well as the Royal Bank of Scotland Award for Most Outstanding Business, is the UK's leading supply chain specialists for the wind turbine industry. Spotting a gap in the UK renewable market, Founder Ewan Anderson established Renewable Parts in 2011 in Lochgilphead, Argyll. Angus MacDonald came on-board as Chairman in 2012 as an angel investor, while James Barry is the Chief Executive Officer. Renewable Parts has expanded rapidly, with the relocation of warehouse facilities to Westways Business Park, Renfrew, in 2015, a key step in both improving stock holding and centralising logistic capabilities. Operations expanded further in 2017

with the introduction of a secondary warehouse in Renfrew, followed shortly by the launch of the parts Refurbishment Centre which in 2018 opened in the Old Ambulance Station, Lochgilphead.

## Speyside Distillers

Whisky industry veteran John Harvey McDonagh relaunched the age-old SPEY whisky brand in 1990, together with Taiwanese colleagues, building it to the number three malt whisky brand in a few years. In 2012, John, now the Chief Executive Officer, realised his grandfather's dream of returning to distilling, when he bought Speyside Distillery Company Limited (SDCL), operating the beautiful Speyside Distillery in Aviemore. The acquisition secured the future of the firm, run by Managing Director Patricia Dillon, a Keeper of the Quaich. Speyside Distillery, which won the International Trade Award, was one of only six Scottish companies in 2018 picking up a Board of Trade Award (BOFTA), a globally recognised certification of excellence. The company's whisky and gin are now present in 35 international markets.

## Dear Green Coffee Roasters

Dear Green Coffee Roasters trains and educates the city about great coffee. Those passionate aficionados grind, brew and share the coffee. The team was voted by *Evening Times* readers as Glasgow's Favourite Business. The beans



Andrew Duncan, Managing Director and Founder, SwarmOnline was presented with The Glasgow Business Award for Entrepreneur of the Year by Colin Millar, Partner, Wright, Johnston & Mackenzie LLP



Ewan Anderson, Technical Director, Fred Pullar, Operations Director and James Barry, CEO, Renewable Parts Ltd were presented with the Royal Bank of Scotland Award for Most Outstanding Business by Allan Campbell, Business Growth Enabler, Royal Bank of Scotland

are ethically sourced from around the globe. The roaster and training space is located in the heart of Glasgow's east end, helping to create the area's hipster vibe. Founder Lisa Lawson set the business up in 2011, after working in an Australian roaster, and returning to her home town to become a champion for ethically-source coffee. She also started the Glasgow Coffee Festival, which is now an established annual event at The Briggait in early May.

**For further information, and to enter the GBAs 2019, visit [www.glasgowbusinessawards.com](http://www.glasgowbusinessawards.com)**



Ewan Anderson, Technical Director and James Barry, CEO, Renewable Parts Ltd were presented with The Glasgow Business Award for Innovation in Business by Paul Little, Deputy President, Glasgow Chamber of Commerce

Kath Henderson, Operations Director and Lisa Lawson, Owner and Founder, Dear Green Coffee Roasters were presented with the Evening Times Award for Glasgow's Favourite Business by Donald Martin, Editor, *Evening Times*

John Harvey McDonough, CEO and Patricia Dillon, Managing Director, Speyside Distillers Co Ltd were presented with The Glasgow Business Award for International Trade by Richard Muir, Deputy Chief Executive, Glasgow Chamber of Commerce



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**There is no cure  
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Bipolar Scotland is Scotland's national charity for everyone living with Bipolar Disorder - friends, family, carers and people with a diagnosis.

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

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

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

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



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



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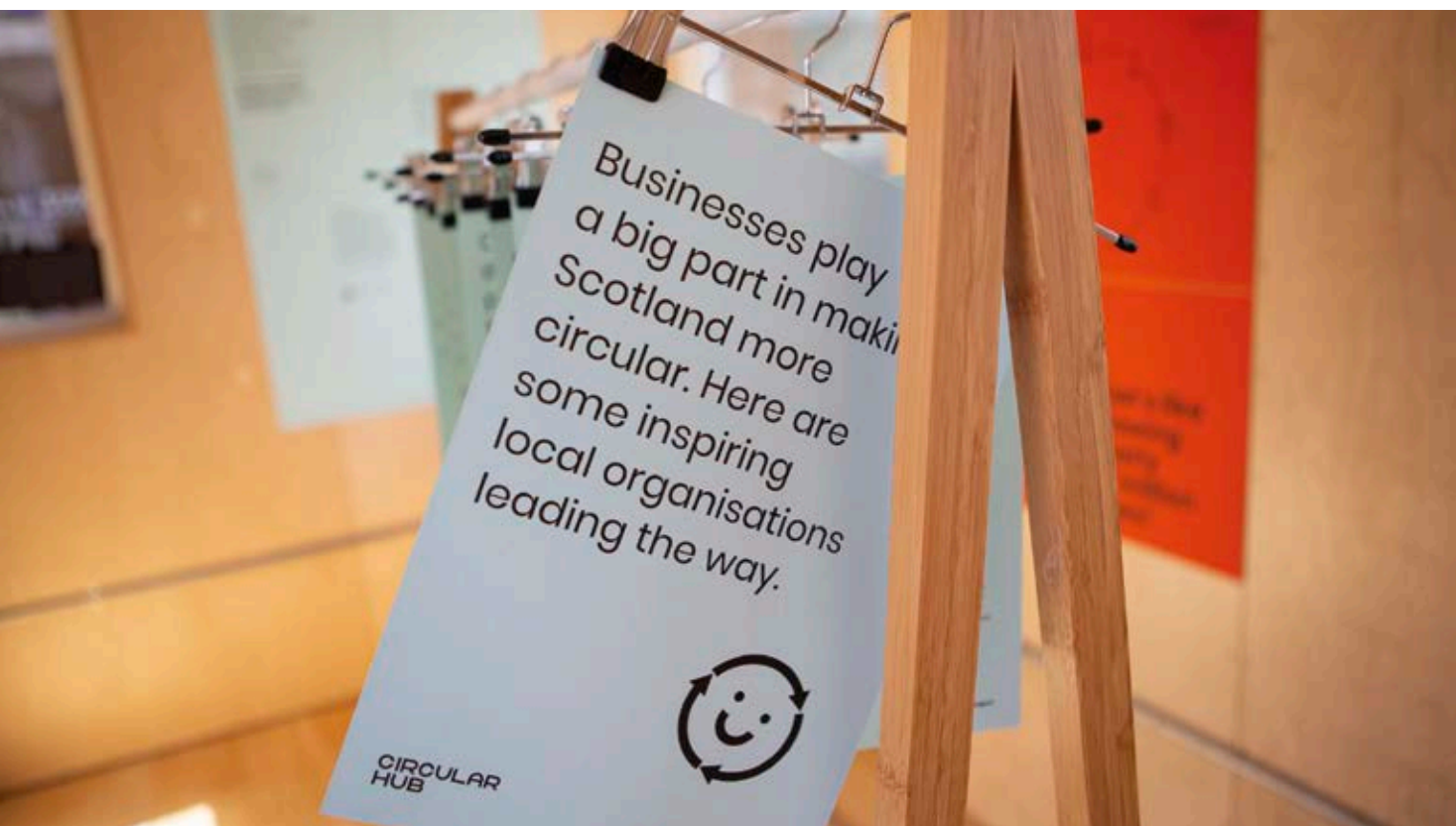
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# ENOUGH FOR EVERYONE. FOREVER

**A**s part of a bid for Glasgow to become a leading circular city, Circular Glasgow, a Glasgow Chamber of Commerce initiative, brought one of the world's most sustainable buildings to the city centre as part of an informative hub that inspired a rethink, reuse, repair and recycle approach.

Circular Hub, an exhibition designed by local studio ilka, used only repurposed or recycled materials and was located in St. Enoch Square on Saturday 30 March.

The free event was filled with information on ways to become more circular and included case studies of pioneering local organisations which have successfully adopted a more sustainable approach, information on Glasgow's circular journey, inspiring 'did you know' facts and stats, in addition to an interactive area that encouraged visitors to share simple ideas and tips.

There was also a Simple Swap Wheel which invited visitors to commit to at least one easy to achieve swap within their day-to-day life such as drinking tap water rather than bottled water, composting food waste rather than throwing it away or buying locally rather than online. Those who made a

pledge were encouraged to share their goal on social media in the hope that others would also be inspired to take action.

Circular Hub included real life examples of products that had been designed with circularity in mind. The St. Enoch Centre's waste coffee grounds to compost initiative was showcased through the centre's plants and was joined by a special eco-friendly flower bed from Kabloom. The building itself was designed and built by IndiNature, which manufactures 100% plant-based construction systems, while all of the information boards had been created using recycled planks from Glasgow Wood Recycling or GF Smith's Extract paper made from used coffee cups.

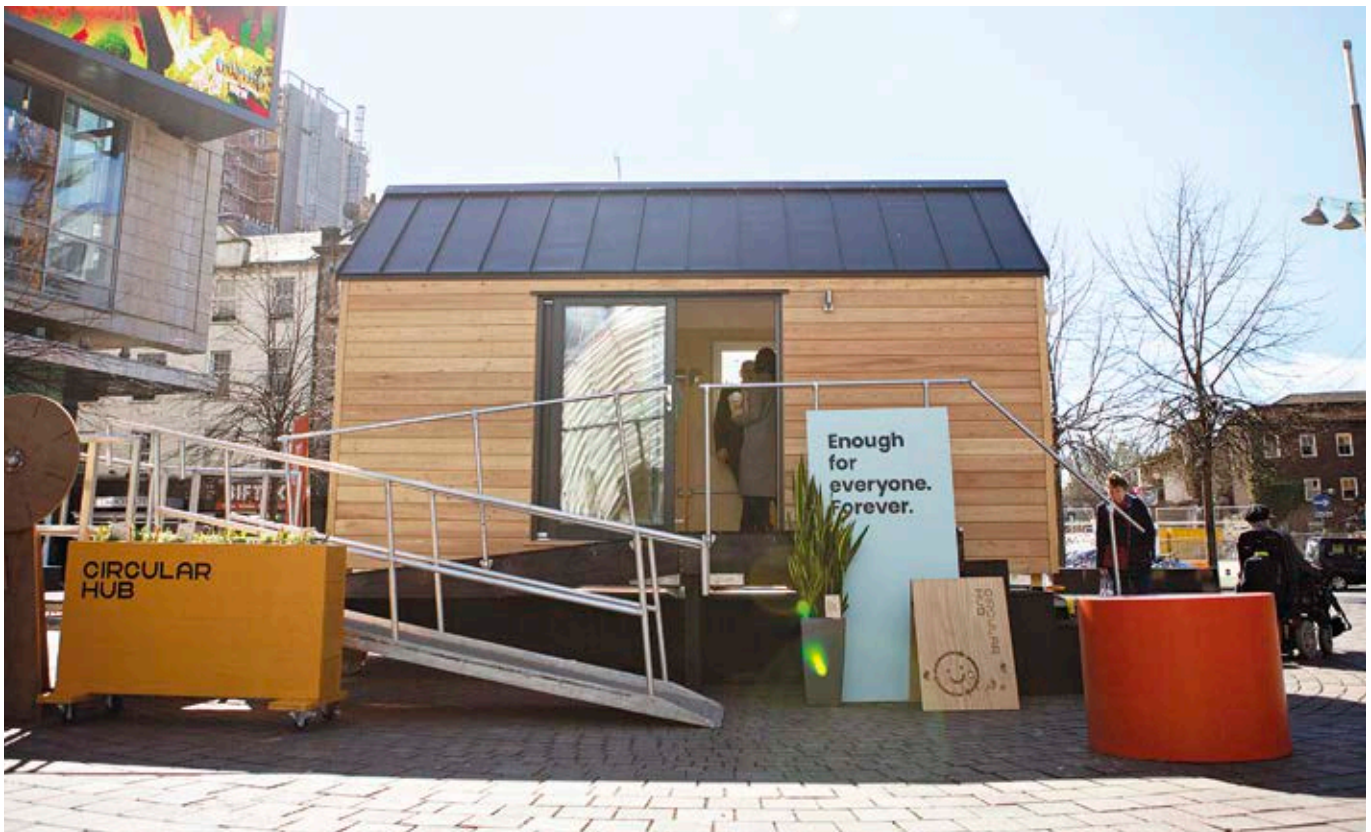
Circular Glasgow, in partnership with Zero Waste Scotland and funded by the European Regional Development Fund, works with companies across the city helping them to open up new revenue streams, increase competitive advantage and realise financial savings using a range of practical tools.

Following its work within the business community, Circular Glasgow hoped the event inspired the public to think about small simple steps that they could take to move towards Glasgow's goal of becoming one of the world's leading circular cities.

Alison McRae, Senior Director at Glasgow Chamber of Commerce, said: 'There are lots of small and simple changes







that can be made to create a more sustainable way of life, and as we all begin to take these steps we can work towards our circular goal with enough resources for everyone forever.

"We've had great success stories over the last couple of years among Glasgow's business community, and we were thrilled to be able to share that journey with the rest of the city with the hope of inspiring change.

"Glasgow is a city that pulls together like no other, and as we continue to do so, we can help our city adapt and grow through innovative ideas that prepare us for the future."

Anne Ledgerwood, General Manager at St. Enoch Centre, said: "Circular Hub proved a fantastic feature which our shoppers enjoyed and were hopefully inspired by.

"It was great to be involved in the project with our coffee activity which sees waste coffee grounds from retailers within St. Enoch Centre turned into fertiliser for plant compost used throughout the centre – helping illustrate how even small changes can make a big difference.

"The hub provided an excellent source of inspiration to people across Glasgow, encouraging us all to become more circular and reap the rewards environmentally and financially – all whilst leading the way towards Glasgow's goal of becoming one of the world's leading circular cities."

#### IN PARTNERSHIP WITH:

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# Why Glasgow's untold business story is being re-written

Professor Greg Clark speaks exclusively to Kenny Kemp about the positive state of the city and how a new narrative can be built around its strengths

**T**he legend of Glasgow as a great European city of commerce is being re-written for the 21st century. Glasgow is now creating a new business story that fits its modern state.

It's a bold project instigated by Glasgow Economic Leadership (GEL), jointly chaired by Professor Sir Jim McDonald, Principal of the University of Strathclyde, and Councillor Susan Aitken, Leader of Glasgow City Council, of which Glasgow Chamber of Commerce plays a significant part. In support of GEL, the Chamber, the City Council and Glasgow Airport collectively commissioned Professor Greg Clark, a world authority on cities, to look at the narrative.

Professor Clark has worked with 300 cities around the world and admits to a soft spot for Glasgow. He is an academic who has studied the world's urban conurbations for 25 years. He has been a thinker and researcher who set up the Business of Cities, an independent urban analytics group, based in University College London.

"I've been a friend and an admirer for many years. I first visited Glasgow in 1996. I've visited the city every year since. More recently I have been involved with the State of the City conference, but I've come for other reasons because I'm a fan of the city. It is really one of my favourite cities.

"It is very clear that the success of the Commonwealth Games 2014 and the People Make Glasgow identity framework have really driven a surge in Glasgow's attractiveness as a city. I think people now understand very well that Glasgow is a great place to have fun. It has an amazing community of diverse people who share an appetite for life – and a love of the city. It's a great place for conferences and entertainment. It is fantastic place to study, and it's a very, very creative place."

"But I think it has become clear over the last two years that the stories which naturally come from the People Make Glasgow proposition aren't necessarily the stories that are most oriented towards the business interests of the city."

The People Make Glasgow proposition leads to the positive message about living in the city, having fun, and studying in the city, but it doesn't automatically translate into a

proposition about why to start a company, why to invest in real estate, or why to relocate a major company to Glasgow.

"Or why to commercialise your big idea in Glasgow, or why to invest in the small firms," Professor Clark adds.

The GEL group began to see this as an increasing issue. Stuart Patrick, the Glasgow Chamber of Commerce Chief Executive, approached Professor Clark, requesting a piece of work that would start to speak more about Glasgow's business proposition. But this had to be in a framework that was compatible with People Make Glasgow.

As a starting point, Professor Clark looks at three characteristics, including what kind of leadership does a city have?

"Is the leadership bold, ambitious, collaborative and innovative? Is it confident? I've always felt that the leadership of Glasgow has been absolutely superb over the last ten to 20 years."

The second point which Professor Clark considers is how does the rest of the world see the city and does the city know what the rest of the world thinks about it?

"You might be surprised to hear this, but many cities don't know what the rest of the world think about them. There is a habit from cities of looking at good news but not the bad. Or picking their favourite media outlets to take comment from but not necessarily looking more broadly."

The third point was trying to find out what the movers and shakers in any given city are really thinking. Here, it is about ascertaining what the key 500 or 600 people who are tasked with running a city have in the backs of their minds.

Professor Clark appreciated Glasgow's leadership was in a good place but concluded







the city didn't really know what the rest of the world thought about it. A Preliminary Report, called *Towards a Business Story for Glasgow*, was undertaken as an 'outside-in' study. The report examined over 550 international benchmarks – which are the indexes, rankings and comparisons, such as the OECD and the World Bank – of global cities. The key question was: where is Glasgow in these studies?

It was looking at comparison cities and where Glasgow out-performed or under-performed other cities. The Business of Cities' algorithm, using a data set of all the rankings, was surprising for Glasgow and much more positive than previously thought. Indeed, Glasgow, as a city, was doing well.

"What we discovered, in terms of performance, is that the city is actually doing much better than people in Glasgow might think. Glaswegians are very proud of the city but don't necessarily know how well it is doing on a comparative basis."

These findings are helping to build a compelling business story for Glasgow.

"This business story is not yet well understood. When we looked at Glasgow comparing the visitor, student, resident and business stories, it was very clear that the city has a much stronger identity worldwide on its visitor, student, and resident stories but a much weaker level of understanding for its business story."

So Glasgow was doing much better than most people thought but the business story was not as clear.

"Now it is a matter of helping Glasgow understand how good it is, so it can build confidence and really try to develop the business story so it can complement the other aspects."

Professor Clark says there are plenty of quirky statistics about the number of baristas and the hipster state of the city, but the underlying plus-factors were the right demographics, its re-urbanisation, a supply of affordable housing, and the rapid up-skilling of the workforce.

"Glasgow was deliberately depopulated in the Fifties and Sixties by various policies, and this is beginning to be naturally

reversed. This is very, very important for Glasgow: to have a growing population, which is increasing its skills base, is a hallmark of a successful city. It's a critical ingredient for being more successful in the future because it provides you with the skilled labour and the talent."

According to Professor Clark, this scale to attract business and jobs, coupled with the density to attract institutions and amenities, is critical. Comparing Glasgow against a cohort of cities of similar sizes, it comes out strongly with its population acceleration.

"What's not to like? A growing population, rising in skills all of the time. Very successful universities that are good at turning raw talent into refined talent."

"The city has space, both in its city centre and along its water-front, to accommodate good housing for a larger population and all the jobs and other amenities that a larger population would want to enjoy. This is fantastic and a way a city can really prosper."



# POLICY FORUMS

**Y**ou could say it is the central nervous system giving the Chamber a healthy beating heart. The creation of five living and breathing Chamber of Commerce Policy Forums is already giving greater clarity to the various business issues facing members in Glasgow. Whether there are concerns about the employment and skills agenda, finding out about the ideal levels of innovation and investment, or relieving anxiety about how to undertake overseas trade in an uncertain Brexit environment, the member-led forums are growing in scale and influence.

"In all cases, the policy forums are giving us the surety and confidence of knowing the members' views and how we can build the evidence base to best represent these views. I'm grateful for the energy and the commitment of those giving their time to grow these important forums," said Stuart Patrick, Glasgow Chamber Chief Executive.

The five are: Place Forum, Business and Innovation Forum, Glasgow Employment and Skills Board, International Trade and Tourism Forum and Brexit Watch Forum.

The forums do not operate as single silos and if members wish to raise a relevant topic which crosses into other

policy areas then this is encouraged. Indeed, the announcement of the Workplace Parking Levy has been discussed at both the Place Forum, where a levy could have an impact on shift workers unable to get public transport, and at the Glasgow Employment and Skills Board, where it has implications for staffing and HR policies.

"The forums have only been going for a short time and some are still finding their feet, but they are already playing a helpful and essential role in shaping the Chamber's policy priorities," said Stuart.

While each forum is tackling issues of complexity, none has the political frustration of the

## **Brexit Watch Forum**, chaired

by Katy Wedderburn, a Partner with law firm MacRoberts. The issue remains one of deep concern with nearly 100 members attending the Glasgow Talks ... Brexit event, while members are being encouraged to visit the Chamber website to access reference and support materials including the British Chambers of

Commerce risk register and business checklist. "It has been a challenging and frustrating time for businesses to understand how they may be impacted by Brexit," said Katy.

"Our engagement on Brexit through Glasgow Talks and other events and with the Brexit Watch Forum has been with a view to opening a flow of information and sharing useful resources with members and the wider business community about how to identify the areas of most likely impact, and to prepare their businesses for Brexit.

"The implications of Brexit will have a deep impact on members. The Chamber of Commerce network is calling for fair warning of the UK's planned exit date should an agreement be passed, to give businesses a chance to adapt and plan for change in a calm and measured fashion."

The **Business and Innovation Forum**, chaired by Jim McIntyre, Regional Director of Royal Bank of Scotland, has been discussing the new business narrative for Glasgow – aimed at helping people sell

the city and our assets to potential investors. Several priorities and positions have been agreed including concerns around start-up and the support and infrastructure for growth and scaling-up





key businesses, and the need to ensure maximum value and engagement for all businesses in the Innovation Districts. There were concerns raised about whether Glasgow's digital infrastructure was keeping pace with the requirements of the Big Data revolution. There was also agreement that Glasgow's digital tech industry, successfully highlighted in the Tech Nations report, where Glasgow came third ahead of Edinburgh, was less well-promoted than in other cities.

The **Glasgow Employment and Skills Board**, jointly chaired by Craig Martin, Head of Human Resources at Glasgow Airport and Alison McRae, Senior Director of Glasgow Chamber of Commerce, has expanded its remit from the Glasgow Employer Board. It is now taking a broader look at the employment and skills needed to enable Glasgow's economy to thrive.

When the board met in April it agreed its priorities should be expanded to cover all people-related issues, from skills, the labour market and inclusion, as well as the existing Developing the Young Workforce (DYW) programme.

Stuart Yuill, a Director of DSL Business Finance, and a Chamber Director who sits on the board, said: "There is a need for up-skilling. Demand is definitely exceeding supply.

"We are talking about encouraging more young people to take on apprenticeships with related digital skills instead of perhaps heading off for four years at university. It's now that we

need the skills, not only two or more years down the line."

For example, the arrival of Barclays bringing up to 2,500 jobs to the city means new opportunities for people in the West of Scotland.

"While a number of these jobs offer relocation from London or elsewhere to Glasgow, a good percentage will be coming from the Glasgow travel to work area and the rest of Scotland," said Stuart.

"There is an impending need now for these skills and we can't really afford to wait for it to work its way through the higher education system."

The other key aspect is inclusion. "We need to be doing much more to support the inclusion agenda to encourage those who have been missed out on the success

story of the city. And, of course, the GESB will continue to support the delivery of Developing the Young Workforce in Glasgow alongside this wider remit."

The **Place Forum**, chaired by Alan Thomson, Head of Corporate Relations at Scottish Water, met in February when there was discussion of the Low Emission

Zones, the City Centre Avenues Programme and the second phase of the Connectivity Commission, which now includes a £10 billion Glasgow Metro plan, and the Workplace Parking Levy.

The recently established Infrastructure Commission for Scotland issued a call for evidence and the forum helped with the Chamber's submission.

"We understand the reason for creating a Low Emission Zone in Glasgow. However, we want a balanced approach where environmental measures are balanced alongside our requirement for inclusive economic growth and a successful and vibrant city centre," said Alan.

"It's been a privilege chairing the committee. It has really broadened my own horizons. There is a wide group from the colleges, through to the retail, hospitality and night-time events industry, we all want the same thing, the best place that Glasgow can possibly be."

The **International Trade and Tourism Forum**, chaired by Stuart Cruikshank, Council Director at Glasgow Chamber, has also been discussing how to support the increase in tourist numbers for the city, while encouraging companies to take part in international trade missions.



# Meet some of our ICAs winners

## Tron Theatre

Tron Theatre, which won the Art and Culture Award, is a vital part of Glasgow's city centre life. It was established as a theatre club in 1979, based at the Citizens' Theatre, Glasgow. It went public in 1989, moving to the Tron and has since become one of Scotland's leading theatres. The theatre is famed for its eclectic collection of new writing, reinvigorated contemporary classics, dance, comedy and music. Most of Scotland's leading actors and musicians have performed and supported the theatre's programme. It's also a great hang-out where arts and creative folks can enjoy great bistro-style food and drink. Beyond the theatre, Tron's participation team takes the arts out into communities, partnering with schools to deliver workshops, courses and master-classes.

## Centre for Financial Regulation and Innovation (CeFRI), Strathclyde Business School

We all need to look after our money. And we need experts to ensure its safety. The CeFRI, within the Department of Accounting and Finance at Strathclyde Business School, which won the Education Award, was established in 2016 as a centre of academic excellence in financial regulation and innovation. Its vision is to provide a strategic link between academia, policy-makers, regulators and the financial industry.

The mission is to foster policy research to support the application of innovation in finance. The CeFRI seeks to foster better regulation in global capital markets. It promotes insights in innovation, market efficiency, risk management, investment benchmarks and corporate governance to a wider audience. The CeFRI also operates

as a hub for excellence for PhD and postgraduate teaching programmes in financial markets.

## Glasgow Taxis

A friendly Glaswegian cab driver is often a visitor's introduction to the city. In these vital minutes in the back of cab, positive impressions of the city are made, and stereotypes put in the box. The Glasgow Welcomes Service Champion was presented to Glasgow Taxis. It was recognised by the judges that the familiar black Hackney cabs were a cherished way for casual visitors and business people to arrive safely at their destination. The award was sponsored by Glasgow Airport, which also knows something about welcoming visitors.

With a fleet of over 800 taxis, Glasgow Taxis is the largest supplier of licensed taxis in Glasgow, indeed the largest in the UK outside London.



Tron Theatre was presented with the Art and Culture Award by Richard Blair, Business Development Manager, Sir Robert McAlpine

Centre for Financial Regulation and Innovation (CeFRI), Department of Accounting and Finance, Strathclyde Business School was presented with the Education Award by Jack Ferguson, Vice-Chairman, Glasgow Taxis

Glasgow Taxis was presented with the Glasgow Welcomes Service Champion Award by Craig Martin, Chair, Glasgow Welcomes



**INSPIRING CITY  
AWARDS 2018**
**Andrew Duncan of SwarmOnline**

SwarmOnline is one of Glasgow's great emerging businesses. It has a burgeoning international reputation and a client list that includes E.ON, Scottish Power, Shell, Veripos, GlaxoSmithKline and Thales. It also works in partnership with Sencha, Vodafone and Amazon Web Services to turn ideas into scalable and secure products.

Andrew Duncan, who won the Outstanding Contribution by a Business Leader Award, is its approachable and likeable founder, recognised as a digital professional of the year, while the company was nominated for tech company of the year in the Scottish Business Awards. SwarmOnline began in 2011 as a one-man consultancy and has grown to become the November Twenty One Group, named after the date SwarmOnline was incorporated. The company has offices in Glasgow and Edinburgh with a team of 30.

**For further information,  
and to enter the ICAs 2019,  
visit [www.inspiringcity.co.uk](http://www.inspiringcity.co.uk)**



Andrew Duncan, SwarmOnline was presented with the Outstanding Contribution by a Business Leader Award by Bryan Donaghey, CEO, Whyte & Mackay

# GLOBAL

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A radical £10 billion Metro for Glasgow – including an underground station between Central and Queen Street station – could revolutionise the city's transport for future generations.

The most glaringly obvious omission from Glasgow's current transport system is the absence of the kind of

The Commission urged the Scottish Government and regional authorities to create a funding package seeking £500

Transport Scotland would be expected to take the lead for the development of the Glasgow Metro, Glasgow Central High Speed Two (HS2) terminus and Queen Street/Central Station tunnel. This would include creating a rail link between Paisley Gilmour Street and Glasgow Airport using City Deal funding by 2025, then allowing this to become the first leg of the Glasgow Metro, serving the South Clyde Growth Corridor.

This proposed funding would involve an equitable split between the Scottish Government and UK government, through the Barnett formula's consequences of the spending on High Speed Two.



Ministers to enact primary legislation for the creation of a Glasgow City Region Development Agency which will co-ordinate transport infrastructure at the city region level. This would expand the role of the City Region Cabinet and take on the powers of Strathclyde Partnership for Transport and Clydeplan.

This authority would need the necessary powers to assemble and develop land to benefit from the uplift in land values from transport projects. It means developing a single, holistic development plan for the city region focussed on its transport system.

"Our proposals to connect the airport to the rail network and link Glasgow Central and Queen Street stations are bold. These will future-proof Glasgow's transport system for generations to come rather than simply addressing short-term bottlenecks," said David Begg.



Apart from the Glasgow Metro, the other recommendations included the acceleration of the Avenues project and its extension to George Square, Argyle Street, Cathedral Street and High Street; the pressing ahead with plans to build a roof over the M8 at Charing Cross, creating a new pedestrian space outside the Mitchell Library; the repurposing of the road network to prioritise people-friendly public

spaces and building a smart public transport grid.

It also recommended actively engaging with the Vacant and Derelict Land Commission to bring dead spaces back into productive use, as well as the creation of safe cycling corridors through the city centre which connect to these arterial routes, undertaken as part of the repurposing of Glasgow's road grid. It also wants better integration of bus services using smart technology, allowing free travel for younger people.

**“These proposals will future-proof Glasgow's transport system for generations to come rather than simply addressing short-term bottlenecks”**



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DUCHAL ROAD, KILMACOLM

# SPOTLIGHT ON NEW MEMBERS

The vibrancy of the city's economy and the diversity of businesses can be seen in microcosm with the eclectic range of new Chamber members. Recent new members include Glasgow Clan, a silver partner, and two new essential members, E-Max Systems and Savills Glasgow.

## GLASGOW CLAN

Gareth Chalmers, the Chief Operating Officer of Glasgow Clan, a professional ice hockey club which competes in the UK's Elite Ice Hockey League (EIHL), said he was delighted to join the Chamber network to connect with more businesses and share his passion for one of the toughest and fastest team sports in the world.

"We have just finished our ninth season. The team was formed in 2010. In the first season the crowds were between 600 and 800. We've built up the brand and now our average crowd is about 3,000 fans."

The Clan is heading into its tenth season and the noisy drum-beating supporters, known as the Purple Army, have helped make the home territory at Braehead Arena a formidable place for the opposition.

"We finished fourth in the league last year and got into the cup semi-finals and we are hoping to win some major silverware in the coming season. It's an

exciting time for the club and there is a lot of growth and ambition. We want to be the best in the UK," said Gareth.



Glasgow's only professional ice hockey club was rebranded from the Braehead Clan to the Glasgow Clan last summer.

"We compete in the UK's premier ice hockey league, which consists of eleven teams representing all four Home Nations. The ten other clubs are the Belfast Giants, Cardiff Devils,

Coventry Blaze, Dundee Stars, Fife Flyers, Guildford Flames, Manchester Storm, Milton Keynes Lightning, Nottingham Panthers and Sheffield Steelers.

"The Braehead Arena is a perfect size for us, although we could do with another 1,000 seats as we expand. The Purple Army creates an electric atmosphere and I'd say it is the best in the whole of the UK," said Gareth, who has been involved with UK professional ice hockey for nearly 20 years.

"We've accumulated a good fan base from people who haven't followed the sport before. While it's a sport, it's also an entertainment product like going for a night-out, with a drink and a bite to eat.

"We've joined the Chamber because we're in our tenth year and want to open a few more doors in Glasgow. We are focused on getting more businesses involved. If anybody from the Chamber wants to come and sample an ice hockey match, they should give us a shout for tickets."

## SAVILLS GLASGOW



David Cobban (pictured left), a Director at Savills Glasgow, explained his real estate consultancy is Savills' largest office in Scotland with 106 staff.

"We have 14 business divisions, all operating under one roof, ranging from residential estate agency to energy consultancy. While we are renowned for selling large houses, we also manage some of the most iconic buildings in the city, such as Buchanan Galleries Shopping Centre and Princes Square, and are advising on the development of 500,000 sq ft of new Grade A offices in Glasgow city centre.

"We're excited to be joining the

Chamber and are looking forward to helping tell Glasgow's business success story. We also hope to work with the other Chamber members to ensure the city and businesses operating here understand the full extent of the real estate services our Glasgow office can offer.

"At the same time, we want to make new connections to the benefit of our business locally, nationally and internationally and if that helps grow our client base and market share as we continue to provide our clients with first-class advice, we won't say no to that," he said.



# E-MAX SYSTEMS



The mix of Chamber membership is exemplified by the likes of E-Max Systems, a leading provider of enterprise resource planning software for manufacturing and engineering SMEs. The company celebrated 20 years in business in 2018 and is continuing to go from strength to strength with the Glasgow office complementing its offices in Stockton on Tees and Perth, Australia.

Marketing Manager Carolyn Kerr explained that despite a challenging economic environment, the company is on target to achieve its goals for 2019. "E-Max's software application, E-Max ERP, allows companies to take an initial customer enquiry through every stage in the production process to the final invoice. Developed around a sophisticated manufacturing resource planning system, E-Max ERP is functionality-rich and includes features rarely offered in off-the-shelf software packages. Its flexibility means it can be easily tailored to meet clients' exact requirements and unique processes," she explained.

E-Max ERP allows companies to have all their data in one place, allowing a genuine real-time view of how the company is performing. Management can make informed decisions to increase workplace efficiency, enjoy cost and time savings and enable the company to achieve its full growth and performance potential.

"We are specialists at what we do. We design, develop and support our software in-house so we can respond quickly and directly to our clients' needs and have helped hundreds of clients improve their efficiency and grow their businesses.

"We are interested in meeting like-minded local companies who share our passion for developing their businesses to their full potential. We hope joining the Chamber will increase our awareness of business events and activities locally and we look forward to attending educational events and keeping abreast of new business trends," said Carolyn.

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# TRANSFORMING *TRAVEL*

**D**espite *Glasgow's Tourism and Visitor Plan to 2023* focusing on a framework for the continued growth of the city's tourism economy, business travellers are also important to Glasgow.

York Aviation was commissioned in August to undertake an economic impact assessment of Glasgow Airport. It found that businesses can operate more effectively from within Glasgow Airport's catchment area with the airport in place, with productivity impacts from the airport's business passenger travel accounting for around £20m of gross value added (GVA) and 100 jobs in both Renfrewshire and Ayrshire, around £230m of GVA and 1,000 jobs in the Glasgow City Region, and £320m of GVA and 2,000 jobs across Scotland as a whole.

Mark Johnston, Glasgow Airport's Managing Director, said: "Business travellers continue to play a hugely important role in our continued success and account for 25% of all passengers we welcome through our doors each day.

"London is our most popular destination by some distance with

up to 32 daily departures and more than 26,000 seats available every week to five airports serving the UK's capital city. We are always keen to build on this connectivity further, including with Loganair's new daily service to London Southend."

With London the most frequently visited UK city for business travellers, the number of airport destinations around the city is expanding. In addition to Heathrow, Gatwick, Stansted, Luton and City airports, flights are now available between Glasgow and Southend – less than an hour from London by train.

According to *The Telegraph* and aviation analysts OAG, Southend is scheduled to welcome up to 917,866 passengers during the 2019 summer season (March to October), a 31% increase on last year.

Loganair is launching three major new routes between Scotland and London Southend Airport, connecting



Glasgow, Stornoway and Aberdeen with the UK's largest city. Glasgow will have three non-stop flights each way every weekday together with a selection of weekend services, operated by Loganair's Embraer 145 regional jet aircraft.

The schedule is designed to enable a full working day in the capital before an evening flight home, including a morning red-eye service.

Loganair's Managing Director Jonathan Hinkles says: "We're incredibly excited to be offering the first new air links between London and Glasgow in many years. These new fast and frequent flights to London's favourite airport, together with our inclusive checked baggage allowance and on-board service, make this a hugely



Loganair's Managing Director  
Jonathan Hinkles



Mark Johnston,  
Managing Director, Glasgow Airport

significant development for both Scotland-London air links and Loganair.

"Southend is a very convenient and well-positioned gateway to the capital. It has been voted the UK's Best Airport three times, perfectly complementing Loganair's recently earned European Airline of the Year accolade.

"Our schedule is designed to offer maximum flexibility for passengers regardless of their requirements – whether that's a one-day return, overnight stop or a longer break exploring the city. It'll also be attractive to leisure customers from South-East England wishing to visit the Highlands and Islands with only a quick transfer in Glasgow.

Glyn Jones, CEO of Stobart Aviation, owners and operators of London Southend Airport, said: "With our own railway station just 60 steps from the terminal door, up to six trains an hour into London and our award-winning customer service, we expect these new routes to prove very popular with customers flying to and from Scotland."

Virgin Trains is carrying nearly 2,000 people a day between Glasgow and London, an increase of 29% compared to just six years ago. The operator claims transformation of the West Coast Mainline has resulted in the growth of rail's market share against airlines of the Glasgow to London market from 8% in 2009 to 22%.

Phil Whittingham, Managing Director for Virgin Trains, said: "We have worked tirelessly with Government and industry partners to completely transform the West Coast route, introducing a fleet of new

trains, achieving one of the biggest timetable changes since privatisation without a hitch and bringing a focus on customer experience that the industry had not experienced before."

For business travellers for whom speed is of the essence, air travel may still be the mode of choice to get to London. However, rail timetables now feature faster, more frequent train services. Travellers who are climate conscious will also be helping to curb carbon emissions by making more efficient use of transport networks.

Meanwhile, the new £150m fleet of Caledonian Sleeper trains features double beds and en-suites, reclining seats and onboard WiFi.

The trains will replace rolling stock built in the 1980s, travelling overnight between London and Scotland. Ryan Flaherty, Managing Director of Caledonian Sleeper, says the trains offer a hospitality experience rather than a functional overnight trip, "combining the nostalgic feeling of railway travel with modern facilities that travellers expect".

Loganair is launching a new way to fly to London – starting three jet services each weekday between Glasgow and London Southend.

Only a 53-minute train from Liverpool Street Station, Southend is the ideal gateway to the capital. With a station just 60 steps from the terminal, and several trains per hour, it's a hassle-free way to start a day of business.

On the return trip customers pass through security quickly and easily – walking a short distance to their departure gate.

The airline offers one of the most generous baggage, inflight hospitality and frequent flyer schemes of any carrier operating to the capital – allowing 20kg of hold baggage, 6kg of carry-on and a complimentary refreshment per reservation. Its generous rewards scheme gifts one free flight for every five booked with Loganair's most flexible fare – which also enables last minute schedule changes free of charge.





## NEW MEMBERS

**4icg**

131 Minerva Street  
Glasgow G3 8LE  
T: 0141 327 0000  
E: sam@4icg.com  
W: www.4icg.com  
Full-service marketing agency focusing on digital marketing, telemarketing and account-based marketing.  
No of employees: 51-250  
Contact: Sam Werngren  
Strategic Development Manager

**9Round**

14 Albion Street  
Glasgow G1 1LH  
T: 0141 291 5920  
E: glasgow@9round.co.uk  
W: www.9round.co.uk/find-a-club/glasgow  
Boutique fitness kick-boxing gym.  
No of employees: 1-10  
Contact: Gillian O'Neil  
Club Manager

**Actavo**

3rd Floor  
368 Alexandra Parade  
South Wing  
City Park  
Glasgow G3 1 3AU  
T: 0141 219 0270  
E: traoloch.collins@actavo.com  
W: www.actavo.com  
Engineering solutions company with global reach.  
No of employees: 251+  
Contact: Traoloch Collins  
Managing Director

**BFN Productions Ltd**

T: 07855 561896  
E: ian@bfnproductions.com  
W: www.bfnproductions.com  
Build and delivery of native mobile apps and progressive web apps (PWAs), as well as online review management software.  
No of employees: 1-10  
Contact: Ian Shapiro  
Director

**Bywater Properties**

46 James Street  
London W1U 1EZ  
T: 0207 486 2233

E: theo@bywaterproperties.com  
W: www.bywaterproperties.com  
Investment, development and management of real estate.  
No of employees: 1-10  
Contact: Theo Michell  
Principal

**Clan Entertainment Ltd**

c/o Braehead Arena  
Kings Inch Road  
Glasgow G51 4BN  
T: 0141 886 6459  
E: gareth.chalmers@clanihc.com  
W: www.clanihc.com  
Professional ice hockey club.  
No of employees: 251+  
Contact: Gareth Chalmers  
Chief Operating Officer

**Cooke Aquaculture Scotland**

3E & 3F Willow House  
Kestrel View  
Strathclyde Business Park  
Bellshill ML4 3PB  
T: 01698 534630  
E: gillian.devine@cookeaqua.com  
Salmon farming company with a sales and logistics office based in central Scotland; salmon is harvested on the Shetland and Orkney Islands.  
No of employees: 51-250  
Contact: Gillian Devine  
Admin & Logistics Manager

**Drum Property Group**

15 Exchange Place  
Glasgow G1 3AN  
T: 0141 428 3409  
E: fife@drumpropertygroup.com  
W: www.drumpropertygroup.com  
Award-winning property development and investment group.  
No of employees: 251+  
Contact: Fife Hyland  
Communications Director

**E-Max Systems**

Units 17/18  
The Technology Centre

James Watt Avenue  
Scottish Enterprise  
Technology Park  
East Kilbride G75 0QD  
T: 0141 644 4424  
E: dean@emax-systems.co.uk  
W: www.emax-systems.co.uk  
ERP manufacturing supplier.  
No of employees: 1-10  
Contact: Dean Oswald  
ERP Consultant

**emobix Limited**

Suite 3/6  
Queens House  
29 St Vincent Place  
Glasgow G1 2DT  
T: 0141 221 8449  
E: pete@emobix.co.uk  
W: www.emobix.co.uk  
Software developer and consultancy specialising in mobile and connected devices across the enterprise, finance and healthcare sectors.  
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Contact: Pete McLaughlin  
Managing Director

**Everyman Cinema Glasgow**

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T: 07741 649978  
E: claire.millar@everymangroup.com  
W: www.everymancinema.com/glasgow  
Cinema.  
No of employees: 11-50  
Contact: Claire Millar  
Sales Manager

**Fore Play Crazy Golf**

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E: craig.neilson@4play.golf  
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No of employees: 1-10  
Contact: Craig Neilson  
Managing Director

**Glasgow City Flats**

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Glasgow G2 8NF  
T: 0141 226 3534  
E: eric@glasgowcityflats.com  
W: www.glasgowcityflats.com  
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No of employees: 1-10  
Contact: Eric McDermott  
Director

**GMAC Film**

5th Floor  
103 Trongate  
Glasgow G1 5HD  
T: 0141 553 5400  
E: paddy@gmactfilm.com  
W: www.gmactfilm.com  
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No of employees: 1-10  
Contact: Paddy Higson  
CEO

**Gordon Ritchie Marketing**

2nd Floor  
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300 Bath Street  
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T: 07973 101534  
E: gordon@gordonritchiemarketing.co.uk  
W: www.gordonritchiemarketing.co.uk  
Marketing agency delivering successful marketing campaigns and events; specialists in sports sponsorship.  
No of employees: 1-10  
Contact: Gordon Ritchie  
Director

**House of McCallum**

33 Hyndland Road  
Glasgow G12 9UY  
T: 0141 341 0233  
E: info@mccallumwhisky.scot  
W: www.mccallumwhisky.scot

Scotch whisky blender and bottler.  
No of employees: 1-10  
Contact: Antony McCallum-Caron  
Owner

### **MRH Marine Limited**

No 3 Crofthead Mill  
Lochlibo Road  
Neilston  
Glasgow G78 3NA  
T: 0141 880 6939  
E: info@mrhmarine.com  
W: www.mrhmarine.com  
Suppliers of vacuum toilet systems and fresh water generation and sterilization products for the marine industry.  
No of employees: 1-10  
Contact: William Alan Higginbotham  
Managing Director

### **Murray Recruitment Ltd**

Suite 2G  
International House  
Hamilton International  
Technology Park  
High Blantyre G72 0BN  
T: 01698 501130  
E: lauren@murrayrecruitment.co.uk  
W: www.murrayrecruitment.co.uk  
Recruitment company specialising in commercial, engineering and technical across the central belt of Scotland.  
No of employees: 1-10  
Contact: Lauren Hannah  
Director

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139 St Vincent Street  
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E: craig@panopticevents.com  
W: www.panopticevents.com  
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No of employees: 1-10  
Contact: Craig McGee  
Chief Event Organiser

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Contact: Steve Charles  
Head of Business Partnerships

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T: 0141 886 1220  
E: accounts@renewable-parts.com  
W: www.renewable-parts.com  
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No of employees: 11-50  
Contact: Hannah Ellis  
Marketing Officer

### **Revolution Mitchell Street**

84 Mitchell Street  
Glasgow G1 3NA  
T: 0141 471 8279  
E: nicole.nugent@revolution-bars.co.uk  
W: www.revolution-bars.co.uk/bar/glasgow-mitchell-street  
Cocktail bar and restaurant.  
No of employees: 11-50  
Contact: Nicole Nugent  
Business Development Manager

### **Salesforce**

200 St Vincent Street  
Glasgow G2 5SG  
T: 0203 116 5274

E: edowse@salesforce.com  
W: www.salesforce.com  
Provision of cloud computing solutions for companies worldwide to connect with their customers and grow their businesses.  
No of employees: 11-50  
Contact: Eddie Dowse  
Senior Account Director

### **SThree**

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175 West George Street  
Glasgow G2 2LB  
T: 0207 469 8955  
E: l.laird@sthree.com  
W: www.sthree.com  
International staffing company, providing specialist contract and permanent recruitment services in the STEM (Science, Technology, Engineering and Mathematics) sector.  
No of employees: 251+  
Contact: Lesley Laird  
Director of Centre of Excellence

### **Target Healthcare Limited**

8 Redwood Crescent  
East Kilbride G74 5PA  
T: 01355 202146  
E: iain@target-healthcare.co.uk  
Pharmaceutical wholesaler.  
No of employees: 11-50  
Contact: Lewis Campbell  
Director

### **The Clydeside Distillery**

100 Stobcross Road  
Glasgow G3 8QQ  
T: 07971 806338  
E: bridgeen@theclydeside.com  
W: www.theclydeside.com  
Distillery.  
No of employees: 11-50  
Contact: Bridgeen Mullen  
Visitor Centre Manager

### **The Restaurant Bar & Grill Glasgow**

2nd Floor  
Princes Square  
Buchanan Street  
Glasgow G1 3JX  
T: 0141 225 5620  
E: amy.simmons@individualrestaurants.com  
W: www.

individualrestaurants.com/bar-and-grill/glasgow  
Restaurant, bar and grill with private dining area.  
No of employees: 1-10  
Contact: Amy Simmons  
Event Sales Manager

### **TLT LLP**

140 West George Street  
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T: 0333 006 0400  
E: rachel.annett@tltsolicitors.com  
W: www.tltsolicitors.com  
Law firm working with the financial services, leisure, retail, TMT and energy sectors.  
No of employees: 251+  
Contact: Rachel Annett  
Business Development Manager

### **Town & Country Property Auctions**

241 St Vincent Street  
Glasgow G2 5QY  
T: 0141 348 7590  
E: craig.gibson@townandcountrypropertyauctions.co.uk  
W: www.townandcountrypropertyauctions.co.uk  
Auctioneers featuring residential property listings from studio flats to stately homes, residential and commercial development, amenity and agricultural land and investment properties.  
No of employees: 1-10  
Contact: Craig Gibson  
Managing Director

### **Travelknowhow Scotland**

Tactran  
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## NEW MEMBERS

No of employees: 1-10  
Contact: Shona  
Drummond  
Marketing Consultant

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**Pioneer House**  
2 Renshaw Place

**Eurocentral**  
**Motherwell ML1 4UF**  
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No of employees: 251+  
Contact: Martin Grey

**Worldpay**  
**25 Walbrook**  
**London EC4N 8AF**  
**T: 07891 160357**

**E: debbie.wells@worldpay.com**  
**W: www.worldpay.com/uk**  
Merchant services.  
No of employees: 1-10  
Contact: Debbie Wells  
Regional Business  
Manager

# 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](mailto: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](http://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](mailto: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 of Commerce.



Member Get Member



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Glasgow Chamber of Commerce would like to acknowledge our Strategic Partners, Platinum Partners and Gold Partners. Bespoke partnerships are tailored to each company's needs. For more information please contact membership on Tel: 0141 204 8347 or Email: susan.mckay@glasgowchamberofcommerce.com

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# WELCOME

## to our new staff

**T**he expanding workload has resulted in a significant increase in new faces at Glasgow Chamber of Commerce, while others have switched internally to new roles and responsibilities.

In the sphere of International Certification, a key part of the Chamber's work, the department has taken on four new staff to look after documentation.

Amy McSwiggan started in September 2018 after graduating in Psychology and Social Studies at the University of Glasgow. This is her first step on the career ladder as an International Certification Executive at the Chamber.

Meanwhile Ettore Viscontini, also working in the International Certification team, is a recent start with previous experience as an export agent in Milan for air freight customer services. This involved the preparation of customers' documents, checking certification, including certificates of origin and the declaration of dangerous goods.

Joining them are Rebecca Graham and Emma Gravestock as International

Certification Administration Assistants, both of whom are working towards their certification exams which are set by the British Chambers of Commerce.

The Chamber is also delighted to welcome two new members of staff to the Developing the Young Workforce Glasgow team. Dr Nicola Crawford joins as the new Programme Director and Juliet Dempster as Programme Manager.

Nicola brings 18 years' experience of the further education sector and is well-known for developing and delivering innovative programmes to empower and recognise skills in young people. Nicola was the Faculty Director of Nautical Studies at City of Glasgow College and was the first female non-seafarer to lead a nautical college. During her tenure, Glasgow became the preferred training destination for many international shipping companies and new pathways were created to allow young people to serve in the Merchant Navy.

Juliet Dempster worked within the third sector for over 20 years delivering positive outcomes for young people and ex-offenders. Formerly at Prince's Trust, she worked in partnership with

schools, colleges, universities, employers and local authorities.

On the membership front, Sarah Heaney, a well-known face at Chamber events, has moved into a new role as a Membership Executive and she has been joined by Nicole Harrington. Prior to joining the Chamber, Nicole worked in marketing and was also a business development consultant for a number of other membership organisations.

Completing the membership team is Mhairi Duncan, Senior Business Development Manager, who arrived at the Chamber last May.

Jennifer McLeod has joined as Events and Professional Development Executive from her previous role as Events Assistant at the Lighthouse, where she worked for three years.

Stuart Patrick, the Chamber's Chief Executive, said: "We welcome our new members of staff who are all here to help improve services to our members. It's great to be able to take on young people for whom this is the first step on the career ladder, and to bring in others with much wider professional experience. We hope they find that the Chamber is a great place to work and highly values their contribution."



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[www.townandcountrypropertyauctions.co.uk/scotland](http://www.townandcountrypropertyauctions.co.uk/scotland)**

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