



# Glasgow Business

THE MAGAZINE OF GLASGOW CHAMBER OF COMMERCE  
SUMMER 2020

GLASGOW  
CHAMBER OF COMMERCE

## Our inspiring city

As we face one of our biggest financial and societal challenges, organisations have mobilised to help Glasgow's communities

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Some inspirational stories from partners

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Support from our webinar series

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NHS Louisa Jordan and Glasgow's science story



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As many of our Glasgow Chamber of Commerce members have closed their offices and will not be able to regularly collect mail, we have made the decision to make this summer 2020 edition of *Glasgow Business* a digital issue. We hope you enjoy reading about our inspirational Glasgow businesses during this challenging time.

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**Glasgow**  
**Business**

# Semper Paratus

Now is the time for collective, courageous and compassionate leadership in politics and business

**AS EACH ONE OF US HAS BEEN** catapulted into the eye of this health crisis, which is now fast becoming an economic crisis, we have experienced it in different ways as a lockdown or a shutdown or both. Regardless of the perspective, it seems to me fundamental that we each appreciate and internalise that we really are in a crisis and not some protracted inconvenience.

As Chamber President, I believe now is the time for collective leadership, courageous leadership and compassionate leadership, especially in politics and business.

We have been bombarded in recent months with jingoistic metaphors but I much prefer a metaphor with greater reality, resonating with my own experience. As an officer with both HM Coastguard and the US Coastguard, I lived by the motto 'Semper Paratus', meaning 'Always Ready'. This experience has given me a deep appreciation of how we must always remain calm, steadfast and ever vigilant when we are in the teeth of a storm. For over 30 years, in many desperate situations at sea, I learnt that strong visible leadership is essential when you are saving those in peril.

The first thing to internalise is that you are actually amid a crisis and there is imminent danger. It is certainly not the time for wishful thinking nor tunnel vision. You must be earnestly engaged in 'triage', dealing with the most serious challenges first. Remaining calm amid such frenzy comes from being properly prepared, rigorously trained and drawing deep from the expertise of your team.

In my day role as Principal of the City of Glasgow College – the largest such tertiary institution in Scotland – I was pleased that our own business contingency planning proved so robust. This allowed us to keep some 2,000 staff and 40,000 students safe. Within 24 hours we had operationalised remote teaching and we subsequently created a Covid 24/7 dashboard. It was a superb team effort.

I was similarly delighted to see

that there had been agile planning within the Chamber to enable it to respond immediately to anxious members. While this has been a lockdown for individuals, it has also been a complete shutdown for many businesses. My responsibility now is to help those businesses with our dedicated Chamber team. In my strategic leadership role I will be 'sense giving' in these turbulent times while simultaneously influencing government agencies to better focus their support to all those floundering. I will offer counsel and solid support to our Chief Executive Stuart Patrick, his senior executives and to our Chamber Board, Council, Policy Forums and to those staff who have been furloughed; as well as playing an active leadership role in the Glasgow Business Resilience Council.

In addition, I will ensure that there is effective and relentless communication between the Chamber and its members, for you can never over-communicate in a crisis. The Chamber has rightly become a valued focal point for information and lobbying for our Glasgow business community at the highest levels of government.

Our Chamber response is planned on a phased basis and it will include how we can operate in the 'new normal' and importantly how we can prepare for the next wave of this virus and/or the next crisis. Remember: Semper Paratus.

I believe it would be helpful if we embraced a mindset of 'redesign' rather than 'recovery'. With government support we can upskill and re-skill our staff to adapt to an ever more volatile business environment and build a deep well of resilience. I think that we must be realistic; some businesses will not come out of this. Those that were already fragile will struggle to survive in their original state. When the cash runs out and they are no longer able to access government interventions, business leaders will face their own choices of reinvention, redesign or closure. Ever the optimist, I have every confidence that

many will choose to pivot and more than a few will thrive.

As this desperate crisis unfolds, compassionate leadership will be increasingly required to reassure highly anxious and perhaps even frightened staff, customers and communities. Collective leadership will enable us to share insights, collaborate across industry sectors, pool our resources and support each other, particularly when existential decisions can no longer be delayed.

I was delighted that the Chamber family pulled together to make PPE and offer practical support to our NHS and care heroes as well as to key workers. Our continued compassion will remain vital as we pull through the economic crisis.

When we emerge from this particular storm, as we surely will, we must always remember to prepare for the next one. But the outlook isn't inevitably bleak nor indeed outside our control. I take comfort in the mantra that 'This Too Will Pass'.

**Paul Little, President**  
president@glasgowchamber  
ofcommerce.com







# SQA Qualifications 2020 – delivering for learners

**L**ike every other part of society, Scotland's education and training system is in an unprecedented and uniquely challenging situation, doing our best to continue to deliver for the thousands of learners in schools and colleges, and those who are learning in the workplace, or with a training provider.

Everyone at the Scottish Qualifications Authority (SQA) is working hard to ensure that learners' work is rightly and fairly recognised this year and allows them to progress to further learning or work, as they would in any normal year.

SQA is working with partners across education and training to put in place alternative arrangements for all its qualifications – from National Courses at National 2 to National 5, Higher and Advanced Higher, to National Certificates, National Progression Awards, Skills for Work courses, Awards, Higher National Certificates and Diplomas, Professional Development Awards and Scottish Vocational Qualifications.

The cancellation of the National Qualifications examination timetable, for the first time since it began in 1888, has required us to consider, review, and adapt our processes in a very short space of time. Similar considerations are being applied to our portfolio of Higher National and Vocational Qualifications too, and we are working with Colleges Scotland to ensure students can receive the results for their Higher National Certificates and Diplomas, and make the next step in their learning careers.

We are also working with SQA Accreditation and other regulatory bodies to consider whether adjustments can be made for some regulated qualifications, including Scottish

Vocational Qualifications and licence to practise qualifications. We have given the regulators our recommendations and we will inform our customers of the outcome once we have received direction from the various regulatory bodies.

All our work to deliver alternative assessment models are based on three broad principles:

- Fairness to all learners;
- Safe and secure certification of our qualifications, while following the latest public health advice;
- Maintaining the integrity and credibility of our qualifications system, ensuring that standards are maintained over time, in the interests of learners.

Every candidate has worked hard throughout the year and we understand that they are concerned about the impact the current situation will have on them now, and in the future.

We want to ensure that everyone awaiting results this year – not just in schools, but in colleges and those undertaking work-based learning and training too – can hold their heads high, now and in the future with their qualifications fully recognised as they would be in any year.

## **Delivering this year's National Qualifications**

To deliver this year's National Qualifications, SQA has adopted a four-step model that will deliver candidates' results. We have asked schools and colleges to provide us with detailed estimated grades by 29 May.

Once we have received the estimates, we will check and confirm that information and, if necessary, moderate

it to make sure it is consistent across schools and colleges across the country, and with results from previous years.

The moderation process is a key part of SQA's responsibilities every year to ensure that standards are maintained across Scotland – and this year across schools and colleges in the absence of external assessment. This is to ensure, as far as possible, that the standard of an A in one school is the standard of an A in another school.

We will then process the results to allow us to issue learners with their individual results on Tuesday 4 August. We continue to encourage all learners to **sign-up to [www.mysqa.org.uk](http://www.mysqa.org.uk)** – our online and text service – as a direct way to receive their results.

Finally, we will offer a free appeals service that will allow schools and colleges the opportunity to question any result they feel does not reflect a candidate's achievements.

We have had to take some difficult decisions as circumstances have changed, but we are engaging with a range of stakeholders to both inform our thinking and to ensure that their concerns are understood and responded to in the right way.

By working together with schools and colleges, and with employers and training providers right across the country, we can provide the re-assurance learners need, and the results they deserve. More information, including FAQs for learners, parents and carers, is available on our website.

Visit **[www.sqa.org.uk/2020qualifications](http://www.sqa.org.uk/2020qualifications)** for further details.

Everyone at SQA hopes that you and your families are staying safe and healthy during this difficult time.

# Collaboration across Britain

Glasgow Chamber of Commerce has been working closely with Adam Marshall, Director General of British Chambers of Commerce, to shape policy across the UK

**A**t 11am every weekday during the Covid-19 crisis, the leaders of Britain's Chambers of Commerce have been coming together to bat for business. All over the country, computer screens are filled with the beer-mat sized faces of video participants in their various living rooms and kitchens. Familiar Chamber of Commerce faces from Glasgow have been able to play a leading role in shaping UK and Scottish policy responses. It is a wonderful example of how the Chamber network operates at its highest level.

These daily video calls have played a vital role in communicating information from the ground right to the offices of the Chancellor of the Exchequer, Rishi Sunak, and Alok Sharma, the Secretary of State for Business Energy and Industrial Strategy (BEIS), who are able to make better-informed decisions on how to support companies through this crisis.

Glasgow's input has been invaluable. Stuart Patrick, Chief Executive of

Glasgow Chamber, joins representatives from the Suffolk Chamber, the British Chamber of Commerce in Spain, the Greater Manchester Chamber, the East Midlands Chamber, the West and North Yorkshire Chamber, the Hull and Humber Chamber, the Dorset Chamber and the North East England Chamber to present a fluid picture of the rapidly changing business environment. This gives British Chambers Director General Adam Marshall and his policymakers the knowledge and background to feed into deep dialogue with HM Treasury and their counterparts at BEIS about the state of play across the UK.

"We have called for some sort of wage subsidy and tax holidays from the very beginning," said Mr Patrick. "This was before the Job Retention Scheme was announced. We were vigorously arguing for that in the public domain and fought for the Self-Employed Scheme which subsequently came about. We have been fighting for various amendments to the Coronavirus Business Interruption Loan

Scheme (CBILS). All of this has been raised through the British Chambers leadership forum."

Mr Marshall says the input from around the network has been decisive in delivering relief including the monumental CBILS, which can be up to £5 million in terms of a loan, overdraft or invoice finance, with no personal guarantees required for facilities below £250,000, and the Bounce Back Loan Scheme (BBLS). "The support and insight from Chambers across the UK has been an essential part of our efforts to deliver for businesses on the ground during this crisis. Stuart Patrick and his team at Glasgow Chamber have played a key role in helping us to report the experiences of firms in real-time and secure government support during this uncertain time."

On a host of issues, Glasgow Chamber has been pressing and probing, and willing to step up and help not only Glasgow members but all

**“This gives British Chambers the knowledge to feed into deep dialogue with HM Treasury and BEIS about the state of play across the UK”**





businesses across Scotland and the UK.

On 12 May, Glasgow Chamber President Paul Little co-hosted the Glasgow Business Resilience Council online meeting, which included contributions from British Chambers President Baroness Ruby McGregor-Smith CBE, who sits in the House of Lords. Baroness McGregor-Smith discussed airports and travel. As Chair of the Airport Operators Association (AOA), she sits on the recovery group with the Department for Transport (DfT). A letter has been sent to the UK Government highlighting the need for an exit

strategy and a timeline for restarting air transport post-lockdown. This was welcomed by Glasgow Airport.

The hospitality and leisure industries were considered following the positive extension of furlough, and the issue of Glasgow's bars and nightclubs discussed as they will continue to be unable to reopen under current government guidelines.

Discussions now are starting to shift to how businesses transition to the 'new normal', with the Chamber network viewing the journey ahead as having three phases: Restart: a phased reopening of the economy; Rebuild: building resilience for firms and households; and Renew: returning to prosperity and growth.

"The daily calls are an excellent forum where practical suggestions are being considered and live issues are being tackled," said Mr Little. "We have been talking in recent times about a 'VUCA' world – a volatile, uncertain, complex and ambiguous world. If anybody hasn't understood that term before, they will obviously appreciate what it means now. I'm determined we don't have another lost decade blighting the hopes and dreams of our young people."

There could also be competitive and market differences between England and Wales and Scotland if different timings on business shutdowns are sustained.

Meanwhile, Mr Marshall said the extension of the Job Retention Scheme, which was proposed by the Chambers, came as a major relief for businesses. "The Chancellor is again listening to what we've been saying, and the changes planned will help businesses bring their people back to work through the introduction of a part-time furlough scheme. We will engage with the Treasury and HMRC on the detail to ensure that this gives companies the flexibility they need to reopen safely."

Chamber research shows that the scheme has become a key part of wider government support for businesses, with more than 70 per cent of firms surveyed furloughing a portion of their staff.

Feeding into this has been Scottish Chambers of Commerce, who have been in close discussions with the Scottish Government. Dr Liz Cameron, Chief Executive of Scottish Chambers

of Commerce, welcomed the extension. "Businesses and employees across Scotland will be extremely relieved by the Chancellor's decision to extend the furlough scheme to October rather than face a cliff edge with its planned withdrawal at the end of June. This direct employee financial support has been a lifeline which has enabled many jobs to be retained rather than businesses having to face making massive redundancies."

She said as we begin to consider a 'return to workplace' plan, these schemes will be paramount in protecting jobs until businesses are able to trade normally once more. However, she cautioned that trading conditions will differ depending on location and sector and the flexibility of the furlough scheme must take these factors on board.

She also welcomed the Trade Credit Insurance guarantee, which was backed by HM Treasury. "By backing Trade Credit Insurance (TCI), the Treasury is protecting thousands of Scottish businesses from spiralling costs of premiums or even the loss of this key business-to-business transaction support scheme. This support will be hugely welcome to businesses, many of which have already been nearly crushed by the collapse of income caused by the coronavirus lock down. By assuring TCI, the Government reduces the risk of supply chain collapse and underpins confidence across all markets."

This was another initiative that was raised on the calls with the Chamber network, with Adam Marshall urging the politicians to keep listening to the voice of enterprise and business. "Over the coming months, the UK Government should continue to listen to business and evolve the scheme in line with what's happening on the ground. Further support may yet be needed for companies who are unable to operate for an extended period, or those who face reduced capacity or demand due to ongoing restrictions."

It is clear that British Chambers' role will continue as the country transitions into the re-opening of businesses. The 11am meetings will have played an anonymous part in the recovery of thousands of businesses.



Adam Marshall

# Finding strength

Within days of lockdown, the Glasgow Business Resilience Council moved to guide the actions needed to help businesses stay afloat, influence policymakers and plan for recovery

## I QUITE OFTEN NOTE IN

presentations to visiting delegations that Glasgow Chamber of Commerce was born out of a trading crisis for the city's merchants in 1783. The loss of the American War of Independence cut off the city's main markets on the East Coast of the new United States. The merchants decided they could only find solutions by combining together to lobby for access to new markets around the world.

Now we are faced with a crisis that, according to the Bank of England, could lead to the worst economic shock for 300 years. Even if we only go as far back as we can in living memory, and the challenges of the Second World War, we did not have to deal with the deliberate closure of as much as a third of the economy or the near shut-down of our city centre. Once again we are tested and once again we are finding strength in working together.

Our first strategic move was to set up the Glasgow Business Resilience Council (GBRC). This was created within days of the lockdown by asking the Chamber's Council of Directors and the Chamber's five Policy Forums to combine into one, meeting digitally every week for the duration of the crisis. It brings together around 60 of our most active members from all industry sectors and from businesses of every size. We asked the GBRC to give us guidance on the urgent

***“We must design the action plan to help Glasgow recover quickly and successfully”***

actions needed to help businesses stay afloat during the lockdown. This was the immediate challenge, with businesses forced to stop work and source cash flow funding. The GBRC guidance has been central to the work we have been doing to inform the British Chambers of Commerce team in London as they work tirelessly to influence the Treasury in the design of business financial support.

Along with Chambers across the UK, we have been constantly providing BCC with up-to-the-minute information, which has been passed to policymakers who are then better able to appreciate the depths and scale of this national crisis.

In the earliest days, the majority of the input was helping to influence the response from the Chancellor of the Exchequer Rishi Sunak, including the job retention scheme supporting 7.5 million workers in the UK and a quarter of the private sector workforce. Latterly, there has been greater involvement with the Scottish Government, which added some smaller targeted funding mechanisms to support Scottish companies.

The second part of the GBRC's remit is to give advice on Glasgow's longer-term economic recovery. That advice now goes to the Glasgow Economic Recovery Group, where Glasgow City Council has combined the work of the

Glasgow Economic Leadership Board, the Glasgow Partnership for Economic Growth, and the City Region Economic Commission. This is chaired by Councillor Susan Aitken and it is my duty on the group to represent the views of our members and the GBRC.

The task is clear: we must design the action plan to help Glasgow recover quickly and successfully. How will we protect the role of important assets like Glasgow Airport, our colleges and universities and the SEC? How will we make sure young people are not abandoned in a fiercely negative labour market? How can we help businesses to reopen with social distancing? How will the city's transport systems operate?

Every day, there are new announcements about financial support schemes or the steps we need to take to reopen our economy. We know from our own member survey that most companies want clarity on both. It is clearly going to be truly difficult to achieve that but throughout the Chamber of Commerce will remain a stalwart ally in fighting to help and protect our companies.

On a personal note, I would like to thank all the members of the GBRC, who have given their time and expertise to fighting this battle. The work of each member gives us immense hope that Glasgow will once again prosper and flourish.

**Stuart Patrick, Chief Executive**  
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# Five things you didn't know about... Video conferencing done well

Covid-19 has changed our ways of working and schooling, with remote meetings and online learning the new normal. Video conferencing tools include Microsoft Teams, Skype, Google Meet – which Google has made free for G Suite and education customers until October – and Zoom, which has seen its user base skyrocket in recent weeks. But video conferencing isn't always easy...

## 1. Use the right equipment

We've all been on video calls where we end up looking up people's nostrils, but worse is having a video conference with someone who doesn't have a webcam on their laptop. Without visual cues, it is harder to know when they are going to get involved in the discussion and can lead to a lot of confusion when all participants are not well-known to each other. If you can't use a tablet or smartphone with built-in camera, purchase a plug-in webcam. Also, ensure your set up works before you do a conference call using software you aren't familiar with so that your audio and video are clear. Look towards the

top of the screen where the video camera is, rather than down at the keypad, and try propping up your laptop so it sits at eye level.

## 2. Know when to talk and mute

Your microphone can pick up a lot of background noise, so muting allows others on the call to easily hear who's speaking. Working from home, many of us have children or pets who are apt to wander into a room when on a call. While a glimpse into family life is often touching, you don't want an important meeting to descend into chaos with an ill-timed tantrum or continuous barking. Make sure you are in a quiet room where you will be

uninterrupted if possible.

It's also really easy to speak over someone else on a video call. If you are going to have regular online meetings with colleagues or clients, it's a good idea to decide on a system for asking questions, such as raising your hand or using chat to ask a question.

## 3. Look the part

More people will be working from home with partners and spouses than ever before, meaning that the professional home office may not always be the location from which you can do your video call. That doesn't mean you should sit in your garden with a





scruffy t-shirt and shorts on, and a cocktail in hand. The virtual office drinks party or family quiz has become a familiar event, however a conference – online or not – should be treated as a professional meeting.

Make sure you are presentable. Ensure you are happy with the background of your video feed; move that pile of laundry from the chair behind you. Get set up at a table with your laptop, relevant files, notepad and pen, phone and cup of coffee all prepared before your scheduled meeting.

#### 4. Keep the meeting efficient

If you are the host/manager, set an agenda to follow and send it to the team. Everyone should know who is going to be on a conference call in advance and what is expected to be discussed. Refer to people by name to include them in the discussion, and they can switch on their microphone to participate.

No one wants to waste their time listening to things they are not involved in and having nothing to add. If your team is working on several different projects, schedule different video calls with each group. Make each call a suitable length of time and agree to follow up with individuals or the team at a later date. If your phone regularly beeps with incoming

messages, turn it to silent during the meeting.

Be on time to the call – it's a professional courtesy.

#### 5. Accept that it's tiring

Now that we are conducting business and keeping in touch with our families via video calls, many of us are starting to feel exhausted. Keeping track of various clients' feedback or ensuring that actions are going to be followed up with multiple partners can be challenging even with in-person meetings.

In the initial weeks of lockdown, many managers will have been constantly checking up on their employees but will – hopefully – have found that people can and will work hard even outside of their normal work environments. If they have the tools to do their jobs from home, they will be doing so.

If you are a manager, ensure your colleagues are supported but not overwhelmed with calls. Conference calls should not be scheduled all day, every day. And no one is going to thank you for a meeting at 5pm on a Friday. People are setting their own new working patterns, which should involve breaks and fresh air when possible.

If you are at your home-working desk for most of the day, invest in an ergonomic chair to make your day more comfortable.

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### Key research projects awarded to Strathclyde University

**THE** Scottish Government has awarded £355,000 to University of Strathclyde researchers to support four projects that aim to contribute to the national and global efforts to combat Covid-19 and its effects.

The project funding was awarded following a Rapid Research in Covid-19 call for research bids by the Chief Scientist Office and sees 55 projects across Scottish universities share almost £5 million.

The research projects aim to better understand the effects of infection, develop and test new diagnostics and treatments, investigate new disease surveillance approaches, inform interventions to prevent transmission of infection, support the mental health of frontline health and social care workers, and understand the physical and mental health implications of lockdown measures.

The successful projects were chosen by an independent expert panel and will be complete within six months.

The Strathclyde projects which were funded were:

- Dr Damion Corrigan, for the development of a low cost, rapid, high-throughput Covid-19 assay for isolation/back-to-work decisions for key workers;
- Dr Kieren Egan, for an acceptability, feasibility and usability study of a trusted home-based exercise application to support the health of family carers during the Covid-19 crisis;
- Dr Lynn Williams, to examine whether social distancing has made us healthier and encourage the adoption, maintenance and sharing of positive changes; and
- Professor Alec Morton to examine the impact of pandemic response upon public mental health and disparities.

Professor Sir Jim McDonald, Principal Vice-Chancellor of the University of Strathclyde, said: "The world faces an unprecedented challenge due to the pandemic and we are committed to putting the full force of our expertise, research and resources behind efforts to tackle the virus."

# Openreach: "Digital connectivity is crucial"

**COVID-19** has brought sharply into focus how digital connectivity matters in everything we do. And we will need it more than ever as we emerge from this crisis.

In many ways the lockdown shows us how far we've come as a digital nation. Our homes are doubling up as offices and school classrooms. We're still able to socialise, but online rather than in person.

We're doing things online we wouldn't have contemplated before and innovation is happening across the whole country much faster than it might typically do.

Today, nearly 99 per cent of Glasgow households and businesses can connect to a superfast broadband service, and 70 per cent can access ultrafast services.

#### How do we make the most of this capacity beyond lockdown?

As we emerge on the other side, workers and employers may want to retain digital practices adopted during this crisis.

Working from home gives employees greater flexibility, while employers can potentially save costs and boost productivity. There are side benefits for the environment and in stemming brain drain and population flow from rural areas.

Reliable connectivity enables digital businesses to set up and be sustainable.

Investors must continue to build fast

broadband and business connectivity. It is crucial to helping Scotland bounce back economically.

Public spending will need to support recovery from the crisis and redirect investment to areas that will provide a high return: digital education, cybersecurity, health and environment.

Digitalisation of SMEs and key industries – such as health, environment, transport, agriculture and tourism – needs to be a priority.

Hard-hit SMEs may need help to adopt online tools to increase their competitiveness. Businesses earning revenue from online sales are better placed to weather the storm.

Network builders need the right conditions to invest and the right policies to encourage a fast, efficient build. As we adapt to the new normal and beyond, we must be in the best position to tackle the fiscal shock that is to come.



Robert Thorburn,  
Openreach Scotland  
Partnership Director





# First Bus launches educational pack to help kids carry on learning

**SCOTLAND'S** biggest bus operator has created and launched a new online educational resource to support the home-schooling efforts of parents and teachers during the ongoing national coronavirus lockdown.

First Bus has teamed up with teachers from across the country to develop a resource pack for schools, with the aim of providing primary children with a fun filled set of activities focused around buses.

With the coronavirus outbreak delivering a trying time for thousands of people, the team at First Bus wanted to give something back and support the communities they proudly serve every day with their local bus services across Scotland. The pack, which is based on Curriculum for Excellence criteria, aims to educate kids on the benefits of using

public transport through a series of engaging, educational tasks. Each page has been created to encourage literacy, numeracy, creativity and problem-solving. Each activity is coded to enable teachers to track and monitor how children are getting on with each sheet.

From creating posters on the environmental benefits of using the bus, to writing about a favourite bus journey, a word search, a 'build a bus' challenge, an acrostic poem and the opportunity to design a bus, the pack has been created with fun as well as education at front of mind.

Andrew Jarvis, Managing Director of First Bus in Scotland, said: "With much of the UK effectively ordered to stay at home for at least the next few weeks, we wanted to support the thousands of schools, teachers and families who are home-schooling and keeping children

entertained during this unprecedented time.

"Just a few weeks ago, it was almost inconceivable that these restrictions would be in place, which only underlines what a challenging, dynamic and rapidly evolving situation the UK faces and one which First Bus is monitoring and responding to day-by-day, hour-by-hour.

"Rest assured everything is being done to keep key workers mobile as the nation comes together to limit the spread of coronavirus. I hope our activity packs will provide another means of helping to keep younger children occupied and is just a small gesture from everyone at First Bus to bring some light relief to families during this difficult period."

The First Bus educational pack is available to download for free from the First Bus Aberdeen, Glasgow and Scotland East websites.

## Aviation superfans link up with Glasgow Airport

**TWO** young aviation fans got the chance to chat and put their questions to one of Glasgow Airport's top bosses via video link.

Ross McMillan, 10, and his brother Ryan, seven, are huge fans of the airport and regularly post pictures of their love of planes on the airport's social media channels.

The Paisley brothers shared a picture of them surrounded by 134 model aircraft, which caught the attention of the airport's general manager of operations, Ronald Leitch.

Langcraigs Primary School pupils Ross and Ryan were invited to join in a video call with Ronald to talk about their passion for planes and to ask some questions, including what he liked and disliked about working at Glasgow Airport.

Ronald also promised to take Ross, Ryan and their parents on a behind-

the-scenes VIP tour of the airport as soon as things return to normal.

The boys' mum Caroline said: "Ross and Ryan were absolutely thrilled to take part in the chat and were so excited when the airport team got in touch.

"They love everything about aviation and airports as you'll have seen from the number of model aircraft they have, so it was really good of Ronald to take the time to catch up with them, especially during the lockdown. It really made their day.

"They are also really looking forward to getting a behind-the-scenes tour of the airport once things get back to normal."

Ronald said: "I thoroughly enjoyed catching up with Ross and Ryan during the lockdown and I'm hugely impressed with their collection of model aircraft - it puts



my own to shame.

"They know their aircraft and are very knowledgeable about the airport, which is really heartening. I'm pretty sure that we'll see them working in the industry in some form in the future and I look forward to welcoming them in for a special VIP tour."

You can watch and share the video using the following link <https://youtu.be/Tkj6OrZVruQ>

# The University of Glasgow rises to the challenge

By Professor Sir Anton Muscatelli

**OUR** universities have played a central role in the city's response to the Covid-19 crisis – at the University of Glasgow alone we are hosting Glasgow's Lighthouse Lab testing facility, manufacturing PPE for key workers through our School of Engineering and our Centre for Virus Research is taking forward world-leading work advancing our understanding of the virus itself.

I have been genuinely inspired by the many examples of people in the university community going above and beyond in supporting the national response, and we owe an enormous debt of gratitude to every one of them.

But while universities' role in the response to Covid-19 has been crucial, our role in the recovery will be even more important. This is true across the board – but in Glasgow in particular, where our higher education sector is one of our greatest success stories, we will have



Professor Sir Anton Muscatelli

an even bigger social, economic and cultural role to play.

I've often spoken of the need to use the research and innovation strengths of our universities to reimagine Glasgow's great

industrial heritage for the 21st century. This is an agenda which we cannot allow to fall by the wayside due to the current crisis – indeed, the economic upheaval from Covid-19 makes it all the more crucial that the city focusses its energies on areas of genuine strength, from which we can accrue maximum economic reward.

From quantum technologies and nanofabrication, to life sciences and precision medicine, there are so many high potential areas for Glasgow in which we'll rely on new and existing partnerships between our universities, the public sector and innovative companies to see Glasgow retake its place at the forefront of international industry and innovation.

And if our universities are empowered to lead the way – these are areas in which Glasgow can genuinely lead the world.

*See page 30 for more on Covid-19 research.*

## Are you able to repel a coronavirus cyber scam?

CGI is seeing a significant increase in the number of malicious activities as organisations adapt their working practices under lockdown.

Cyber criminals have developed many new tactics, based on tried and tested formulas. The most common – phishing emails – are designed to look official in order to lure people into a misstep by clicking on links. Examples have been emails saying Government grants have been cleared.

Security safeguards such as secure logins are not always available to home-users, while some users have been forced to use their own personal systems, which don't have a high level of protection.

### Adaptations can be made to ensure business networks remain safe:

- Ensure devices have the latest patches from software vendors installed, with up to date antivirus running;
- Use two-factor authentication and different passwords for your work systems to your personal life;
- Data Loss Prevention;
  - Ensure your backups are working and include necessary data being processed locally while people are working from home.

### Be wary of:

- Unexpected or unsolicited emails;
- Emails stressing urgency, and asking you to click a link or provide personal details;
- Odd email addresses out of place for the agency portrayed;
- Spelling or grammar errors;
- Unexpected attachments.

### Key advice:

- Use a laptop issued by your work. It probably has more robust safeguards than your personal computer;
- Use an approved secure remote access connection to connect to work – most such connections include an encrypted point-to-point VPN session;
- Do not disable security safeguards such as anti-malware or firewalls;
- Do not browse the web while not connected to your corporate VPN. While connected, you will likely benefit from additional protections in your enterprise network;
- If you have to leave your computer unattended, ensure you close any remote access connection and lock your screen with a password or shut it down.

### What if you've been scammed at home?

If you are on a business network:

- Terminate remote access;
- Disconnect your computer from network connections;

- Power off computer completely;
- Contact your organisation's IT support and follow their instructions.

If you're not on a business network:

- Disconnect your computer from network connections;
- Use a different device and connection to look for information on your suspected scam.

### If tricked:

- Check if you have Cyber Incident Response insurance that may cover legal fees and technical investigations;
- If valuable data is lost, get professional advice from an incident response provider;
- Change your passwords;
- If you have backups of your data that's not infected, reinstall the operating system, install, update, and run antivirus software and then restore your data;
- Regularly run antivirus scans to check if you are still infected.



Richard Holmes,  
CGI's Head of Cyber  
Security Services



# ScottishPower backs green recovery for businesses in Glasgow

**THROUGHOUT** the coronavirus crisis, ScottishPower has been working 24/7 to keep the power flowing for its business customers in Glasgow.

Andrew Ward, CEO UK Retail at ScottishPower, explains the support the company has been offering Glasgow's business community and how we move towards economic recovery together.

## **What is ScottishPower doing to support Glasgow's businesses?**

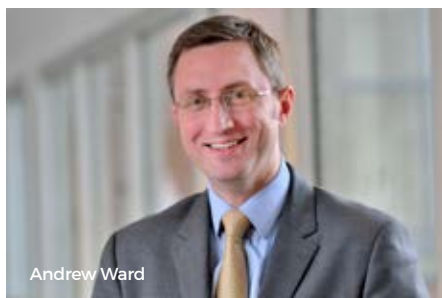
"We know lockdown has been a challenging time for businesses and many will have experienced difficult changes. We've been working hard behind the scenes to provide businesses with the best help and advice and we've offered a range of payment support options to help them get back on their feet. We've improved our online tools to give customers the flexibility to adjust their direct debit payments to a more manageable amount or take a payment holiday of up to two months if they are struggling financially.

"So far, around 5,000 businesses have taken advantage of these support measures, which can be accessed at [www.scottishpower.co.uk](http://www.scottishpower.co.uk) or through the ScottishPower app.

"We're proud to support our customers and their feedback has told us how valuable it is."

## **What advice do you have for other businesses?**

"We should be doing what we can to turn the challenges we're all facing now into opportunities that will allow our businesses not just to survive in the short-term, but to succeed in the medium and longer-term. For businesses, running as efficiently as possible is key and reviewing costs has never been more important.



Andrew Ward

"So, while you're planning for the future of your business, it could be the perfect time to set up greener, more energy efficient habits to help your business not only reduce costs but also your carbon emissions.

"Our free online Energy Saving Toolkit, developed in association with the Carbon Trust, provides helpful tips and advice to get you started. It's personalised and sector-specific, so you can see how other businesses in your industry have cut costs through things like lighting, heating and improved energy management."

## **How can new technology help businesses improve energy efficiency?**

"As we all know, Glasgow has committed to becoming the UK's first zero-carbon city and we all have a part to play in achieving that by looking at how we work, how we transport people and goods, and how we manage our necessary energy usage.

"Key to this is being more informed about the energy we use, which can be helped by smart meters that give you control of your business energy. You will be able to see exactly

how much energy your business is using and what that means in pounds and pence, giving you the power to make changes that will bring down both usage and costs. The roll-out programme is on hold during lockdown, but it will be restarting in due course and we'll get in touch with businesses to schedule installations in your area of the city."

## **Is there any financial support available for a green recovery?**

"Yes, we work closely with Zero Waste Scotland's Energy Efficiency Business Support Service which provides access to free energy efficiency advice, online training and interest-free loans for small businesses. The service is fully funded by the Scottish Government and European Regional Development Fund. To get more information on what funding is available, you can visit [www.energy.zerowastescotland.org.uk](http://www.energy.zerowastescotland.org.uk)"

## **What is the biggest opportunity for businesses in Glasgow?**

"The world has been changed forever by the coronavirus pandemic. As businesses, we need to have the confidence and the courage to adapt to today's situation. Now – more than ever – is the time to transform how we work and focus on delivering a green recovery that supports jobs, investment and economic growth alongside the journey to achieving net zero targets.

"At ScottishPower, we've started down that path – generating all our energy from renewables and investing in the smart networks and new technologies we'll need in the future.

"We're here to help and will continue to be right alongside our business customers as they come out the other side of this crisis and move towards a better future, quicker."



# Communicating with young people during the pandemic

**Y**oung people in the city — who are our future workforce — are feeling very apprehensive and uncertain during this Covid-19 crisis.

Developing the Young Workforce (DYW) Glasgow, which is supported by Glasgow Chamber of Commerce, is committed to providing as much support and clarity as possible.

Working in close partnership with national DYW groups, local and national Government, as well as colleagues in the third, voluntary and charity sectors, DYW Glasgow is ensuring partners have the tools required so that all organisations can emerge from the pandemic ready and equipped to get the city moving again.

"DYW continues to operate by engaging with industry, employability providers and the third sector, helping prepare our young people for the transition to employment from education. We have been very encouraged by the willingness of our business partners to recognise the importance of providing support, resource and information to our young people via digital formats," said Dr Nicola Crawford, Programme Director, DYW Glasgow.

Dr Crawford said DYW Glasgow is keen to explore what more needs to be done to act as a bridge for young people to industry, particularly those who are about to or have already left full-time education and are looking for work.

## DYW Glasgow partners

DYW Glasgow is working with a variety of partners to develop a range of online resources and digital support. This has allowed DYW Glasgow to feed into the national response which delivers strong and clear messages about the importance of helping young people find employment during these difficult times.

## CMS

CMS, one of Scotland's major law firms, has been working in collaboration with DYW for a number of years, supporting young people across Scotland with a

range of opportunities connecting them to business, employability and the world of work.

CMS has created the **#CMSBuildingBetterFutures** Hub. The Hub contains a suite of online videos that it hopes will continue to support young people in secondary school education during this challenging time. The videos will cover a range of topics including legal industry insight, exploration of different job roles within the sector (legal and non-legal) and key employability skills. These videos are accessible to young people all over the UK and will be updated on a regular basis.

The Covid-19 pandemic is creating significant challenges and is having a detrimental effect on young people across our local communities. In particular, we know that many young people are no longer able to access information and insight into the world of work or some of the employability skills training that is offered by employers all year round.

<https://cms.law/en/gbr/about-us/corporate-responsibility/social-mobility-education>

## NatWest Dream Bigger

NatWest Group, one of the UK's leading banking groups, is reaching out to







“*DYW continues to operate by engaging with industry, employability providers and the third sector, helping prepare our young people for the transition to employment from education*”

pupils during Covid-19 by offering online webinars from the successful Dream Bigger Female entrepreneurship programme. Being very quick to respond, the team developed the face-to-face workshops into online secure webinars to allow the same quality and depth of

information to reach the participants.

The Natwest Dream Bigger programme supports young women aged 16-18 years old to build future skills and capabilities, inspiring the next generation of female entrepreneurs. It's a fully-funded initiative created by

the Natwest Entrepreneurship Team, designed to bridge the gap between education and industry, supporting young females to consider alternative career paths and equip them with vital skills for the future world of work.

Sean McGovern, Entrepreneurship Delivery Lead at NatWest, said: "We are delighted to be able to respond to young people's needs during the Covid-19 crisis. Our entrepreneurship courses equip the participants with ideas and skills that can help them cope and think differently about careers, business and life strategies. Having delivered to schools in Glasgow last year, I know there is a great level of determination to achieve and hope to see some familiar faces from previous sessions."

Sessions can be accessed on Eventbrite at <https://www.eventbrite.co.uk/o/natwest-group-dream-bigger-30163367844>

Let us know how DYW Glasgow can help you during the current situation and how you can continue to develop your workforce. Please contact [dyw@glasgowchamberofcommerce.com](mailto:dyw@glasgowchamberofcommerce.com)

**DYW** | **GLASGOW**  
Developing the  
Young Workforce

Proudly  
supported by **GLASGOW**  
CHAMBER OF COMMERCE

# How a shift to circular thinking can benefit corporates

Teaming up with Accenture Strategy to encourage a transition to a circular economy

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

Circular Glasgow, in partnership with Accenture Strategy, was delighted to deliver May's Glasgow Chamber of Commerce's President's 1783 Network webinar. Hosted by Paul Little, Principal of the City of Glasgow College and President of Glasgow Chamber of Commerce, the session set out to inspire more than 120 city leaders on the benefits of transitioning towards a more circular economy.

Over the past four years, Circular Glasgow has done much to mobilise the

local SME community in adopting circular business strategies. Endorsed by the Ellen MacArthur Foundation and C40 Cities, Glasgow has been recognised globally for its work in successfully demonstrating how circular business models can support and build a resilient economy.

With an ambition to accelerate the adoption of circular strategies, coupled with the recognition that the city's recovery from Covid-19 will require a resilient economy, this webinar set out to illustrate the impact of corporates who have successfully embraced a circular culture.

Featuring a keynote from Peter Lacy, Senior Managing Director from Accenture Strategy, one of the world's leading global professional services on the circular economy opportunity, this was followed by a panel with

guest speakers Louise Koch, Corporate Sustainability Director International region from Dell, Ryan Gellert, General Manager EMEA, Patagonia, responsibly made and designed outdoor clothing brand and Wesley Spindler, Business Strategy and Sustainability Senior Manager from Accenture Strategy.

From a corporate perspective, each speaker shared their circular story along with the organisation's challenges and opportunities. As a group they shared the same optimism and passion for making real change happen, inspiring others in the 'virtual room' to consider adopting circular thinking within their own organisations.

Referring to Covid-19 and the current climate emergency, Peter said that by adopting circular thinking "every organisation has the potential to build back better". Citing the three solid foundations of competitive agility, five circular business models, five enablers and 27 technologies identified within *The Circular Economy Handbook*, Peter suggested that every company had the capacity to unlock real circular business opportunities.

Wesley also emphasised the importance of cooperation and collaboration, "bringing industries, cities, countries and value chains together will help to create new opportunities" and transitioning towards a circular economy.

Learn more about realising and implementing a circular advantage for your organisation: *The Circular Economy Handbook: Realizing the Circular Advantage* 1st ed. 2020 by Peter Lacy, Jessica Long, Wesley Spindler.

For more information on the webinar and how Circular Glasgow can support your business, please visit [www.circularglasgow.com](http://www.circularglasgow.com)





### Wylie & Bisset promotes digital book-keeping

**CHARTERED** accountancy firm Wylie & Bisset has appointed Laura Smith to the newly created position of Xero Lead to promote the benefits of digital book-keeping to SMEs.

Currently Director, Head of Healthcare at the firm, Laura notes that recent weeks have seen many SMEs adopt digital book-keeping systems to access and ensure the timely delivery of accounts during and beyond the coronavirus health crisis.

Wylie & Bisset recently achieved Xero Platinum Partner status. The highest level of the cloud accounting system designed for small and growing businesses is for the firm's record in assisting businesses make the transition from traditional to cloud-based accounting software. Xero Platinum status comes after the firm recently entered into partnership agreements with the main digital business banks, Tide and Revolut.

Providing real-time insight into an SMEs financial figures, with live data hosted in the cloud, Xero gives finance staff access to their cash flows, transactions and account details from any location at any time with all bank transactions imported and coded automatically.

"The adoption of digital technologies for various business admin functions enables processes and procedures to be undertaken far quicker and far more efficiently than previously and the knock-on effect is huge efficiencies for SMEs and a lot less wasted time," said Laura.

"Directors don't need to be at their desk or tied to a desktop computer to see what's going on with their accounts."



Andrew Loft, Property, Construction and Commercial Director, Co-op; Fraser Allan, Managing Director, CBES; and Paul Faulkner, Head of FM, Co-op

## City Building Engineering Services (CBES) strengthens partnership with the Co-op

**CBES**, which is part of City, one of the UK's largest, privately owned facilities management (FM) companies has been awarded two new contracts with the Co-op to provide FM and refrigeration services.

A wide range of maintenance services will be provided, including fabric, plumbing, mechanical and electrical by

a Tech in Van model, which aims to enhance quality, workmanship and consistency across more than 1,300 food and funeral sites in the UK.

CBES has provided refrigeration maintenance services to the Co-op for the last 11 years and this is the third consecutive contract to be awarded to the business. The

new contract will also see the addition of installation services across the 550 sites.

With the contracts spanning the next five years, almost 200 colleagues will be employed directly, enabling strong relationships to be built locally between stores and their dedicated maintenance technician contacts.

## HFD Charitable Foundation pledges £250k to local causes during the Covid-19 crisis

**THE** HFD Charitable Foundation has diverted £250k of annual charitable giving to support local causes and vulnerable communities through the impact of the Covid-19 outbreak.

The Foundation – the charitable arm of property development and IT business HFD Group – has pledged support for a number of initiatives in Glasgow and Lanarkshire, including the St Andrew's Hospice in Airdrie, NSPCC Childline Glasgow, Voluntary Action North Lanarkshire and the Glasgow Children's Hospital Charity Covid-19 Appeal. While the foundation has previously raised additional funds through donations, the Covid-19 response has been financed entirely by HFD Group.

The company has also joined William Grant and Sons – a neighbour at Strathclyde Business Park – to support initiatives through Voluntary Action North Lanarkshire, such as Lanarkshire Community Food and Health Partnership, which provides supplies for food banks and community hubs.

HFD has also earmarked up to £20,000 for matched funding and employee-led initiatives to support staff with their own charitable efforts.

Meanwhile, HFD Property Management is offering a package of assistance to tenants, which includes rental support for SMEs and extended



agreements for businesses with leases expiring during lockdown and its aftermath.

With many organisations expected to make a phased return to work in the coming weeks, HFD has also introduced an initiative that enables tenants to maintain social distancing in offices. The company is offering its occupiers additional leases on spaces of up to 50 desks with flexible terms, for as short a period as three months.

HFD Property Management manages 250,000 sq. ft. of serviced offices for 230 businesses at Strathclyde Business Park and Hamilton International Park.

## Events

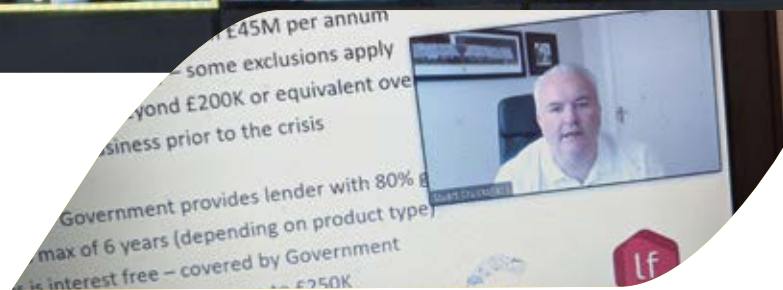


# Chamber events go virtual

In response to advice from the Government regarding the Covid-19 crisis, Glasgow Chamber of Commerce quickly moved online to deliver a series of webinars to assist the Glasgow business community during the pandemic. Delivering over 30 webinars in just eight weeks, we have selected some to give you a flavour of what topics we have been covering and to share with you how you can be involved in the future.

### Preparing and adapting for lockdown

Launching our webinar series, we teamed up with Andrew Dobbie and the team at MadeBrave to deliver a session on 'Adapting our brand and business strategies through the ever-changing situation'. Delivered just before the lockdown came into force, the event discussed how businesses could support one another to solve some of the business challenges that they were facing. The team from MadeBrave called in their marketing, brand and business operation experts to share with delegates their approach to persevering



Webinars have included advice on finance, flexible working and wellbeing

through Covid-19, and explained how the power of people working together and supporting each other during this time was of benefit to all.

In a similar vein, Gillian Docherty OBE, CEO of The Data Lab, led members on a webinar exploring how businesses and staff were adapting to the new reality of lockdown and the impact on our daily routines. Gillian shared experiences of how The Data Lab adjusted to the crisis and the approach it is taking to minimise disruption to the services it offers, while also ensuring staff and client safety. Gillian, a long-term advocate for flexible working, also discussed the critical importance of over-communicating with your clients and staff.

### Healthy minds and body during lockdown

We have also focused on resilience, mental health and fitness during our webinars. Teaming up with member Two Birds Fitness, delegates were offered a HIIT workout over lunchtime to leave people energised for home working. Mindset and resilience have also been strongly featured in our programme, with Evelyn Walker of Walker Gordon Associates leading a session on 'The New Normal' and the path for the gradual lifting of the lockdown from a health and wellbeing perspective.

Dr John Paul Fitzpatrick of Teach Mind Set also ran a series of webinars on mindset and resilience for leadership, including how to apply mindset to your business and organisational context for lasting change, and regaining control while dealing with unprecedented change.

### Access to finance and government assistance

For an organisation's response to the Covid-19 crisis we worked with Stuart Cruickshank of Lochend Finance to deliver a webinar evaluating the options available to business owners who are considering borrowing money during this time and other financial options available to them. Paul Brown, Employment Partner at Anderson Strathern, helped members look at the options around the Government's Job Retention Scheme and Claire McCracken, Corporate Partner and Regional Office Head at Weightmans, led a panel of experts from the law firm exploring finance, employment and contracts for business leaders and the impact on them from coronavirus interruption.





#### The international response

Looking overseas, we have held webinars with business leaders in China and Milan to learn from their experiences of the lockdown. A panel session we ran with the Chongqing Investment Promotion Centre consisted of business people in various sectors – including the entertainment, hospitality, manufacturing and creative industries – telling us commercial life was beginning to return. The response demonstrated how quickly things can be mobilised in China as people demonstrate a responsiveness, work ethic and a level of conformity in the interest of the greater good.

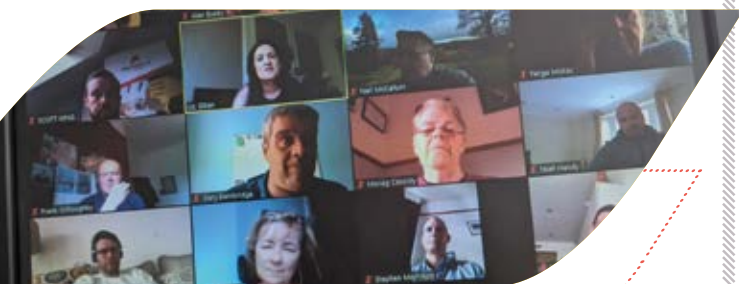
Our President's 1783 Network Away Team also allowed us to team up with Sharon Reilly, a Managing Partner of employment law firm Reilly & Tesoro, and John Stuart, the Managing Partner at Field Fisher and Chairman of Airport Handling S.p.A at Aeroporto Milano Malpensa 2. Both are expats who shared with us the impact on their operations of the lockdown and the preventative measures being undertaken by the Italian Government to slow the spread of the disease.

#### Keeping in touch

Glasgow Chamber of Commerce Chief Executive Stuart Patrick launched a weekly webinar series allowing members to hear first-hand how the Chamber has been working on their behalf and to answer their questions around funding and support. Our membership team also started our WeeG Chat series, providing informal networking for members over a coffee.

#### How can you be involved?

We are continuing to develop our webinar events and if you have any ideas on topics or content or if you are interested in sponsoring a webinar please contact Event Manager Alan Busby at [alan.busby@glasgowchamberofcommerce.com](mailto:alan.busby@glasgowchamberofcommerce.com)



## Glasgow Talks



# Glasgow Talks...

with Malcolm Roughead,  
VisitScotland



## Tourism chief calls for VAT and APD boost for the industry in our virtual event

**W**ith the Covid-19 pandemic lockdown, Glasgow Chamber worked with its partners to rearrange the planned face-to-face Glasgow Talks event with Malcolm Roughead OBE to deliver – for the first time – a virtual session, with businesses joining the event from across Scotland.

Welcoming Malcolm, Chief Executive of VisitScotland since 2010, Alison McRae, Senior Director at Glasgow Chamber, described him as a giant in Scottish tourism as we began discussions on the impact of the pandemic on the industry and how VisitScotland is planning in the immediate, medium and long-term to restart and recover the industry. Malcolm called for changes in VAT and Air Passenger Duty (APD) to kick start the Scottish tourism industry.

He highlighted the opportunity to be "creative" with existing legislation when asked for ideas that could feed into Scotland's new advisory group on economic recovery. The group, chaired by banker Benny Higgins, was set up to provide advice to the Scottish Government on recovery from the pandemic. Malcolm said "you could certainly stimulate competitiveness" through VAT, and also suggested getting creative on APD to motivate the airlines to see Scotland as a viable destination in terms of profitability, with zero-rating a possibility.

Despite the current travel freeze, Malcolm said demand for visiting Scotland internationally remains strong. He noted that VisitScotland was using digital channels and social media, with a 'dream now travel later' strapline, "to keep people motivated around Scotland, so that when they travel, Scotland will be top of mind". He also spoke of the difficult task of ensuring tourism businesses get to the "other side" of the crisis and said emerging would be a "slow burn".

He emphasised the role of the domestic market in the recovery, with an eased lockdown allowing visits to family and friends first, before trips to the countryside, coastal areas and parks are allowed. He said short and long-haul travel will then come back "if confidence returns".

The session had 90 businesses from across the city and Scotland in attendance, with the question and answer session very much focused on how businesses can restart when restrictions are eased – in the medium to long term.

Glasgow Talks with Malcolm Roughead is available to view on our YouTube channel. #GlasgowTalks

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

# China is recovering – and we will too

Chamber Deputy Chief Executive Richard Muir finds out how international businesses have fared in recent weeks

**A** key development since lockdown began in March has been how quickly businesses have taken to the use of communication technology. It's been quite reassuring that the technology has been comparatively easy to use and, working from home, we have been in contact with expat members of our President's 1783 Network in Shanghai, Milan and New York – in the countries hit hardest initially by the pandemic.

One of our partners, the British Chamber of Commerce Shanghai, of course faced the coronavirus crisis first.

There, workers are being encouraged to use public transport at different times of the day so as not to put too much pressure on train and road infrastructure at peak times. Up until very recently no one wanted to be the first to organise events but, in mid-May, gatherings of approximately 50 people are taking place and I am aware of a medical devices conference taking place late in May.

Regional governments have lotteries for shopping vouchers to encourage spending and consumers are making up for lost time, buying goods in store. Schools are opening again and restaurants are starting to return, but with diners preferring to sit alongside each other rather than face-to-face. Regular tracing is taking place to prevent a second wave of the virus spreading in China.

Freedom of movement to work is largely dependent on phone apps. Run on platforms such as Alipay and

WeChat, users are given colour codes based on their health status and travel history, and a QR code that can be scanned by authorities.

A panel session we ran with the Chongqing Investment Promotion Centre consisted of business people in various sectors, including the entertainment, hospitality, manufacturing and creative industries, telling us commercial life was beginning to return.

Among stories of resilience was an entrepreneur who owned a chain of bars holding a St Patrick's event in late April, producing personalised glasses for regulars to make them feel safer drinking from their own mug.

An education sector member told us a key impact on education is the large-scale transition to online learning. This has necessitated meeting the challenge not only of producing high quality content but also engaging with Chinese students worldwide.

The response has demonstrated how quickly things can be mobilised in China as people demonstrate a responsiveness, work ethic and a level of conformity in the interest of the greater good.

This is not to suggest online can be a perfect substitute for face to face learning, but resources will now be available to complement traditional provision post-Covid-19 and it offers opportunities for students, wherever in the world, to undertake a course in whole or in part by online learning.

We've spoken to partners at the British Chamber of Commerce Italy in Milan and Manhattan Chamber

of Commerce in New York about mechanisms in their countries aimed at supporting business and protecting jobs.

Northern Italy and the New York area have, of course, been badly hit by Covid-19 and like UK businesses have needed state support.

A Milan contact, who runs an airport ground handling business, praised the Italian Government for utilising 50-year-old state measures for temporary layoff and the provision of 80 per cent salary support akin to the UK's Job Retention Scheme.

Meanwhile our counterparts in New York at the Manhattan Chamber of Commerce highlighted recent changes to emergency financial aid programmes and funding for the Paycheck Protection Program (PPP) which dried up two weeks ago because of overwhelming demand on the initial \$454bn pot. However, Congress since announced a \$175bn second round of the PPP scheme.

One of our President's 1783 Network members based in New York and from the banking sector has been amazed at how well that sector has performed despite the severe adverse scenario. One of the reasons for this is that banks are mandated by regulation to perform stress testing annually on the books to ensure they have sufficient capital reserves in such downturns.

A lesson here for small to medium sized business is to spend time doing the same, as best they can, to learn survival skills and potential funding lifelines to stay in business. For now, businesses should focus on the restart – how quickly they can recover when this situation passes.

Despite the scale of the pandemic and lockdown, and the human pain and suffering of the crisis, what we've found when speaking to a cross-section of our members based around the globe is reassuring and consistent.

There is a changing landscape and adaptation is ongoing with tech and analytics helping to shape the future. Business is resilient and will survive.

**“A key development since lockdown began has been how quickly businesses have taken to the use of communication technology”**





## Advertising Feature

# Orb brings PPE product range to UK businesses

**S**ince 1994, highly trusted supply chain Orb Group has supplied promotional products to businesses throughout the UK. Their customers include Tunnock's, Arnold Clark and Scottish Power, to name a few.

Over the last 25 years, the Scottish firm has sold a wide range of fully compliant merchandising. But when the Coronavirus (COVID-19) struck, everything changed. Most customers that had previously required a variety of different products, now wanted PPE exclusively.

Responding to demand, Orb Group therefore began production of an extensive range of PPE products. They set up their own brand of 75% alcohol hand sanitiser, Instasan, which is both high quality and great value for money. Clients of the product so far include the



NHS, funeral homes, food suppliers and manufacturers.

In addition to hand sanitiser, they also supply fully adjustable and reusable face coverings, FFP2 and medical standard masks, and nitrile gloves. Other products include hand sanitiser stands, face visors, aprons and space dividers. All products can be fully branded with a company's own logo where required.

Orb Group are members of Sedex and follow the Ethical Trading Initiatives recommendations to meet and maintain high standards in supply chain management. Their products are also responsibly made to mitigate the impact on the environment.

At a time when there are PPE shortages throughout the UK and our customers' requirements are evolving rapidly, the firm is pleased to provide a fully compliant range and service for customers.



With social distancing set to continue, it is clear that employers across industries will have to implement new rules as part of their duty of care to employees. It is likely that PPE products such as hand sanitiser and fully certified face masks will be a necessity provision for a long time to come.

**Find out more and contact us at**  
**[www.orbppe.co.uk](http://www.orbppe.co.uk) or 0141 427 7272**

**orb**  **Protecting your staff and customers**

# Back to work

Our office workplaces will change beyond recognition following months of shutdown. But how can we safely get back to work?

**C**BRE Property Management, a member of Glasgow Chamber, has published a helpful briefing guide entitled *Re-Entering the World's Workplaces*, which sets out the complex considerations on how and when to bring employees back to the office.

The process of re-occupying buildings is already under way in some parts of the world. While most office buildings and properties were not officially closed, most occupiers have not occupied their workplaces as a result of stay-at-home government orders.

The CBRE material was developed with information from the World Health Organization, public health experts, industrial hygienists and CBRE's experience, including with landlords and strategic suppliers.

Landlords may need to issue new

operational protocols in their leases relative to access controls, building services, deliveries, exit and entry, while occupiers may need to confirm enhanced cleaning, arrangements for social distancing and how to help certain groups, such as 'at-risk' employees, return to work.

More than ever before, health, safety and wellbeing in the office will be at the top of the agenda.

**The report's suggestions for bringing back employees are:**

- Reconfigure space to achieve social distancing, including decommissioning/reduction of seats and closure and/or repurposing of conference/training rooms and cafeterias;
- Phase access to the office based on business demands: expand workday

/work week operations to decrease peak comings and goings;

- Assess configuration of and access to frequently shared areas;
- Stand down hot-desking arrangements;
- Maintain clean desk policy on all assigned or shared desks to facilitate cleaning and flexibility;
- Declutter spaces and furniture configuration to facilitate effective cleaning;
- Encourage use of virtual meetings, even in the office, to discourage use of conference rooms;
- Establish 'safe distance zones'





**“While most office buildings and properties were not officially closed, most occupiers have not occupied their workplaces as a result of stay-at-home government orders”**

around reception desks and other common gathering points and install temporary screens;

- Increase availability of sanitation options;
- Provide employee self-serve desk and conference room sanitisation kits;
- Assess the opportunity for touchless technology throughout the facility and parking areas;
- Develop and communicate policies and practices regarding the safe use of all areas and equipment in the facility.

**In dealing with welfare facilities and catering operations, there are further suggestions:**

- Determine if catering operations have the resources to resume safely;
- Ensure grease traps and kitchen extracts are cleaned and maintained;
- Convert cafeterias to grab and go only and/or provide delivery food and beverages - can employees eat at their desks?;
- Arrange seating in staff cafes, break-out rooms so that social distancing measures are observed;
- Are vending machines operational and being cleaned?;
- Are coffee machines operational and being cleaned?;
- Replace mugs and glasses with disposable cups;
- Consider use of microwaves and kitchen equipment and suitable sanitisation arrangements;
- Use of bicycles may increase – ensure showers are prepared and enhanced cleaning regimes are in place.

**For post room/service deliveries and loading bay operations:**

- Is PPE available for post room/loading bay staff when handling post?;
- Review courier and post strategy for access;
- No contact rule for signed deliveries to be observed;
- Social distancing to be observed in post room and during deliveries in goods lift;
- Confirm timed deliveries with building management and immediate collection of goods.

**And practise good hygiene for everyone:**

- Wash hands frequently: use soap and water (minimum 20 seconds) or use an alcohol-based hand sanitiser. Consider adding touchless soap and antiviral cleaning supplies;
- Practice respiratory hygiene: when coughing or sneezing cover your mouth and nose with a tissue or flexed elbow. Discard the tissue in a closed bin and clean your hands;
- Consider touchless refuse, recycling receptacles, door pulls, partition hardware and badge readers;
- Maintain social distance: maintain two-metre distance between you and others who are coughing, sneezing or have a fever;
- Avoid touching eyes, nose and mouth: if you touch a contaminated surface this could transfer the virus from the surface to your hands. Install plenty of hands-free dispensers with hand sanitizer that contains at least 60-95 per cent alcohol in lobbies, conference areas, and lounges;
- Fever / cough / difficulty breathing: if you have these symptoms see a doctor. Inform your line manager /

people partner / QHSE;

- Follow good food safety practices: when handling food items to avoid cross-contamination (purchased pre-packaged food and avoid buffet-style serveries).

In conclusion, the CBRE health and safety team says: “Stay ready to adapt and respond. Although we all hope that Covid-19 exposure concerns will quickly become a thing of the past, it’s critical that occupiers and their teams continually monitor governmental and public health advisories – as well as review and adapt response protocols. Even in workplace environments that have re-occupied, new exposure concerns have arisen. Be prepared with appropriate protocols and if necessary, to re-instate full or partial work-from-home regimes at a moment’s notice.”

Meanwhile CBRE says that the UK cities of Edinburgh, Glasgow and Manchester “are amongst the key European cities well positioned for hotel performance recovery” post-coronavirus.

The group has published a report analysing future demand expectations across each major travel segment, which forecasts that “markets with material exposure to leisure demand and a lower reliance on both international travel (particularly long-haul) and Meetings, Incentives, Conferences and Exhibition (MICE) demand are best positioned for a more rapid recovery”.

Unsurprisingly, the report forecasts that domestic travel will be the first to see a return to activity, with Germany, Italy and the UK well-positioned due to their high share of domestic tourism spend. Last year a total of 63 per cent of tourism spend across Europe was from the domestic market.

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# SEC expansion a prime example of what we need for Covid-19 recovery

It's an understatement to say what a difference a few months have made in the current climate, particularly for the major events industry – now referred to as mass gatherings.

In November, Glasgow celebrated its latest accolade, named as the World's Leading Festival and Event Destination at the World Travel Awards. This recognition was for the city's excellence in delivering major sporting and cultural events, beating competition from London, Cape Town and Dubai.

Then shortly afterwards, the Glasgow Convention Bureau was awarded Gold for the 14th consecutive year at the Meetings & Incentive Travel Awards with the University of Strathclyde's TIC and the SEC also recognised.

The SEC, comprising the SSE Hydro arena, the Armadillo and the SEC Centre facilities, is at the heart of our city's major events offer and over the years both the site and its team have gathered a smorgasbord of global

awards. The Hydro is one of the top five live entertainment venues in the world for ticket sales and the combined site attracts two million visitors a year.

But now the country is in lockdown, with the SEC transformed in three weeks into the NHS Louisa Jordan temporary hospital, part of the Scottish Government's contingency planning response around Covid-19.

It has shone a light on the importance of genuine collaboration of a cross-discipline team which consisted of SEC staff, NHS clinicians and the design and construction industry, led by Balfour Beatty alongside GRAHAM, Keir and Robertson Groups.

At the heart of all of this is people. The SEC's very differing roles now and when recovery takes place are symbols of that.

At present we are reacting to care for people with major projects like NHS Louisa Jordan as we fight this unprecedented global pandemic. However, as human beings we also have an inherent need for social interaction essential to our wellbeing, and major events are such an important part of this fundamental need.

For now, mass gatherings are not an option, but the SEC team is already working to re-schedule the programme of concerts and conferences for when we emerge from this crisis.

Incorporating elements of social distancing will no doubt play a role for some time, including in the thinking as the city continues working with UK Government on the planning for COP26 in 2021, with the

SEC at the centre of that.

As we look to the future it will be so important that both the Scottish and UK governments return to the previously evident level of ambition across the board as part of the plans for economic recovery.

*Harvard Business Review* economists state that some tactical long-term infrastructural investment will have a key role to play in these plans, and we see the previously proposed investment in the SEC conference facilities to bring it in line, or ahead of, global competition in Sydney, Vancouver and Barcelona, as a prime example of what is required!

The total project cost of £180m would be spread over seven years and studies show it would generate substantial GVA and tax revenues for Scotland and the UK, supporting thousands of jobs across the UK, with 1,364 of these in Glasgow.

For now though, we must all hunker down at least for the next few weeks, knowing it will be a little further away again until we experience our favourite artists on the Hydro arena stage or welcome global conferences back to *Time Out's* World's Friendliest City.

We do, however, always have hope and we must be able to believe economic recovery is accessible and soon, with the SEC and Glasgow's major events schedule playing a leading role.

**Alison McRae is Senior Director at Glasgow Chamber of Commerce**







## Chamber members work together to deliver NHS Louisa Jordan

**T**emporary hospitals have been erected at great speed across the UK to help deal with Covid-19 patients.

London, Bristol, Harrogate, Manchester, Birmingham, Sunderland and Exeter have all established an NHS Nightingale, while Scotland's NHS Louisa Jordan, named after a nurse who died in the First World War, opened on 19 April in Scotland's largest exhibition centre, Glasgow's SEC, at a cost of £43 million. Set up with 300 beds, it can accommodate up to 1,036 patients if needed.

Along with its supply chain and partner contractors, Balfour Beatty acted as the Principal Contractor to deliver the 300-bed clinical facility in just two weeks, with works having commenced at the end of March. The other main contractors involved in the construction of NHS Louisa Jordan are GRAHAM Group, Kier Group and Robertson Group.

Works included laying 25,000m<sup>2</sup> of vinyl flooring, constructing sterile temporary wards, installing and commissioning life-saving oxygen and gas systems, as well as a range of other complex tasks required to repurpose a facility designed for leisure into one for

treating patients. In addition, Balfour Beatty Kilpatrick delivered elements of the mechanical and electrical engineering for the project.

All works were carried out while strictly adhering to the Standard



Operating Procedure (SOP), to ensure the continued health, safety and wellbeing of all those who worked with and for Balfour Beatty on the project.

Hector MacAulay, Balfour Beatty's Regional Managing Director of its UK Construction business in Scotland and Ireland, said: "In these unprecedented times, we are extremely proud to be playing our part in the response to the

Covid-19 pandemic, supporting the critical work that our NHS workers are doing on the frontline, ensuring that NHS Scotland has the capacity it needs as we pull through this crisis together."

Gary Holmes, Scotland Director for GRAHAM, said: "It's a privilege to support NHS Scotland and its clinicians in the development of the new Louisa Jordan hospital to provide additional capacity for the people of Scotland at this most difficult of times. GRAHAM has significant experience in delivering modern healthcare facilities throughout Scotland, and we are working flat-out to help successfully complete this vital facility. I'm proud of the way the construction industry in Scotland is coming together during this crisis."

While a normal healthcare project of a similar size can take up to five years to design and another three to five years to build, the programme for delivering NHS Louisa Jordan was extremely compressed – at just three weeks – from inception through design, procurement, construction, commissioning, handover and occupation by the NHS.

Construction workers who helped to build the NHS Louisa Jordan were applauded by NHS staff as they left the completed hospital.

Over 800 people have been involved in the building of the new centre, which is equipped with a pharmacy, CT scanners, a radiology department and laboratories, as well as catering, portering and cleaning facilities.

Kirsten Sadler, Business Engagement Manager at Balfour Beatty Plc, said: "We were honoured to have received this touching gesture from all the NHS staff on site on completion of the works."

Balfour Beatty was delighted to continue supporting The Innovation School, Kelvinside Academy, by loaning its 3D Printer for cutting and printing visors for the NHS frontline.

**“I want to offer my sincere gratitude and thanks to the contractors and NHS Scotland staff who have come from across Scotland to work tirelessly to transform the SEC into the NHS Louisa Jordan. You are an inspiration to us all”**

Health Secretary Jeane Freeman



# #InspiringCity

This year, our celebration of Glasgow's individuals and organisations who have gone beyond the call of duty is moving online. Make sure you take part!

**F**or just under a decade, Glasgow Chamber of Commerce and *The Herald* have been working in partnership to highlight and reward individuals and organisations who have gone beyond the call of duty to encourage, mentor and support investment and growth in Glasgow. As a result of the Covid-19 pandemic, our celebration of those who inspire the city will be a little different, however very much part of our 2020 activity.

This year we are championing the hashtag '#inspiringcity' and we are looking to hear of some of the amazing things happening around the city where people and organisations have gone the extra mile to champion Glasgow in all walks of life.

We have selected a few of the many stories we have heard, in which businesses have shown true community spirit and have come together to help and support each other and the city during these challenging times.

Numerous businesses have quickly adapted their manufacturing schedules to produce hand sanitisers, donated stock and equipment for the creation of PPE and offered their services to transport key workers and equipment to help the city fight coronavirus. We wanted to highlight just a few of these inspiring businesses that have come together to support their city.

Across Glasgow, key figures from within the school, university and art networks have joined together to launch ViseUp, a campaign to create custom-built visors for hospitals, surgeries, pharmacies and care homes across Scotland. A truly collaborative campaign with several Glasgow-based companies involved, including SWG3, The Innovation School at Kelvininside Academy, Balfour Beatty, City of Glasgow College and Glasgow School

of Art to name a few. They have raised over £75,000 which goes directly into producing the laser-cut visors for carers and key workers across Scotland with the aim of reaching delivery of 25,000 visors a week across the country.

But new production lines have not been limited to PPE visors. The Glasgow Distillery Company has supported its local community by adding hand sanitiser to its production schedule. Producing more than 1,500 litres of sanitiser for the NHS, local care homes, homeless charities and surgeries, the company aims to help protect the frontline workers who are protecting the lives of the most vulnerable in their community. These efforts were also echoed by Diageo and BrewDog who have turned their production to focus on hand sanitiser, with Diageo pledging to assist with the creation of more than eight million bottles.

Some smaller companies have also adapted their production lines in light of Covid-19, such as the events company Blue Parrot Events Group which is using the Perspex glass normally used for event sets to create protective screens for staff and







customers working in pharmacies. This is not to mention the many Glasgow companies who have donated their equipment and stock to assist in the fight against coronavirus. The University of Strathclyde has donated PPE equipment to the NHS; Scottish Opera is using its van fleet to help deliver food to supermarkets; and the travel retailer Trtl has generously donated 5,000 pairs of compression socks – with a sales worth of £125,000 – to help Scottish nurses combat coronavirus.

Glasgow Chamber of Commerce has also played its part after receiving an urgent plea from the maxillofacial department of Greater Glasgow and Clyde Health Board. The appeal for 3D printers to help make protective visors for frontline staff in ICU who are looking after coronavirus patients in the worse hit area of Scotland received a staggering response from our members, with the health board being inundated with offers of support. This appeal has resulted in the creation of over 4,000 visors for Scottish hospitals, with the team now linked in with the Covid Safety Network, a collective of contributors, 3D makers and manufacturing services to help increase and co-ordinate the production of their free PPE equipment.

In an industry which has arguably been the hardest hit by the Covid-19 pandemic, Loganair quickly moved a concept to an operational solution by converting its aircraft into air ambulances to carry Covid-19 patients for the Scottish Ambulance Service. Loganair has also utilised the fleet to

*“ This year we are championing the hashtag ‘#inspiringcity’ and we are looking to hear of some of the amazing things happening around the city...”*



help transport key workers from Latvia and Poland in the North Sea emergency response industry.

In the construction industry, Balfour Beatty was appointed Principal Contractor working collaboratively with GRAHAM Group, Kier Group and Roberston Group to transform Glasgow's Scottish Events Campus (SEC) into the new temporary NHS Louisa Jordan, to support the city during the pandemic.

Lastly, Glasgow Taxis has been involved in numerous collaborations to provide assistance to NHS staff, from transporting long-life portable chargers to NHS

workers, to delivering medicine to a Glasgow woman who was self-isolating. It has also launched the Glasgow NHS Taxi Fund, a fundraiser set up to provide free travel to and from hospitals for Glasgow NHS staff during the crisis, which has now helped over 150 NHS workers by raising almost £5,000 in donations.

Please help *The Herald* and Glasgow Chamber of Commerce continue to champion and celebrate those businesses which are going the extra mile by sharing your story on the Chamber website, or on social media using the hashtag #inspiringcity.

# Glasgow science steps up to face the challenge

Our world has changed beyond all recognition since March 2. That was the day the first genomic analysis of the first positive SARS-CoV-2 sample was retrieved from a patient in Scotland

**T**he nation's worst fears were confirmed as the global pandemic, which would become known as Covid-19, was alive and mutating in Scotland. By the middle of May, the estimated total number of UK deaths caused by Covid-19 was nearing 35,000 with over 2,100 of those testing positive dying in Scotland.

Scotland's scientific community and the universities in Glasgow have stepped up to the forefront of the fight against the deadly virus. A vital tool used to detect potential threats in human, animal and environmental samples is next generation sequencing (NGS) with the University of Glasgow at the heart of the response.

Scientists at Glasgow, the University of Strathclyde and UWS are working on an array of vital Covid-19 related research projects, including treatment, virus behaviour, health complications and the wider effects of the pandemic on society.

The MRC-University of Glasgow Centre for Virus Research (CVR) is, in partnership with colleagues across the UK, working on a range of research areas, including with colleagues in Public Health England to understand linkages across the UK in an effort to shut down transmission in real-time.

Following the detection in March, a sample was collected

from the NHS Greater Glasgow and Clyde's West of Scotland Specialist Virology Centre and sent to the CVR for sequencing. The infamous genome was named Scotland/CVR01/2020 and has been deposited in GISAID, a repository of scientific information which can be shared online by researchers.

This essential collaboration is between CVR, West of Scotland Specialist Virology Centre and the University of Edinburgh and is part of the ISARIC-Coronavirus Clinical Characterisation Consortium, headed by Kenneth Baillie, Roslin Institute, University of Edinburgh; Calum Semple, University of Liverpool; and Peter Openshaw, Imperial College London.

Emerging viral infections are an ever-present threat to human and animal health and have often emerged from sub-Saharan Africa. The risk of transmission to unexposed populations has increased as a result of increased global travel, global warming and

changes in our ecosystem and human behaviour. In the last 100 years, the emergence of HIV has resulted in at least 35 million deaths, while more recently, Zika virus and Ebola virus caused health crises requiring major interventions.


Covid-19, which was first recorded in Wuhan in China in late 2019, remains an unquantified threat to human and animal health and vast scientific resources will be needed to find a vaccine and to ensure that populations are treated from the symptoms.

The University of Glasgow now hosts a major Covid-19 testing centre at its Clinical Innovation Zone at the Queen Elizabeth University Hospital campus. The Lighthouse Lab in Glasgow, officially opened in April, is being run in collaboration and with support from government, NHS and industry partners and with the help of over 800 staff volunteers.

Professor Dame Anna Dominiczak said: "I have had the privilege of being part of many important

**“The World Health Organization tells us the key to defeating this virus is to test, test and test some more”**





projects in academia and the NHS, but none has given me as much pride as leading the team behind the Lighthouse Laboratory.

"We have moved very quickly – now processing several thousand tests per day, and looking to upscale even further.

"The World Health Organization tells us that the key to defeating this virus is to test, test and test some more. I am immensely proud to have been part of the team that is playing such a vital part in expanding Scotland and the UK's testing capacity – and playing such a crucial role in our fight against this deadly virus."

The response from the scientific community in Glasgow has become one of the powerful buttresses against Covid-19. The CVR was named as one of 13 key centres in a pan-UK alliance of scientists, working on Covid-19 whole genome sequencing. One of only two facilities involved in Scotland, the CVR is playing a key role in the new £20 million Covid-19 Genomics UK Consortium, backed by both UK and Scottish government and the UK's Chief Scientific Adviser and is comprised of the NHS, Public Health Agencies, The Wellcome Sanger Institute, and 13 academic institutions.

The CVR is using its labs to sequence the genome of the virus from confirmed Scottish patients and works with partners to map how Covid-19 spreads and behaves in populations.

The Scottish Government awarded the University of Glasgow more than £1 million to carry out nine Covid-19 rapid response research projects on areas such as underlying health conditions, treatments and wider pandemic effects. The Bill and Melinda Gates Foundation, along with Wellcome and Mastercard, awarded the University of Glasgow and the University of Dundee £225,000 to rapidly screen for potential Covid-19 treatments.

Professor Massimo Palmarini, Director of the CVR, said: "The CVR and

its scientists are at the centre of Scotland's – and the UK's – response to the current coronavirus outbreak. As the largest group of virologists in the UK with the facilities to handle samples from infected patients, we are well placed to conduct pivotal research into emerging diseases such as Covid-19."

Among the unsung heroes are Professor Emma Thomson and Dr Antonia Ho, who have been explaining the everyday impact of the complex virological science.

Professor Thomson, Dr Ana Da Silva Filipe, Head of the CVR's Viral Genomics facility, and a team of scientists at the CVR, are continuing to sequence SARS-CoV-2 virus from Covid-19 samples obtained from Glasgow patients.

Dr Filipe said: "The rapid turnaround of the sample and interpretation of the data was only possible due to excellent coordination between clinicians, diagnostic labs, and research partners. These collaborations are critically important to ensuring an effective response to outbreaks like this."

But there is much more going on. The Scottish Government has awarded £355,000 to University of Strathclyde researchers to support four projects that aim to contribute to the national and global efforts to combat Covid-19 and its effects.

The project funding was awarded following a Rapid Research in Covid-19 call for research bids by the Chief Scientist Office and sees 55 projects across Scottish universities share almost £5 million.

The research projects aim to better understand the effects of infection, develop and test new diagnostics and treatments, investigate new disease surveillance approaches, inform interventions to prevent transmission of infection, support the mental health of frontline health and social care workers, and understand the physical and mental health implications of lockdown measures.

The Strathclyde projects are for the development of

a low cost, rapid, high-throughput Covid-19 assay for isolation/back-to-work decisions for key work, for a study of a trusted home-based exercise application to support the health of family carers, to examine whether social distancing has made us healthier and encourage the adoption, maintenance and sharing of positive changes, and examine the impact of pandemic upon public mental health and disparities.

Health Secretary Jeane Freeman said: "Scotland is home to some of the most respected researchers and scientists in the world. This funding enables universities and research institutions to immediately draw on the very best science and methodologies available to build on our understanding of this virus, develop new treatments, stop infection and support people's mental and physical health."

Meanwhile the University of West of Scotland (UWS) was also looking at the impact of lockdown and mental health with a £129,000 project collecting data from individuals' wearable technology.

Professor Nicholas Sculthorpe, from the School of Health and Life Sciences, said: "Our project will provide critical information about how physical and psychological health has been impacted in individuals who may be most at risk."

As the work progressed scientists at the CVR delivered better news, providing evidence that SARS-Cov-2 mutations are unlikely to have any functional significance, and importantly, don't represent different virus types.

Dr Oscar MacLean at the CVR said: "It is important people are not concerned about virus mutations – these are normal and expected as a virus passes through a population. However, these mutations can be useful as they allow us to track transmission history and understand the historic pattern of global spread."

It is a glimmer of hope in the fight which has galvanised Glasgow's scientific community into a dangerous battle for everyone.



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W: www.divisor.business**  
Business advisory services.  
No of Employees: 1-10  
Contact: Damian Pike  
Chief Executive Officer

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Renfrew PA4 8DJ  
T: 0141 886 4141  
E: christopher.mcdonald@doosan.com  
W: www.doosanpowersystems.com**  
Design, supply, install and maintenance of steam-generating equipment for power plants and petrochemical plants, machining centre, electrode centre.  
Contact: Chris McDonald  
Sales and Marketing Director

#### **ELLSWORTH ADHESIVES**

**Unit 2a Langlands Avenue  
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East Kilbride G75 0YG  
T: 01355 577 221  
E: ahead@ellsworth.com  
W: www.ellsworthadhesives.co.uk**  
A global leader in speciality chemical distribution.  
No of Employees: 51-250  
Contact: Amanda Head  
Administrator and Projects Coordinator

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E: tracy.chandler@emirates.com  
W: www.emirates.com**  
Airline  
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Senior Corporate Sales Executive

#### **ENTERPRISE CAR CLUB**

**32 Kerse Road  
Stirling**

#### **Stirlingshire FK7 7SG**

**T: 01786 479 100  
E: andrew.lilley@ehi.com  
W: www.enterprise.co.uk**  
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No of Employees: 1-10  
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#### **EYEBRIGHT UTILITIES LTD**

**44 Speirs Wharf  
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T: 0141 530 4152  
E: j.reeves@eyebrightutilities.co.uk  
W: www.eyebrightutilities.co.uk**  
A leading utilities management with a mission to change the way businesses manage their utilities.  
No of Employees: 11-50  
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**12a Cornwall Street South  
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Glasgow G41 1AA  
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An agency specialising in digital media, marketing and design, and one which has been created to meet the demands of the 21st century.  
No of Employees: 11-50  
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Managing Director

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**Queens House  
19 St Vincent Place  
Glasgow G1 2DT  
T: 0141 401 0386  
E: info@hfm.co.uk  
W: www.hfm.co.uk**  
An award-winning design practice incorporating architectural services, urban design, master planning and a specialised planning consultancy team.  
No of Employees: 1-10  
Contact: Naomi Castanie  
Marketing and Communications

#### **INSIGHT FUTURES LTD**

**The Whisky Bond  
2 Dawson Road  
Glasgow G4 9SS  
E: Doug.morwood@**

#### **insightfutures.com**

Trend analysis, (circular) business model and ecosystem readiness and innovation consultancy to better prepare for the future.  
No of Employees: 1-10  
Contact: Doug Morwood  
Chief Executive

#### **K2 MANAGEMENT RENEWABLES LTD**

**4th Floor Suite 1  
133 Finnieston Street  
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T: 0141 248 3159  
E: ida@k2management.com  
W: www.k2management.com**  
Consultancy supporting clients in their efforts to develop and operate energy projects that achieve the best possible return on investment.  
No of Employees: 11-50  
Contact: Irene Davidson  
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#### **KELVINSIDE ACADEMY INNOVATION SCHOOL**

**33 Kirklee Road  
Glasgow G12 0SW  
T: 0141 357 3366  
E: rector@kelvinside.org  
W: www.kelvinside.org**  
Based on an architecture studio model, learning in the innovation school will be focused on real-world challenges and collaborative problem-solving.  
Contact: David Miller  
Director of Innovation School

#### **KPMG LLP**

**319 St Vincent Street  
Glasgow G2 5AS  
T: 0141 226 5511  
E: jenny.stewart@kpmg.co.uk  
W: www.kpmg.co.uk**  
KPMG in the UK is a leading provider of professional services including audit, tax and advisory.  
Contact: Jenny Stewart  
Partner, Head of Infrastructure, Government and Healthcare

#### **KUBENET**

**Building 4000  
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#### **Glasgow G51 1PR**

**T: 0344 873 4488  
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**W: www.kubenet.net**  
KubeNet are specialists in telecoms and technology for business, with a comprehensive range of voice, data, connectivity and hosted services.  
No of Employees: 11-50  
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Business Development

#### **LESLE (LANARKSHIRE ENTERPRISE SERVICES LTD)**

**The Atrium Business Centre  
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Coatbridge ML5 4EF  
T: 01236 702 019  
E: lmcutcheon@lesl.org  
W: www.lesl.org**  
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Contact: Liz McCutcheon  
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**The Reel House  
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T: 02037 971 092  
E: patriciamcnamee@litheit.com  
W: www.litheit.com**  
Lithe provide a range of intelligent automation solutions targeted at improving your business effectiveness and efficiency.  
No of Employees: 11-50  
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#### **MORRISON MEDIA**

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177 West George St  
Glasgow G2 2LB  
T: 0141 406 3663  
E: hello@morrison-media.co.uk  
W: www.morrison-media.co.uk**  
PR, crisis management, public affairs and media training.  
Contact: John Morrison  
Managing Director

### MUIR CONSULTANTS

**6 Blairtum Park  
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South Lanarkshire G73 3AB  
T: 07765 418 479  
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Executive coaching, cultural awareness, leadership coaching.  
No of Employees: 1-10  
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### NATIVE GROUP LTD

**92 Montgomery St  
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Glasgow G76 0AU  
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W: nativefilm.co.uk**

Native Film helps companies and organisation share their vision through high-quality filmed content.  
No of Employees: 1-10  
Contact: Martin Burt  
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### PHONESMART LTD

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Glasgow G3 8AZ  
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E: smcgrenary@gmail.com  
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Tech recycler of mobiles, iPads, laptops etc.  
No of Employees: 1-10  
Contact: Stewart McGrenary  
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### REVO IT

**Kirkhill House  
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T: 0141 637 9694  
E: graham@revo-it.com  
W: www.revo-it.com**

Providing IT maintenance and support services to the SME market.  
No of Employees: 1-10  
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### ROBERT CULLEN LTD

**10 Dawsholm Avenue  
Dawsholm Industrial Estate  
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T: 0141 945 2222  
E: sales@cullen.co.uk  
W: www.cullen.co.uk**

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Number of Employees: 51-250  
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Managing Director

### SCOTTISH BUILDING SOCIETY

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E: j.boyd@scotbs.co.uk  
W: www.scottishbs.co.uk**

Scottish Building Society is Scotland's only independent building society.  
No of Employees: 1-10  
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Branch Manager

### SIMUL8 CORPORATION

**29 Cochrane Street  
Glasgow G1 1HL  
T: 0141 552 6888  
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Process simulation software consultancy.  
No of Employees: 11-50  
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SEO and Google ads consultancy for property, healthcare, finance and retail.  
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Helping to build a better

financial society with technological innovation.  
No of Employees: 11-50  
Contact: Andrew Duncan  
Chief Executive

### STEWART'S STAFFING SERVICES LTD

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Recruitment agency with specialism in events staff management.  
No of Employees: 1-10  
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No of Employees: 11-50  
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Business Development

### WALLACE CAMERON TRAINING

**26 Netherhall Road  
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E: chrisc@wallacecameron.com  
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Wallace Cameron Training are committed to providing the best First Aid Training and services within the industry.  
No of Employees: 1-10  
Contact: Christine Cochrane  
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### WENDY MILLER SPORTS AND REMEDIAL THERAPIES

**Whittingehame Drive  
Glasgow G12 0YH  
T: 07921 749 787**

**E: wmillertherapies@outlook.com  
W: www.wmillertherapies.co.uk**

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No of Employees: 1-10  
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Owner

### WORKPLACE INNOVATION EUROPE

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20 Trongate  
Glasgow G1 5ES  
E: rosemary.exton@workplaceinnovation.eu  
W: www.workplaceinnovation.eu**

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No of Employees: 1-10  
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**The Wright Business Centre  
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Glasgow G33 4EL  
T: 08445 810 844  
E: keith.barlow@world-kinect.com**

**W: www.world-kinect.com**  
An independent, global energy supplier and broker.  
No of Employees: 1-10  
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### XBURO UK LTD

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19 St Vincent Place  
Glasgow G1 2DT  
T: 0141 473 5512  
E: michaelgribben@xburo.co.uk  
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A mechanical and electrical building services engineering consultancy with experience in the delivery of projects across the construction and real estate sectors.  
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