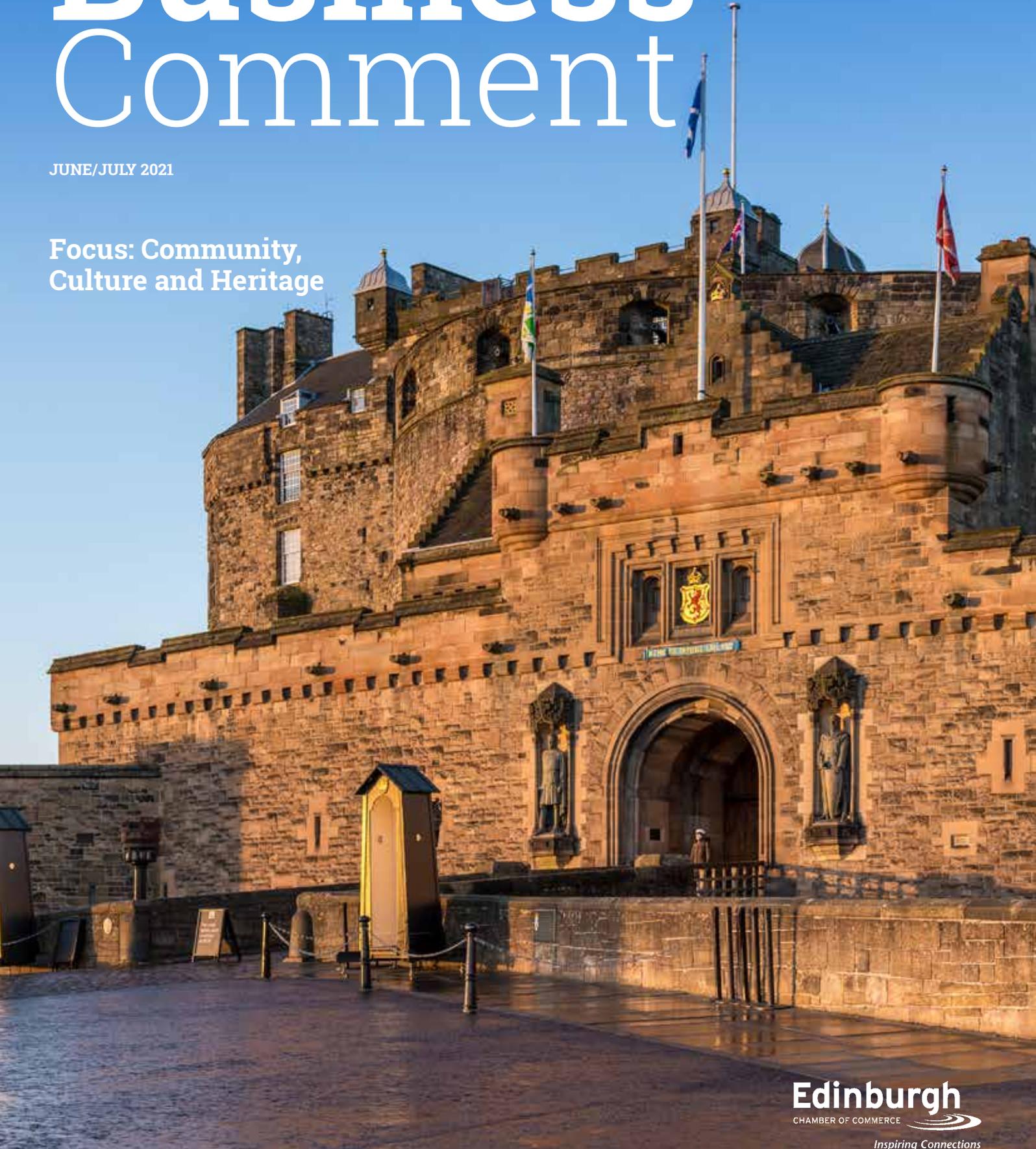


Business Comment

JUNE/JULY 2021

Focus: Community,
Culture and Heritage



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www.strath.ac.uk/business



Community, Culture and Heritage

Welcome to the latest issue of Business Comment.

As we head into the summer we would expect to see our city become the global focus for the arts and culture, particularly in August when the Edinburgh International Festival and the Festival Fringe take centre stage. It is encouraging that both are planning to see some return to normality with hybrid live and digital programmes designed to delight, educate, inform and connect. Something to look forward to and take pride in as our city continues its recovery from the Covid 19 pandemic.

The economic importance of our festivals is huge, supporting thousands of jobs within our community. But I am delighted to see that some of our most eminent citizens are, in this issue, reminding us of the vital importance of culture and art to the physical, mental and emotional health and well-being of our city and its citizens.

Sir John Leighton, Director-General of the National Galleries of Scotland, explains some of the ongoing modernisation work being undertaken across the organisation's stunning campus of iconic buildings, and all designed to ensure the galleries continue to appeal and be accessible to a diverse range of communities, helping to reconnect people post Covid. Councillor Donald Wilson, a former Lord Provost, writes in his role as Convener of the City Council's Culture and Communities Committee about the work undertaken by the city's own museums and galleries team during

the pandemic, and of the vital role they will play during the recovery in the mental wellbeing of those who love to visit.

Meantime the debate about the future of our festivals continues, and it is right that we should seek always to improve. However, we must never lose sight of the vital role they play in our city's life and its standing as a global city, encouraging creativity, supporting jobs and creating opportunities.

Elsewhere in the magazine, the University of Edinburgh updates us on the work at Lauriston on the Edinburgh Futures Institute, which will become a world-leading hub for multi-disciplinary, challenge-based research while also providing the city with a new, exciting civic space. Audrey Cumberford, Principal at Edinburgh College also provides a fascinating insight into the value of the sterling work done by that institution through the training and education it continues to provide for all our citizens.

Enjoy the magazine



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Chief Executive,
Edinburgh Chamber
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Digital takeover: how contactless payments can boost consumer confidence and protect cashflow

Clare Richardson, Director of the Greater Edinburgh Area, Bank of Scotland, encourages the adoption of new payment technology to help businesses operate effectively as demand for contactless payments during the pandemic surges.

Contactless payments surged during the pandemic as Covid-19 impacted consumer behaviour. Businesses need to adopt technology that both supports cashflow and offers solutions that are safe and convenient for customers.

During the first lockdown in March, cash withdrawals fell by as much as 50% as more people took extra precautions around making contact with bank notes and coins.

Research from Lloyds Bank around securing cash and working capital through Covid-19, revealed that supermarkets saw e-commerce surge by 78% year on year in April. The average value of contactless transactions also increased from £8 to £15. Over the past six months the use of pin pad payments has also become less frequent as people try to avoid touching surfaces in line with Government guidance to help stop the spread of the virus.

In a move to support the uptake of contactless payments, the contactless transaction limit was increased from £30 to £45 in April 2020. The Financial Conduct Authority is also reviewing the possibility of increasing this limit to £100. However, some consumer-facing businesses will have products or services with a higher average transaction value, and in these instances alternative solutions may be required. be required. From secure online payment platforms to contactless methods, we're here to help both small and large firms introduce the most effective tools for both themselves and their customers.

For example, at Bank of Scotland we offer a pay-by-URL option that allows merchants to send a payment URL in an email, through a WhatsApp message, in a QR code or as a link added to an invoice.

This makes it easy for customers to pay in a socially distanced and secure way and supports cashflow by encouraging quick



payment. It also removes the need for businesses to invest in potentially costly e-commerce platforms.

Another option is using app-based payment methods. For example, some fuel filling stations now offer motorists an app that allows customers to refuel and pay from the comfort of their own car. Previously driven by ease and convenience, this method now also delivers a socially distanced solution that minimises contact with others during the pandemic.

At Bank of Scotland, we work closely with our clients to support them as digital is

increasingly favoured over traditional payment methods. Businesses should consider these changes as opportunities and embrace technology to provide better experiences for customers that will be sustained well into the future. Adopting contactless solutions also deliver effective social distancing to reassure both customers and employees.

We know we still have a long road to recovery, but we'll continue to be by the side of all Scottish firms to ensure they can continue to operate effectively while preventing disruption to cashflow as we navigate the future together.

Building back better: the power of business in the community

One of the greatest powers of being part of a community is the opportunity it presents to deliver change.

In recent times, we have witnessed the power of collective action in effecting change in the face of extreme adversity. The pandemic has presented and continues to present significant challenges for business. However, many businesses in Edinburgh and the UK have stepped up and created a positive contribution to the lives of those who live in their local communities. The DWF Foundation, an independent charity founded by DWF, has contributed over £21,000 to food banks in the past year.

As we re-build our businesses and workplaces there is a greater awareness of the need to focus on building back better and to harness our sense of community. We are all looking at ways to build back sustainably and in a fairer and more inclusive way to secure growth for our businesses and to retain our talent.

As we inch ever closer towards Scotland hosting COP26 the imperative to accelerate action to cut our carbon emissions is in sharp focus.

As some restrictions begin to ease, businesses are reopening in a world of new regulation requiring PPE, masks, plastic screens and hand sanitiser. Many business owners are wondering how to build back better against this backdrop and their continued fight for survival.

DWF is a proud and active member of Business in the Community (BITC) in Scotland (and across the UK) and an early signatory of the Scottish Business Pledge.

BITC offers a wealth of resources to support responsible business and to help business to build back better. Business can sign up to the Race at Work Charter, the Waste to Wealth commitment or to Ban the Box. BITC provides



support and share best practice to enable all businesses to come together to make a difference.

BITC Scotland wishes to widen its reach and help businesses of all sizes to be more responsible.

In Scotland, BITC has set up three working groups focussing on three key themes: climate action, inclusive work and food security.

I'm chair of the Inclusive Work working group and sit on the advisory board of BITC Scotland. The Inclusive Work working group focuses on

supporting businesses to improve the diversity, inclusion, and wellbeing of their workforce with a specific focus on ethnic minorities and gender by championing BITC's campaigns - such as Everyday Inclusion, Race at Work and Equal Lives. Each participating business has committed to taking action within their own organisations and to capture case studies that encourage other businesses to act.

Look out for our LinkedIn posts and join the conversation. What action can your business take to support other businesses or your local community? How is your business going to build back better?

Let's use our business community to make that ripple turn into a wave of positive action!

Caroline Colliston

Partner, Member of the Diversity and Inclusion Leadership Group, DWF LLP.

Chair of the Inclusive Work Working Group and Advisory Board Member of BITC Scotland

Chair of the Business Leadership Group of the Scottish Business Pledge

“As we re-build our businesses and workplaces there is a greater awareness of the need to focus on building back better and to harness our sense of community.”

Mastering Skills for a New Way of Working

Developing the Young Workforce (DYW) is Scotland's Youth Employment Strategy. For the last 5 years, in our region and across Scotland, the DYW teams have been working with employers to support young people to be more informed and inspired about the world of work, helping them to transition successfully into their next steps after school or college.

We have developed partnerships between employers and education in our state schools to deliver experiences, build skills and inspire our future workforce. Work readiness has been critical in this - yet the last year, as you can imagine, has brought many challenges in this space.

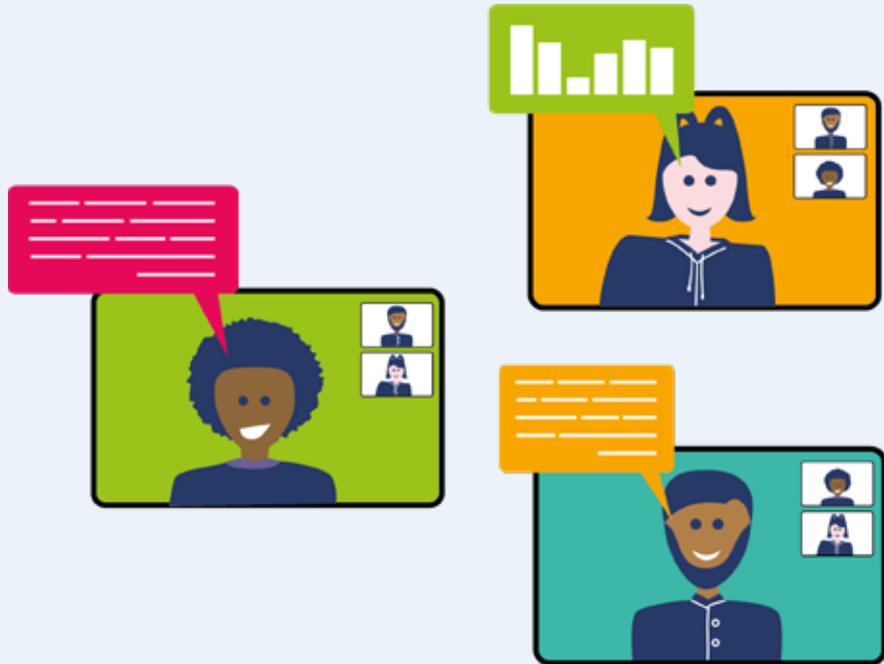
Pre-pandemic, DYW carried out research with employers to understand their perceptions of work readiness and to identify the skills employers look for. The importance of these skills differed across different sectors, but were all relevant and included:

- Problem Solving
- Resilience
- Ability and willingness to learn new skills
- Getting on with people
- Time Management
- Being adaptive and flexible

The research highlighted what employers felt young people could do to develop these work readiness skills; work experience, activities out of school, wider achievement awards and engaging with employers to name a few.

Back to the present; most of these activities have taken a hit due to the pandemic. Technology has played a part in supporting employer connections, yet we still face challenges in reaching and engaging with young people this way. Virtual work placements have taken place and good practice has emerged, yet the volume of experiences, as expected, has decreased.

It is important that employers are mindful of this in their recruitment processes. Young people have faced considerable challenges over the last year and missed out on opportunities for learning and development. However, they have overcome many hurdles



and have adapted quickly to the change.

In response to these challenges a small group of employers and volunteers have come together to create an employer led session for young people 'Mastering Skills for a New Way of Working'. The session aims to build awareness and skills for young people close to entering the world of work.

Thanks go to volunteer Louise Hughes, our educator link Jane Saddler along with Sharon Wallace of Phoenix Group, Jenni Hunter of First State Investors and the team at Mind Tools for Business for their support to date with this. We look forward to rolling this out to young people over the coming months.

Taking a three pronged approach, we have also created a webinar to profile what good

remote on boarding for young people looks like and offer a webinar on intergenerational virtual working too. We also plan to deliver a session for those who support young people to build their awareness.

Employer involvement in informing and inspiring young people whilst still in education continues to be critical as we move forward, so you have the talent you need for the future of your business.

To get involved email us at dyw@edinburghchamber.co.uk



The Invisible Foundation

Business training is often task focused, but the success of these tasks is affected by the capacity, or lack of it, to connect with others. People skills matter.

We often hear businesses claim that people are their greatest asset. And yet, in a recent worldwide survey done by Harvard Business Review, over 20,000 employees were asked what they wanted from their leaders. A whopping 54% gave the answer, "respect." Ouch!

I look at human connection and how it impacts the success of business processes. Human connection, or the skill that a leader or group must have to make genuine, meaningful relationships, is a powerful force. We often sense its presence in successful businesses or sports teams. We know when we are in an environment where it's missing. It absolutely impacts the bottom line. Human connection is not something you are. It's something you DO.

As a cricketer, one of the worst seasons I had was when I played for the most skilful and knowledgeable coach I had ever worked with. This guy knew his stuff. He had plans to improve our technique and strategy. We started the season optimistically. We had good athletes and the processes in place to succeed. Or so we thought.

This coach lacked human connection skills. I felt like I was only as valuable as my performance. He didn't listen, never asked about me or any other player, never shared a story that wasn't designed to teach a lesson. We didn't get any better. Work ethic waned, teamwork corroded, and we lost players. We had a bad season and it was miserable.

Likewise, I recently worked with a client whose management team consisted of very professional, highly qualified, people. On paper, you would bet this team of individuals would be successful because they possessed intelligence, skills and experience to do superior work. You would be wrong. This collection of stellar individuals spent a significant amount of time figuring out how they fitted into the group and managing social status. They had a frustrating lack of results.

"The first critical step for any leader is to recognise that the success of ALL your processes – whether sales, HR, finance, manufacturing or managing people- is tangibly affected by the human connection skills of your employees."



What is the common link between these two unanticipated failures?

It's the importance of human connection skills. We tend to put our attention and effort on what we can see—individual skills. But those skills hinge on interaction. Processes in business serve as a framework for a living network of personalities who bring their own strengths, fears, and varying degrees of human connection skills. Always. The development of people skills within this living network is wise leadership. It will reap valuable rewards and move your business forward – including your bottom line. Human connection undergirds all of business. It is the invisible foundational block that holds up and feeds every visible process in your business.

The first critical step for any leader is to recognise that the success of ALL your processes – whether sales, HR, finance, manufacturing or managing people- is tangibly

affected by the human connection skills of your employees.

Then you lead! Educate your leaders about the importance of human connection. Invest in business coaching that develops people-to-people skills for every level and division of your business. Most training in business is task-related. If you don't recognise that business success is based on people's ability to connect with others, you won't get the results you want.

I gained valuable insight from my disappointing cricket season. Since then, I see it everywhere. Sport. Business. Life. Success is often affected by the capacity, or lack of it, to connect with others. A leader's ability to send the message, "I see you, I hear you, you have value here," has a direct impact on the bottom line and the overall success of the enterprise.

John Ross is an internationally recognised coach and keynote speaker focusing on team performance, development and human connections. He also managing partner with Ogilvie Ross LLP and an award-winning cricket coach.





With coronavirus affecting everyone both personally and professionally around the world, people may ask if now is the right time to do an MBA.

Here, STRATHCLYDE BUSINESS SCHOOL MBA Academic Director Dave Mackay says the answer is a resounding yes.

Is it a good time to do an MBA? Now more than ever before I would say. In a business world experiencing troubling times, leadership capabilities are required more than ever. We need people who are confident in dealing with difficult situations - the Strathclyde MBA builds your capabilities and confidence in decision making in these conditions.

We've seen many people over the past year turn businesses round and create new opportunities to face the challenges COVID has brought – and what the MBA does is it allows you to see the whole picture and become more innovative at work. The MBA gives you confidence to act when others are freezing in the face of new challenges. Really, I'd say there's never been a

better time to extract immediate value from an MBA.

You will also be gaining a new network of associates, both your MBA peers and Strathclyde alumni who are all addressing the COVID circumstances in different industries – peer learning is an important part of the MBA. Doing one now is helping you to power up in a crisis.

It's very, very easy to find leaders and managers in organisations who agree that learning is crucial for employees; what's more interesting is when you ask them, how are you investing in your own learning? Leaders should really ask themselves: what do I need, what would help

me? For many, the answer to that lies with the MBA – and right now is when the value of an MBA comes to the fore.

In my opinion, there's not much more you could do to upskill to face this crisis head on – the MBA is more important than ever. It's incumbent on us - MBA providers - to keep developing it, to innovate what we offer so our students are business literate in the right ways and to ensure the MBA is of value – in the current climate, areas such as innovation, digital, sustainability are more important than ever and these are themes which run through our MBA along with our specific function areas such as marketing, HRM, Finance and so on.

This year, we've introduced new electives and 'put our money where our mouth is' in terms of innovation to deal with the current COVID crisis and ensure all routes of our MBA are still receiving the MBA experience they would expect from Strathclyde. Our part-time Executive MBA offers you the opportunity to gain a valued and well-established management qualification in a way that's best suited to your professional and personal circumstances - for further information on the Executive MBA Glasgow programme visit <https://www.strath.ac.uk/mba>

"This year, we've introduced new electives and 'put our money where our mouth is' in terms of innovation to deal with the current COVID crisis and ensure all routes of our MBA are still receiving the MBA experience they would expect from Strathclyde."

Strong networks will underpin hospitality and tourism sector recovery

Scotland's hospitality and tourism industry is back in business at last. The sector was one of the worst affected throughout the pandemic and those that will survive will add new depth to the meaning of the word 'resilient'.



Their difficulties are far from over, and these businesses, which are often family-owned, face a leap of faith as lockdown restrictions ease, but are not completely removed.

The sector has a key role to play in Scotland's economic recovery both nationally and locally, by creating jobs and adding to the vibrancy of our communities. The single biggest issue affecting the industry now is uncertainty. Until international tourism returns, recovery will be dependent on attracting and retaining local customers. Who will be venturing out and how safe will people feel? Will they have confidence in their own job security to spend, and carry-on spending for the foreseeable future? Right now, these are all unknowns

and yet are key considerations in making planning decisions around staffing levels and purchasing.

There are also longer-term financial issues. Many businesses have taken on loans and these will need repaid at some point. Close management of income and outgoings is going to be crucial and there is a risk that some businesses may open with a flourish but be forced to close quite quickly if lack of custom means infeasibly high debt levels become overwhelming.

And there are other challenges facing small businesses which have not gone away. Meeting new environmental and sustainability

standards, the fallout from Brexit, high street decline, and taxation will all have an impact on future success.

Business owners and managers with a healthy network can draw on collective knowledge and resources. Working with trade organisations, connecting with others in the sector and reaching out to family business specialists such as Queen Margaret University Business School or Business in the Community for information and independent advice could make the difference between success and business failure.

Organisations like the Edinburgh Chamber of Commerce will play a vital role in the months ahead in ensuring that the hospitality industry survives and grows and continues to play a vital role in the social and economic future of Scotland.

To find out more about how Queen Margaret University Business School can help hospitality and tourism businesses, or any family-owned business, contact Dr Majella Sweeney - MSweeney@qmu.ac.uk

“And there are other challenges facing small businesses which have not gone away. Meeting new environmental and sustainability standards, the fallout from Brexit, high street decline, and taxation will all have an impact on future success.”

Leading the way to a circular economy

You could say that Lothians-based Dyno Dog Gear is taking a lead role in creating a more Circular Economy...

The company is a classic example of innovative thinking to create a new use for an old product – and in the process creating a business opportunity and helping our economy become more sustainable in the process.

Creating dog leads from old climbing ropes is proving to be so popular that the company plans to introduce new products to its range in the near future. And they are working with Circular Edinburgh in the process.

A circular economy looks to keep the flow of materials and products within the economy for as long as possible, extracting the maximum value from them whilst in use.

The Circular Edinburgh project is supported as part of Zero Waste Scotland's Resource Efficient Circular Economy Accelerator Programme, which will invest £73m in circular economy and resource efficiency projects, thanks to support from the European Regional Development Fund (ERDF). This programme provides funding and support for small and medium sized businesses in Scotland to be more resource efficient and create a more circular economy.

Monika Mendelova, of Dyno Dog Gear, said: "Like many other climbers, I had a couple of retired climbing ropes sitting in my cupboard. Although no longer safe for climbing, they had plenty of life left in them and no obvious alternative use in an Edinburgh tenement.

"I thought about it, and so I started my mission to save retired climbing ropes from going to landfill and create functional, long-lasting and eye-catching dog leashes, and hopefully other products soon."

Dyno Dog Gear is directly based on a circular economy model. The lifespan of a climbing rope is 3-5 years with moderate usage. The



maximum recommended lifespan is normally 10 years even if a rope has never been used. Dynamic climbing ropes are made from nylon, which can be reprocessed, but no recycling schemes exist in Scotland. By creating dog leads, ropes are directly upcycled into a new long-lasting product.

Monika added: "I think there are opportunities in every sector. We shouldn't limit ourselves by what is possible now, we need to actively seek new opportunities, innovate, re-design and scale up. We should take the opportunity to restructure our economy post-pandemic.

"It will naturally be easier for some businesses than others. Every business can start by asking simple questions like 'Is my product designed to last and be easily repairable?

What happens to it when it is no longer fit for the purpose? Can materials be easily re-used? Where do I source materials and how sustainable are they?"

Scotland can play a leading role through its commitment, but more can still be done. A strong commitment, investment to scale up innovations, policy changes that incentivise refurbishment, remanufacturing, use of sustainable materials and products that are made to last and be easily repaired, and last but not least behavioural changes would all help.

"However, in today's globalised economy and with many consumer goods produced abroad, no country can achieve this on their own, and international cooperation is crucial."

For further information please visit <https://www.edinburghchamber.co.uk/circular-edinburgh/> or contact Mayan Grace or Lauren Ridgley on 0131 221 2999 (option 5) or email circulareconomy@edinburghchamber.co.uk

"I thought about it, and so I started my mission to save retired climbing ropes from going to landfill and create functional, long-lasting and eye-catching dog leashes, and hopefully other products soon."



TOP destination for an Edinburgh staycation & ideal venue for exclusive meetings and events

It's been a stressful few months, whether you're a keyworker or a homemaker, have been busy with homeschooling or missing quality time with your nearest and dearest. As restrictions begin to lift and life's pace picks back up, it's safe to say we're collectively yearning to getting back to what we enjoyed doing. So why not seize the opportunity of booking a night away after all those months of staying at home? When it comes to making a booking, then the four-star Ten Hill Place Hotel at Surgeons Quarter in the Old Town of Edinburgh should more than fit the bill.

Now open for business, the hotel has learned how to adapt to the coronavirus crisis without cutting down on comfort. With six different room types available, all designed with comfort in mind, seasonal menus, courtesy of executive chef Alan Dickson, and staff with excellent local knowledge, Ten Hill Place has all the elements to help you plan a safe and invigorating city break.

If hotel guests are looking for a safe and socially distanced environment to enjoy delicious food and drinks outwith the hotel, then 'Drinks & Dining Al Fresco' is located a stone's throw away from Ten Hill Place in a spacious and attractive courtyard. A clear-roofed open marquee covers the courtyard – perfect for providing protection from the unpredictable Scottish weather! The venue is open to the public on Friday, Saturday and Sunday.

If you are tempted to make Ten Hill Place your base for a couple of



days R & R, the hotel is providing a special offer of two nights bed and breakfast in one of its superior rooms, plus 3 course dinner and a bottle of wine including a serving of its very own 1505 Gin all at the reduced rate of £299 per couple. To discover all details on this offer and book your break, head to voucher section on www.tenhillplace.com

During lockdown while the hotel closed to paying guests it became home from home for keyworkers and medics who were supported with 1500 complimentary evening meals and over 2100 room nights. Having medics stay at the property telling staff what they'd expect to see in a hotel has been invaluable in helping keep customers and staff as safe as possible.

In addition to Ten Hill Place, Surgeons Quarter also manages an inspiring range of meeting and event spaces which are steeped in history yet brimming with technology. Capable of accommodating 5 to 500 delegates the experienced team at Surgeons Quarter will ensure that all meeting or event objectives are met and indeed surpassed. The full range of meeting facilities can be found at www.surgeonsquarter.com

Surgeons Quarter, the commercial arm of the Royal College of Surgeons of Edinburgh is unusual in its business model, profits that it generates go back to the College which trains surgeons worldwide, helping to improve patient outcomes internationally.

Name: David Field

Job Title: CEO

Company: The Royal Zoological Society of Scotland, Edinburgh Zoo

Tell us about Edinburgh Zoo and its role in the City?

Led by the Royal Zoological Society of Scotland, our charity is preeminent in global conservation and the zoological community, leading many national and international conservation projects. Edinburgh Zoo has been part of the cultural, social, and scientific fabric of the City of Edinburgh since 1913. We also seek to educate and inspire our visitors about our amazing animals and strengthen essential connections with nature.

What does your role at the company involve?

As CEO, I am responsible for ensuring our organisation achieves its charitable aims and driving our strategy to maximize our impact in wildlife conservation, connecting people with animals and supporting the communities where we work. Additionally, our business model which funds our mission, relies on the visitors to the zoo so I must ensure we run an effective and popular visitor attraction.

What do you enjoy most about your role?

Having the chance to spend time with our animals, from Partula snails to our world-famous pandas is really special. But more importantly, sharing that experience with as many of our visitors as possible, especially the younger generations. These experiences are vital in inspiring them to want to protect and care for nature.

Edinburgh Zoo is one of Europe's leading centres of conservation, education and research. Can you tell us about any conservation projects currently taking place?

Many people will have heard about our work to save the Scottish wildcat and perhaps our work in Uganda in the forests of Budongo to protect chimpanzees. Less well known is that within the zoo itself we have a world leading conservation genetics lab, RZSS WildGenes. The WildGenes team are providing essential science to inform conservation activities on species as diverse as desert antelopes, Siamese crocodiles, and Asian elephants. We are also custodians



David Field

of a Biobank which is essentially a scientific repository of life. This vital work is made possible by our amazing members and zoo visitors.

Edinburgh Zoo is one of Scotland's most treasured attractions, how important is heritage to the charity?

Our priority is the protection and promotion of our natural heritage, but we also value the social impact the zoo has had on so many people for over 100 years. We have seen this particularly over the last 12 months when Edinburgh fell in love with its zoo again, once people realised that it might be under threat and the special place where those very precious family memories were created could disappear. We must not underestimate the social value of our zoo.

Are there any exciting future developments or plans you'd like to share with us?

In the next couple of months, giraffes will be returning to Edinburgh Zoo. This iconic species will be so enthralling to so many people. Along with their arrival, we are launching a major support programme to protect giraffes in the wild, which are seriously threatened with extinction.

Other than your current position, what would be your dream job?

It would still be with animals, of course. Perhaps working with stray dogs and cats making their lives better.

Outside of business, what is most important in your life?

Probably my own two cats, Penelope and Florence. And butterflies!

WELCOME TO OUR NEW MEMBERS



Richard welcomes Denise Coffey from Shout! The Scottish Music Experience



"In joining the Edinburgh Chamber of Commerce we wanted a place where we could meet and engage with like-minded businesses, and discuss how we might be able to support one another. We're looking forward to the networking events and participating in the various training sessions the chamber puts on." Svein Clouston, Strategy Director, Rationale



Richard welcomes Kenneth Morrice and Derek MacFeate from MM Search

Alba Lock & Safe

Banshee Consutancy

Creative Summit

Evolution (Electronic Security Systems Ltd)

Exporter Services Limited

Fazenda Rodizio Bar and Grill

Hilton Edinburgh Carlton

InterContinental Hotels Group

Jones Lang LaSalle

MacRoberts LLP

Mattioli Woods plc

MM Search

Novotel Edinburgh Centre

Production Bureau

Rationale

Scottish Historic Buildings Trust

Shout! The Scottish Music Experience

STV Group plc

The Green Team (Edinburgh and Lothians) Ltd

The Royal Society of Arts (RSA)

Trade Advisers

Udrafter Ltd

Would you like more information on joining the Chamber?

Membership prices start at only £25.80 per month. Please contact us for more information.

Richard Ellis Head of Membership, Richard.ellis@edinburghchamber.co.uk

Why does Edinburgh need a flexible future?

We recently launched our 2021 spring flexibility tender, seeking 1.4GW of flexibility services across our two electricity distribution licence areas covering Central and Southern Scotland and Merseyside, Cheshire and North Wales.

We have already secured 193MW of flexibility services as a result of previous tenders launched in 2019 and 2020.

But what is flexibility and why is it important?

Essentially, it's where we pay a third party to operate their assets in a way that can benefit the network. We're contracting with all sorts of flexible resources; such as generators, storage providers, aggregators of domestic low carbon technologies (LCTs) and even suppliers. Under these arrangements, we'd ask them to either lower or increase their use depending on the needs of the network, to allow us to free up capacity for use elsewhere or to utilise excess generation.

The needs of our customers and communities are constantly changing, so the requirements of our electricity network are too. We're forecasting more and more constraints as a result of the uptake of LCTs such as electric vehicles and electric heat pumps, particularly during periods of high demand. Flexibility therefore provides an agile, smart means of balancing our network to solve the challenges we face.

And whilst there are clearly benefits for us, there are also benefits for our customers in Edinburgh too. By deploying flexibility, we're able to defer or avoid costly reinforcement, thus minimising the impact on consumer and business energy bills. And for those Edinburgh businesses providing flexibility, it can represent a valuable new revenue stream.

“As we shift our focus to the green economic recovery and our continued efforts to help the UK, Scottish, Welsh and regional administrations achieve those ambitious net zero targets, finding smarter ways to manage our network is ever more critical.”



As we shift our focus to the green economic recovery and our continued efforts to help the UK, Scottish, Welsh and regional administrations achieve those ambitious net zero targets, finding smarter ways to manage our network is ever more critical. That's why we recently signed up to the Edinburgh Climate Compact, alongside other firms, to help Edinburgh in achieving its target of becoming a net zero city by 2030. We recognise we are stronger together than the sum of our parts, so supporting city-specific initiatives like this has the opportunity to drive real impact on a wider scale for our country.

Ofgem, our regulator, views flexibility as the primary means for addressing constraints, and we know it's a critical part of our network of the



future – particularly throughout the RII0-ED2 price control period from 2023 – 2028.

The flexibility market is developing at pace and is a clear means of maximising network utilisation. That's why we were delighted to join forces with other UK DNOs to launch the Flexible Power platform last year, to help streamline the process for providers and ensure consistency across the market. Flexible Power is a platform that provides us with the ability to simply and readily utilise the flexibility contracts we have, from scheduling resources, to dispatching services and settling any monies due. You can check it out here. Truly collaborative efforts like these remove barriers for market participants and make it easier for them to access flexibility opportunities in Edinburgh and further afield.

It's also the reason one of our flagship innovation projects is focused on flexibility too. Our Network Innovation Competition (NIC) funded FUSION project is trialling local demand-side flexibility to test the effectiveness of the Universal Smart Energy Framework (USEF), which is already being implemented in Europe. Whilst not widely used in the UK thus far, USEF provides a standardised approach for the trading and commoditisation of flexibility. This means FUSION is helping us play our part in supporting the streamlining of the flexibility market.

Flexibility is a real part of what we do – a critical part of our "toolkit" for operating the system efficiently, whilst continuing to meet our customers' ever evolving needs.

Our priority is always to continue to provide a safe, reliable and resilient network for our customers and communities in Edinburgh, whilst supporting the city's decarbonisation ambitions. Given the focus on all things climate change as we look forward to the COP26 United Nations Climate Change Conference taking place in Scotland later this year, it's a timely industry development to be a part of.

To find out more about SP Energy Networks, our flexibility work and how to participate in our tenders, contact David Climie, Edinburgh District General Manager, SP Energy Networks via David.Climie@spenergynetworks.co.uk

Balfour Beatty, Building a Better Future in Dalgety Bay

Balfour Beatty is delighted to have been awarded the contract to undertake remediation works at Dalgety Bay which will remove radioactive particles from the beach.

The remediation plan, to which the MOD has agreed voluntarily, involves the removal of contaminated particles from the beach through a screening process, the installation of geotextile materials and a rock barrier to prevent any further particles resurfacing and the reinstatement of suitable material back to the bay area.

Alongside the remediation works, Balfour Beatty will construct a replacement jetty and slipway for use by the Dalgety Bay Sailing Club.

Balfour Beatty will also work closely with the local community to create a diverse and bespoke social impact plan. This will focus on educational engagement and look to provide opportunities in employment, skills development and volunteering. Our Community Investment Team are already working with the community to identify further opportunities in the Fife local authority area.

The team will be engaging with local organisations and trusts, schools and colleges as well as working with Developing the Young Workforce in Fife. The aim

is to leave a positive legacy and deliver meaningful and measurable change for the surrounding communities.

The site at Dalgety Bay held a long-standing relationship with the armed forces with Donibristle serving as a Royal Naval Air Service airfield during the First World War. Subsequently, the site was used as an aircraft repair depot before being repurposed as a Royal Air Force (RAF) training base. The base remained in use until the beginning of the Second World War in 1939 when it became an aircraft repair yard, HMS Merlin. It continued to be used by the RAF until 1959 when it was decommissioned.

Rosyth Naval Base conducted routine monitoring on the site which led, in 1990, to the discovery of sources of radium-226 on the beach. Radium-226 was once considered a useful component in the manufacture of luminescent paint. This paint was used for a number of applications including watches, clocks and aircraft instrument panels as it meant these could be read in the dark.

At that time, the recognised practice for disposing of luminescent paint was to burn



the material and bury the ashes, this was done in line with the requirements of the day. This is considered the potential source for the particles which have been identified at Dalgety Bay. Local residents have been understandably concerned about the presence of these materials on the beach at Dalgety Bay.

This project directly relates to Balfour Beatty's sustainability strategy, Building Better Futures, in which we are fully committed to reducing our environmental footprint and having a positive, sustainable impact wherever we work. Across the UK, US and Hong Kong, our Strategy sets firm 2030 targets and outlines our 2040 ambitions

“This project directly relates to Balfour Beatty’s sustainability strategy, Building Better Futures, in which we are fully committed to reducing our environmental footprint and having a positive, sustainable impact wherever we work.”



to go Beyond Net Zero Carbon, to Generate Zero Waste and to Positively Impact More than 1 Million People in line with our guiding imperative to “think global, act local”. That is why our social impact plan focusses on putting people and the environment at the centre of everything we do.

The works at Dalgety Bay will involve the removal of around 9,000m³ of material from the beach area to be screened, before being replaced. To ensure the material is thoroughly cleansed, 4,500m³ of this material will be removed in 5m² cells. While the material is removed from the beach, the team will first lay approximately 10,000m² of geotextile along the shore then cover this with 33,000t of rock armour.

The work will take place over two summer periods between April and September in order to protect wading bird species who overwinter at Dalgety Bay.

During the planning of the works, a desktop study was completed to look at how materials would be imported to the site. The use of road wagons was assessed and would have led to around 2,650 round trips over the construction period – around 22 vehicle movement per day. To mitigate disruption to local residents and reduce the projects carbon footprint, the project will instead make use of its coastal locations and utilise barges to deliver material by sea.

Each barge is expected to deliver approximately 500t of materials and it is expected that there will be in excess of 100 trips to deliver the rock armour, bed material and precast concrete required. The barges will be floated into the bay at high tide, allowed to sink to the beach as the tide recedes and then be offloaded at low tide on to the beach with materials being moved to worksite adjacent stockpiles.

In addition to the foreshore works, we are also required to demolish and replace existing sailing club slipways and jetty and replace with new structures. To achieve this, Balfour Beatty have set up a pre-casting yard in Inverkeithing to produce the required precast concrete units. Building these structures will involve in the region of 1,900 individual precast sections, varying in size from 3t to 13t in weight.

The site in Inverkeithing is located within Cruicks Quarry which has a loading jetty available which we will use to load all precast concrete sections and aggregates to the barges for transport to site. We will also transport most of the plant equipment to site from Burntisland, also by barge. By using the quarry at Inverkeithing, we will reduce disruption to residents and road users, reduce the carbon footprint of the project and provide economic growth for the local community.

TOP TIPS ON: LIVING AN ACTIVE LIFESTYLE

Name: June Peebles

Business: Edinburgh Leisure

Title: Chief Executive

If there's one thing we've learned this last year, it's that there are few things more valuable than our health and wellbeing. One of the best things we can do for our wellbeing is to be active – it improves our physical health, does wonders for our mood, boosts our energy levels, reduces stress and helps us sleep better. Indeed, because of the positive impact activity has on one's health, some clinicians refer to it as the 'miracle pill'. And it's a 'pill' that I make sure I take my daily dose of – walking, cycling, online pilates classes have helped me take care of my mental and physical wellbeing over the past year.

I'm fortunate to lead a charity that is passionate about helping people in Edinburgh lead healthier, happier and more active lives. At Edinburgh Leisure we believe (and we see) the power of physical activity – it changes lives. Which is why we are committed to creating opportunities for everyone to be active and well.

If you want to move more, but you don't know where to start, here's a few tips for living an active lifestyle:

Do something you love

Find an activity you enjoy, and it will never feel like a chore. For me, it's cycling. It never fails to lift my spirits! Edinburgh Leisure has venues throughout the city offering a variety of activities for people of all ages and stages, including swimming, golf, tennis, climbing and gyms. More information on the activities available can be found at www.edinburghleisure.co.uk.

Enjoy the outdoors

We are lucky to have so many wonderful areas of natural beauty in Edinburgh. With lighter evenings and warmer weather, now is the perfect time to step outside, feel the sun on your face and be active in the fresh air. A 10-minute walk along Portobello promenade is enough to leave me feeling refreshed!

Set a goal

Whether it's a daily step count or a new activity you want to try, set yourself a



June Peebles

target to work towards. One of the biggest reasons why people don't stick to their goals is because they are unrealistic, so making sure yours are manageable will keep you motivated and leave you feeling proud when you achieve them.

Incorporate movement into your day

Juggling all the responsibilities in our lives often leaves us with little time to be active, but irrespective of how long you've got, try to incorporate some activity into your daily routine. I always feel more energised after even a short burst of activity, so I try to do 30 minutes of pilates before work.

Edinburgh Leisure's new online classes are perfect for people who are pushed for time as they can be done from the comfort of your own home. With classes like Zumba, Bodycombat and Pilates, there are plenty of fun options to choose from.

You're not alone!

Getting active for the first time can be daunting but you don't have to do it alone. We've got sports coaches, swim teachers, gym instructors and personal trainers – all ready to help!

If you or someone you know needs an extra helping hand, we also have our Active Communities Team. Each year they support 10,000 people affected by health conditions, disabilities, inequalities and poverty to be active.

Living and working through a pandemic is not easy. The past year has been full of challenges and uncertainty. However, the easing of restrictions, the roll out of the vaccination programme and the spring weather heralds a more positive time.

Here's to happier and healthier times for us all and remember - Edinburgh Leisure is here for you!

Business Interruption is the Tenant's Risk

In a test case in January 2020, the U.K. Supreme Court determined that insurance claims for business interruption, caused by government action to manage Covid 19, are valid. However, the trigger for cover depends on the wording of the policy.

In April 2021, the High Court in England was reminded of this decision, when it considered if tenants can avoid paying rent during periods of mandatory closure, because the landlord is obliged to maintain insurance for the loss caused by interruption of the tenant's business.

Once more, the Court observed that the Covid 19 pandemic has had a massive effect on public, private and business life. That has caused questions about who should bear the financial consequences. Should tenants remain responsible for rent payments, during periods of closure?

The tenants' leases with the landlord were in industry standard terms. They argued that:

- the leases should be construed to provide that, the landlord having insurance in place, rent did not require to be paid; and the landlord should be required to recover the rent from its insurer; alternatively
- terms to those effects should be implied into each of the leases.
- if the landlord did not have insurance, that was its fault and that should not require the tenant to pay the rent.
- the obligation to pay rent was suspended during periods of enforced closure, under the doctrine of Frustration.

They said that the leases had been overtaken by unforeseeable events. The landlord said that Covid 19 was a foreseeable risk, which fell on the tenants. It pointed to SARS as a precedent.

The High Court adjudged that the cumulative effect of the government regulations and guidance was to render the opening of premises unfeasible, even if technically legal.

The Court found that the leases could not be said to require the landlord to recover rent from its insurer. The 1918 Spanish Flu had caused more deaths and in the 17th century, the Great Plague led to many more deaths and to mandatory closures. Covid 19 may be unprecedented in modern times, but it was not unforeseeable, and (perhaps with a nod to the Supreme Court), the tenants had the availability of Business Interruption Insurance to cover their losses. Physical damage or destruction was required to void paying rent due under the lease.

If an event occurs which the parties have not contemplated in their contract, it is proper to

search for their objective contractual intention and if, by the accepted rules of interpretation, nothing can be found, the rules of implied terms must be turned to. Both tasks involve determining the scope and meaning of the contract.

The leases were lengthy, standard form, and professionally drafted. They provided for all sorts of circumstances. The terms argued for by the tenants were not so obvious as to go without saying and they were not needed to give business efficacy to the contract. There was no scope for their implication.

Finally, Frustration: this doctrine provides that where an unexpected event occurs which negates the purpose of the contract, it will be discharged. Temporary impossibility must result in the agreed performance being incapable of being rendered.

The court had regard to the periods of suspension imposed by the government and the periods of the leases which remained thereafter. It also noted that the

leases provided for their renewal. In those circumstances, Frustration did not operate. And in law, there is no such thing as 'temporary frustration'.

The obligation to pay rent during the closure periods, had not become illegal by the acts of Government. It remained payable.

More widely, unless there are clear terms to the contrary, business interruption losses must be borne by the loser and its insurer, not the counterpart to the contract. Businesses should review their policies and take advice, to ensure they are covered for similar events in the future.

Ross Taylor is a construction law specialist and partner at Wright, Johnston & Mackenzie LLP.

www.wjm.co.uk



Ross Taylor



Turnberry adventures can captivate UK guests

There is a new air of optimism about 2021.

And we're definitely ready to make the most of the opportunity for a buoyant response to the challenges of 2020.

Life – much like business – can often place too much focus on progress, ambitious goals and chasing the next achievement.

Perhaps the past year or so has taught us some valuable lessons on this front. Of course, you never want to stand still and we've shown at Turnberry that improvement and investment are vital components of stability and long-term success.

As we know all too well throughout the industry, it has been a difficult time. At Turnberry, there has been very little international business – which normally makes up a high proportion of our guests in the summer months – and the stop-start nature that we have all had to contend with has been a major difficulty. Even when we were allowed to open, there were significant restrictions in place.

However, the interest in corporate golf has been amazingly successful for us. It is a fantastic way to connect with clients at a time when major sporting events are not available. It means businesses are able to stay connected with clients and associates while playing golf on one of our fabulous courses

and reaping the benefits of the sea air along the wonderful Turnberry Links.

Another real positive for us was welcoming so many UK domestic guests to the resort for the first time and for them to have the opportunity to play our golf courses or experience the extensive outdoor facilities that Turnberry has on offer as a leisure guest.

With approximately only 30% of our guests actually playing golf, Turnberry is a true luxury resort experience – among other activities, you can also kite-surf, paddleboard, shoot clays, quad bike or visit the Turnberry Stables for a canter on the beach or woodland trek. All of this comes with an abundance of fresh air and the opportunity to enjoy the surroundings while taking in the spectacular views of Ailsa Craig and the Isle of Arran.

Turnberry is seen as the premier golf resort. But there is plenty more to us and that is perhaps where some of the focus has shifted for us in recent times.

Our self-catering accommodation is another key addition in recent years with 14 renovated cottages, apartments and villas. While the nearby Ayrshire Alps (a cyclist's dream), the historic castles and the local National Trust of Scotland sites, Turnberry is a base to explore a region rich in culture and history.

This is no more apparent than our historic link to King Robert the Bruce, believed to be born at Turnberry Castle now the site of the Championship Ailsa's 9th green and of our landmark lighthouse halfway house named The King of Scots.

History is important but progress marches on. And at a cost of £4m, there is much to be excited about with the opening of the recently-renovated Turnberry Spa and the launch of EPSA's Modern Alchemy – the first time guests will have the opportunity to experience these treatments.

So is the 'staycation' here to stay for many? Although it is sometimes hard to predict trends and few could have seen what 2020 had in store, we truly believe that the trying times of the past 14 months have encouraged us as a nation to appreciate the magnificent national treasures we have on our doorstep once again.

You don't always need to get on a plane or travel thousands of miles to visit a fantastic destination and have an amazing luxury experience with family and friends.

It's all here at Turnberry on the west coast of Scotland.



Reconnecting through Culture

Most people will associate the National Galleries of Scotland (NGS) with its iconic sites in Edinburgh.

By Sir John Leighton

Director-General

Our Galleries occupy strategic positions across the city, from the Modern Art campus in the west to the Portrait Gallery at the east end of Queen Street, with our flagship, the Scottish National Gallery, positioned physically and symbolically at the very heart of the capital. Collectively, these magnificent buildings are an amazing asset but they are also in some ways a liability. Their beautiful but imposing nineteenth-century architecture can reinforce an outmoded idea that galleries are temples of fine art, reserved for those who are sufficiently culturally confident to venture over the threshold. Today we operate with a very different model in mind. We aim to be open, inclusive and to work in partnership with diverse communities. We aspire to be outward-facing and responsive to the needs and expectations of many different audiences, local, national and international.

These aims are reflected in numerous ways in our programmes and activities but they also

have a physical manifestation in two major projects in different parts of the capital. In the city centre, the redevelopment of the Scottish National Gallery is well under way and on track to be completed towards the end of next year, on time to give an extra boost to what we all hope will be the swift recovery of Edinburgh as a magnet for tourism. This project quite literally opens the Gallery out into its surroundings. The main entrance of the National Gallery moves from the congested portico of Playfair's temple on The Mound Precinct to a newly remodelled, light-filled entrance facing onto the new layout of Princes Street Gardens. A whole suite of modern galleries for Scottish art will have views over the city and, crucially, passers-by will be able to see into the building, inviting curiosity and interest.

At the same time as modernising our existing buildings in line with carbon reduction targets, we are in the early stages of developing a very different, transformative project in the north of Edinburgh. Situated on a large and currently derelict site in Granton, The Art Works will be a major new, low energy facility to house all

of the NGS collections. As with the National Gallery, this will not be a sealed off treasure chest but rather a place where anyone can explore and experience their national art collection. Our local community journey has already started and, as a key part of the Granton Waterfront development Plan, The Art Works will contribute an essential

cultural and learning element to the place-making ambitions for this deprived part of Edinburgh.

As we move out of the physical and social isolation of the past year, our cultural organisations will play a key role in helping us to reconnect as individuals and communities as well as helping us to re-establish our national and international relationships. At NGS we are determined to play our part in recovery and to contribute to the physical, mental and economic well-being of our public. We look forward to welcoming you back and if you should have any new ideas for potential partnerships or creative collaborations with NGS then we are both approachable and easy to find.

JUNE

Tuesday 22nd

Google Ads - Introduction

Thursday 24th

Job Searching techniques Masterclass – Kickstart Scheme

Thursday 24th

How to Complete Customs Import Entries

Wednesday 30th

Networking Skills

JULY

Monday 5th

Delivering Exceptional Customer Service – Kickstart Scheme

Thursday 06th

ICC – INCOTERMS® 2020 RULES - Half Day Workshop

Wednesday 07th

Introduction to Google Display Ads

Wednesday 07th

Introduction to Managing your Time at Work - Kickstart Scheme

Thursday 08th

Finance, Budgeting, and Cashflow Forecasting (for non-Finance Managers)

Thursday 08th

Introduction to Management – for team leaders, supervisors and managers

Tuesday 13th

A Beginner Practical Guide to Exporting

Wednesday 14th

Bidding to Win: How to Write Tenders & Proposals That Beat The Competition (Without Cutting Prices)

Thursday 15th

Job Interview Skills and Techniques – Kickstart Scheme

Friday 16th

Leadership Fundamentals

Wednesday 21st

Understanding Export and Export Documentation

Tuesday 27th

Customs Procedures and Documentation

Wednesday 28th

Search Engine Optimisation (SEO) - An Introduction

Wednesday 28th

Personal Branding: Creation and development of your pathway to professional success - Kickstart Scheme

Thursday 29th

Mastering Account Management

AUGUST

Tuesday 3rd

Imports: Inward & Outward Processing

Wednesday 4th

Negotiating and Influencing skills

Thursday 5th

Introduction to Business Presentation Skills – Kickstart Scheme

Tuesday 10th

LinkedIn Masterclass: The Complete Guide to Personal and Business Development

Wednesday 11th

Understanding and Developing Effective Communication Skills for Work - Kickstart Scheme

Monday 16th

Networking Skills – Kickstart Scheme

Tuesday 17th

Presentation Skills

Wednesday 18th

Project Management Fundamentals

Thursday 19th

How to Complete Export Customs Entries

Tuesday 24th

Employability Skills - Kickstart Scheme

Tuesday 24th

Supervisor & Team Leader Skills

Wednesday 25th

Digital Marketing Strategy

Thursday 26th

Methods of Payment & Letters of Credit

Tuesday 31st

Job Searching techniques Masterclass – Kickstart Scheme

Tuesday 31st

How to Complete Customs Import Entries

Ambitious renewable energy hub plans unveiled for the Port of Leith

Forth Ports has unveiled ambitious proposals for the creation of Scotland's largest and best located renewable energy hub on a 175 acre site at the Port of Leith – supporting Scotland's economic recovery and energy transition plans and the achievement of Scotland's net zero carbon emissions targets.



This £40m private investment will see the creation of a bespoke, riverside marine berth capable of accommodating the world's largest offshore wind installation vessels. The facility will feature a heavy lift capability of up to 100 tonnes per square metre (t/m²), backed up by 35 acres of adjacent land for logistics and marshalling. This will be supplemented by the upgrading of a 140 acre cargo handling site to accommodate lay down; assembly; supply chain and manufacturing opportunities. The total area is equivalent to around 100 full size football pitches.

The Port of Leith Renewable Energy Hub has the potential to:

- Make a major contribution to Scotland achieving its 2045 net zero greenhouse gases target
- Secure the Firth of Forth as the driver for Scotland's green energy transition
- Help spearhead Edinburgh's and Scotland's Covid-19 recovery plan

- Support up to 1,000 high quality, long term direct jobs and about 2,000 indirect jobs

Launching the plans, Charles Hammond OBE, Group Chief Executive of Forth Ports, said: "We are committed to playing a significant role in the renewable energy sector and, through that, Scotland's energy transition to net zero as we also tackle the challenges of Covid-19 recovery and economic regeneration. This is a pump-priming investment in logistics and marine infrastructure at the Port of Leith as we harness Scotland's natural resources for future generations and has the potential to play a significant part in our forthcoming Firth of Forth Green Port bid.

"Leith's proximity to the North Sea, which is set to become home to many more offshore wind developments, coupled with the natural deep waters of the Firth of Forth, makes this an ideal location to support not only those developments already planned, but the pipeline of projects that are sure to follow. That's why we're prepared to invest our land, our expertise and our shareholders' money

to further build and strengthen Scotland's renewables supply chain to deliver new long-term jobs. Forth Ports is committed to both help make Scotland's renewables future a reality and help it meet its carbon reduction targets."

This will be a wholly private sector investment of £40m, backed by Forth Ports' shareholders, in support of the industrial regeneration of the Port of Leith and reinforcing the role of the Firth of Forth in Scotland's energy transition. It will further underpin the position of Scotland's Central Belt as a leading area of engineering and manufacturing skills and capabilities.

With existing offshore wind farm development plans and the Crown Estate Scotland's ScotWind seabed leasing round still to come, offshore wind alone has the potential to create enough work for this renewables hub for the next 30 years. The Firth of Forth's natural deep waters and its proximity to the North Sea make it ideally suited to supporting future offshore wind farm development, both fixed and floating.

Edinburgh Chamber - supporting international business growth

According to the Wall Street Journal, China is the only major economy to report economic growth for 2020, with GDP rising by 2.3% despite the historic shock to the global economy.



We are seeing a number of well-known Scottish brands show an interest in participating in our next virtual mission to China, following our recent webinar on 'Trade opportunities in China 2021' which we held in collaboration with the British Chamber of Commerce in China.

The ECC and Edinburgh-Shenzhen Creative Exchange (ESCE) will be organising a virtual mission to Shenzhen 14-15th July with a focus on culture, arts and creative industries. The programme will include a virtual showcase event where Scottish businesses will have a chance to present their products and services to an audience of Chinese businesses. The Edinburgh-Shenzhen Creative Exchange (ESCE) provides incubator and soft landing space for the creative and tech sectors from each city.

During the lead up to the COP26 conference that will be hosted in Glasgow in November (1st – 12th), the ECC will organise a virtual mission to Copenhagen, Denmark in September, focusing on sustainability, clean tech, new energy, green finance, eco-friendly construction materials, waste treatment and circular economy. The Scandinavian nations are generally known for supporting sustainable economic development, therefore this mission could represent an opportunity for Scottish

businesses to gain and share knowledge with Danish companies around sustainability.

The international team is also planning a trade mission to Boston, Massachusetts later on this year with the aim of developing collaboration around climate change initiatives. Both the city of Boston and Edinburgh share a number of similar challenges around issues such as fairness and inclusion with similar goals on becoming carbon neutral by 2050. Having recently visited Philadelphia and the North West Pacific region, the East Coast of the US seems to be the next promising destination for an ECC trade mission.

Webinars and Virtual trade missions programme

Explore Denmark market awareness // 23.06.21 – registrations open

Shenzhen, China virtual trade mission // July 2021 – registrations closed

Copenhagen, Denmark virtual trade mission // September 2021 – registrations open

Boston, United States virtual trade mission // December 2021 – registrations to open in Q3

International training courses

24/06/2021 - How to Complete Customs Import Entries

06/07/2021 - ICC – INCOTERMS © 2020 RULES - Half Day Workshop

13/07/2021 - A Beginner's Practical Guide to Exporting

21/07/2021 - Understanding Export and Export Documentation

27/07/2021 - Customs Procedures and Documentation

03/08/2021 - Imports: Inward & Outward Processing

19/08/2021 - How to Complete Export Customs Entries

31/08/2021 - How to Complete Customs Import Entries

BCC & Chamber Customs webinar series

Thursday 22 July: Crossing continents - moving goods under transit

Thursday 9 September: Tariff free trade – global Britain explained

the BIG wheesht!



Age Scotland Corporate Challenge
16th September 2021

Age Scotland are calling on all business leaders to take part in their 'Big Wheesht' corporate challenge.

Are you a business leader in Scotland or know someone who is? Do you think you've got what it takes to "haud yer wheesht"? The charity is looking for business leaders and influencers in Scotland to 'haud their wheesht' and raise £1,000 each in silence, before being allowed to talk again.

How the money is raised is up to you. You could create a silent video promoting your challenge and Age Scotland's vital work through your social media, be sponsored to take on a number of 'extreme' challenges in silence or use your entrepreneurial skills to come up with something completely different. After a difficult period for all it could be just the challenge to provide your team with some much-needed laughter and bonding to boost team spirit and morale.

And who doesn't like a bit of healthy competition too! You'll be able to compete against other business leaders to see who can raise the money the quickest.

Over 200,000 older people in Scotland go at least half a week without speaking to anyone and older people have been arguably the hardest hit by the pandemic. £1000 raised could fund 200 friendship calls to isolated older people who need support from Age Scotland most.

Will you help us tackle loneliness and be there for older people by joining The Big

Wheesht corporate challenge on Thursday 16th September 2021?

To find out more contact Age Scotland on fundraising@agescotland.org.uk or visit www.age.scot/corporatechallenge



Name: Gordon Sayers

**Company Name:
SoConnect Ltd**

Title: Chief Operating Officer

Q In five words or less, what does your organisation do?

A IT Managed Services, Connectivity, Voice

Q How long have you been in your current role?

A 3 months

Q What does a week in your job look like?

A Back to back Teams meetings! Input on Sales, Finance and Operations and Marketing. Talking to the Team, lots. Finding out what we are doing well and praising this.

Finding out what we could do better at and improving training.

Q Your proudest moment with your organisation, or biggest 'win'?

A Proudest moment – Concluding negotiations to complete the Acquisition / Merger by SoConnect of IT Centric and subsequent successful integration of both teams.

Biggest Win – Onboarding of Renewable Energies company based in UK & North America

Q Your favourite top tip or quote in business?

A Keep things simple, always. Happy staff = Happy customers

Q How long have you been a member



Gordon Sayers

of the Chamber for and why did you join?

A 5 years (I think). Joined to meet like minded business and business owners and to explore business opportunities.

GET WITH IT

By Bill Magee

Scottish Business Technology
Writer of the Year



In the dash to move on and out of the lingering Covid-19 pandemic, it's easy to overlook the importance of corporate social responsibility when mapping out the future digital direction of a business.

Digital and CSR don't just co-exist, they are inextricably linked towards commercial success. Or should be. Unless an organisation remains entirely fixated on the financial bottom line.

One thing is clear. Coming out of the pandemic has seen an accelerated consumer expectation that requires all of us to operate with a much stronger localised social conscience.

CSR doesn't work in a vacuum and often goes well beyond having a local relevance with such community-minded action regularly achieving a global resonance.

That said, such initiatives involving local communities and suppliers are on the increase

especially through adoption of the partnership approach with all stakeholder groups.

Take Drake Music Scotland. Since last visiting this organisation, based on the outskirts of the Capital, they've been judged Scotland's SCVO Charity of the Year, and like every charity rely on CSR support.

Since 1997, DMS has built up an extensive body of specialist knowledge and expertise in the use of inclusive and adaptive technologies enabling disabled folks of all ages to communicate through music.

Drake's commitment is based on supporting participants to take part in musical activities and tuition on an equal basis with other musicians continuing to build their skills to whatever level they aspire.

It's all about discovering the best way for each individual taking part to have as much independent control as possible of their



instrument, or instruments, to play with expression and develop their creativity.

Final word from musician Rhona Smith: "Being able to perform has fulfilled my biggest dream.. it makes me feel equal to my able-bodied peers who also play music." DMS patrons include The Proclaimers and Dame Evelyn Glennie.

Edinburgh College's role as a pillar of the community

For more than 50 years, Edinburgh College (and its legacy institutions) has been providing life-changing education and training to people across Edinburgh, the Lothians and beyond.



By Audrey Cumberford MBE FRSA
Edinburgh College Principal

From Leith Nautical College to Jewel and Esk; Stevenson and Telford Colleges, through to the present-day Edinburgh College – hundreds of thousands of students, across generations, have passed through the doors of the college's four campuses over the past five decades and, more recently, its virtual doors.

With campuses in each corner of the city (Granton, Midlothian, Milton Road and Sighthill) the college acts as a pillar to its local communities, providing not only education and training opportunities for people and businesses in the region but spaces for groups and partners to bring people and communities together as a collective.

The college works with partners across the city and wider region to improve prospects for people of all ages and it boasts a wide range of alumni that have gone on to achieve worldwide recognition and success.

Prior to the national lockdown early last year, the College celebrated 50 years of its Sighthill Campus (formerly Stevenson College) with a Civic Reception hosted by the Rt.Hon. Lord

Provost of the City of Edinburgh, bringing together former students and staff, as well as Deputy First Minister John Swinney, to mark the occasion by sharing stories and memorabilia. The celebration was a poignant and timely moment for the Edinburgh College community to reflect on its history and look to its future.

Today, the College delivers education and training to over 26,000 students, offering more than 700 courses across its four campuses – Granton, Midlothian, Milton Road and Sighthill - as well as at outreach centres and online distance learning. Around 1,300 staff are involved in the delivery of education and training across four faculty areas – Creative Industries; Engineering and Built Environment; Health, Wellbeing and Social Sciences; and Tourism, Hospitality and Business.

Throughout the coronavirus pandemic, the College has strengthened its foundations as a pillar of its communities through staff and student projects supporting those most in need – teaming up with local charities to provide meals for the vulnerable, donating sanitary products to local foodbanks, caring for

Audrey Cumberford



the children of key workers, and making face coverings for members for local people.

As well as supporting people, the college continues to evolve and grow to reflect the changing landscape of the city and is currently playing an integral part in key projects including the Edinburgh and South East Scotland City Region Deal, Edinburgh St James Quarter and Granton Waterfront Development.

Through introducing new offerings such as Skills Boost and Accelerator courses, designed to deliver skills to people and businesses that have been impacted by the economic downturn caused by the pandemic, Edinburgh College is providing new opportunities and is ready to throw welcoming (socially distanced) arms around its communities once again.

Engaging Edinburgh's citizens through culture

The last year has been like no other. When the pandemic took hold last March we had to adapt council services quickly and decisively as restrictions were put in place to keep everyone safe. For many of us, it has completely changed the way we live and work.

Edinburgh as the vibrant cultural capital had to make huge changes with the cancellation of the festivals as we knew them and the closure of our venues. It may have seemed to some that nothing was happening behind the locked doors but this was far from the case.

Organisations and businesses across the city have adapted brilliantly to new ways of working and our Museum & Galleries service had to do the same. The team were very innovative when they went virtual, creating online versions of exhibitions, digital lectures, podcasts and educational programmes that parents and teachers could use at home.

Our museums team linked in with schools, with officers running live, weekly art sessions with primary schools to support at home learning. These art sessions were inspired by paintings from the City Art Centre as well as our Edinburgh museum collections such as the Museum of Childhood which encourage children to discuss artworks and objects and get creative by taking part at home.

The service also delivered an impressive 74 events online including a series of lectures covering topics from addressing the Legacy of Slavery and Ghosts of Edinburgh Women Who Chose to Challenge for International Women's Day, watched by over 6000 people.

We were also able to do digital versions of diverse events such as visually impaired tours, BSL signed tours as well as dance, music and choir streams bringing people together from home.

When lockdown is lifted and we have access to the 'real' and no longer have to make do with the 'virtual', I think there is opportunity for a balance between the two. We certainly can't wait to welcome visitors back but we've seen that our digital space can be special in its own right and can reach even wider audiences. Our collections are world class and stimulate interest in all corners of the globe. Participation in culture is the right of every citizen and tough nothing could ever replace our physical venues the digital has opened up new possibilities.



Cllr Donald Wilson

Last month it was announced that Museum & Galleries Edinburgh will receive a total of £55,125 from Museums Galleries Scotland's COVID-19 Development Fund to help create the service's first Digital Engagement Strategy - supporting and building on the work done during the pandemic to keep connected with local communities and virtual visitors from across the world.

During lockdown, our digital channels have been the primary way we've been able to engage with our audiences. Although forced into this situation by the pandemic, we have seen the many benefits and long-term opportunities for this work and are excited to explore what we can do going forward.

Our Festivals too, are planning for their

return. It would be an understatement to say 2020 was extremely tough for our festivals and events sector. As we look ahead to this summer, we will continue to do all we can to support the sector and its recovery as safely and as quickly as possible. We continue to work with our event and cultural partners and have been impressed by the resourceful resilience displayed by them throughout the crisis. It's no surprise that they will be creative in their approach and will make sure Edinburgh remains the festival city.

Culture can sometimes be seen as an option or of secondary importance. The pandemic though disastrous for the sector has at least given people a clearer understanding of the vital and central role cultural engagement plays not solely economically but in terms of the health and wellbeing of every citizen.

Edinburgh Futures Institute – Navigating the future

You may have a connection with the Old Royal Infirmary on Lauriston Place. It's one of those iconic pieces of architecture that anchor our city. Perhaps you visited as a patient before it closed in 2003, perhaps a family member was born there, or worked there, or perhaps you simply pass it when crossing the Meadows.

The University of Edinburgh is refurbishing this historic site in order to open the doors to a new civic space. One that will feature spaces and opportunities that are open to all of Edinburgh and beyond. The Edinburgh Futures Institute will create new partnerships and initiatives and offer a pioneering approach to education and research with multi-disciplinary, challenge-focused creation at its heart.

This major strategic initiative of the University of Edinburgh has received significant investment by the University and the Data-Driven Innovation Initiative, part of the City Region Deal. EFI's first major programme is focused on the challenges and opportunities posed by the revolution in data, digital and artificial intelligence and creating future-proofed educational opportunities and skills to our region and communities.

EFI will be a global centre for multi-disciplinary, challenge-based research, teaching and social impact. The biggest challenges that the world faces are complex and interconnected. Solving them requires multiple perspectives and solutions. EFI's approach brings the arts, humanities and the social sciences into contiguity with data science, natural sciences and with medicine – to co-create deeply interdisciplinary models.

Data-driven focus

We are working with organisations across key sectors to support and enable economic

and societal recovery and growth through data-driven innovation and data skills development.

EFI will help to transform the application, governance and benefits delivered from the use of data. We will do this by bringing together a range of academic disciplines, organisations and sectors including financial services, cultural industries and the public sector, that are dealing directly with these challenges.

We are already working with a wide array of stakeholders in the local community including Edinburgh businesses, entrepreneurs and organisations. Even before we open our physical doors, EFI is creating a vibrant space where ideas, people and opportunities converge, bringing insight, innovation and new partnerships to the fore.



Support for a digital workforce

EFI is also already ramping up our education and training offer. With a suite of postgraduate degree programmes launching in autumn 2022, our first tranche of students will benefit from fully flexible online and in-person tuition and learning that embeds the acquisition of data skills across curriculum.

EFI and the other DDI Hubs are rolling out a range of exciting new short courses that support sectors key to Edinburgh's economy and post-COVID recovery. Focussing on data skills and workforce development - as well as offering opportunities to develop in professional and industry skills and expertise - all courses included fully funded places for eligible applicants.

Opportunities & Upcoming Events

A range of short courses, masterclasses and events offer access to free or subsidised places for eligible applicants and support sectors critical to Edinburgh and the wider Scottish economy and workforce.

Digital Influence - Methods, Insights and Impact

Develop resilient influencing strategies, use new analytical methods and tools, assess influence and its value to your organisation or project.

Starts 17 June, register now: <https://efi.ed.ac.uk/digital-intelligence-influence-lab/short-course-methods-insights-and-impact/>

Data Skills Workforce Development courses

This portfolio of short, standalone courses is designed to enable employees to upskill or working professionals to reskill through online or blended learning in the area of digital data. A range of courses are available with access to fully funded places.

Find out more: <https://www.ed.ac.uk/bayes/about-us/our-work/education/workforce-development/courses>

EFI's TravelTech for Scotland helps Scottish tech organisations and travel and tourism businesses connect. The initiative is helping meet the urgent needs of tourism businesses restart and recover right now. Upcoming Traveltech events include

25 June Collider: Keeping Promises: Responsible and Sustainable Tourism in Scotland (<https://www.eventbrite.co.uk/e/collider-keeping-promises-responsible-and-sustainable-tourism-in-scotland-tickets-158478705073>)

23 June The Tourism Society's Big Themes in Tourism: Joshua Ryan-Saha, Director of Traveltech for Scotland (<https://www.eventbrite.co.uk/e/big-themes-in-tourism-joshua-ryan-saha-director-of-traveltech-tickets-151947409793>)

When our doors open we look forward to welcoming all of Edinburgh to the Futures Institute – join our mailing list and check out events, courses and opportunities and keep in touch. (efi.ed.ac.uk/events-overview/subscription/)

Scheme praised for preparing industry's next generation of talent

Graduate Employability Masterclasses have been commended as invaluable to creating the next generation of graduates launching their career in the life sciences sector.

Edinburgh Students Participate in 2021 Life Science Industry Graduate Employability Masterclasses.

Over 90 life science students from Edinburgh, Heriot-Watt and Edinburgh Napier Universities recently came together to participate in a series of employability masterclasses led by industry experts, to follow the commercial pathway that a product takes from the initial idea through to the marketplace. Delivered online, each of the three masterclasses was led by two companies and involved presentations focused on specific aspects of the product lifecycle, interactive exercises based on real-life industry scenarios and opportunity for discussion. Presentations from LifeArd, Medannex, Medicines Manufacturing Innovation Centre (MMIC), QMS Pharma, GSK, Charles River and Life Science Marketing Academy were followed by collaborative working in order to reach creative solutions to real life challenges.

The scheme was originally developed by the Glasgow Economic Leadership (GEL) Life Sciences Skills Theme group in 2014 in partnership with Skills Development Scotland (SDS). In 2020 and as part of the Life and Chemical Sciences Skills Investment Plan, the Scottish Universities Life Science Alliance (SULSA), in partnership with the Scottish Universities Chemistry Pool (ScotCHEM), joined the fold. The Research Pool's established networks across universities and the Scottish Innovation Centres enabled this scheme to grow significantly this year.

In 2021 the scheme has been delivered across 12 universities in Scotland, with 30 companies in total delivering invaluable insight and knowledge to over 200 students a week over eight weeks. The scale up of this scheme has come at a time of need, with the growth of the Life and Chemical Science sectors in Scotland and the far-reaching impacts of COVID-19.

Dr Deborah O'Neil OBE, CEO of Novabiotics, said:

"It's vital that the next generation of Life Science graduates can apply context to their training as it might apply to the wealth of functions of, and roles within the industry.

"The Masterclass Programme provides for exactly that, with exposure to a diverse range of businesses and individuals. The 'real world' examples and case studies across the life



cycle of product development offer invaluable insight for students as to how the sector actually works."

Despite the challenges from COVID-19, technology has ensured that students, universities and businesses have continued to collaborate and stay connected.

Lindsay Adams, Careers Consultant at Heriot-Watt University, said

"Students were both inspired and reassured as a result of increasing their knowledge and understanding of the diversity of opportunities and the wide range of companies operating within the life science sector. The programme has given our students new and valuable insights into the different roles and career pathways alongside developing their business and commercial awareness.

Participating in the workshops provided a fantastic opportunity for students to experience typical industry projects whilst networking with life science professionals and working collaboratively with students from other universities."

Amina Sternkopf, who is in her third year studying a BSc Anatomy and Development at the University of Edinburgh, said:

"The industry masterclasses have given me a detailed and otherwise unexperienced insight

into what life working in industry could look like. The students were faced with real-world challenges during the masterclasses, which fostered teamwork and a free flow of thoughts.

"Although it may seem intimidating at first, all the industry representatives were very helpful. I can recommend this course to any biological and biomedical sciences students looking at starting a career in industry."

Kevin Moore OBE DSc, Chair, Graduate Employability Masterclasses, said:

"When we are all facing challenges from COVID-19, it is refreshing and exciting to see industry, universities and students coming together online to support the up-and-coming talent.

"As I come to the end of my career in Life Sciences in Scotland after 50 years, I am hugely encouraged to see we have a genuine skills asset coming through our universities to ensure long-term sustainability of our growing sector in Scotland."

Find out more:

For further information about the Masterclasses and how to apply to the 2022 programme, please contact Allison Dun at the Universities Life Sciences Alliance Alison. Dun@glasgow.ac.uk

The Creation of the Non-Cyclist Cycling Community

A new community of bike users was created in 2020, they were a bit wobbly on their wheels, but they soon grew confident and out of this came the non-cyclist cycling community. A group of people who rekindled their love of cycling during lockdown.

Centre to Edinburgh's cycling explosion was the Edinburgh Cycle Hire Scheme creating an easy to use, non-committal way to try a bike again. As quickly as toilet rolls and pasta became a diminished commodity, so did bikes and bike parts. The scheme saw demand soar with people unable to purchase a bike of their own. In one day alone in the summer of 2020, 1,438 people used the scheme.

In 2020 they took an astonishing 234,500 trips, compared to 124,000 the previous year. They cycled a thigh-burning 1,052,161kms, that's to the moon and back with kms to spare. This new interest has not waned with over 800 trips made during an uncommonly warm Spring day this year, and 2021 trip numbers almost hitting the 40,000 mark so far.

The scheme provided a much-needed sense of freedom in a time of restriction. Feeling your head clear of the stresses of working from home, trying to educate your children, or caring for loved ones became a regular fixture for people. For key workers it became their new transport, and during 2020 and 2021 the scheme, along with Sustrans has gave out 500 free four month passes to NHS workers.

This new type of community needs to be encouraged and supported as we ease out of the restrictions and resume a greater normality. It's encouraging to see at a political level that all parties have a commitment to improving active travel in Scotland. For cycling, and in particular bike share, this must ensure that funding can flow into the right projects easily to maximise opportunity that in turn provides access to bikes to all.

“Cycling is in our heritage with the first pedal bike credited to Dumfriesshire blacksmith Kirkpatrick Macmillan (born 1812). It is speculated that in 1842 he was fined five shillings for causing injury to a young woman who happened to get in his way on a bike trip to Glasgow. Perhaps Scotland's first 'boy racer'.”



Post Covid some things will remain the same, people will need to use a bike share scheme, like Edinburgh's to go about their day. There will be people who will live in housing where bikes cannot be stored, there will be people who cannot afford the financial outlay of purchasing a bike, and there will be people who simply want to use bikes for fun without the commitment.

Cycling is in our heritage with the first pedal bike credited to Dumfriesshire blacksmith Kirkpatrick Macmillan (born 1812). It is speculated that in 1842 he was fined five shillings for causing injury to a young woman who happened to get in his way on a bike trip to Glasgow. Perhaps Scotland's first 'boy racer'.

It is difficult to find an argument against bike share schemes. They are now so popular and embedded in cities across the UK and Europe that for somewhere not to have a scheme seems like a step backwards in a journey to improve our health and the environment.

We shouldn't turn our back on our cycling heritage, but I think we can all agree on one thing, lycra cycling shorts can be left where they belong, in 2020 with zoom quizzes and home haircuts.

We thank our Partners for their continued support of the Chamber.

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Steven Carr



Tara Cater

Workspace provider Clockwise Offices has a new management team at its Leith location.

Steven Carr joins as General Manager from a background in managing commercial properties across East Scotland.

Tara Cater joins Steven as Assistant Manager from hospitality, most recently a Sales and Events role at the Balmoral Hotel.

Clockwise has been at the forefront of the changing nature of work as a result of the pandemic, responding to the rising trend for more local and flexible workspaces. The new appointments mark the growing confidence in the sector and the demands of a new agile working model as this becomes the norm for many businesses.

Supporting Scottish businesses to restart, rebuild and recover

As businesses across Scotland continue to restart, rebuild and recover, Royal Bank of Scotland, Local Enterprise Manager for Scotland East, Mandy Bailey will be supporting businesses across the region in their growth aspirations.

"As a Local Enterprise Manager and Women in Business specialist, I typically deal with businesses from Start-up to £2million turnover. I work with customers in collaboration with our wider Enterprise and specialist banking teams to provide solutions to key challenges SME businesses are likely to face. At Royal Bank of Scotland we are committed to providing opportunities and removing barriers for those who have traditionally faced the highest barriers to entry.

We know it's been an incredibly challenging time but as we look to the future it's vital we collaborate with our local partners to



Mandy Bailey

provide much needed support. We have wealth of support for businesses from our free business support tool, Business Builder, wrap-around events and Growth Acceleration hubs and I look forward to supporting businesses in the region.

"To find out more you can speak to me or also visit: <https://www.business.rbs.co.uk/business.html>."

<https://www.linkedin.com/in/mandybaileyrbs/>

"I work with customers in collaboration with our wider Enterprise and specialist banking teams to provide solutions to key challenges SME businesses are likely to face."



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