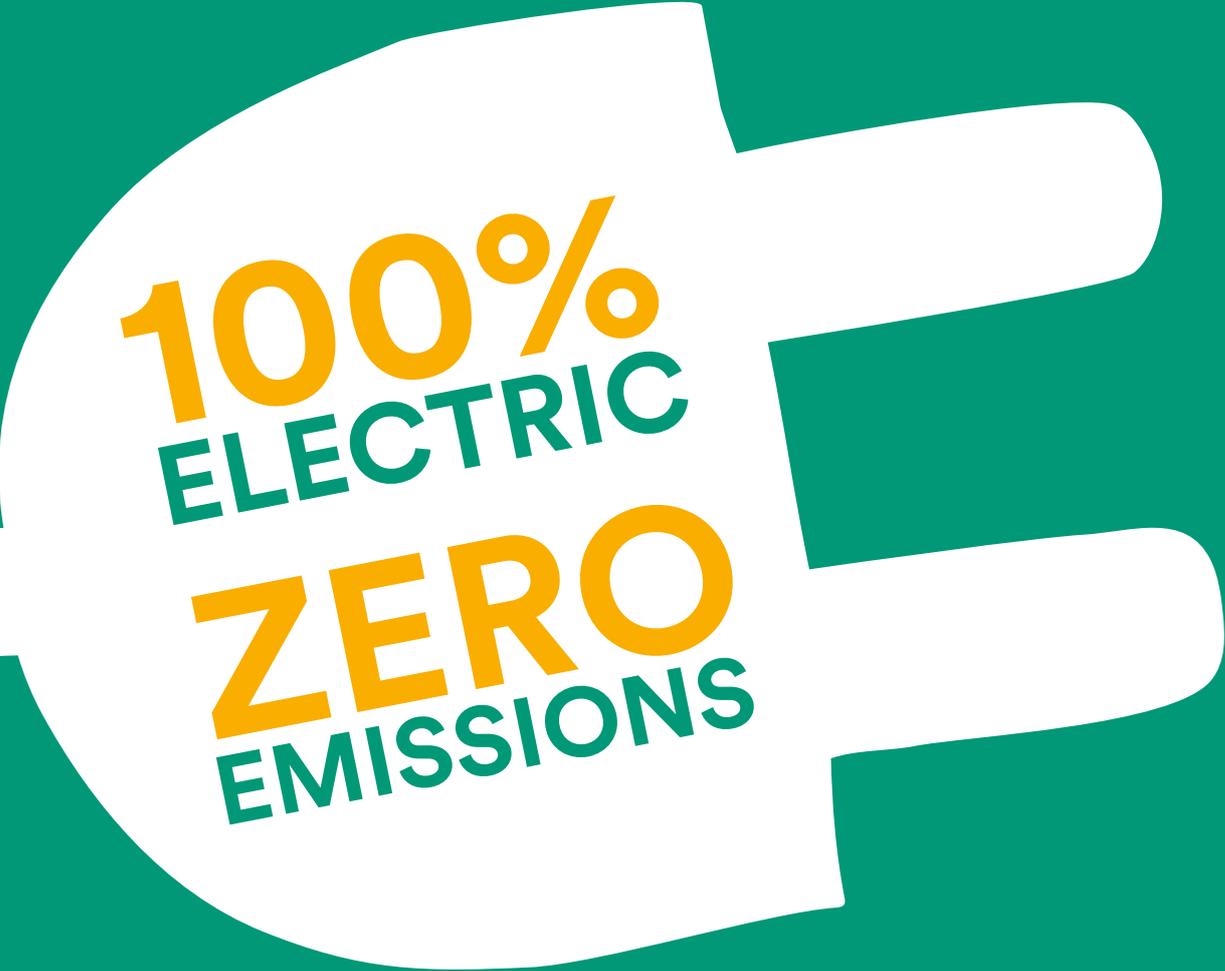


Business Comment

APRIL/MAY 2022

Connectivity & International Trade



100%
ELECTRIC
ZERO
EMISSIONS

We're committed to playing our part in delivering more sustainable, **greener communities** across Scotland. We aim to have a zero-emissions bus fleet by 2035, and to become **net zero** by 2050.

Plan your journey at stagecoachbus.com, or find out more about corporate ticketing options at stagecoachsolutions.com.

Connectivity & International Trade

Welcome to Business Comment, which has a theme of Connectivity and International trade.

Edinburgh is a global city and has aspirations post-pandemic to build on that status. It is essential that, as Scotland's Capital, Edinburgh continues to be the gateway to Scotland, bringing visitors, trade and culture that helps enrich all our lives.

While businesses are facing a whole raft of challenges – from soaring energy costs to skills shortages exacerbated by Brexit – there is no doubt that for many sectors the Covid 19 pandemic was an existential crisis.

One of the sectors hit hardest was aviation. In this issue, Gordon Dewar, Chief Executive at Edinburgh International Airport, talks us through the huge challenges facing the sector, the opportunities that do exist and the need for the sector to receive greater support in terms of policy-making and strategic thinking. International routes bring international trade – the statistics are stark – and if we are to be a global city we need an aviation strategy at a national level for Scotland.

Our arts and culture sector was also devastated during the pandemic, but innovative as always our festivals found new ways to reach new audiences, albeit mainly through digital means. As things begin to open up again for this economically, culturally and emotionally essential sector we

hear from Roy Luxford, Programme Director of our world-renowned Edinburgh International Festival, about the value and power of the city's festivals and cultural offering when it comes to our place on the world stage.

Elsewhere, Alan Laidlaw Chief Executive at the Royal Highland and Agricultural Society of Scotland, reminds us also that the Royal Highland Show also went "online" during the pandemic, reaching 23million viewers from 100 countries around the globe.

A host of other articles show how important it is that Edinburgh remains a city that looks outwards to the world, and that the world looks to us as a place to visit, and to do business. To stay special, we need to stay connected.

Enjoy the magazine



Liz McAreavey
Chief Executive,
Edinburgh Chamber
of Commerce

18

"Every new beginning comes from some other beginning's end."



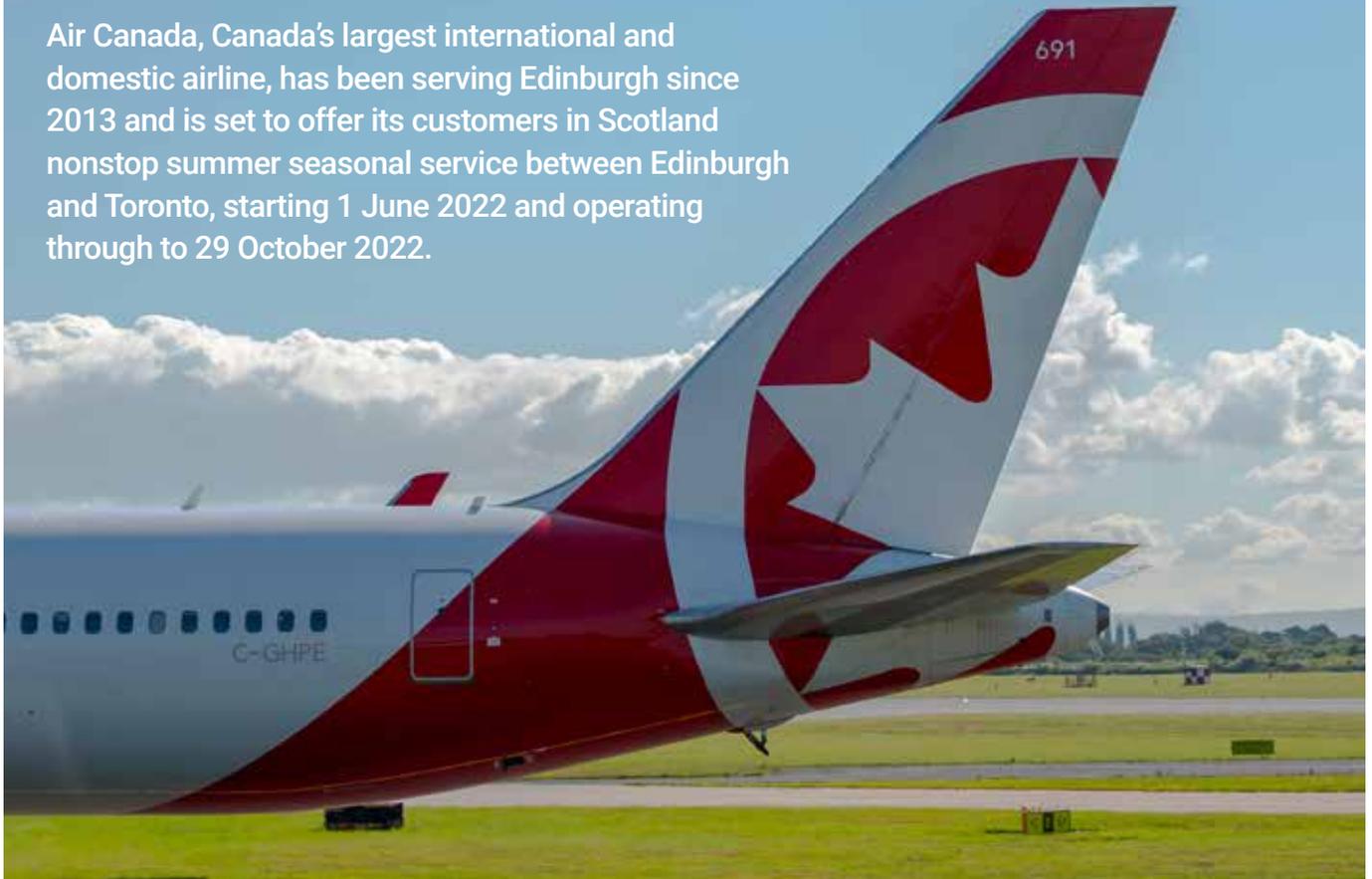
20

Edinburgh International Festival celebrates 75 years of bringing world cultures together

Chamber News	04
Corporate View	05
Opinion	06
Chamber News	08
Opinion	10
New Members	12 13
Top Tips	14
In the Spotlight	15
In Conversation With	16
Special Reports	18 21
Policy Update	22
60 Seconds Get with IT	23
Chamber Partners	24 29
Chamber Training	30 31
International Update	32
Newcomers	34

Take Off from Scotland with Air Canada

Air Canada, Canada's largest international and domestic airline, has been serving Edinburgh since 2013 and is set to offer its customers in Scotland nonstop summer seasonal service between Edinburgh and Toronto, starting 1 June 2022 and operating through to 29 October 2022.



Air Canada will offer a 6-times weekly nonstop service between Edinburgh and Toronto (4-times weekly in October) operated for the first time by Air Canada mainline with state-of-the-art, Boeing 787-8 Dreamliner aircraft, accommodating 255 passengers, with a choice of three classes of service: Economy, Premium Economy and Air Canada Signature Class which features lie-flat seating. Services between Scotland and Canada are timed to optimise connectivity to Air Canada's extensive North American network, including 46 airports in the U.S.

The onboard customer experience will include complementary inflight entertainment at every seat, complimentary beverages, menu items curated by Air Canada's Chef Jérôme Ferrer and the option to purchase onboard wi-fi. All flights provide for Aeroplan accumulation and redemption and, for eligible customers, priority check-in, Maple Leaf Lounge access, priority boarding and other benefits.

"This is very exciting news for our customers in Scotland who can start planning their next trip

to rediscover Canada. Air Canada has a long and proud history of serving Scotland, with our first flight arriving in Prestwick in 1943," said Stephen Gerrard, Air Canada General Manager Sales, U.K. and Ireland. "Our non-stop flight between Edinburgh and Toronto will provide our customers in Scotland with a direct link to Canada and beyond, as countries reopen and border measures ease around the world for vaccinated travellers."

Customers in Scotland can enjoy easy access to some of Canada's most scenic and exciting tourism destinations and take advantage of Air Canada's growing network, which has been built to conveniently increase connectivity to and from global destinations via its Toronto, Montreal and Vancouver hubs. When combined with the networks of its Star Alliance partners, the airline can offer customers easy access to destinations worldwide.

In addition to the upcoming service between Edinburgh and Toronto, from 1 May 2022, Air Canada will offer daily nonstop service from London Heathrow to Toronto, Vancouver,

Montréal, and Calgary, as well as a daily nonstop service between Dublin and Toronto. The airline will also resume flights between London Heathrow and Halifax, starting 1 May 2022, Manchester and Toronto, starting 1 June 2022, Dublin and Montreal, starting 2 June 2022, as well as Dublin and Vancouver, starting 3 June 2022.

Air Canada is the only international network carrier in North America to receive a Four-Star ranking from the independent U.K. research firm Skytrax, which in 2021 also named Air Canada as having the Best Airline Staff in North America, Best Airline Staff in Canada, Best Business Class Lounge in North America, as well as an Excellence award for its handling of COVID-19. In January 2021, Air Canada received APEX's Diamond Status Certification for the Air Canada CleanCare+ biosafety programme for managing COVID-19, the only airline in Canada to attain the highest APEX ranking.

Forging Connections through Transnational Education



Transnational Education is a real success story for Higher Education providers in the UK.

By Dr Theresa Cronin

Senior Lecturer - Queen Margaret Business School

According to the latest data from the UK Government, Transnational Education has doubled in value since 2010. In 2019 TNE activities delivered £2.19 billion to the UK economy, with Higher Education delivering £690 million of this figure.¹ More recent data from Universities UK International, suggests that TNE continues to grow across the UK, and in 2020-21, more HE providers than ever before participated in the delivery of Transnational Education. 162 different institutions provided Higher Education opportunities for more than half a million students studying in 225 countries and territories across the globe.²

In Scotland, 17 out of our 18 Universities offered Transnational Education programmes in 2020-21, and of those, the four largest providers are based in Edinburgh. Between them Heriot Watt University, Napier University, Queen Margaret University and the University of Edinburgh provided places for just over 60% of TNE students choosing to study with a Scottish University.³ However, the true value of Transnational Education cannot be measured in purely financial terms. Instead, we need to understand how the internationalisation of Higher Education impacts local economies and communities, and on the personal and professional outcomes of individual students.

Evidence suggests that TNE can work to address skills gaps in host countries and help to future-proof local industries through the provision of high-quality education. It may also help to attract international business to these areas through the development of a skilled graduate workforce with an international

outlook, and often, significant language skills. The impact on local economies can therefore be both significant and sustained. In addition, the training and support offered for staff at TNE partner institutions work to strengthen the local Higher Education systems.

TNE programmes may also address a lack of appropriate educational provision in a local area, but more importantly, they offer students who would not otherwise be able to afford the costs of living and studying in Edinburgh, the opportunity to undertake a high quality programme within their local community. The delivery of Transnational Education therefore enables Scottish Universities to actively support United Nations Strategic Development Goals, by helping to 'ensure inclusive and equitable quality education and promote lifelong learning opportunities for all'.⁴ This is supported by data from the Higher Education Statistics Agency (HESA) which shows that 62% of UK TNE provision is offered in less-developed countries.⁵

Scottish Universities may be rightly proud of the success of TNE and its positive impact on local communities and for millions of individual students across the world. However, this success comes at a very specific moment in global history. The rise of the Black Lives Matter movement, and recognition of the disproportionate impact of COVID 19 on the most vulnerable has reinvigorated debates about the nature and content of the programmes we deliver. Specifically, the question of how academic disciplines have been shaped by colonial history, and how this might impact on individuals and communities.

This call to 'decolonise the curriculum' is particularly pertinent in the context of Transnational Education, where the majority

of students undertaking a Scottish TNE programme are doing so within countries and territories formerly colonised by the UK.⁶ Scottish Universities are rising to the challenge, interrogating the extent to which our curricula might marginalise those students we are working so hard to reach and to welcome within our programmes.⁷ But more needs to be done.

The success of TNE rests on the quality of the connections we forge with others, the meaningful personal and professional relationships we build across national divides, and the work we do to bridge cultural differences and promote mutual understanding and respect. For this reason, it is not enough for Universities to look only at the content of their curricula. The decolonisation project must consider how our practices as a whole might work to privilege certain ways of working and overlook knowledge and experience that might positively enhance our TNE provision.

If we are to look forward to the continuing growth of TNE in the future, it is imperative that we work to ensure that we fully understand and meet the needs of our global student body, and that we make space for the diverse voices and perspectives of our colleagues across the world.

References

1. HM Government, (2021). UK revenue from education-related exports and transnational education activity, Calendar Year 2019 [online] Available at: <https://explore-education-statistics.service.gov.uk/find-statistics/uk-revenue-from-education-related-exports-and-transnational-education-activity/2019> [Accessed 2nd March 2022]
2. Universities UK International, (2022). UUKI Insights: The Scale of UK Transnational Education, [online] Available at: <https://www.universitiesuk.ac.uk/universities-uk-international/insights-and-publications/uuki-insights/scale-uk-transnational-education> [Accessed 2nd March 2022]
3. Universities UK International, (2022).
4. United Nations, Department of Economic and Social Affairs, (2021). The 17 Goals, [online] Available at: <https://sdgs.un.org/goals> [Accessed 2nd March 2022]
5. Ilieva, J., Tsiligkiris, V., Killingley, P. and Brandenburg, U., (2021). Local impact of transnational education: a pilot study in selected European Union countries. London, British Council
6. Ryan, G., (2022). Scale of UK Higher Education Transnational Education 2018-19: Scottish providers trend analysis of HESA data. London, Universities UK International
7. The Quality Assurance Agency for Higher Education, (2020), Decolonising the Curriculum in the Time of the Pandemic [online] Available at: <https://www.enhancementthemes.ac.uk/resilient-learning-communities/completed-projects/decolonising-the-curriculum-in-the-time-of-pandemic> [Accessed 2nd March 2022]

International and Connectivity

As a business that has the city's name sitting at the heart of our brand, we think carefully about what being from Edinburgh means in the context of developing international markets.



By Neil Mowat
Brand Director of Edinburgh Gin

The city enjoys fantastic equity in all corners of the globe; it is known for being welcoming and open, as well as for its dramatic beauty and its timeless style; but scratch below the surface and Edinburgh offers further opportunities to tell authentic stories that are engaging and relatable to customers and consumers globally.

Edinburgh is a city of contrasts, it seamlessly marries the old and the new, the natural and the built, the liberal and the conservative. We like to call it the Wonder Capital of the World.

Having this duality at its core supports an innovative and enquiring nature, one that inspires and embraces new ideas. Edinburgh is a city built on that premise and for centuries has been at the forefront of progressive and meaningful change. That essence is also at the heart of

the Edinburgh Gin brand and fuels our desire to champion and pioneer progressive excellence in gin – this is the driving narrative of our story when we talk to international customers.

As a platform to tell this story, we have embraced the festival platforms that the city offers. Over the last ten years, we have engaged with and sponsored the Book Festival, the International Festival and the Film Festival. This year we launched a new partnership, as Official Gin of the Fringe.

We kicked off our Fringe partnership with the release of an exclusive gin in packaging designed by Phoebe Waller-Bridge, an international icon who launched her career in Edinburgh. The results give a sense of the global scale and stature that creativity and the arts in Edinburgh can offer. The release reached more than 1.6 billion consumers globally through nearly 2000 separate pieces of media, spread throughout the world in outlets as diverse as People magazine in the

US and Cosmopolitan globally. It continues to generate interest more than 9 months after its launch and will deliver over £100,000.00 to the 'Save the Fringe' fund at a time when few industries suffered harder at the hands of COVID than the Performing Arts.

The festivals represent independence, connectivity, exploration and imagination. These values resonate because they are meaningful for consumers universally, particularly amongst young adults; who crave brands that can deliver a sense of creativity and discovery in the context of their daily lives (more so than ever in a world that has been closed to them for the past two years).

Critically, they are also authentic and speak to a truth about our city that we sometimes overlook.

For us, in developing and delivering this engaging insight into what Edinburgh means as a city, we can also tell the story of what makes us truly distinctive as a brand, and this gives us meaning and purpose in all of our export markets.

Let's leave the stereotypes in the past

It's 44 years since management consultant, Marilyn Loden, coined the phrase, "the glass ceiling" and yet, even today, it continues to be highly relevant with significant work still needed to create gender parity in the workplace.

By Kirsteen Ross
Partner
Ogilvie Ross LLP



We regularly hear statements such as "there are more men called Andy on our company's board than there are women" and it seems incredible that this should be the case after years of striving for equality and a raft of interventions being tried over the decades.

The "glass ceiling" is a distinctly gender phenomenon mainly based around discrimination and sexism. It's a colloquial term which describes an invisible social barrier or hidden obstacles which prevents women reaching the top jobs in organisations or maintains them in lower positions. Interestingly, the disadvantages are stronger at the top of the hierarchy than at lower levels and these disadvantages become worse later in a person's career. In some research articles, women of colour have described encountering a 'concrete ceiling' as race inequalities appear to compound the glass ceiling effect.

It is encouraging that there now seems to be a real sense of urgency combined with optimism to accelerate changes which will maximise female leaders in business. The volume has been turned up on the conversations about the role and treatment of women within the workplace. Senior leaders in business – both men and women – are becoming increasingly vocal about making a commitment to gender parity. Whilst this is a positive, these initial discussions and company initiatives seem to reflect a faulty belief which is that the lack of gender parity or equity is caused by the differences between men and women.

Of course, there are biological, physiological, and anatomical differences between men and women and it's important for both men and women to know how periods, hormones, pregnancy, and menopause can affect women at work. We do need to be able to speak openly about these issues – and not in hushed voices or in dark corners! Whilst these issues do

contribute to the gender gap, and are the basis for many interventions, they do not tell the whole story.

Currently, the rhetoric focuses on the idea that women are inherently different to men in terms of disposition, attitudes, and behaviours. These alleged differences are often used to explain women's failure to achieve parity with men. There is huge variation amongst both men and women, but volumes of research show that both male and female workers are far more similar in their inclinations, attitudes, and skills than popular opinion would lead us to believe. Many of the differences we can see in the workplace today are not rooted in gender traits. Instead, they stem from organisational structures, company practices, and patterns of interaction that position men and women differently, creating systematically different experiences for them.

By focussing on emphasising sex differences, we are normalising them and making them more inevitable. Repeating stories or anecdotes that align with gender stereotypes, simply exaggerate the sex differences and they begin to take on a more determinative quality.

Companies often introduce well-meaning but largely ineffective interventions that focus on "accommodating or "fixing" women them rather than on changing the circumstances that gave rise to the behaviours and outcomes

that forced the need for the interventions in the first place. The hidden obstacles include myths and biases, and they are partly responsible for perpetuating and reinforcing stereotypes.

In next month's article, we will examine a few of the myths and biases and the potential impacts they have for female workers as well as exploring ways in which companies can examine their philosophy, culture and behaviours to create a more equitable workplace.

Kirsteen Ross is an executive partner for Ogilvie Ross LLP focussing her consultancy work on advancing the female executive.

Kirsteen Ross
Partner
Ogilvie Ross LLP

Control | Confidence | Credibility

m: 07740 676104
Connect with me on LinkedIn

www.ogilvieross.co.uk



We are certified B Corp!

Strategic brand and communications agency Rationale’s mission is to grow while making a positive impact wherever they can. B Corp is one way they are living up to this commitment.



By Rowan Morrison
Managing Director and co-founder

Putting our money where our mouth is

We are an impact-driven organisation that works with other like-minded organisations to define, back up and communicate their positive impact. It has always been top of mind for us to walk it like we talk it.

Being a certified B Corporation means we are demonstrating to our employees, customers, and the wider community that Rationale is committed to being a business that is a force for good and contributing meaningfully to a more inclusive and sustainable economy.

Profit is important, it’s how we sustain ourselves as a business, but we believe

there is so much more we can achieve. The B Corp Assessment and certification has given us a framework to grow and build Rationale in a way that balances profit with purpose and is authentic to our proposition, clients and our employees.

We are doing business differently

Working towards and qualifying as a B Corp is a long and sometimes challenging process, it takes time and a great deal of managing and collating information from all parts of the agency. The B Corp Assessment considers the impact you are making as an organisation across five areas - Governance, Environment, Workers, Community, and Customers.

Something heartening in the process was that many of the initiatives and approaches that helped us to meet the Assessment requirements were already a part of our

business - particularly the initiatives that back up our values and our Employee Benefit programme. This meant there were very few policies or practises that we needed to change or adopt in order to qualify. We were doing a lot of the right things before we began the Assessment, the B Corp Accreditation just feels like a tangible acknowledgement of our approach being the right approach.

What’s next?

Certification is only the first step! Now we are here, we want to make sure we continue to uphold all our commitments. By next year, we want to improve our score, with a particular focus on expanding our environmental policies and building out the diversity of our team.

Rationale are a strategic brand and communications agency, supporting clients to define, articulate and amplify what matters most to their audiences. If you’re interested in knowing more about what we do and how we could support your brand to create impact, please visit wearerationale.com

“Working towards and qualifying as a B Corp is a long and sometimes challenging process, it takes time and a great deal of managing and collating information from all parts of the agency.”

walking works wonders



Ditch the desk. Walk the walk

- Access to our Step Count Challenge platform where teams can sync fitness trackers, chat to teammates and register steps.
- Fun, easy weekly mini challenges.
- Weekly prize draws worth £50 each and one grand prize - £1000 to spend at Macdonald Hotels luxury hotels and resorts.
- Regular blogs, motivation and tips on how to move more.
- A carbon calculator to work out how much carbon you are saving by walking more.
- A discount for Blue Light Card holders.
- Feeling happier, healthier and motivated to get outdoors more often.

Brought to you by Scotland's national walking charity Paths for All, the Step Count Challenge is an eight-week fun initiative to help workplaces walk and move more in and around the working day.

Starting on 2nd May, this popular workplace challenge invites teams of five from workplaces across Scotland to sign up and motivate each other to be more active.

Last spring, over 830 workplace teams got involved, clocking up over 2.2 billion steps between them.

Now, more teams are being invited to take part and enjoy all that the challenge has to offer, including:

Whether working from home, the office or a mix of both, the challenge is an opportunity to boost wellbeing by having fun with colleagues, spending time outdoors, and being more active.



Sign up to the challenge at www.stepcount.org.uk

FOR A HAPPIER, HEALTHIER SCOTLAND
Paths for All Partnership is a registered Scottish charity No. SC025535



THE BRUNTON
THE PLACE TO B

The Place to B for all occasions!

Fantastic **state of the art** facilities only 15 minutes from Edinburgh.

Hugely versatile multi use venue for everything from **weddings** and **celebrations** to **conferences, meetings, trade events, launches** and **dinners**.

Accommodates **up to 500 delegates** in Venue 1 and up to 200 in Venue 2, with additional capacity in breakout spaces.

Catering options available.

Bespoke **personalised** service.

Enquiries to 0131 665 9900 / info@thebrunton.co.uk thebrunton.co.uk  



Ultra-fast connectivity is vital to build smarter cities and help sectors such as retail bounce back from COVID-19

As we look to build the cities of the future, allowing everyone to put their data and technology to better use to make improved decisions and enhance our quality of lives, then the ease, speed and security with which such data can be accessed is vital.

Ultra-fast connectivity is key to delivering this. It is a game-changer for a city like Edinburgh, one of the UK's leading technology hubs. Indeed, outside of London, the Scottish capital has been named the top city for the number of high-growth businesses.

But, coming out of the COVID-19 pandemic, businesses in the capital need to access affordable internet connectivity with the sort of speeds that give them the most advanced digital connection possible.

Commsworld has already worked hard to achieve this through our work to radically modernise Edinburgh's network. The benefits of this means Edinburgh now has a digital network that delivers unlimited bandwidth and gigabit speed, and which businesses throughout the city have the opportunity to use.

Nowhere is this boost to connectivity more keenly needed than in the retail sector. The move to a better connected future in this sector has already begun. An example is the £1bn St James Quarter development right here in Edinburgh.

Last year Commsworld secured the contract to install its high-capacity network infrastructure to the massive 850,000 sq ft development. That involved deploying, managing and maintaining full fibre network connectivity to St James and the surrounding area, providing ultra-fast connectivity in the heart of the city.

The partnership has provided each of St James Quarter's tenants throughout its retail units, restaurants, and numerous public spaces, with the opportunity to connect to our Optical Core Network. It means that the Galleria has the fast, reliable and resilient network connectivity that it deserves.

This step change has come thanks to our ability to offer businesses in St James Quarter with access to speeds of up to 10 Gigabits per second, delivered through our full-fibre Optical Core Network. This network, the largest independently owned DWDM network in the UK, is owned end to end by Commsworld, meaning it is resilient, reliable and responsive.

It allows us to manage all services in-house, meaning we can provide a responsive and

dedicated team that can provide each and every tenant with the infrastructure needed, from LAN, WAN, Wi-Fi, and CCTV to business telephones and other services.

These ensure premises are well connected, safe, secure and monitored. We can also install hi-tech cabling to support ultrafast internet services as well as other data or comms applications that a business requires.

At a time when retail has struggled during the pandemic, such connectivity is helping St James Quarter turn Edinburgh's East End into a retail and tourist hotspot, and in turn providing a welcome boost to Princes Street, George Street and the Royal Mile.

But technology never stands still. At Commsworld, we are continually looking to improve our offering and with it the connectivity to all our customers. Next is boosting connectivity to retail and communities throughout the more rural areas of the country, so that networks across our towns and villages of Scotland are as robust and efficient as our biggest cities.

Book early for Christmas at Surgeons Quarter!

As companies start to focus on a return to normal and plan for significant dates in the diary it is never too early to start organising your Christmas celebrations.

If you are looking to entertain in style this season the team at Surgeons Quarter is ready and waiting to assist with your Christmas booking.

Surgeons Quarter - the commercial arm of the Royal College of Surgeons of Edinburgh (RCSEd) - manages a vast mix of historic and purpose-built RCSEd venues, including Ten Hill Place Hotel, Café 1505 and Surgeons Quarter Travel.



Christmas CELEBRATIONS 2022



Whether you are looking for an intimate corporate Christmas dinner experience or wish to bring your staff along to join our Disco Party Night (which accommodates up to maximum of 200 people) SQ has a range of options to meet your specific needs.

You can even organise a bespoke festive event for up to 90 in our beautifully converted King Khalid Church building.

If overnight accommodation is required then Ten Hill Place Hotel our on-site award winning property is the perfect solution.

Profits from Surgeons Quarter help support the charitable aims of the RCSEd which are education, assessment and advancement in surgical standards worldwide.

For a copy of our Christmas Celebrations Brochure or more information on Christmas packages or meeting venues please contact: events@surgeonsquarter.com



green
BUSINESS JOURNAL

FOR THE LATEST
GREEN BUSINESS NEWS...

TO ADVERTISE OR CONTRIBUTE TO GREEN BUSINESS JOURNAL

advertising: barrie.miller@distinctivegroup.co.uk

editorial: karen.southern@distinctivegroup.co.uk

greenbusinessjournal.co.uk

NEW MEMBERS

Welcome
Holyrood Distillery



Welcome
Point A Hotel



Welcome
Pure Offices



WELCOME
NEW MEMBERS

NEW MEMBERS

Pure Offices

Point A Hotel Edinburgh

Gleneagles Townhouse

Shoosmiths LLP

Hampton by Hilton Edinburgh Airport

Red Bus Bistro Company Limited

Holyrood Distillery

Cita EV Chargers Ltd

Wellnex Ltd

RED UNIT Ltd

H beauty

Yellow Souls

LAS Accounting Ltd

Moto TP Ltd

Evolve IT Recruitment Ltd

Capital Mortgage UK Ltd

Mediaworks Scotland Ltd

Warmworks

The Fourth Solution Ltd.

Heart of Midlothian plc

Katypical Limited

JOIN THE CHAMBER TODAY

E TO OUR
MEMBERS



Welcome
Dream Drivers



Welcome
Orb Recruitment



Welcome
Yellow Souls

MEMBER LIST

Matugga Distillers Limited

Assembly Rooms Edinburgh

Eden Medical UK Limited

This is Remarkable Ltd

Virgin Hotels Edinburgh

Dream Drivers

Air Canada

Women's Business Club of Scotland
Ltd

All Together Edinburgh

Bouncebackability Ltd

Cameron Carnegie

Laings

The Scottish Design Exchange

Western Automobile Company Limited

Amberta LTD

Gym on the Square

Sabrina D'Elpidio

Dorothy McKinney Ltd

Vision Events (UK) Ltd

ETNS CONSULTANCY LIMITED

Would you like more information on joining the Chamber?

Membership prices start at only £23.00 per month. Please contact us for more information.

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

Broaden Your Horizons - Sell Overseas!

Last week I spoke with the country head of a multinational organisation with Scottish links, calling from his USA HQ.

By Laurence Heron
 Director, Business Doctors Edinburgh



The discussion was primarily about establishing a Scottish base for manufacturing but during it we mused why Scottish firms often miss opportunities to export to the USA. He gave the example of a retail distribution company based in the Southern States he asked the same question. The owner of this billion dollar turnover operation told him "We've had discussions with Scottish companies, but they don't seem to have the confidence to deliver, so we end up going elsewhere."

Most of my working life has been spent overseas with corporations and my own businesses. I am regularly involved in international trade. These are my tips for those interested in taking advantage of the many opportunities for growth.

Themes discussed in this article:

- Advantages to expanding internationally
- Methods to grow your business overseas
- Assistance available to grow internationally

Why establish business overseas?

Overseas markets are a great opportunity to grow your revenues. If your home market is stagnant or saturated there may be many opportunities in other markets!

You can capitalise on niche opportunities for your products in another country that is more difficult to access in your home market. Competitive rivalry might also be less aggressive.

Your core competencies, those things that you excel at, are transferable to other markets, giving you a sustainable competitive advantage.

Your USP (unique selling proposition proposition), which makes your product stand out to the customers in your home market, can be adapted to overseas markets.

Spreading sales across markets helps manage risk. If sales or margins go down at home, they can be buoyed up by international sales.

How to develop your overseas opportunities

First, know your market and don't assume it will be the same as your home market. There will be cultural, channel and legal differences. Use Google, your networks, consultants and government agencies to help you do this.

Sell with confidence! Prepare your elevator pitch. Be ready to explain to your customers and partners exactly why you and your product are best!

The UK and Scottish governments are keen to help. The Scottish government has a plethora of Scottish Development International offices around the world. Contact Scottish Enterprise directly or through Business Gateway for more information. They exist to help you grow!

Decide whether to go direct, by employing somebody, or indirect by appointing a distribution partner. There are advantages and disadvantages to each. Direct gives more

control but costs more so if resources are limited indirect might be a good start.

Use your networks. Tap into the well-entrenched Scottish diaspora that exists in almost every country! Find most of them on Linked In. Similarly Trade associations, consultants and government agencies will help. The Chamber of Commerce is a good place to start.

Start marketing. You no longer need to be based in a country to market to it. Target your chosen international markets and build your brand from afar using social media.

Establish service. Whatever you do make sure you provide good customer support. Nothing will damage your brand and revenue growth more than bad service. You might use third parties to do this.

The information in this article is a brief overview but I hope will help you start considering the many opportunities you can capitalise on internationally.

Laurence Heron of Business Doctors Edinburgh is a member of Edinburgh Chamber of Commerce. His mission is to help Scottish businesses grow and prosper. He can be contacted at laurence.heron@businessdoctors.co.uk or through LinkedIn.

Name: Dave Livesey

Job Title: Club Executive

Company: AND Digital Edinburgh

1. AND Digital is a tech company focused on ‘accelerating digital delivery’ - can you break this down for us?

While businesses from all industries continue to adopt technology at a rapid rate, it’s still estimated that around 80% of digital transformation projects fail. In most cases, this boils down to uncertainty around the technologies needed, and a lack of digital know-how to turn big ideas into a reality.

AND Digital tackles this issue with a unique service model: Guide / Build / Equip. We’re not a consultancy that comes in and tells companies what to do. Neither are we a development agency that provides additional manpower and then leaves when the project is done. We collaborate with businesses to not only help them build better digital products but to upskill teams with the digital knowledge they need to thrive sustainably over the long term.

2. What has AND Digital’s success been like in Scotland so far?

Scotland is a really important region for us. We’ve achieved impressive growth since the launch of our first Scottish club, Club Somerville, in Edinburgh in 2020, which was closely followed by Club Almeida in Glasgow in June last year.

We are proud to be gearing up for the launch of a second Edinburgh Club in May this year, bringing a further 100 tech jobs to the city. By 2025, we aim to bring our total Scottish club count to five, contributing to our wider company goal of supporting our clients to deliver tech that will improve the lives of 200 million people.

3. What steps is AND Digital taking to tackle the digital skills gap in Scotland?

Sharing and enhancing digital skills is central to our ethos. On top of the support provided by our Guide / Build / Equip model – which has upskilled over 10,000 people across the UK and counting – we are also committed to supporting the communities where our Clubs are based. Our ANDis (the collective name for our people) are each given annual ‘innovation days’ to support local digital projects that they are passionate about. A particularly notable project was Club Somerville’s work with Sustainable Fashion Scotland (SFS), driven by my colleagues Rachel Walker, Barbara Safsy and Taliah Horner. The team supported SFS in creating a digital presence to share their services with the community and reach more people across Scotland.

Each of our Clubs also partners with a local charity. We are currently supporting RockTrust in Edinburgh and Simon Community Scotland in Glasgow, helping to tackle homelessness and poverty across Scotland. Our support covers everything from developing apps to connect users to key services, to educate people in the digital skills to help them get back into work.



4. AND Digital’s rapid growth has been propelled by its unique ‘Club’ model. Can you tell us more about this?

Our club model is completely unique and has allowed us to scale significantly since opening our doors in 2014. Each ANDi is part of a small, tight-knit, cross-functional team called a Squad. Six squads combined with practice leadership roles and a management team, form a Club.

Our self-sufficient Clubs house 80-100 ANDis, providing digital support to around 8-12 clients across a variety of sectors. Each Club has its own Clubhouse with a dedicated management team and the autonomy to make its own decisions based on the needs of its people and clients. It’s a structure that allows us to offer small company responsiveness with big company clout.

5. What’s next for AND Digital?

Alongside our ambitious growth plans for Scotland, we’ll be placing a key focus on expanding internationally. We planted our first roots outside of the UK with the launch of Club Aletta in Amsterdam last year. We will establish the Netherlands as our European ‘hub’, supporting customers across Europe while we will also continue to open new clubs in several other countries.

It’s also our ambition to make waves across the pond with the launch of our first US Club in 2023. We are excited to continue expanding our unique approach and customer focus on a global level.

To find out more about AND Digital, visit: <https://www.and.digital/>

Name: Robert Thorburn

Job Title: Strategic Infrastructure Partnership Director

Company: Openreach

1. Tell us about Openreach and its role in the city?

Openreach is Scotland's national digital network. Hundreds of providers – like Sky, BT, TalkTalk, and Vodafone - use our network to provide broadband, phone, TV and business communication services, so we enable competition. We also underpin mobile networks. Our superfast broadband is everywhere in Edinburgh, and our new ultrafast full fibre broadband now reaches 126,000 city homes and businesses and counting...

2. What does your role at the company involve?

I lead commercial and funded programmes to deliver connectivity, working with partners large and small. It includes Openreach's £600m Reaching 100% contracts with the Scottish Government and liaison with 32 local authorities, business development and stakeholder engagement.

3. Over the past two years, connectivity has become increasingly important as we all moved our lives online. How has this affected the work of Openreach and what trends have you seen?

It's been an incredibly busy time, with demand on our network more than doubling during the pandemic. It held up really well. Along with making sure everyone stayed connected – including critical NHS sites – our key workers continued to build our new fibre network.

4. How does your work play its role in enabling and supporting the Scottish Government's Digital Strategy for Scotland?

It couldn't happen without us. Our network provides fast, digital connectivity right across the country and that's critical to the strategy. The best part of my job is seeing our technology transform lives for the better.

5. Building on digital skills and capabilities will be essential to Scotland's future economic success. How can we as business leaders ensure we are prepared for this and our people are equipped with the right skills?

Training is vital. We've invested £500,000 in hands-on training schools in Scotland, and share our facilities with other educators.



Robert Thorburn

We take on and train hundreds of apprentices each year and upskill hundreds more engineers. Every leader should be clear that every day is a school day and invest in the workforce accordingly.

6. Are there any exciting project on the horizon at Openreach that you would like to share with us?

It's build, build, build this year for us. Our new fibre network already passes 550,000 Scottish homes and businesses in rural and urban areas, and last year alone we announced plans to reach a million properties.

There are constant challenges – from red tape and tricky terrain to wildlife and weather! But we have loads of experience and we're driven by what having future-proof, fibre broadband will mean for everyone.

We're also working towards the retirement of our old copper network in 2025. It has served us amazingly well for the last century but other countries are making the transition and so must we.

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

Caffeine, as I'm not one for standing still! But seriously, I'm passionate about making sure disadvantaged people have the help and the support they need. I love my tennis both at home and away – I enjoy competing internationally when I can.



Reconnect with your team at Queen Margaret University, Edinburgh

Queen Margaret University, situated on the outskirts of Edinburgh and surrounded by beautifully landscaped grounds offers the perfect setting for you to reconnect and bond with colleagues.

It has never been more important for businesses to engage with their team and to bring them back together to restore team morale and motivation. Greater motivation and confidence leads to greater productivity. Choosing an academic venue for your next meeting, offers you diverse meeting space, up-to-date technology, outdoor recreation space, value for money and an excellent on-site events team. The Conference Suite at QMU can accommodate up to 60 delegates theatre style or 30 boardroom / cabaret.

The Conference Suite benefits from extensive AV equipment and a separate space for catering, it also offers direct access to our decking and water feature area – re-energise your delegates with some outdoor team building or simply some fresh-air during the breaks. The ideal venue for workshops, training, seminars and board meetings. Available to hire for £245 for a ½ day or £350 for a full day. Catering package available from £14.00pp.

We offer a 20% discount on room hire for public sector or charity events.

For more information or to book your next event:

Tel: **0131 474 0000**

Email: **Events@qmu.ac.uk**

qmu.ac.uk/conferences-and-events/



The Conference Suite at QMU can accommodate up to 60 delegates theatre style or 30 boardroom / cabaret.

“Every new beginning comes from some other beginning’s end.”

Although I’m not a particular fan of Semisonic, this line from one of their songs has such truth and significance, especially after what we’ve gone through over the past two years.

By Gordon Dewar
Chief Executive, Edinburgh Airport

It comes from a song called ‘Closing Time’ which was an apt title for aviation at some dark points in the past two years when we were virtually shut down. Gladly, we’re now looking at our recovery, but the line still resonates.

Before the pandemic we at Edinburgh Airport had experienced almost 10 years of constant growth, connecting Scotland to more countries than ever before. We smashed record after record in terms of monthly passenger figures and new direct routes, and every year we welcomed more people to our airport than any other Scottish airport before us.

And that was largely down to our change of ownership and becoming free of the shackles of the old BAA model, standing on our own two feet and placing Edinburgh and Scotland at the heart of our operations.

“A cleaner and greener future is a goal we all share, and it is incumbent on all of us to play our part.”

But that beginning came to an end when the pandemic took hold of us in March 2020 and it’s a battle for survival and recovery that has raged on since. Now, however it looks as though we can finally begin to see a new beginning for aviation and tourism – a beginning that will set out the direction of travel for years to come.

How does that look? Well, that is still the unknown quantity in all of this, and it will be the subject of much debate, but there are a few things we know for certain. Travel from 2022 onwards will not replicate what came before it.

Despite what some people will have you believe we simply cannot flick a switch and return to the situation and connectivity we had before. The pandemic has ravaged aviation - it has fewer airlines operating fewer aircraft from fewer airports as the focus became consolidation rather than expansion. That means we are now in one of the most competitive environments that we’ve ever found ourselves in as countries across the world scramble to regain and grow their



connectivity, and it’s unfortunately the case that Scotland and the UK lag behind their European competitors.

Can we still compete? Of course we can because our market is strong. As I have said before, when it comes to attracting new airlines, we don’t sell the airport – we sell Edinburgh. As a city, it is world-renowned and we know it features highly in bucket lists across the world, and that’s the story we take to airlines.

When I say “we” here, I mean that recovery is not just a job for airports and airlines – we need collaboration with Government and its agencies and industries such as tourism and further education to make sure we’re recovering in the way the country needs. In short, we need to sell Scotland and create a business environment that airlines can thrive.

If we get it right we’ll see airlines return- those that have been here before and new ones, we’ll see Scotland’s connectivity grow and link back into the world.

And there are signs of recovery such as the resumption of transatlantic flights, Ryanair, Jet2, easyJet and Turkish Airlines introducing new routes and new airlines announcing their arrival at Edinburgh.

But 2022 needs fresh thinking. We cannot return to the old ways of working – pre-pandemic thinking and models will not work in this post-pandemic world. We need to be



flexible in our approach, paying close attention to the new opportunities open to us and seizing upon them. And we need to face up the challenges coming towards us. And there is no bigger challenge than that of the climate.

Now, it might surprise people to see the Chief Executive of an airport writing about the importance of the climate and decarbonisation but I think that's where this debate needs to move to, to reassure all that aviation has an answer and will play a leading role in that shared challenge.

Aviation can sometimes be looked upon as transport's bad boy in the fight against climate change, and while we accept that the industry needs to, and is, changing, that's an unfair and narrow assertion when you consider the benefits it brings to Scotland.

In terms of Edinburgh Airport, we are a facilitator. For an economy on the tip of an island on the northwest fringe of Europe, travel is essential whether that's connecting with family, forging business links or transporting medical and cargo supplies. Our recovery will be important and often essential to many people and businesses across the country.

Why? Because international and domestic connectivity brings employment, economic wealth, migration, cultural diversity, global influence and competitiveness and yes, allows holidays and enables tourism - all

“We must forge new partnerships, look at each other as partners and decide how we can all work to ensure Edinburgh and Scotland's recovery is one that others want to match.”

things of the utmost importance to a country like Scotland, now and in the future. And that context is important when we think about connectivity as a whole.

A cleaner and greener future is a goal we all share, and it is incumbent on all of us to play our part. The challenges before us are too big and require a collective approach rather than the finger-pointing of the past or the setting of targets without tangible plans to achieve them.

Scotland has challenging climate ambitions and to meet them requires everyone to work together to achieve a better future. We believe in that. And we believe connectivity and sustainable growth will play its part in the fair and sustainable transition of society.

Our sustainability strategy realises we have to act for the Greater Good, which is the name of our strategy. It's built on a simple premise – Scottish aviation must be sustainable in order for it to continue to deliver the benefits this country derives from it, without compromising future generations.

To us, sustainability involves linking environmental, societal and economic issues through collaboration, innovation and partnership. All working in concert for the greater good. This is important because we believe that a strong aviation sector providing great connectivity **is** for the greater good of Edinburgh and Scotland.

But for that to happen we need to embrace change and new ways of working. We must forge new partnerships, look at each other as partners and decide how we can all work to ensure Edinburgh and Scotland's recovery is one that others want to match.

To return to the lyric – every new beginning comes from some other beginning's end.

It's now up to us as a city and a country to set out what our new beginning is and how we deliver it and perhaps even lead the way for others to follow.

Edinburgh International Festival celebrates 75 years of bringing world cultures together

To lift the country's spirits with an international celebration of culture and collaboration – this is the message that drove the post-war creation of the International Festival.

As we approach a major anniversary in the history of our organisation, I have been reflecting on the many parallels between 1947 and 2022. In the 75 years between the Edinburgh International Festival's foundations and today much has changed, but at its core internationalism and connectivity are still crucial to the heart of the organisation.



Roy Luxford
Programme Director

Credit: Ryan Buchman

Provost Sir John Falconer, one of the International Festival's founders and Chair of the Festival Council said, "History will dictate if the year 1947 has been a focal point in the history of our city." As the seven festivals which take place each August collectively make up the second-largest cultural event in the world (second only to the Olympics) I think it's safe to say his prediction was perfectly accurate. This year offers another focal point in the history of our city; a celebration of bringing world cultures together for over 75 years despite two years of restrictions and limitations.

There have been many beautiful tributes to the Festival's origins in recent years. In 2016, the Deep Time Opening Event saw Edinburgh Castle brought to life with projections. This harked back to 1947 when Edinburgh's residents volunteered their private coal rations for four nights to ensure the Castle was illuminated throughout the very first International Festival as a beacon for visitors

from all over the world. This warm welcome epitomises the values of the Festival and the city, which will be even more significant in 2022 as the organisation prepares for a full scale return this year, extending an invitation to visitors from near and far.

A look back at the 1947 programme shows us that the Festival established a truly international identity from the outset. Renowned German conductor Bruno Walter performed at the Usher Hall. He had endured anti-Semitic attacks and Nazi blacklisting during the war yet now found himself welcomed by the city of Edinburgh. Rudolph Bing, the very first director of the International Festival, also fled Germany to seek refuge in the United Kingdom. With other artists from Austria, Czechia, France, Hungary, Ireland, Russia and the USA, the very first Festival overcame post-war divisions and hardship to bring the finest artists from across the world to Edinburgh.

"For three quarters of a century the Festival has explored the familiar and the unfamiliar. It has introduced audiences to different cultures, languages, musical styles, and ways of thinking."



Credit:
Eoin Carey



Credit:
Gaelle Beri



Credit:
Gaelle Beri



Credit:
Norward Inglis



Credit:
Paul Shillabeer

This spirit of international cultural collaboration has only continued to grow. In 2019 we welcomed over 2,800 artists from 41 different countries, putting on 293 performances of world-class music, theatre and dance in Edinburgh. This international spirit was also reflected in the audiences who attended these performances, travelling to the Festival from 83 different countries.

During the first year of the pandemic, the Festival and the arts in general fell upon uncertain times once more. With the travel ban in place, we felt that the idea of connecting international cultures through art became more important than ever. In 2020, through the My Light Shines On digital programme, we managed to bring together a global audience of over 1,013,000 on what would have been the opening weekend of the Festival. Viewers were drawn from 47 countries around the world.

For three quarters of a century the Festival has explored the familiar and the unfamiliar. It has introduced audiences to different cultures, languages, musical styles, and ways

of thinking. At the same time, it has celebrated artists who reach beyond their points of reference to collaborate with their colleagues and peers throughout the world. It also offers a platform for some of Scotland and the UK's best-loved actors, musicians, and dancers, often in inspired international collaborations and co-productions.

To go back to the words of Sir John Falconer in 1947, only time will tell if 2022 becomes another focal point in the history of Edinburgh. However, as all of us involved in the Festival prepare to once again welcome international visitors to celebrate 75 years of bringing world cultures together, I believe that this renewed sense of internationalism and collaboration looks set to create an incredibly special year indeed.

**EDINBURGH
INTERNATIONAL
FESTIVAL**

Policy Update

It's been another busy and eventful time for the Policy team at the Chamber over the last few months. With some Covid restrictions still lingering, and the impacts of Brexit being felt by us all, our policy makers and politicians have certainly been keeping us on our toes of late. Not to mention of course the impact that recent devastating events in Ukraine have had on us all.

We are also very alive to one of the key issues facing our members and the wider business community at the moment – the ever escalating cost of doing business. Ahead of the Chancellor's Spring Statement in March, alongside British Chambers of Commerce, we called on UK Government to commit to a five-point plan to help tackle the issue, specifically:

- Delay the impending National Insurance rise by one year to give firms much-needed financial headroom to weather this unprecedented surge in costs facing businesses and power the recovery.
- A temporary energy price cap for small businesses to protect smaller firms from some of the price increases they would otherwise face, offering the same protection as households.
- Additional financial support, through:
 - the expansion of the energy bills rebate scheme for households to also include small firms and energy intensive businesses.
 - a new support fund, administered by Ofgem, to support the smallest firms with their soaring energy bills.

- a six-month extension to the Recovery Loan Scheme, leaving it in place until the end of 2022.

■ A moratorium, for the life of this parliament, on all policy measures that increase business costs, including no new business taxes or added regulatory burdens, but excluding only evidence-based changes to the National Living Wage.

■ A commitment from the Government's Supply Chain Advisory Group and Industry Taskforce to continue to work with industry to urgently deliver practical solutions to ease the supply chain disruption and labour shortages that continue to drive the upward pressure on prices.

Clearly, we feel the Chancellor absolutely did not go far enough in the measures he announced to try to support business through yet another challenging period, and we will continue to push our messages to government at all levels to use all of the policy levers at their disposal to help ease the current burden on businesses and protect our fragile economic recovery.

A little closer to home, we have also been engaged recently on a number of city level issues such as City Plan 2030, the Living Wage Place, Short Term Lets legislation, the city's Just Economic Transition, the recovery of the visitor economy through our membership of the Edinburgh Tourism Action Group (ETAG), our involvement with Everyone's Edinburgh and the Business for Good programme, and engagement with prospective electoral candidates ahead of the upcoming local elections on May 5th. In January, we also held the first in our new series of Cross Parliamentary Economic Briefings where we invited all local councilors and constituency MPs and MSPs to hear the experiences of our members and the wider business community directly from our Chief Executive. Over 40 elected members attended the session, and we had an interesting and insightful discussion on a range of issues – this is a dialogue will be continuing on a quarterly basis.

As ever if you'd like to discuss these or any other issues, please contact the Policy Team at policy@edinburghchamber.co.uk

Name:
Denise Strohsahl

Company Name:
**Sandstonecastles
Marketing**

Web:
www.sandstonecastles.co.uk

Q In five words or less, what do you do?

A Small Business Brand & Marketing Consultant

Q How long have you been a Chamber member?

A Since November 2012

Q Why did you join?

A I was new to Edinburgh. It was a great way to grow my network & get to know the local business scene.

Q What services do you use?

A You most often see me at networking events. But I've also attended a few small business workshops & training events in the past.

Q What's the best business/benefit you have won through the Chamber?

A I have made a lot of great contacts over the years, both with clients & collaborators.

Q Are there any additional services or information you'd be particularly interested in?

A I enjoyed the events & workshops that were specifically targeted at small business owners. I'd love to see more of those.

Q If you were telling another business person about the Chamber, what's the first thing you would say?

A Great team, great networking events, great mix of people and businesses.



**Denise
Strohsahl**

Q Where do you read your copy of Business Comment?

A At my desk or in the breakout space in my studio.

GET WITH IT

By Bill Magee

Scottish Business Technology
Writer of the Year



In terms of sheer digital *elan* an ambitious tech company with its sights set on expanding overseas markets could not choose a better base than Edinburgh.

Key location, networking and advice, back-up training and financial aid. There's no better entrepreneurial place around.

The Capital is at the very heart of a renewed optimism in terms of Scotland continuing to be an unparalleled destination for internationally-minded tech companies to grow and flourish.

Edinburgh is tremendously well connected for business expansion through home-based supply chain activity and exports providing easy access to the world's fastest growing markets.

Confidence has been in short supply due to COVID-19 but 2022 has kickstarted into action following a healthy final business quarter the previous year. Fourteen IT firms chose Scotland as a business location creating more than 500 jobs.

The knock-on commercial effect on domestic tech outfits is clear. Our software and IT sector is vibrant offering products and services across a wide range of industries from financial services and healthcare to energy and space.

The country's IT/software industry of well over 11,000 companies are forecast to grow by 38 per cent by 2024 employing 21,000-plus graduates annually employing 100,000 highly talented people in digital technology roles.

We enjoy an international reputation for excellence from tech start-ups to large multinationals. The top three export markets remain the rest of the UK (RUK), Europe and



North America, then comes Australia, New Zealand and the Middle East.

A key example of funding and development advice and opportunities for start-ups and entrepreneurs was a two-hour online "Creative Informatics Partnership Forum" at the University of Edinburgh Bayes Centre. Staged in a friendly and informal setting more are planned, check out creativeinformatics.org

Preparing a world stage for Scottish agriculture



As we work our way towards June, there's a sense of excitement in the air at the thought of the Royal Highland Show going ahead this year in all its glory.

By Alan Laidlaw
Chief Executive of the Royal Highland and Agricultural Society of Scotland

Not only is it the first time the full Show will go ahead in two years, 2022 also marks 200 years since the very first Highland Show took place in the heart of Edinburgh's Canongate at Queensberry House, where Parliament now stands.

Over the last two centuries, a lot has changed (not least a Royal Charter) but the purpose of the Show remains the same – to put a spotlight on the very best of Scotland's food, farming and rural life.

The impact and influence of the Show is vast – not only economically, but culturally. It's a vital part of achieving RHASS' charitable remit of promoting the role of Scotland's agricultural and rural industries to society at large.

We took this to new levels last year with the ambitious launch of the Royal Highland Showcase – a competitor-only event designed to bridge the gap between the no-Show year of 2020 and this year's bicentenary.

The Showcase saw Ingliston without its usual crowds, however for the first time, the best

of Scotland's livestock was live streamed around the world. Significant investment in the Showground's infrastructure over the last few years meant that 252 hours of live content, plus a further 30 of on-demand video.

Recent events have reminded us we live in a globally connected world, and we reached over 23,000,000 viewers watching the action from over 100 countries around the world, from Australia to the Philippines.

The Royal Highland Show already welcomes a cohort of international visitors every year, but the Showcase really put it on the world map. We want to continue that journey with a renewed effort in connecting with global partners, whether in food and drink or livestock genetics, using all forms of media to do this.

We have a chance to celebrate all that rural Scotland does, whether that's food, energy, or freedom to enjoy our natural resources, and we cannot take these for granted. Rural Scotland is the economic backbone of the country and it supports all that is best in our cities - the Royal Highland Show, and the work of the Society, gives us a chance to celebrate, promote and invest in these key sectors.

With uncertainty and challenge comes

opportunities and we hope that by coming together to celebrate what is done on our farms and crofts, we highlight the economic importance of a strong rural economy. By doing so we also invest in the people in rural areas who deliver so much. And this year, we are hugely looking forward to celebrating it in person and to having that all-important time to connect and engage with each other.

With lots of very special celebrations planned to mark the 200th Royal Highland Show, it will definitely be one to remember. Not least the Royal Highland Show Illuminated, which saw the Show's amazing history projected onto buildings around Scotland in March.

So, as we look back on the last two centuries with pride, we also look forward to the next two and beyond with ambition – we will see you in June for a truly special Royal Highland Show!

The Royal Highland Show will take place 23-26th June. Tickets and more information can be found at www.royalhighlandshow.org.

SP Energy Network's RIIO-2 Business Plans need to take into account of a number of complex current and future demands

Given how quickly the energy sector is changing, technological advancements and political uncertainties, we also need to ensure that we are adaptable to change in case the future energy system turns out differently from we've planned for.

Like all network operators in the UK, the cost associated with our activity and service provision is shared across all electricity bill payers as a percentage of their energy bills. This cost sharing stays the same no matter the energy supplier or network area an individual or business belong to. As electricity bill payers, therefore it is important that we all feel able to have our say when it comes to planning for the future via RIIO-2.

The UK's long-standing electricity networks have served the needs of the country for many decades but there is a rapid need to address the CO2 emissions associated with traditional fuels like coal which have been used to power them. Renewable sources of electricity create new challenges; however, the wind doesn't always blow when, or indeed where the electricity is needed.

Unlike traditional fuel sources such as coal, gas or nuclear, renewable energy is also more difficult to store for later-use or times of high demand. To do so involves incorporating additional technologies such as chemical storage options (like using batteries) creating other energy

vectors (such as generating hydrogen) engineering solutions (such as dams and pump-storage facilities) or smart, software solutions (such as demand side response technologies or local supply matching). All of these additional technologies are at varying stages of development and uptake and of course have associated costs and innovation investment risks. Whilst it's our role to facilitate the network of the future, we always put our end-users (homes and businesses around the UK) at the heart of what we do. We must therefore prepare for the future without dramatically impacting costs to the consumer.

Adding more renewable generation also represents a fundamental change in the way electricity will be generated and supplied. The UK energy supply mix is diversifying from large-scale coal and nuclear power plants, serving the needs of thousands of customers, to a variety of regional and small-scale generators positioned all around the UK who may also be making use of a smart technologies to supply their electricity to users in their local areas.

As well as changes in generation, our business also needs to take account of changes in the demand for electricity. For example, a large increase in the number of electric vehicles on the road will impact how the network is used and potentially change times of peak demand as drivers simultaneously plug in their vehicles overnight. We're increasingly taking on new and fundamental roles in sectors like transport and heat as these industries look to reduce greenhouse gas emissions through electrification of vehicles or electric space heating.

Our RIIO-2 Business Plans must incorporate all of these changes whilst still maintaining a safe and secure supply. With our decades of experience and service provision to date, we are confident that we can prepare for the future but we also know that it requires effective collaboration across the entire energy system as well as the input of our broader customers and stakeholders to facilitate a transitioning energy sector and the shift to a whole systems approach.





Internationalisation remains at the heart of College's strategy for growth

Throughout the pandemic, Edinburgh College has maintained its extensive international connections and strengthened a number of its key international partnerships.

It follows that while the way the College supplies its services to partners may have changed over the last two years, there has been no change in international demand for the College's key areas of expertise, such as technical and vocational education (TVET) and English language. If anything, the pandemic has highlighted more starkly than ever before the economic importance of high-quality skills training in the context of rapidly changing labour markets.

In recent times, the College has begun a new remote project in Thailand, in partnership with the British Council, delivering online teacher training to cohorts of English teachers, as well as utilising a range of online tools to deliver a remote project in Malawi, supporting four colleges to develop their employer engagement strategy and their curriculum links with industry. Approaches to business development have also adapted to the new reality, with the College recently attending online trade missions to Mexico and China.

But while the College has been quick to develop new ways of working internationally during the pandemic, more recently there has also been evidence that more traditional forms of international collaboration are also becoming possible once again. When Edinburgh College trainers travelled to Eastern Turkey in November last year to deliver the next stage of an ongoing teacher training programme, it marked something of a turning point in the College's recent international engagement. That's because it was the first time the College had delivered bespoke face-to-face training overseas since the start of the pandemic. The success of that project, which involved training for more than 300 teachers of English from regions across the country bodes well for the future development of partnerships forged or maintained during the pandemic, and injecting fresh impetus to projects which necessarily had become dormant.

As well as opening up the possibility of staff travelling overseas, the easing of travel

restrictions also opens up the possibility of shorter international programmes returning to the College. In March, a group of lecturers from universities across Germany will travel to Edinburgh to undertake a short course in English as a Medium of Instruction, as part of a new partnership with the German Academic Exchange Service.

When we consider that these international partnerships offer the dual benefit of enriching the work of the College, and also providing a key commercial income stream at a time of economic uncertainty, the fact that the outlook is good both for online delivery and for a return to face-to-face projects is something to be welcomed. So, while it is clear that the world of international education will not return to how it was prior to 2020, Edinburgh College continues to adapt its approach and find ways to deepen its international connections despite the ever-changing landscape.

A Bright Future for the Port of Leith will have a positive impact on the wider community

Leith was first established on the banks of the Water of Leith, with the first historical reference dating from 1140, when the harbour and fishing rights were granted to Holyrood Abbey by David the 1st.

By Carole Cran
Chief Financial
Officer at Forth
Ports



Over the decades and centuries that followed Leith became one of the leading ports in the Hanseatic League known for: ship building, fishing, whaling, sail cloth and glass manufacturing, corn and flourmills, iron-foundries, cooperages, saw-mills, brewing and distilling and many warehouses for wines and spirits.

In more recent times the Port of Leith has played an important role in the support of North Sea Oil projects and associated activities, continues to handle a wide range of general cargoes, as well as being a destination Port for cruise tourists.

As we enter 2022 the port is regenerating and on the cusp of an exciting new chapter in its long history with the opportunity to re-industrialise, bringing new jobs and skill, and affordable homes to the proud community of Leith.

We have recently announced our ambitious plans to become Scotland's largest offshore renewables hub, with a £40m enabling investment planned. Work has already started on the creation of this facility, which will deliver a berth capable of accommodating the world's largest offshore wind installation vessels, as well as a land area the size of 100 full size football pitches. This extensive bank of land to the north of the port will be used for logistics and marshalling before installation at sea; lay down for turbine blades, towers and components; and assembly. It also has the potential for onsite offshore renewables manufacturing and a start-up incubator hub. With bp and their partners EnBW having already committed to Leith as part of their successful ScotWind bid.



Due to its proximity to the windfarm developments and the majority of Scotland's industrial belt and population, Leith is a strategic location for offshore renewables and a key part of our compelling proposal for a Firth of Forth Green Freeport. Along with our ports in Grangemouth and Rosyth, and other key industrial complexes and logistics centres, our bid will strive to secure a green growth corridor along the north and south shores of the Firth of Forth to create a green investment zone.

This is an exciting opportunity for the whole of Scotland, with the potential to generate up to 50,000 high-quality jobs and will act as a catalyst for new green technologies, sustainable fuels and renewable energy manufacturing. Our priority will be on generating new high quality, well paid, skilled employment centred on start-ups, innovation and investment at scale to support the country's Just Transition to a Net Zero future. We see a very bright future for Leith in the renewables industry.

As an extensive port located in a busy part of the city, we have a strong link to the community and its residents. To ensure that these new jobs have affordable homes in the community, we are bringing forward two developments to the West and East of the Port. We are also the custodianship of many landmarks in the area, including the A-listed Victoria Swing Bridge. The bridge, which opened in 1874, is an important landmark in Leith and we have started major renovation works to create a useable space for the local community that we hope people will be able to enjoy.

We are extremely proud to be part of Leith's Community Fund which aims to support projects that are important to the local community. We have committed £200,000, which will provide support for the work of local charities with particular emphasis on projects that will: enhance the local area; provide educational opportunities for local people; and tackle loneliness.

Global connectivity: the key to future skills

With the global workforce predicted to grow by a further 230 million people by 2030, the world's job market is rapidly changing.



By Dr Gillian Murray
Deputy Principal
for Business
and Enterprise
at Heriot-Watt
University



Combined with our international imperative to decarbonise, rapid advancements in technology and new growth industries, it is predicted that more than 2 billion jobs across the coming decade will change - creating a potential \$8.5 trillion talent gap.

This skill shortage is further compounded by the so-called 'Great Resignation' - a dramatic shift in the labour market sparked during the pandemic as workers began to reassess their careers and job roles.

To address these challenges and meet the changing needs of the world's workforce, we will need to explore all traditional and non-traditional routes to develop talent and skills, both finding new ways to encourage young people to enter STEM careers and adapting education to support older learners in the workplace.

Rapid expansion of education initiatives at all levels will be imperative. But it is universities, in particular, that will sit at the heart of these solutions by supporting lifelong learning for students at any stage of their career, regardless of age or global location.

At Heriot-Watt University, our mission is to power the economy and transform lives by providing world-class relevant and flexible learning. We pride ourselves on being a global connected institution with campuses in Scotland, Malaysia and Dubai and an online digital campus connecting students globally

Heriot-Watt University has been at the forefront of digital learning for over 20 years, with 11,000 students from 160 countries studying via our online programmes. Today, almost 50% of our global student population are 'non-traditional' - learning online at a time to suit their busy lives and needs.

Building on this success, and the growing acceptance and understanding of the benefits of digital learning, we've recently launched a new online education initiative called Heriot-Watt Online which is designed to open up higher education opportunities to thousands more students around the world.

Aligned to industry demand and the jobs of the future, Heriot-Watt Online is a diverse

community of students, digital specialists and teachers that spans nationalities, cultures and boundaries. Our ethos differs from other mass learning approaches by offering tailored courses that address key issues and skill gaps identified by businesses and industry.

This unique online learning programme is just one of the many ways we're expanding our ecosystem and supporting our industry partners. Our Graduate Apprenticeship (GA) programme also uses strategic business partnerships to equip students with industry-focused education through work-based learning opportunities.

Recent reports suggest 85 million jobs could go unfilled by the end of the decade if employees don't have the right skills. The urgent need for agile education ecosystems that are connected, globally accessible and that work in partnership with employers to develop the key skills and workforce talent vital to current and future industries has never been clearer.

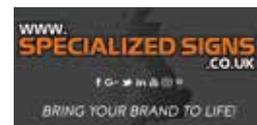
At Heriot-Watt University, we're proud to be at the forefront of developing and delivering these agile courses that are helping to meet this growing demand - equipping students around the world with the tools needed today, tomorrow and into the future.

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

STRATEGIC PARTNERS



ENTERPRISE PARTNERS





APRIL

Friday 1st

Digital Marketing Strategy

Tuesday 5th

Methods of Payment & Letters of Credit

Wednesday 6th

The Fundamentals of Leadership

Tuesday 12th

A Beginner's Practical Guide to Exporting

Tuesday 26th

Instagram for B2B & B2C - How to Build a Range of Sales Funnels on Instagram, Including Instagram Stories

Thursday 28th

Understanding and Developing Effective Communication Skills for Work - Kickstart Scheme

Thursday 28th

Presentation Skills

MAY

Tuesday 1st

Job Searching techniques Masterclass – Kickstart Scheme

Tuesday 3rd

Social Media for Small Businesses: How to get more enquiries, bookings, leads and sales - Trams Business Support

Wednesday 4th

Introduction to Google Analytics

Thursday 5th

Understanding Export and Export Documentation

Tuesday 10th

How to Complete Export Customs Entries

Thursday 12th

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

Tuesday 17th

Search Engine Optimisation (SEO) - An Introduction

Thursday 19th

Customs Procedures and Documentation

Wednesday 25th

Introduction to Managing your Time at Work - Kickstart Scheme

Wednesday 25th

Leading, Managing and Delivery Change

JUNE

Tuesday 7th

Google Search and Google Display Advertising

Thursday 9th

Introduction to Management – for team leaders, supervisors and managers

Tuesday 14th

Networking Skills – Kickstart Scheme

Tuesday 14th

Charity Fundraising for Fundraising Managers

Thursday 16th

ICC – INCOTERMS @ 2020 RULES - Half Day Workshop

Thursday 23rd

Advanced Facebook Strategies to Increase Sales

Tuesday 28th

Report Writing Masterclass

Wednesday 29th

Digital Marketing Strategy

Thursday 30th

How to Complete Customs Import Entries

Visit our website to find out more and book your place.

edinburghchamber.co.uk/training-events/

Chamber Training & Development

Setting and Agreeing 'Ground Rules' for Mentoring



The Edinburgh Chamber offers a unique mentoring programme which is open to all members with a genuine ambition of business growth and success. Using a combination of our online mentoring software platform and a consultative approach, we will identify your business development objectives and ambitions. We will then carefully match you and your business with a mentor who has the skills and experience to meet your needs.

We have over 20 years' experience in delivering business mentoring and we are proud that 98% of those involved in our previous programme would highly recommend the mentoring service to others.

In this article, we are sharing information on an important step in the mentoring process - how to set and agree the ground rules that will apply throughout your mentoring journey. This will provide a solid structure for developing your mentoring relationship.

Why do you need Ground Rules?

It is important at the start of a mentoring relationship that both parties appreciate each other's understanding of what they expect from the relationship and how they anticipate it will move forward.

If a successful rapport is to be established, both mentor and mentee must understand how the relationship is to be conducted and what can be expected from each other. This is the time to discuss the boundaries that you wish to set around your mentoring and to agree the scope of your discussions.

Setting Boundaries

The boundaries set in a relationship will be governed to some extent by the type of mentoring being undertaken. For example,

mentoring for a specific task such as gaining a qualification will have narrower boundaries than more general mentoring.

Boundaries that should always apply:

- Keep it professional – ensure that you never get personally involved.
- Don't make promises that can't be fulfilled – this just raises false hope.
- Respect each other's personal lives – this is a professional relationship so you must learn where the line should be drawn
- Understand that a mentor can't be an expert in everything and sometimes it is necessary for a mentee to be referred to additional support, with their consent.
- Clarify any issues of confidentiality within the mentoring relationship.

Agree Contact Strategies

Regular contact is important to develop a good relationship. Serious problems can often be prevented from occurring if they are discussed at the outset when they look to be just a small issue.

It is important to agree at the outset what communication methods are acceptable to both parties, some people prefer face-to-face or virtual chats, whilst others are happy with telephone calls or emails. Whatever the chosen method it must be one that both parties are comfortable with.

Whilst meetings should be regular and informal to encourage a good rapport being developed, care must be exercised to avoid over-familiarity and over-stepping the agreed boundaries.

Review your contact strategy on a regular basis

to check it is still meeting your needs.

Matching mentoring and learning styles

There are two main styles of mentoring:

Active mentoring – in this style the mentor is someone who challenges, questions, and pushes as appropriate.

Passive mentoring – in this style the mentor acts more as a sounding board for ideas and is able to lead the mentee into making their own decisions, encouraging them and perhaps bolstering their confidence from time to time.

It is important that as part of your initial conversations a mentee identifies if they are looking for an active or passive mentor. In turn if the mentor's approach is different, the mentor needs to consider if they can adapt their approach to suit the mentee.

Not everyone has the same style of working and learning. Sometimes there may be a clash of styles in a mentoring relationship. This is not a failure. It just means you need to modify your style, but if this is not possible it may be necessary to withdraw from the relationship. If you do intend to do this it is important to let the other person in the relationship know you are doing this, thank them for their time and end the relationship on a positive note.

If you are interested in joining the Chamber's Business Mentoring Programme either as a mentor or mentee, we would love to hear from you.

Find out more on our website edinburghchamber.co.uk/business-mentoring/

Contact us at: businessmentoring@edinburghchamber.co.uk

International missions



In March, we held two successful virtual trade missions to the State of Massachusetts and the province Quebec in Canada.

Delegates on both missions gained insights into the international trade opportunities in these regions. They also received valuable information on the support in market from our speakers including the Massachusetts Office of International Trade and Investment, Invest Quebec International and Montreal International. The missions also provided practical legal advice to help our delegates on working and trading in these regions.

Our delegation included a number of businesses interested in expanding into these regions including Robop, Agenor, Hibernian FC, Morranoo Medtech Services, E-rail, Adrok Group, Isle of Syke Distillers, Edinburgh Teahouses (Wholesale) Ltd, Intelligent Wood Systems Ltd, The Wee Book Company Ltd and Morranoo Medtech Services.

The businesses were introduced to over 46 organisation in the US, with 24 b2b meetings taking place.

Going forwards, we are hosting a virtual mission to Netherlands in May and our delegation includes businesses from the technology, food and drink and circular economy sectors. Delegates will hear from Oost Netherlands who will highlight the different routes to the Dutch market, the

opportunities and support available. Other speakers will introduce the Dutch way of doing business; discuss cultural differences and to introduce the tax and legal aspects of doing business in Netherlands.

We are hosting an inward mission from Poland in May and the delegation visiting Edinburgh will be from a number of sectors including, Waste management, Renewable energy, Water management, Sustainable transport and Green construction.

We are also setting up a virtual mission to the State of Ohio at beginning of November. If you are interested in joining any of our missions or would like further information please get in touch with the international team on **0131 221 2999** (option 5) or email international@edinburghchamber.co.uk

Customs Declarations Team

Our team have been busy with a major change taking place this year with the introduction of full customs controls for goods moving to and from the EU from 1st January 2022 (not applicable to NI due to the NI protocol). Unless goods have a valid customs declaration and received customs clearance, the goods will not be able to leave the port of entry – with some exceptions. Delayed import declarations using the Staged Customs Controls rules now no longer apply, therefore it is necessary for business to consider how declarations will be made and how any duties due will be paid.

In addition, export declarations need to be submitted when goods move through border locations that use the arrived exports process,

GVMS (Goods Vehicle Movement System).

Imports of food & drink products of animal origin (POAO) may need to be registered on the IPAFFS system (Import of products, animals, food and feed system).

Further changes are being applied from 1st July 2022 with regards to expanded requirements of export health Certificates, phytosanitary certificate requirements & extra checks on sanitary and phytosanitary goods. It is advisable to start making arrangements to ensure that exports and imports are compliant for these changes in good time.

Edinburgh International Trade (EIT) Team

The team at EIT are continuing to see market growth in exports worldwide. There has been a 47.5% increase year to date, with United Kingdom Certificates of Origin for permanent exports, progressing away from Pandemic and Covid in year 2020-2021.

We have had major growth in requirements for ATA Carnets for temporary import/export for exhibitions, commercial samples etc. and have seen an increase of 120% in the number of Carnets year to date, with Borders opening up more and the requirement for Carnets for European territory.

Our major exports continue to be within the Scottish Food & Drink industry, with our "national dram" being highest on the list. We are seeing more markets opening up; however, we tend to still have major exports to Turkey, China and Middle East.



Intelligencia Training Named As FE Weekly & AELP Apprenticeship Provider Of The Year For Protective Services Category

From a record number of entries, the countries best apprenticeship training providers and employers were unveiled at the Annual Apprenticeship Conference Awards 2022. At the ceremony on 22nd March from a record-breaking 370 entries, judges selected 24 award winners. Specialist apprenticeship training provider, Intelligencia Training, were named as winners in the Protective Services category.

Shane Mann, Managing Director of FE Week's publisher Lsect and AAC awards co-host said "Tonight we have proved that there is so much to celebrate in the apprenticeship sector. The providers, employers and individuals we've recognised represent the innovators, risk-takers and pioneers that are not only doing amazing things for apprentices but are also proving that apprenticeships are a first rate pathway through education."

Intelligencia Training's Director of Education, Ian Richardson, commented "It is a fantastic honour for our contribution to the protective services sector to be

recognized amongst such considerable competition. We are passionate about the expansion of apprenticeship opportunities in the sector and have been at the forefront of curriculum development for both Intelligence Analysis and Counter Fraud Investigation Standards for a number of years. We have now qualified hundreds of intelligence personnel that are making considerable differences across a varied range of sectors and are already making a considerable impact with our counter fraud investigation curriculum across another diverse employer and learner demographic. Our focus on bespoke, role

specific curriculum and real opportunity to ensure application of skills within the analytical and investigative environments is at the centre of our success.

This award is testament to the fantastic work that all of our teams deliver, bringing such variety of professional experience from industry to ensure the most relevant apprenticeship programmes and clear measurable impact within their sectors."

You can read more about Intelligencia Training and their levy funded apprenticeship programmes at:

www.intelligenciatraining.com

EDINBURGH'S NEWCOMERS



Sharon Ahern & Stephanie Lee



Grace O'Keefe



Rebecca Reid

InterContinental Edinburgh

Two of Edinburgh's most loved hotels have recently added to their sales team in key positions. Representing InterContinental Edinburgh The George and Kimpton Charlotte Square we welcome Stephanie Lee as Director of Sales and Sharon Ahern as Assistant Director of Sales.

Stephanie joins the team after a successful career across event and contract catering leading UK based sales teams. Sharon has a strong background in hotel sales after years with Starwood and Marriott before joining Standard Life for a short term contract.

Both are passionate and experienced hospitality professionals who are proud to be part of the IHG team in Edinburgh. They are on hand to discuss meetings and events at both hotels along with room rate agreements for frequent business travellers. You can contact them on stephanie.leel@ihg.com or Sharon.ahern@ihg.com

Openreach

Grace has joined Openreach to lead the national digital network's public affairs engagement and policy development in Scotland.

She sits on the Openreach Scotland Board and works closely with various stakeholders across the industry, including Ofcom and the Scottish Government as well as Scotland's 129 MSPs and 59 MPs.

A graduate of the University of Glasgow, with an MA in Politics, Grace joined the Openreach Scotland team in January 2022.

She spent the previous seven years in Scottish politics working for MSPs as an campaign manager, office manager and latterly head of office, leading and collaborating on a variety of campaigns and issues across the political spectrum.

Grace grew up in Aberdeenshire and now resides in Edinburgh, but spends her weekends in the countryside, hiking around Scotland.

Turner & Townsend

With over 10 years of marketing and business development experience, 7 of which within the built environment sector, Rebecca Reid has joined Turner & Townsend as their new Regional Business Generation Manager for Scotland. Rebecca will be responsible for driving the regional growth, positioning and pipeline generation within the Scottish sector.

Turner & Townsend is a global professional services company specialising in programme management, project management, cost and commercial management and advisory across the real estate, infrastructure and natural resources sectors.

"It's an exciting time to join the business. The construction sector continues to go from strength to strength and has a key role to play in meeting society's biggest challenges. My role will be to continue to develop and enhance our brand in Scotland in alignment with our global Vision 2025 our purpose and values. A key focus will be to build on the fantastic projects we have live at the moment, such as Edinburgh Trams to Newhaven Phase 2 which will serve one of the most densely populated areas of the city and an pioneering exercise for Network Rail for the Waverley Masterplan."

BUSINESS COMMENT IS AN EDINBURGH CHAMBER OF COMMERCE PUBLICATION

Edinburgh Chamber of Commerce, Business Centre, 2nd Floor, 40 George Street, Edinburgh EH2 2LE
www.edinburghchamber.co.uk

President: **Jane Clark-Hutchison**
Chief Executive: **Liz McAreavey**

EDITOR:
Emma Reid, Tel: **0131 221 2999**
Email: emma.reid@edinburghchamber.co.uk

FEATURES EDITOR
David Forsyth, Tel: **07887 955778**
Email: david@benchmarkpr.co.uk

PRODUCTION & DESIGN

Distinctive Media Group Ltd, 3rd Floor, Tru Knit House, 9-11 Carloli Square Newcastle Upon Tyne NE1 6UF
Tel: **0191 5805990**
Email: production@distinctivegroup.co.uk
www.distinctivegroup.co.uk

ADVERTISING

Contact: **Lisa Miller**
Business Development Manager, Distinctive Media Group Ltd
Tel: **0191 5805990**
Email: lisa.miller@distinctivegroup.co.uk
Distinctive Media Group Ltd, 3rd Floor, Tru Knit House, 9-11 Carloli Square Newcastle Upon Tyne NE1 6UF



Find your digital voice!

Engaging your brand with audiences that matter.





BRINGING INTERNATIONAL INVESTMENT TO SCOTLAND

Through our global network of real estate investors we are committed to bringing international investment to Scotland's commercial property market.

Find out how we could support your property sale at tremont-investment.com or by contacting pilz@tremont-investment.com