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Front cover: Prime Minister Theresa May speaking at the Mansion House, City of London. Photograph courtesy of the Press Association

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Messages for the Mayor on skills and housing



LCCI has warned that Mayor Sadiq Khan must fully grasp the challenge of London's skills shortage and promote new trade opportunities to safeguard London's economy.



Responding to the Mayor's draft Economic Development Strategy, the Chamber backed calls for the Apprenticeship Levy to be devolved to London but called for real business input to help tailor the Adult Education Budget when it is devolved.

LCCI agrees that the Mayor correctly identified affordable workspace and a fairer system of business rates as major issues due for reform. However, to mitigate the current negative mood among business the Mayor must work to limit any further cost rises in the capital. This includes looking to soften the impact of the proposed Ultra-Low Emission Zone extension on SMEs.

Access

The Chamber believes the Mayor has an integral role to play in supporting London businesses who have concerns about Brexit and those who want to access new business opportunities in fast growing international markets.

LCCI chief executive Colin Stanbridge (below) said: "There are a lot



of positive elements in the Mayor's draft economic strategy, but words should be translated into actions.

"London is an exporting success story and remains the only region in the country that runs a trade surplus. As the UK leaves the EU, it is essential that we build on our existing relationships whilst pursuing new opportunities.

"LCCI has been helping British businesses grow through international trade since 1881. We therefore support proposals such as the new London Trade Strategy and any further assistance that will be made available to London businesses."

Housing



As many of the capital's property and construction sector gathered at MIPIM, the annual property and construction fest in Cannes, last month (see pages 6-7 for full report), LCCI urged Mayor Sadiq Khan to use his emerging London Plan to improve the resilience of London.

Specifically, the Chamber wants the Mayor to focus on providing homes to rent for blue light emergency service workers – on derelict land lying within the Green Belt.

In its submission to City Hall's consultation on the draft London Plan, LCCI proposed that the Mayor should formally 'identify the need' for emergency service worker housing in the same way that previous plan reviews concluded there was a specialist need for housing provision for older people and students.

Last year LCCI commissioned mapping of the Metropolitan Green Belt that identified 329 hectares of 'brownspace' which could be used to build up to 20,000 homes.

"Over half of London's frontline police, fire and paramedic workers are living outside the capital."

Frontline

In 2016, LCCI's report *Living on the Edge: Housing London's Blue Light emergency services* found that over half of London's frontline police, fire and paramedic workers were living outside the capital – a stat that remains the case today.

Colin Stanbridge said: "There is potential for the Mayor to enhance the preparedness and resilience of

London by moving to secure housing inside London for the emergency workers that serve London.

"It is welcome that the draft London Plan seeks to explore all options to use land throughout the capital efficiently, however that should include an honest assessment of the potential of the derelict, underused or abandoned plots of land that can be found in every borough that straddles the greenbelt. The Mayor should consider reclassification of such land."

Other areas that LCCI has highlighted for debate in the draft London Plan include the lack of fixed river crossings in east London and the widespread use of permitted development rights to convert commercial premises into residential units.

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Agreement on Brexit transition period



Business broadly welcomed the agreement struck last month to help effect the withdrawal of the UK from the EU in an orderly fashion.

Commenting on the agreement Dr Adam Marshall, director general of the British Chambers of Com-



Dr Adam Marshall

What was agreed

- The transitional period will last from Brexit day on 29 March 2019 to 31 December 2020
- EU citizens arriving in the UK between these two dates will enjoy the same rights and guarantees as those who arrive before Brexit. The same will apply to UK expats on the continent
- The UK will be able to negotiate, sign and ratify its own trade deals during the transition period
- The UK will still be party to existing EU trade deals with other countries
- The UK's share of fishing catch will be guaranteed during transition but UK will effectively remain part of the Common Fisheries Policy, yet without a direct say in its rules, until the end of 2020
- Northern Ireland will effectively stay in parts of the single market and the customs union in the absence of other solutions to avoid a hard border with the Republic of Ireland.

that would otherwise have remained in question.

"In the interests of business across Europe, both sides must now do everything in their power to ensure that the transition does not become a political football later in the negotiation process."

On citizens' rights, Marshall said: "Businesses across the UK will be particularly relieved that they will be able to hire and retain European nationals on similar terms over the next two years, given the significant skills gaps they continue to contend with."

Access

On trade agreements, he added: "A priority for both the UK and the EU must now be to secure agreement from our shared trading partners to keeping the status quo on existing EU free trade agreements. Any loss of market access would hurt UK exporters and European supply chains alike. It is excellent that the UK and the EU agree on the need for continuity in existing trade agreements; together, we must now seek confirmation from our trading partners."

"While businesses are interested in the prospect of the UK being able to sign new trade agreements during the transition period, the top priority must be to retain market access on the same terms with existing trading partners."

Laser-like

On the future UK/EU trading relationship, Marshall concluded: "Securing assent from the European Council must be the top priority. Over the coming weeks and months, the UK government and the European Commission must adopt a laser-like focus on the future trading relationship – and swiftly conclude a deal that minimises further adjustment costs and that answers the many practical questions that trading businesses still face."

"A zero-tariff agreement is a no-brainer for both sides. However, businesses need to see more pragmatic positions on customs and cooperation in services."

"A zero-tariff agreement is a no-brainer for both sides. However, businesses need to see more pragmatic positions on customs and cooperation in services."

merce, said: "This is a milestone that many businesses across the UK have been waiting for. The agreement of a status quo transition period is great news for trading firms on both sides of the Channel, as it means that they will face little or no change in day-to-day business in the short term."

Clarity

"While some companies would have liked to see copper-bottomed legal guarantees around the transition, the political agreement reached in Brussels is sufficient for most businesses to plan ahead with a greater degree of confidence. Many companies will now have the clarity they require to proceed with investment and hiring strategies

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May at the Mansion House

Last month Prime Minister Theresa May spoke at London's Mansion House to present the government's Brexit objectives, laying down five tests to guide negotiations with the EU over a future trade deal.

These were:

- respecting the referendum result
- ensuring an enduring agreement
- protecting people's jobs and security
- being consistent with a modern, open, outward looking, tolerant European country
- strengthening the United Kingdom.

Priority

Overall the speech was well received. Dr Adam Marshall, director general of the British Chambers of Commerce (BCC), believed that businesses would appreciate the PM's determination to secure a wide-ranging agreement and that their needs will be "front and centre in the negotiations ahead." He said: "The practical issues that matter for business and trade must now become the absolute priority. The time for high-level statements is over, and attention must now turn to the painstaking process of getting the details right."



Anastassia Beliakova (above), BCC's head of trade policy, communications and public relations.



mented on tariffs and mutual recognition which was covered in the PM's speech. "Although some barriers to trade are inevitable as the UK leaves the EU, there are some that can and must be avoided. The Prime Minister's commitment to seek a tariff-free trading arrangement, and to aim to minimise costs and red tape behind the border, will be welcomed by businesses on both sides."

On customs and border management, she said: "Much of the debate has been focussed on the merits and drawbacks of whether the UK

should be part of a customs union with the European Union, but there are many other issues related to cross-border trade that need as much, if not more, attention.

Critical

"Transit of vehicles, validity of licences, inland health and safety checks on goods, and the waiving of unnecessary declarations are all critical areas for negotiations – and would significantly ease future burdens on businesses. This is the sort of detail that needs to be addressed,

The Prime Minister's commitment to seek a tariff-free trading arrangement will be welcomed by businesses on both sides

and swiftly, to give businesses greater confidence.

"Having reiterated the proposal for a customs partnership with the EU, whereby the UK collects two different sets of tariffs, the Prime Minister must now outline how this could work in practice – as this could potentially be very challenging for businesses to implement. The 'highly streamlined option' would also require a significant amount of investment, work and cooperation from customs on both sides – and if this is the preferred approach, the UK and the EU must agree next steps without delay."

Pragmatic

On immigration and labour markets, Beliakova said: "At a time of critical labour shortages in many parts of the UK, a pragmatic approach to immigration is sorely needed. Business welcomed the recent clarity from government around the rules for EU nationals arriving during the transition period, but will want to see an ambitious agreement between the UK and the EU that allows businesses across the continent to get the skills they need in future."

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Housing, transport and skills on the MIPIM agenda

mipim



Simon Dishman joined the LCCI delegation to the south of France last month.

MIPIM, the world's leading property event is vast, with over 24,000 participants, and over 3,100 exhibiting companies from 100 countries in attendance. This four-day event in Cannes provides an international platform for debate in the property sector that is unrivalled.

LCCI's primary focus during MIPIM 2018 was not just on the challenges of catering for London's rapidly increasing population, but the opportunities to capitalise upon it. Working alongside key stakeholders including the Department for International Trade, London Councils, New London Architecture (NLA) and the City of London Corporation, the delega-



tion was focused on presenting brand London as a way to secure investment throughout the capital.

Messages

This was LCCI's sixth year participating at MIPIM – now in its twen-

ty-ninth year – in which it was supported by an 85-strong delegation of business representatives from 25 companies from the world of property and construction across the capital. The delegation, led by LCCI president and Berkeley Group chairman Tony Pidgley and LCCI chief executive Colin Stanbridge, were out in force to promote London as a place to do business, while advocating LCCI's core policy messages on housing, transport and skills.

The London Plan that was unveiled by Mayor Sadiq Khan last November took centre stage. The plan presents the Mayor's vision for

the continued development of the capital for the next 20-25 years.

In response LCCI has called on the Mayor to address the chronic undersupply of housing, tackling the overcrowding and congestion of the capital's transport network, and the perennial issue of skills.

Packed

On housing, LCCI's core ask was that the Mayor review the capital's Metropolitan Green Belt, following the publication last year of Brown for Blue, a report which said that derelict or disused areas of the belt should be used to house the capital's emergency services personnel. This report was central to a packed NLA discussion forum with Pidgley and NLA chairman Peter Murray.

On transport, LCCI strongly supports Crossrail 2 and aviation expansion – both at Heathrow and Gatwick. Crossrail 2 featured in a Chamber reception with guest speaker Jules Pipe – formerly mayor of Hackney, now working on the London Plan – particularly the concern over the project's funding, and whether businesses should foot the bill.

On skills, LCCI are advocating greater devolution to the capital,



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On the waterfront

LCCI's delegation to the French Riviera was made up of some of the leading players within the real estate industry. The Chamber's flagship stand within the London Pavilion showcased supporters' businesses and contributed to a strong voice for London business. This year, for the first time, the British Film Institute and the London Symphony Orchestra joined the Chamber as cultural partners.

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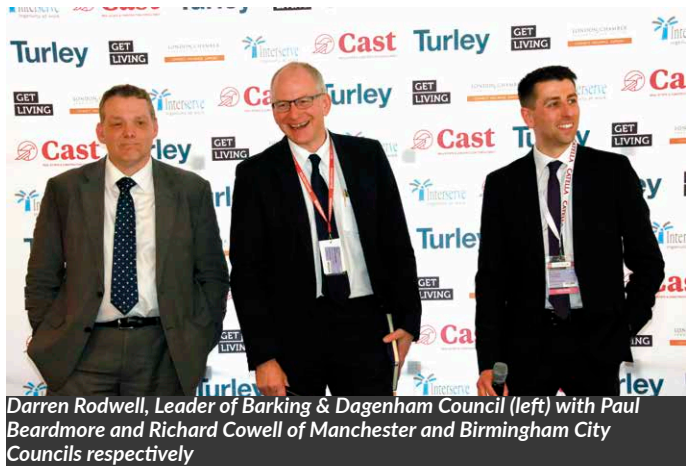
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For more information on LCCI at MIPIM 2018 visit www.londonchamber.co.uk/events/mipim

SPONSORED COLUMN

Welcome relaxation in tax break for entrepreneurs

By Clare Munro, senior tax partner,
Lubbock Fine Chartered Accountants



Darren Rodwell, Leader of Barking & Dagenham Council (left) with Paul Beardmore and Richard Cowell of Manchester and Birmingham City Councils respectively



particularly on skills funding and the apprenticeship levy – an issue raised by the leader of the London Borough of Newham, Kim Bromley-Derry, during an LCCI/Crofton event.

Collaborative

There has, in the past, been elements of 'us versus them' around investment in London and the rest of the UK. This year there was a more collaborative approach, particularly across the UK's core cities; from Birmingham, Manchester and London. For example, LCCI's *Build to Rent* lunch saw representatives of Manchester and Birmingham City Councils, alongside the leader of the London Borough of Barking and Dagenham. This session focused on how the build to rent sector could play its part in solving the affordable homes problem across each of the UK's three core cities.

Cities

Other major cities promoting investment projects at MIPIM included Istanbul, Warsaw and Dubai. In this context, LCCI hosted a private dinner for Deputy Mayor for Paris Jean Louis Missika. This chimed with the signing of the Declaration of the Alliance of European Metropolitan Chambers, of which LCCI and the Paris Region Chamber of Commerce were signatories, that took place in April 2017.

Despite Brexit looming, there was relatively limited discussion on the topic, with pragmatism and a sense of 'getting on with business' prevailing. Domestic priorities took centre stage within the London Pavilion. This was evident during a panel discussion with the



City of London following the publication of their report *The City as a Place for People*. Catherine McGuinness (pictured above), the Corporation's policy chair, said that the report recognised that talent is more important than ever for businesses in the Square Mile, and that a range of strategies were being adopted to attract the best and brightest.

www.mipim.com

The Spring Statement was never intended to be a mini-Budget so it was no surprise to us that it didn't produce any immediate tax changes. Instead it launched a series of consultations, and some could have important consequences for business owners.

One affects the key relief from capital gains tax for entrepreneurs. This relief brings the capital gains tax rate for entrepreneurs who sell a business or shares in their company down from 20% to 10%. In my experience most business clients know about the relief and assume that it will be available when they sell up. In fact there are multiple traps built into the rules which make it perfectly possible to lose the relief accidentally.

Recent cases going through the courts have demonstrated this effect. In the most recent; a loan was capitalised into redeemable non-voting shares when the company founders applied for a government grant. The new shares were found to have diluted the founders' holdings below the key threshold of 5%, denying them relief.

The government has taken on board the fact that this could be seen as a disincentive to expansion. Faced with a potential loss of this vital relief, founders might well hold back from sourcing additional finance and allow their company to stagnate. As part of the Spring Statement, chancellor Philip Hammond announced that from April 2019, if a fundraise involves a share issue that dilutes existing holders below 5%, then the shareholder will be able to make an election to

crystallise the gain at that point and use the entrepreneurs' relief entitlement. There will also be an option to postpone the tax charge until the shares are actually sold.

"In my experience most business clients know about the relief and assume that it will be available when they sell up. In fact there are multiple traps built into the rules which make it perfectly possible to lose the relief accidentally."

In reality, many who start up a small company will sell long before their holding is diluted below 5%, so it's not a problem that we frequently encounter in practice. However, it's certainly true that, for founders with big growth plans, perhaps involving a dilution of their shareholding with a private equity injection, they could miss out on a relief which was intended to incentivise them to start up and grow their companies.

The consultation is asking for responses on the mechanism for implementing this relaxation and it will not take effect until 2019. However, given the importance of small and growing businesses to our economy, it is a welcome move from the government to direct the benefits of Entrepreneurs' Relief to the right people.

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Hamlet in Hackney



by Taylor Vraney

The Royal Shakespeare Company's latest revival of one of Shakespeare's most performed plays hit a stellar mark at the 1901 Hackney Empire theatre.

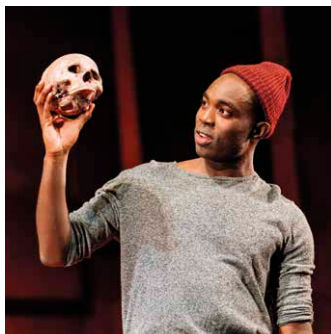


Photo by Manuel Harlan © RSC

Leading the primarily black cast with an emotionally charged performance as Hamlet was the talented Paapa Essiedu. As Hamlet's thoughts and motives become more chaotic, so do the actor's mannerisms, as he spreads graffiti and paint around the set.

Mimi Ndiweni, as Ophelia, showcases a heartbreaking spiral into



Photo by Manuel Harlan © RSC



Photo by Manuel Harlan © RSC

insanity. Lorna Brown, as Gertrude, and Clarence Smith, as Claudius, are regal beings on and off stage, characterising love after loss as well as the loss of love when Claudius' plot is revealed.

Timeless

The quality of the performers was enhanced by the phenomenal direction of Simon Godwin, who leads the timeless tale into the present day. The stylistic references of West African politics along with designer Paul Wills' bright colours filling both the background and the characters' clothing further sets this *Hamlet* apart.

Drums echo around the stage, bringing in new cast members and emphasizing plot points. The effective integration of music by Sola Akingbola and music associate Jon Nicholls combined with the movement of the characters directed by Mbulelo Ndabeni strengthens the show's themes of grief, indecisiveness and revenge.

Taylor Vraney is a student of journalism at the University of Minnesota
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AnyJunk at London Stock Exchange

It was a return to the City for ex-banker Jason Mohr last month when he was given the honour of opening the day's trading at the London Stock Exchange.

The occasion marked the launch of the British Chamber of Commerce annual awards – see box below – at which, last year, AnyJunk, the on-demand rubbish clearance company which Mohr set up in 2004, scooped the business of the year award.

The Putney-based company with operations around the UK was praised by local MP Justine Greening for the contribution it had made. Mohr spoke of the pride that the staff at AnyJunk felt. "To have been chosen from hundreds of companies across the UK is a huge honour and one we'll do our very best to live up to. Getting to open the London Stock Exchange is definitely the icing on the cake."

www.anyjunk.co.uk



Rewarding

Entries to the Chamber Business Awards are open midnight on Friday 29 June. Companies can enter nine categories, covering exports, small business, exemplary employers, technology, high-growth, customer commitment, partnerships with the education sector, digital communications,

and workplace wellbeing.

Sponsors of the 2018 awards include Bibby Financial Services, DHL Express, Legal & General, The London Stock Exchange, Qdos Consulting and RADA in Business.

The full list of categories is:

- Small business of the year
- Export business of the year
- Best use of technology award
- Employer of the year

- Workplace wellbeing award
- Customer commitment award
- Digital communications campaign of the year
- Education and business partnership
- High growth business of the Year.

The awards will be presented at a Gala Dinner on 29 November 2018 at Tobacco Dock.

www.chamberawards.co.uk

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100 years on and women



by Taylor Vraney

This year marks the 100th anniversary in the UK of the success of the Women's Suffrage movement in securing the right of women to vote with the adoption in 1918 of the Representation of the People Act.

The fight for women's voting rights originated in 1832 when MP Henry Hunt presented a petition



written by Mary Smith, a wealthy Yorkshire woman. The document

detailed her frustrations with paying taxes and abiding laws created

by votes in which she did not have a say.

Parliament disregarded the appeal and outrage spread, leading to the establishment of a women's suffrage group. Multiple groups formed with the same objective: to obtain women's right to vote. These included the Women's Franchise League, the National Union of Women's Suffrage Societies and the Women's Social and Political Union.

In 1905, the women's suffrage movement divided into two factions. Suffragists, like Millicent Fawcett, peacefully advocated and campaigned. Suffragettes, like Emmeline Pankhurst, actively defied the law through aggressive demonstrations, going on hunger strikes and chaining themselves to railings.

Propaganda

Many of the 'militant' suffragettes were imprisoned. Their refusal to eat led to guards forcibly feeding them, an image that served as useful propaganda. The publicity garnered through these defiant acts gave the movement considerable attention, even though not all of it was positive.

These events led to the adoption of the Representation of the People Act, granting women over the age of 30 voting rights. The following year, Parliament passed the Sex Disqualification Removal Act, making it illegal to prohibit hiring women on the basis of their sex.

Thereafter, women obtained the right to become members of Parliament, becoming more prominent political members, and with the passing of the Equal Franchise Act in 1928, they acquired equal



Get involved

Votes for Women

Featured at the Museum of London is an exhibition that details the history of women's acquisition of the right to vote. From treasured Suffragette objects, like Emmeline Pankhurst's hunger strike medal, to a newly-released film, this event shows what went into the 50-year campaign.

2 Feb 2018 – 6 Jan 2019

Free admission

www.museumoflondon.org.uk

Processions

Commissioned by 14-18 NOW, an art experience programme that connects people with events during the First World War, the event will invite women and girls from across the UK to walk together for a 'celebratory mass participation artwork'.

10 June

Free admission

www.1418now.org/commissions/processions

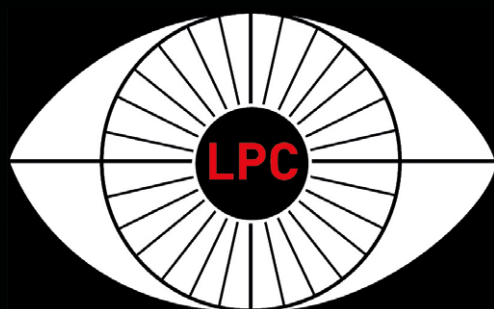
Voice & Vote

Displayed at Westminster Hall is an interactive exhibition that showcases how women achieved equal voting rights and how women are represented in the House of Commons and the House of Lords.

27 June – 6 Oct

Free admission

www.parliament.uk/get-involved/vote-100



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still fight for their rights

voting rights and the voting age was lowered to 21.

Lower-paid

Since then, further developments in women's rights have decelerated. According to a 2016 McKinsey study on equality in the UK, the country will be unable to achieve total parity within the next 30 years.

"Today, women work in less productive sectors and are concentrated in lower-paid occupations, which affects their financial stability," the report states.

This data is reflected by the findings of the 2017 Gender Equality Index, GEI, which reported that the EU received an index score of 66.2, a four-point increase within the past decade.

"Though we would like to believe otherwise, the data show that women are still very much second-class citizens in the EU," a GEI press report from the European Women's Lobby (EWL) stated.

EWL secretary general Joanna May-



Photo: www.womenmarchlondon.com

cock has called for the EU to demonstrate its sincerity in safeguarding the rights of all its citizens. "For me the fight for women's rights and gender equality has always been at the centre of any struggle for equality and justice."

Threatened

Gender equality was also a prominent point of discussion in 2017. Following the election of President

Trump, the Women's March recorded five million women across the globe, 100,000 in London, marching in solidarity for their threatened rights.

Social media also highlighted misconduct against women in both the workplace and their daily lives. After the *New York Times* published the sexual harassment allegations against Harvey Weinstein in Octo-

ber, the #MeToo movement ensued.

The phrase, coined by social activist Tarana Burke, was popularized by Alyssa Milano on Twitter to showcase the magnitude of the problem. From celebrity to obscurity, millions of women across the globe posted the hashtag.

One hundred years have passed and women continue the fight for equal rights. Women still undergo sexual harassment in the workplace and witness debates by male-led government groups regarding their reproductive rights while equal pay lawsuits abound.

Despite this, women have made strides in combating social prejudices and barriers for their rights and will continue to do so until they achieve parity. Until then, celebrate the past and eagerly await the future achievements of women and the men who support them.

Taylor Vraney is a student of journalism at the University of Minnesota

The Prince of Thieves

Perseverance is important for success. The opposite of perseverance is procrastination. Perseverance means you never quit. Procrastination means you never start or never finish.

Often, people who procrastinate reason that they are perfectionists and everything must be just right before they can get on: no distractions, not too much noise, and they must be physically and mentally well. The other end of procrastination – being unable to finish – also has a perfectionist explanation: 'I'm just never satisfied; I'm my own harshest critic; if the "i"s aren't dotted and the "t"s aren't crossed, I can't consider it done.'

Do you see what's going on here? A fault is being turned into a virtue. The perfectionist is saying that his standards are just too high. This fault-to-virtue syndrome is a common defence when discussing weaknesses, but

has little to do with what's really behind procrastination.

Usually, the basis of procrastination is fear of failure. What's the difference between the fear of being less than perfect and that of anything else? You're still paralysed by fear. What's the difference between never starting and never finishing? You're still stuck. You're still going nowhere and are overwhelmed by the task before you. You're still allowing yourself to be dominated by a negative vision of the future

where you see yourself criticised, laughed at or losing. This negative vision is really a mechanism that allows you to do nothing.

Turning procrastination into perseverance involves principles that foster productivity instead of passivity:

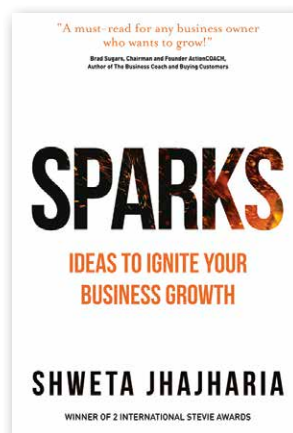
1. Break it down
2. Write it down
3. Set a timeline
4. Take action



"Often, people who procrastinate reason that they are perfectionists and everything must be just right"

These techniques are extremely powerful, allowing you to stop procrastinating and start achieving your goals.

Excerpted from the Amazon bestseller 'Sparks: Ideas to Ignite your Business Growth' by Shweta Jhajharia, a leading global business coach. If you are ready to choose the red pill, get in touch at www.londoncoachinggroup.com/businesscoachingsession and let's deep dive into your business together.



The Bitcoin business



by Taylor Vraney

Bitcoin was an accident, one that changed the technology sector forever. Its inventor, only known by the alias Satoshi Nakamoto, produced the first operational decentralised peer-to-peer network (P2P). By-products of this creation are cryptocurrencies like Bitcoin, an essential component of blockchain programming that allows P2P to work.

Blockchain programming consists of algorithms that validate transactions between users when solved. Individuals, called miners, decode these encrypted formulas and receive a block of data as a result. This block of information contains confirmation of a transaction and a digital value, like a coin.

This electronic block is added to an individual's account, akin to a digital ledger. This ledger hosts other blocks of data, the blocks combining to form a blockchain. Once the chain receives a new addition, the transaction is complete, and the "coin" added to the account.

Blockchain grants users complete autonomy over their cash by completing transactions without surveillance or institutions, like a bank.

As the first cryptocurrency, Bitcoin remains the most popular



in the financial market. It resides among a myriad of other cryptocurrencies that continue to develop, such as Ethereum and Litecoin.

While cryptocurrencies incur multiple benefits, they are not without their faults.

Benefits

Due to its placement online, cryptocurrencies have no geographical limitations. Transactions utilising cryptocurrencies can be completed from anywhere in the world instantaneously. However, the legality of some cryptocurrencies, as well as their acceptance as a form of payment, varies from country to country.

Another key feature is security. Cryptocurrencies allocate an assortment

of 30 randomized characters that ascribe to a user, permitting them to exchange digital coins without tracking other people or compromising their identity.

Cryptocurrencies are also free to the public and absent from governmental and institutional oversight. Because there are no banks controlling the inflation and deflation of monetary value, demanding transaction charges and creating interest and exchange rates, users can maintain their own currency without incurring such fees.

Risks

In a constant developing market, prices of cryptocurrencies are volatile. Last month, while I was writing

this article, Bitcoin rose in value over one day by three per cent. From the beginning of March till three weeks later, the price of Bitcoin had dropped by 21 per cent.

Since cryptocurrencies are an encrypted technology, it is more imperative than usual to remember an account's password. The way the infrastructure is designed makes it impossible to retrieve one's online currency if account details, like a password, are forgotten.

Similarly, exchanges involving digital coins are permanent. Once a transaction is confirmed, there is no way to reverse that action. Ergo, if a mistake is made, it cannot be remedied, even with legal aid.

An extensive amount of energy is required during the mining process, in which coins are generated by enormous amounts of electricity, which can harm the environment. Currently, about 46 TWh is used to mine Bitcoins, nearly a sixth of how much energy the United Kingdom consumed in 2017.

Future applications

The popularity of cryptocurrencies and blockchain technology is increasing. Countries from Japan to Switzerland have embraced the use of digital currency, the latter country's economic minister Johann Schneider-Ammann stated his desires of Switzerland becoming "the crypto-nation," according to *Bitcoin Magazine*.

Others, from South Korea to China, are limiting cryptocurrency trading through bans, harsh penalties and heavy taxes. For instance, China has imposed a nationwide ban on internet sites connected with cryptocurrency trading activity.

Favoured or not, cryptocurrencies are part of this digital era. Some businesses in London, such as The Old Shoreditch Station coffee bar and Himalayan People, already accept Bitcoin and other digital currencies as a form of payment. How blockchain technology and the new currency will be implemented will be determined by businesses themselves.

Taylor Vraney is a junior studying journalism and political science at the University of Minnesota Twin Cities. She has written for publications such as the *Minnesota Daily*, *Woodbury Magazine* and *White Bear Lake Magazine*.

Racing ahead

Fifty LCCI members made their way to Lingfield Park for a day of racing and networking last month. Jockey Dave Crosse was on hand to analyse the runners and riders, show the punters round the paddock and give them the general feel and ambience of the course.

The seven races were mainly handicaps, including an apprentice handicap and a novice stakes, so there was a wide expectation that any horse could do well with each way bets being the order of the day.

Thanks to Dave Crosse, members were also able to quiz the effervescent Hollie Doyle who didn't ride a winner but came in third on Madrinho in the 2.10.

www.lingfieldpark.co.uk



Crimefighting in London



by Jeff Little

Crime is on the increase after many years of falling statistics and we have been warned that there could be a spike in criminal activity this summer. According to the British Retail Crime Survey, retail losses, mainly from shoplifting, exceeded £700 million in 2017 and violence towards store staff has also increased.



None of this should come as a surprise. Police officer numbers have fallen significantly since austerity measures came in. The police have a raft of new duties to perform including counter terrorism, historical sex abuse investigations, even Russian spy assassinations. Police officers simply have no time or resource left to deal with 'low level' crime – including theft, much of which is not now investigated. They have no time available to trawl through hours of CCTV imagery and link crimes together into coherent cases against serial offenders. This is an increasingly serious situation which the Home Office must address as a matter of urgency. Organised crime is now a major threat to national security.

Capability



Britain has a mature and well-developed CCTV network in both the public and private sectors and the quality of the imagery generated is slowly improving as digital

HD systems replace older analogue equipment. But most of the footage captured is never truly examined or analysed. Many town councils have reduced their CCTV surveillance effort to save much-needed cash. Facial recognition technology is becoming more effective but is not yet trusted by human rights groups and some political figures. But all is not lost. London, once again, has spearheaded the development of a new and exciting crimefighting capability which the rest of the world is clamouring to emulate.

A tiny minority of the population, believed to be less than one per cent, have incredible skills enabling them to identify and recognise people's faces – even from images which may have been taken 10 or 20 years previously and may have been disguised by helmets, glasses or facial hair. These talented individuals are referred to as Super Recognisers (SRs). The Metropolitan Police have boldly led the way in creating the world's first SR team – employing a small but highly cost-effective cell working at Scotland Yard for several years.

Effective

SRs can be highly effective at air and sea ports enhancing border security. They can spot those with banning orders against them and known trouble-makers at football matches or shopping malls. They can identify serial criminals, drugs dealers and ticket touts at pop festivals and other large gatherings or exhibitions. They can spot extremists travelling on public transport and cue other systems and resources to secure the safety of the public. They can assist with missing persons cases or major investigations such as murder or kidnapping. They can produce coherent cases against individual shoplifters by linking their offences together, grouping multiple crimes into a convincing portfolio that the courts will welcome, and stimulating wrongdoers into submitting guilty pleas at a much earlier stage in the judicial proceedings, saving courts both time and resource.

Pioneers

The British are pioneers in this field and several universities are now involved in research and development of the SR skillset. Interest is being shown by German

police following assistance given to investigations of sexual attacks on women in public spaces at Christmas and New Year. Australian security services and USA-based research facilities are also following the trend.

Behavioural

The SR skill is preternatural – people are gifted with it from birth. It cannot be taught but it can be developed and enhanced. SRs are excellent behavioural analysts, they can spot those who are about to commit an offence from their actions and movements. They can prevent and deter crime, they can capture live evidence and they can conduct post-incident analysis. SRs can be selected by several on-line tests – many gifted individuals already exist within extant public and private security services and companies. They can be simply identified and those with the correct attitude and enthusiasm can

be interviewed, their skills enhanced and then add huge value to the crimefighting abilities of their parent organisations.

During a recent exercise, 20 men and women identified by internet selection tests were shown photos of three men wanted in connection with a possible attack in the capital. Participants were ordered to find and photograph these suspects within a crowded and busy shopping area of the city and mail their images back to exercise control. The suspects were played by actors; the photos shown were at least ten years old. The potential SRs rapidly closed in on the men and within minutes their movements were transmitted to HQ. Arrests could have been made had this been a genuine crime situation.

Jeff Little OBE is director logistics at Super Recognisers International [www.](http://www.superrecognisersinternational.com)

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Historic opportunity for UK exporters

by The Rt Hon Liam Fox MP

The constituent chambers of the BCC have long protected and promoted Britain's businesses. They have been outward-facing and eager to support global ventures.

Currently we are seeing record foreign direct investment in the UK and our outward direct investment stock is now at £1.2 trillion, bringing prosperity at home and abroad.

Our country's traditional strengths are prospering just as much as our new ones. We're seeing record tech start-ups – 8,000 in the last year but manufacturing order books are also well above their long-term trend.

Our employment levels are at an all-time high and our exports of both goods and services are booming as an increasingly large global middle class is able to access the high-quality products that Britain has to offer.

Investors continue to show confidence in the UK. They choose the UK for its legal system, skilled work force, low-tax and well-regulated economy, cutting edge tech, some of the world's best universities, English language, and time zone.

Prizes

There are great prizes for our economy as we leave the EU in this era of globalization. Global trade is leading our economy forward. Exports rose by over 11 per cent last year, six times faster than the economy as a whole. They reached well over £600 billion in 2017.

The EU will always be a very important part of that but we cannot let the practices and patterns of the past constrain the opportunities of the future.

In just ten years the proportion of our exports that go to the EU has dropped by 11 percentage points. Over the next decade, 90 per cent of global economic growth is expected to be from outside the EU.

That could be reinforced as a higher proportion of trade comes from services, and transport costs



for goods decrease; both trends could reduce the importance of geographic distance.

Shifting

Patterns of global trade are changing; shifting global prosperity will change the pattern of demand for goods and services. By 2060 there are predicted to be 1.1 billion middle class Africans – all demanding luxury food, cars, consumer goods and services.

London is the global financial

Patterns of global trade are changing; shifting global prosperity will change the pattern of demand for goods and services

centre with the closest time zone to the African continent, and therefore a natural choice to finance this growth.

China

Every year China adds an economy the size of Switzerland to its GDP. By 2030 it will have 220 cities with more than a million people. The whole of Europe will have 35. I recently met the mayor of Wuhan, a city of which few in Europe have heard. Yet it has a booming economy and a population larger than London. It's this kind of dynamism the UK can tap into.

UK firms lead the world on inno-

vation, research and the deployment of new technologies. Nonetheless, the government has committed to raising the proportion of our GDP spent on research and development to three per cent, which would put us in the top quartile of OECD countries. And UK businesses have unbeatable offerings on healthcare, infrastructure and education, that have enabled us to build a trade and development programme that is the envy of the world.

Nonetheless, our modern industrial strategy is making sure we have the right infrastructure, market frameworks, skills base and business support to build a strong economy.

Opportunities

Department for International Trade (DIT) advisers based in 108 countries around the world are providing targeted support for those high-value export and investment opportunities that contribute the most to the UK economy.

In 2016 to 2017 UKEF provided £3 billion in support, helping 221 UK companies (79 per cent of which were SMEs) sell to 63 countries around the world. And we are currently piloting a new Global Growth Service, increasing our support for those medium-sized businesses with international ambitions.

Maximise

We should not just be looking to maximise our existing opportunities – we have to look for and create new opportunities. Before leaving the EU, the UK's trade policy is centrally coordinated from Brussels, exclu-

sively in the interests of the EU.

Soon, we will have more control over our own economic and political destiny than at any time in the past four decades.

This government is clear about the kind of Britain that we want to build – one that is open to the opportunities of the world and treads a path to prosperity based not in protectionism, but in openness and economic cooperation.

We want to maintain our existing links with partners outside of the EU. We're negotiating our new schedules at the WTO. We're working to roll-over existing EU trade agreements – and we're taking the Trade Bill through Parliament to give us the powers we need to do that. But we also want to sign new agreements with key partners.

We also want to use this opportunity to instil our values in the international system. Regulation is a good example of this. Thanks largely to the WTO's success in lowering tariffs, technical and regulatory barriers to trade have become comparatively more important.

Quality

Yet regulatory reform is often presented as simply lowering standards. This is a straw man invented by those who take an anti-trade view. No-one wants a regulatory race to the bottom – least of all the UK where our comparative advantage lies in quality not price.

It's not about high regulation versus low regulation, but good regulation versus bad regulation. Often you can achieve the same aim from regulation through a different route.

For example, cars made under EU and US regulations have similar safety records, despite very different standards. That's why we should move away from regulatory identity and towards regulatory equivalence – starting with our future trade relationship with the EU. **”**

This is an edited and abridged version of Trade Secretary Liam Fox's speech at the British Chambers of Commerce's (BCC) annual conference last month.



Asian Business Association's Global Dinner

Tuesday 15 May 2018 | 6.30pm - 11.30pm
The Savoy, Strand, London WC2R 0EU

Guest Speakers Rt Hon Sir Vince Cable MP, Leader of the Liberal Democrats and Hardeep Singh Kohli, award winning broadcaster, comedian, writer and chef

Hosted By Tony Matharu, managing director, Grange Hotels and Chairman, ABA

Held at the prestigious Savoy Hotel, this black-tie dinner is a prime networking event for the Asian business community.

This year's edition, opened by guest speaker Sir Vince Cable, will focus on London as a global city and look at imminent opportunities and challenges. The post dinner speaker and special guest is radio and television star, Hardeep Singh Kohli.

Up to 350 guests are expected to attend the gala dinner representing Asian and non-Asian businesses, central and local government, arts and media, high commissioners and top Asian entrepreneurs, as well as a glittering top table.

The gala dinner provides a perfect opportunity to discuss business as well as entertain colleagues or clients. Tables of ten are available as well as individual places.

Sponsorship opportunities are still available, for more information please contact Angela Reed, sponsorship and promotions manager

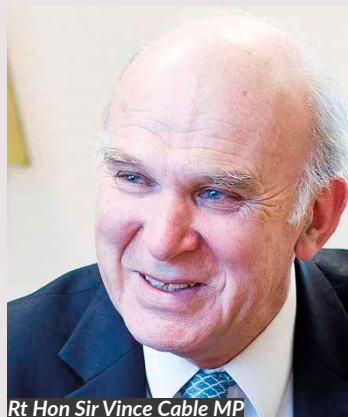
areed@londonchamber.co.uk.



Hardeep Singh Kohli



Tony Matharu



Rt Hon Sir Vince Cable MP

Prices start from £195.00 exc VAT per person for all London Chamber of Commerce and Industry's members and their guests.

Your ticket includes:

- Pre-dinner drinks reception
- Address from guest of honour
- Rt Hon Sir Vince Cable
- Sumptuous three course dinner
- Half a bottle of wine
- Five hours of networking opportunities
- Why you should attend:
- Hear firsthand from Rt Hon Sir Vince Cable
- MP and Tony Matharu
- Build and develop your business network in this dynamic sector
- High-level networking
- Corporate hospitality

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Academy of Design Thinking by Gconsultancy Innovation Ltd



The world is changing at an unprecedented pace. Ambiguity and uncertainty demand us all to make sense of the change, think on our feet, relearn and regenerate. Innovate or die has become a mantra for a lot of organisations, big and small. The Digital is here, are your people ready for it? As a leader

you are constantly required to empathise with them, engage them, inspire them and lead them to innovate in whatever role they are. How do you do that? There are many methodologies and instruments that help you get there, Lean, Agile, Design Thinking, Theory of Change, to mention just a few. Confusing to say the least. But it doesn't have to be!

The Academy of Design Thinking is there for you at every step. The aim is to help you as leaders and managers lead teams to identify needs and gaps, and turn them into opportunity for innovation and disruption, build an innovation pipeline in products, services or new ways of working, take the risk out of risk taking, and tell the story for impact.

With a hands-on approach we will deep dive you in the use of mindset and methods at the intersection of design thinking /lean/agile, like how to empathise, how to master questioning, make sense of insights, spot problems, imagine solutions, prototype fast and fail early, instruments like TOR (theory of change) and BMC (Business Model Canvas).

Our programmes try to fit into your schedule and time, from bitesize Innozoomba, popular with leadership conferences, awaydays, team building event, to an Introduction of Design Thinking that give you a quick run down of the process and mindset to Design Thinking Facilitation Train the Trainer, which prepares your people to facilitate your own bootcamps, hackathons, Sprints as catalysts for innovation.

Our approach to innovation is human-centred. Our programmes are at the intersection of Design Thinking and Entrepreneurship, giving you the mindset, methods and a toolbox you can use straightaway to innovate and grow.

We have used our Design Thinking process, methods and tools in our work with more than 80 global companies. We have also brought Design Thinking to schools, universities, and startups. We believe everybody can become an innovator!

All our programmes award IOEE Certificates, recognisable and prestigious in UK and elsewhere. Please do get in touch with me, Dr. Juliana Goga-Cooke if you want to bring innovation to your company.



W www.academyofdesignthinking.com

ARTIFICIAL INTELLIGENCE MADE EASY

Chatbots are conversational software and they are being widely used by businesses for obvious reasons. They are attractive to users who want to access information quickly and who don't want to download an app or navigate through webpages. With the use of instant messaging rocketing, chatbots have this advantage too, that the user can call up the chatbot and conduct their business without having to leave their favourite messaging channel.

A recent round-up by PointSource in their 2018 AI and Chatbot Report shows how beneficial chatbots are for sales, for example. About a third of customers would be willing to increase their spending after talking to a chatbot. The type of chatbot that is useful here is one that speeds up how people search the content of stores and which makes suggestions.

It is remarkable how in just the last two years, the process of building chatbots has become simplified, while the

chatbots themselves have become more sophisticated. As [Avi Ben Ezra](#), co-founder of SnatchBot, one of the most impressive new chatbot creation platforms, recently told [Forbes](#), there is a, 'revolution underway. Anyone at all, without any experience in coding, can build their own chatbot. And this includes state-of-the art chatbots with artificial intelligence and natural language processing.'

[SnatchBot](#) are a particularly good example of what is possible, as their conscious goal of making the tools for chatbot creation intuitive and simple has democratized access to chatbots. And their efforts are paying off. In just nine months of activity, SnatchBot has supported the creation of more than 12,000 bots, with growth that is still rising exponentially.

It helps users that there are ready-made chatbot templates that can be taken off the SnatchBot [store](#) and adapted to your own needs. This speeds up the process of creating a chatbot immeasurably.

Many businesses will need only a scripted chatbot, rather like the kind

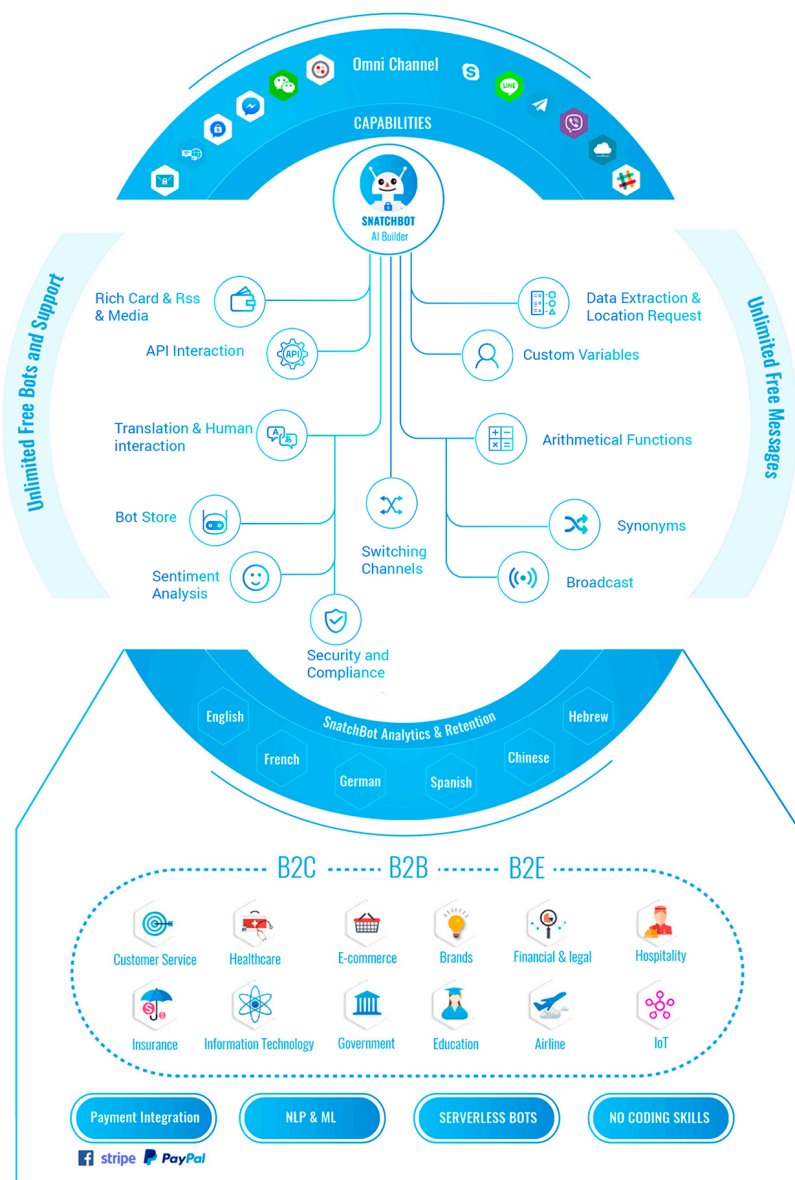
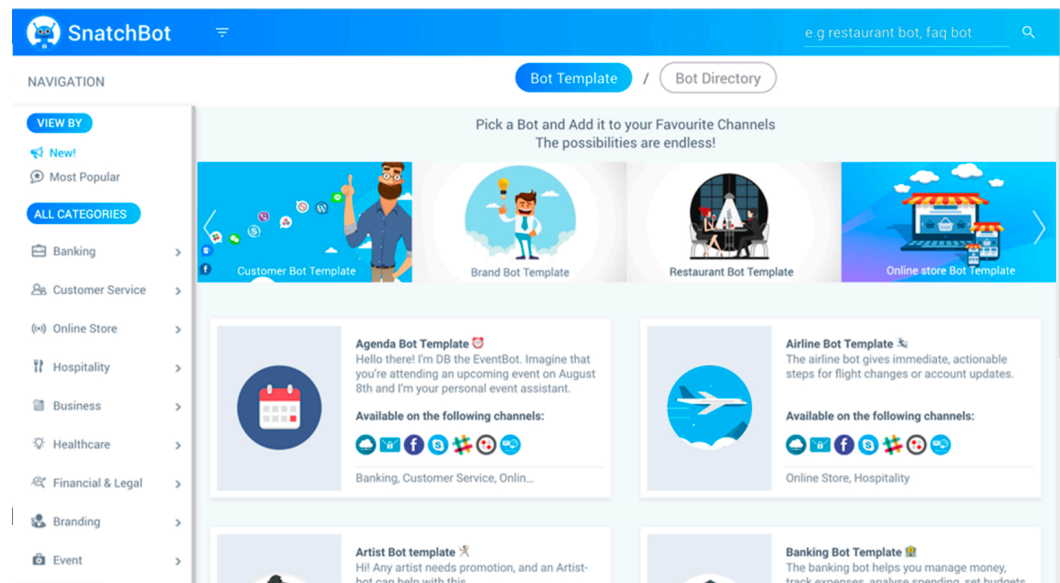
Apps vs. Bots



we are used to when we navigate through a telephone system, answering questions and being guided towards the answer we want. These are fine for simple queries. What makes SnatchBot one of the best chatbot building platforms is that it offers a powerful natural language processing (NLP) feature, so you can create chatbots that analyse conversations and understand the intentions or sentiments of the users.

For example, if your chatbot is performing a customer service role, it might be very important to you to detect frustration in the answers of user and offer to halt the conversation and invite a customer representative from the business to take over in live chat instead. That kind of sophisticated chatbot is easy to make on the SnatchBot platform because they have pre-trained ten NLP models against hundreds of thousands of example sentences. So all you have to do is pick the model you need, in this case to detect negative inputs from a user, and you can deploy it right away. And you can do this in 120 languages!

The increasing use of chatbots has parallels with the way that smart-phones caught on about ten years ago and are everywhere now. In a way, they are a natural progression, because the soaring use of social messaging while on the go, means more and more users will want to conduct business (even if it's just ordering a pizza!) on their handheld device. Unlike apps, which are costly to revise, Chatbots are very easy to edit. So the business that takes advantage of this solution to the new trends in communication is adopting a future-proof technology. Even better, the outlay for a chatbot compared to an App is negligible. In fact, with SnatchBot, creating and running a chatbot is absolutely free.



Big Science – high quality and innovation



Twenty-three companies travelled to Copenhagen earlier this year for the inaugural

Big Science Business Forum as part of Innovate UK's Global Business Accelerator Programme. LCCI's Enterprise Europe Network team organised the trip and Olivia Ronayne was there.

When the European Space Agency sends astronauts into space, extensive purchases are required, from the smallest cable to high-tech consultancy. Extreme high quality and innovation is a given.

This year is the first that representatives from some of the world's largest high-tech research facilities, such as CERN and ESS, gathered at the Big Science Business Forum (BSBF) to offer insights into procurement opportunities and orders routinely worth billions of pounds. A major focus on the forum was the need to establish a stronger, more



transparent and efficient Big Science market in Europe.

Big Science organisations play a leading role in the advancement of knowledge through research and scientific enquiry in fields such as biology, physics and material science. Governments all over the

world are significantly investing in big science organisations, so 23 high growth UK companies were selected from business areas including cryogenics, CODAC systems, electronics, mechanical components and transformers to attend BSBF.

Driving force

Selection was no easy task. The sector has fragmented and time-consuming procurement processes, intimidating quality standards and is not known to be SME-friendly. The forum helped to deal with these issues, putting into effect a key message that was conveyed throughout the three-day forum: *joining forces for one driving force – scientific excellence.*

Speakers at BSBF included Søren Pind, Danish Minister for Higher Education and Science, Dominic Schroeder, HM Ambassador to Denmark and Dr Tim Beswick of the Science & Technology Facilities Council.

With UK companies the biggest international group in attendance, there was a sense of ambition on the flight home that the UK is ready to serve the international community with the latest innovative technology to support astronomy, nuclear, radiation and space agencies.

www.bsfb2018.org

www.gov.uk/government/organisations/innovate-uk



Overseas business opportunities

Do you want to access a selection of business co-operation offers made by European companies wishing to work with UK firms? Every month Enterprise Europe Network publishes a Business Opportunities in Europe Bulletin, which contains the latest co-operation offers from companies across the EU and beyond. To find out more about this issue's listed overseas business opportunities or to subscribe to the bulletin contact Enterprise Europe Network London at enterprise.europe@londonchamber.co.uk or 020 7248 1992.

Netherlands

Business development agency seeks innovative IT manufacturers looking for new partners to expand to new markets. The company offers a network of relevant partners to quickly scale up business of IT manufacturers by boosting sales and build out brand awareness. Cooperation with this company accelerates time-to-market of new products. The Dutch company can offer a commercial agency agreement or distribution services agreement. REF: BRNL20170913001

Belgium

Start-up company is looking for a manufacturing partner that can help create a premium backpack (materials could be leather, rubber, nylon). Expectation for first batch is

100 pcs at >€100 / bag. The backpack should look and feel high end/premium. The finishing on this product should be high detail. They are looking for a supplier partner that can advise through the design process. REF: BRBE20180228001

Denmark

Copenhagen-based start-up company is launching a collection of underwear targeting women and men in the age group 16-35 and is looking for producers of basic underwear to make the private label collection for them under a manufacturing agreement. REF: BRDK20180208001

Poland

Manufacturer and distributor of innovative medical materials intends to enlarge its

portfolio and looks for foreign suppliers of such products as silicone surgical loops and cranial fixation systems. Cooperation based on the distribution services agreement is considered. REF: BRPL20180221001

France

Specialist in selling and maintenance for electronic trade machines, specifically change machines, is expanding its portfolio. Therefore, it is looking for foreign manufacturers producing innovative vending machines and interested to implement in the French or neighboring markets. The SME is offering a distribution services agreement. REF: BRFR20171107001

Sweden

Trading company which markets and sells healthy food products to consumers is looking to enter into an agreement with a manufacturer of dried fruits and herb infusions, similar to tea. The company produces food products for the European market and is looking for

a manufacture to produce dehydrated fruit and herbs. REF: BRSE20180226001

Spain

Paint and varnishes manufacturer is looking for a tool manufacturer in Europe. The toolmaker should be able to produce painting tools customized with their brand. The company is looking for a wide range of tools: brushes, paint rollers, mini rollers, tools for decorative effects, area protection, surface preparation and others. REF: BRES20180221001

Portugal

SME with 10 years' experience in technical analysis, design, advisory services to end users/investors and implementation of energy efficiency agriculture and water networks projects is looking for new innovative products (control equipment and software, sensors and metering devices) to add to its portfolio. The company seeks private entities to establish a commercial agency agreement. REF: BRPT20180205001

With clever design and engineering, Joe and Lina were able to maximise their tiny plot into an 83 square metre home with six half floors



From “Spectacularly Shambolic” to a Grand Design Worth Living In

Fed up of renting in London, Design Engineer Joe Stuart and Service Designer Lina Nilsson decided to build their own abode on a tiny, 38 square metre plot of land in East London. With a budget of just under £200k, they set about delivering Joe’s innovative concept for a six half-floor house with floating concrete slab, designed to maximise the space into a small but perfectly formed 83 square meters of home, all whilst being filmed by Channel 4’s Grand Designs. However, things soon went south...

The Challenge

Within weeks of the project beginning in October 2015, rogue contractors had performed a disastrous basement excavation attempt contrary to the Structural Engineer’s instructions, leaving unsupported banks of earth falling in beneath the street and shutters bursting inwards under the weight of the concrete. This first attempt, described as “spectacularly shambolic” by Kevin McCloud, more than doubled Joe and Lina’s budget for the excavation from £48k to £100k, and caused months of delays in order to get the project back on track.

The Solution

Having already contacted Newton Waterproofing Systems to consult on the poor workmanship, Joe and Newton soon determined that

if he were to save his home and get it out of the ground, he would need a specialist contractor to actively communicate, collaborate and listen to him as both the engineer and client.

MJ Rooney Construction came on board as contractors in November 2015, and following discussions to determine exactly what was required, modelled the entire project in 4D to ensure that all potential difficulties were solved before work began.

With the right lines of communication in place, work recommenced in late January 2016, with the first challenge being to make safe a 3.5

metre high bank of unsupported earth with sheet piles, before creating a new and waterproof structural shell of reinforced concrete.

Innovative Engineering

With the shell of the structure in place, Newton and MJ Rooney’s next challenge was a much more welcome one, as they created a bespoke waterproofing solution to accommodate Joe’s ingenious design for a suspended reinforced slab that acted as both a floor and a prop force against the lateral pressure from the basement walls.

This entire slab rested on brackets designed by Joe and his structural engineer, insulating it from

the external walls by ensuring minimal contact, and only making contact through insulated blocks with enough compressive strength to take the vertical loading. The design also created a cavity around the slab that can be fully insulated, allowing the slab to be used as a thermal mass inside the building without having to insulate the entire external envelope.

Working closely with Joe, a solution was devised that enabled the continuity of the waterproofing behind the brackets without compromising the structural design.

Completing the Grand Design

With a pristine below ground and waterproof concrete structure in place, complete with ‘floating’ slab, MJ Rooney and Newton handed the site over to the next stage in June 2016.

Despite the overall project cost coming in at £250K for Joe and Lina, to overcome such challenges and revive their dream home from a collapsing hole in the ground is a testament to the power of collaboration and teamwork between supplier, contractor, engineer and client.

Contact us

Tel: 01732 806 877

tech@newtonwaterproofing.co.uk
www.newtonwaterproofing.co.uk



The bespoke brackets, designed by Joe and his structural engineer, allowed for the installation of the ingenious ‘floating’ slab



London exports up in 2017 ...

Exports of goods rose 14.1 per cent (£36.2 billion) in London during 2017 compared to the previous 12 months, according to HM Customs & Revenue figures published last month. The figures reveal that London is home to more than 27,000 exporters with an average value of £1.3 million per exporter.

The national picture shows that exports of goods from England in-

creased by 11.6 per cent to £244.8 billion.

Parveen Thornhill, regional director for London, Department for International Trade, said that the figures demonstrated the appetite for British goods abroad and the potential for businesses who want to expand overseas. "They back up the experience of the many companies in London we work with daily that are already feeling the benefits of

increased global trade and finding success in other markets."

Positive

This positive picture is also reflected in the latest Office for National Statistics figures which show that UK exports rose 11.5 per cent to £625.9 billion in the year from February 2017 to the end of January 2018. The stats also show that the country's service sector continues to

thrive with exports up 10.1 per cent to £281.4 billion, increasing the service surplus to £107.9 billion.

Goods exports also rose by 12.6 per cent to £344.5 billion, with strong manufacturing figures leading the way in making the biggest contribution to this growth.

Exports continue to grow faster than imports with the overall trade deficit narrowing by £12.8 billion from £41.6 billion to £28.8 billion.

... but consumers are paying a Brexit price

Brexit uncertainty is causing businesses to pass the increase in costs incurred as a result of supply chain challenges on to consumers, according to new research from the Chartered Institute of Procurement & Supply (CIPS).

Nearly a third of UK businesses with EU suppliers have already increased their prices as a result of the vote to leave the EU, while two-fifths plan to increase their prices in the future in order to offset the potential costs of Brexit.

Moreover, almost a quarter of UK businesses said they plan to reduce the size of their workforce to offset Brexit-related costs, potentially leading to an increase in UK unemployment, which rose for the first time since Brexit in February 2018 to 4.4 per cent. Additionally, more than one in ten EU companies have moved some of their workforce out of the UK since the Brexit vote.

The CIPS research is the third in a series of surveys which have tracked the impact of Brexit on

supply chains since May 2017. This research is the output of a survey of 2,204 supply chain managers – the professionals responsible for negotiating with the UK's suppliers and clients at home and abroad.

Currency instability has had a detrimental impact on costs since the Brexit vote with these increases now being passed from businesses to consumers. With three-in-five UK businesses with EU suppliers saying that currency fluctuations after the vote have made their supply chains more expensive to manage, consumers are already paying the price of EU withdrawal some 12 months ahead of official departure from the Union.

The confluence of price increases in the supply chain and a lack of new contracts coming from the EU, is causing UK businesses to look elsewhere to stay afloat.

Exposure

With one year to go until the UK's departure from the EU, nine per cent of UK businesses with EU sup-

pliers have already lost or had contracts cancelled as a direct result of Brexit. On top of the lost contracts, around one in seven EU businesses with UK suppliers have already moved parts of their business out of the UK to reduce their exposure to any complications resulting from Brexit.

Even more concerning is the admission that almost a quarter of UK businesses with EU suppliers are having difficulty securing contracts which run after March 2019. These numbers raise fears of an imminent collapse in the UK's supply chain following Brexit, unless negotiators can give businesses on both side of the channel greater clarity around what the future trading relationship between the UK and EU will look like.

Negative

The CIPS research also suggests that, since the Brexit vote, the EU is beginning to reassess the value of UK products. Two-in-five EU

supply chain managers said that they do not think British products 'stand out from the crowd'. On top of this, a third of EU businesses said it would be less expensive to work with a local supplier compared to a UK supplier. Negative perceptions of UK products suggest that British businesses face an uphill battle to maintain their contracts with clients in Europe.

However, fewer than one in ten of supply chain managers from outside the EU said that British products don't 'stand out from the crowd', implying that UK businesses could benefit by targeting markets outside the EU.

To mitigate these challenges, an increasing number of UK supply chain managers are looking to reshore their supply chains back to the UK. A third of UK supply chain managers with EU suppliers said they are already looking for alternative suppliers inside the UK.

<https://cips.org>

Upcoming LCCI trade missions



Jakarta

Indonesia: Jakarta

Sector: Healthcare

Date: 23 - 25 April 2018

Register your interest

Contact: Vanessa Vlotides

Tel: 0207 203 1838

Email: vvlotides@londonchamber.co.uk



Lima

Peru: Lima

Sector: Multi

Date: 13 - 17 May 2018

Register your interest

Contact: Vanessa Vlotides

Tel: 0207 203 1838

Email: vvlotides@londonchamber.co.uk



Taipei

Taiwan

Sector: ICT

4 - 8 June 2018

Register your interest

Contact: Elena Molinari

Tel: 0207 203 1929

Email: emolinari@londonchamber.co.uk



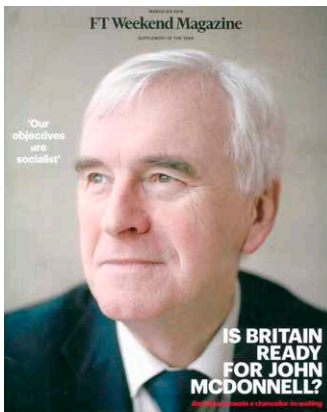
LCCI in the news



by Katharine Barney

A highlight of the London Chamber of Commerce and Industry's recent media coverage has been the wide circulation given to a speech from John McDonnell MP at a Policy Breakfast.

At the event, held at the Goring Hotel, the Shadow Chancellor told LCCI members that financial services should be "enormously welcoming" to a Jeremy Corbyn government. This was covered on the front page of *CityAM*, with a quote from LCCI chief executive Colin Stanbridge who responded by saying that the shadow chancellor was "a very persuasive speaker", but added: "The proof of the pudding is in the eating."



McDonnell featured on the front cover of the *FT Weekend Magazine* for an interview while the *Socialist Worker* twice picked up on the speech and quoted McDonnell saying that Labour would seek to have good relationship with the City.

Widespread

The strength of LCCI polling undertaken by ComRes continued to be evidenced by the widespread media coverage. This included a piece in *The Times* which reported on how LCCI research showed that a combination of uncertainty over Brexit, rising rental prices and high business rates were driving businesses out of London. Stanbridge was also quoted saying that the picture was "still unfolding".

The *Evening Standard* also used the data in a wider story about how the UK was poised to lose £10 billion financial services exports as a result of leaving the EU.

Rising costs force firms to consider London exit

Tom Knowles

A combination of uncertainty over Brexit negotiations, rising rental prices and high business rates are driving hundreds of businesses out of London, a business lobby group has warned.

The London Chamber of Commerce and Industry said that over the past year one in five businesses in the capital had moved or were thinking of relocating in London or quitting the city.

"What we have is a still unfolding picture of how businesses are reacting to cost pressures and uncertainties," Colin Stanbridge, chief executive of the organisation, said. "Unless businesses see serious progress in trade talks, it is not unlikely that we could see this figure translate into even bigger losses."

A survey of 577 businesses found that 22 per cent had moved or were planning to relocate because of Britain's decision to leave the EU, 21 per cent because of rent rises and 19 per cent because of rising business rates. When it came to

IMF: UK faces loss of £10bn financial services exports after leaving EU

Joe Murphy

BRITAIN stands to lose 40 per cent of exports of financial services to the EU after Brexit, economists at the International Monetary Fund believe.

The massive loss, worth almost £10 billion a year, was buried in the fine print of a report issued this week on British prospects after leaving the European Union.

Foreign Secretary Boris Johnson said in his keynote speech on Brexit this week that "innovative financial services instruments" could thrive once "freed from EU regimes".

How can London keep its doors open after Brexit?

Helen Cahill looks at the political pitfalls faced by firms on migration

THE FUTURE of the UK's immigration system after Brexit will be decided this year when the government

global visa system, similar to systems used in both Australia and Canada to encourage migration towards parts of the country where new entrants

new organisations would form a sponsorship body for the London region. The body would be licensed by the UKVI to act as a broker between

New data rules slipping past London businesses

HARRY BANKS

ONE IN four London businesses are not aware of new data regulations that are due to come into law in a few months, according to a new survey.

The London Chamber of Commerce and Industry (LCCI) poll of more than 500 businesses found that of those that believe the new General Data Protection Regulation (GDPR) will affect them, just 16 per cent are prepared for it.

The GDPR is due to come into force on 25 May and will replace the 1998 Data Protection Act with

tougher fines for breaches and non-compliance. Offending companies could be fined up to four per cent of global annual turnover, significantly more than the current maximum fine of £500,000.

Chief executive of LCCI Colin Stanbridge said: "Businesses that are already vigilant about their data protection responsibilities are unlikely to be unduly burdened by the new legislation."

"However, we would urge businesses to take this opportunity to review their processes to see if they need to make any changes to be compliant."

Data

The forthcoming implementation of the new General Data Protection Regulations (GDPR) was also picked up. LCCI data revealed that one in four businesses were unaware of the new standards, with just 16 per cent prepared to deal with them.

The results were covered in *CityAM*, and also struck a chord with the trade media with computer, technical and HR websites and magazines giving the issue prominence.

LCCI's research on the apprenticeship levy continues to chime with *CityAM* readers which

ran a large piece on how London firms were still confused about how the government scheme works.

Uber

One of the more diverse topics that LCCI and ComRes polled on was Transport for London's decision not to renew Uber's licence to operate in the capital. *CityAM* published a story about how 46 per cent of those polled supported TfL's decision while 38 per cent disagreed. Colin Stanbridge was quoted saying: "We hear from our businesses that they welcome innovation and new ways of working. We certainly support competition and the improvements it can often bring to industries."

"However, all businesses, in all sectors, always need to remember that they have to operate to high standards and deliver excellent customer service."

Immigration after Brexit was featured in *CityAM* with LCCI director of policy, Sean McKee interviewed about the Chamber's proposals for a separate work visa

London firms say: Give police a home here

HELEN CAHILL

@HelCahill

LONDON firms yesterday called on City Hall to use derelict land in the capital to help provide homes for people working in the emergency

system for London. He maintained that the capital has distinct immigration needs and said: "We should tinker with, or tweak, or amend our current system, because we don't have time for an overhaul before Brexit."

Campaign

LCCI also revisited the ongoing campaign to build homes in the capital with a letter in *The Times* from policy manager, Simon Dishman. In it he said it was a myth that all land within the green belt was 'beautiful' and pointed out that derelict and underused land within it could be used to build up to 20,000 homes for the capital's 'blue light' emergency services personnel.

The issue also formed a key part of LCCI's response to the Mayor of London's draft London Plan which was featured in *CityAM*, together with a lengthy quote from Colin Stanbridge.

The appointment of Julia-Onslow Cole, partner, legal markets leader and head of global immigration at PwC to the board of LCCI also featured in the news with a slot in *CityAM*'s City Moves, as well as in the trade press.

Katharine Barney is press and media relations manager at LCCI

London firms split over Uber loss

REBECCA SMITH

@BevSmith

LONDON firms are split over Transport for London's (TfL) decision not to renew Uber's licence to operate in the capital, according to a new study.

In September, TfL revoked the ride-hailing app's licence, declaring it "not fit and proper", though Uber is appealing the decision.

Figures out yesterday from the London Chamber of Commerce and Industry (LCCI) found a split among firms regarding whether they backed the decision. Some 46 per cent supported TfL's decision, while 38 per cent disagreed.

The majority of the 577 London businesses surveyed felt new technology and providers in the taxi and private hire industry have been a boost to both businesses and consumers, though firms were also split on preferences for using Uber over taxis for business purposes.

Chief executive of the LCCI, Colin Stanbridge, said firms welcomed innovation. "We certainly support competition and the improvements it can often bring to industries," he added.

"However, all businesses, in all sectors, always need to remember that

LABOUR SEEKS TO REASSURE FINANCE CHIEFS

CATHERINE NEILAN

@CatherineNeilan

LABOUR'S Shadow Chancellor John McDonnell insisted yesterday that he was not "in the mood to reassure" finance chiefs, but that he was "in the mood to reassure" the public.

McDonnell's remarks came in response to a question from a City analyst about whether he was "in the mood to reassure" finance chiefs.

McDonnell said: "I'm not in the mood to reassure finance chiefs. I'm in the mood to reassure the public."

He added: "I'm not in the mood to reassure finance chiefs. I'm in the mood to reassure the public."

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He added: "I'm not in the mood to reassure finance chiefs. I'm in the mood to reassure the public."

April 2018

04/04/18 Time 12.30-14.30

ALL MEMBERS

Time To Talk Business

Venue: The Knowledge Dock,
University of East London, 4-6
University Way, London E16 2RD

Nearest station: Cyprus DLR Station

Patron Member, Premier Plus Member, Local Member, Member's Guest: Complimentary

Contact: Irene Fatuzzo **Tel:** 020 7203 1965

Email: ifatuzzo@londonchamber.co.uk



10/04/18 Time 08.15-09.30

ALL MEMBERS AND NON-MEMBERS

Capital 500 Quarterly Economic Survey Presentation - Quarter 1 2018

Venue: GVA, 65 Gresham Street, London EC2V 7NQ

Nearest stations: Bank and St Paul's

Patron Member, Premier Plus Member, Local Member and Non-member: Complimentary

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

10/04/18 Time 09.00-12.00

ALL MEMBERS AND NON-MEMBERS

Protect Your IPR in Malaysia and Singapore

Venue: London Chamber of Commerce and Industry (LCCI), 33 Queen Street, London EC4R 1AP

Nearest stations: Mansion House, Bank and Cannon Street

Patron Member, Premier Plus Member, Local Member and Non-member: Complimentary

Contact: Marta Zanfrini **Tel:** 020 7203 1822

Email: mzanfrini@londonchamber.co.uk



11/04/18 Time 07.45-09.15

PATRON AND PREMIER PLUS MEMBERS

Cereal Networking

London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP

Nearest stations: Mansion House, Cannon Street and Bank

Patron Member, Premier Plus Member and Member's Guest: Complimentary

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

12/04/17 Time 09.30-11.00

LOCAL MEMBERS AND NON-MEMBERS

Maximise Your Membership

Venue: Jurys Inn, Wellesley Road, Croydon CR0 9XY

Nearest station: East Croydon

Local Member, Member's Guest and Non-member: Complimentary

Contact: Linda Saran **Tel:** 020 7556 2393

Email: lsaran@londonchamber.co.uk

**How to book your place(s) at a London Chamber of Commerce event**

Visit londonchamber.co.uk/events to book your place/s on any of the above events following the instructions below.

- For ticket fee events use our online booking facility or download and complete a booking form and fax, post or scan it back to us with your payment.
- All prices are inclusive of VAT
- For free events book by following the instructions under each event's entry on our online events diary

17/04/18 Time 08.30-11.00

ALL MEMBERS AND NON-MEMBERS

Business Update: Barking – A Major Growth Area on the Thames

Venue: Coventry University London,
University House, 190-117 Middlesex Street, London E1 7JF

Nearest station: Liverpool Street

Patron Member, Premier Plus Member, Local Member and Non-member: £10.00

Contact: Irene Fatuzzo **Tel:** 020 7203 1965

Email: ifatuzzo@londonchamber.co.uk

17/04/18 Time 09.30-16.30

ALL MEMBERS AND NON-MEMBERS

Rules of Origin, Custom Procedures and Documentation Training Course

Venue: London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP

Nearest stations: Mansion House, Cannon Street and Bank

Patron Member and Premier Plus Member: £354.00

Local Member and Non-member: £414.00

Contact: Marta Zanfrini **Tel:** 020 7203 1822

Email: mzanfrini@londonchamber.co.uk

17/04/18 Time 12.00-14.00

PATRON AND PREMIER PLUS MEMBERS

Changing Places Lunchtime Networking

Venue: Browns Old Jewry, 8-10 Old Jewry, London EC2R 8DN

Nearest station: Bank

Patron Member, Premier Plus Member and Member's Guest: Complimentary

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

18/04/18 Time 09.30-12.30

ALL MEMBERS AND NON-MEMBERS

Workshop: The Power of Intuitive Decisions

Venue: AMP House, Dingwall Road, Croydon CR0 2LX

Nearest station: East Croydon

Patron Member, Premier Plus Member, Local Member and Member's Guest: £15.00

Non-members: £36.00

Contact: Linda Saran **Tel:** 020 7556 2393

Email: lsaran@londonchamber.co.uk



18/04/18 Time 11.00-11.45

LOCAL MEMBERS

Maximise Your Membership

Venue: Fulham Football Club Ltd, Craven Cottage, Stevenage Road, London SW6 6HH

Nearest station: Putney Bridge

Local Member, Member's Guest and Non-member: Complimentary

Contact: Donna Subero **Tel:** 020 7556 2394

Email: dsubero@londonchamber.co.uk



18/04/18 Time 12.00-14.00

ALL MEMBERS

Connect 4 Lunch

Venue: Fulham Football Club Ltd, Craven Cottage, Stevenage Road, London SW6 6HH

Nearest station: Putney Bridge

Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary

Contact: Donna Subero **Tel:** 020 7556 2394

Email: dsubero@londonchamber.co.uk



24/04/18 Time 09.30-11.00 LOCAL MEMBERS AND NON-MEMBERS

Maximise Your Membership

Venue: Crowne Plaza London Docklands, Royal Victoria Dock, Western Gateway, London E16 1AL

Nearest station: Royal Victoria

Local Member, Member's Guest and Non-member: Complimentary

Contact: Irene Fatuzzo **Tel:** 020 7203 1965

Email: ifatuzzo@londonchamber.co.uk



25/04/18 Time 17.00-20.00 LCCI PA CLUB MEMBERS, PAs AND EAs ONLY

LCCI PA Club Showcase Evening

Venue: Crowne Plaza London Docklands, Royal Victoria Dock, Western Gateway, London E16 1AL

Nearest station: Royal Victoria

LCCI PA Club Members and PAs or EAs only: Complimentary

Contact: LCCI PA Club Team **Tel:** 020 7203 1700

Email: lccipaclub@londonchamber.co.uk

26/04/18 Time 09.30-12.30 ALL MEMBERS AND NON-MEMBERS

Australia: One-to-One Business Clinics

Venue: London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP

Nearest stations: Mansion House, Cannon Street and Bank

Patron Member and Premier Plus Member: Complimentary

Local Member and Non-Member: £7.50

Contact: Marta Zanfrini **Tel:** 020 7203 1822

Email: mzanfrini@londonchamber.co.uk

26/04/18 Time 12.00-14.00 ALL MEMBERS

The Grapevine Network

Venue: Newton Honda, 409 Brighton Road, South Croydon CR2 6ES

Nearest station: Purley Oaks

Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary

Contact: Linda Saran **Tel:** 020 7556 2393

Email: lsaran@londonchamber.co.uk

**May 2018**

01/05/18 Time 17.30-20.00 ALL MEMBERS

Changing Places Evening Networking

Venue: Metro Bank, 120 Cheapside, London EC2V 7JB

Nearest station: St Paul's

Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

02/05/18 Time 12.30-14.30 ALL MEMBERS

Time To Talk Business

Venue: Coventry University London, University House, 109-117 Middlesex St, London E1 7JF

Nearest station: Liverpool Street

Patron Member, Premier Plus Member, Local Member, Member's Guest: Complimentary

Contact: Irene Fatuzzo **Tel:** 020 7203 1965

Email: ifatuzzo@londonchamber.co.uk



08/05/18 Time 14.00-18.00 ALL MEMBERS AND NON-MEMBERS

Cyber Security in the International Supply Chain

Venue: Central London TBC

Patron Member, Premier Plus Member and Non-Member: Complimentary

Contact: Marta Zanfrini **Tel:** 020 7203 1822

Email: mzanfrini@londonchamber.co.uk

09/05/18 Time 07.45-09.15 PATRON AND PREMIER PLUS MEMBERS

Cereal Networking

Venue: London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP

Nearest stations: Mansion House, Cannon Street and Bank

Patron Member, Premier Plus Member and Member's Guest: Complimentary

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

15/05/18 Time 18.30-23.30 ALL MEMBERS AND NON-MEMBERS

Asian Business Association's Global Dinner with guest speaker Rt Hon Sir Vince Cable MP

Venue: The Savoy, Strand, London WC2R 0EZ

Nearest station: Embankment

Sponsored by: Heathrow and Lloyds Bank

Individual Places

Patron Member, Premier Plus Member and Local Member: £234.00

Non-member: £294.00

TABLE OF 10:

Patron Member, Premier Plus Member and Local Member: £2106.00

Non-member: £2646.00

Contact: Events Team **Tel:** 020 7203 1700

Email: events@londonchamber.co.uk

Heathrow



LLOYDS BANK

16/05/18 Time 12.00-14.00 ALL MEMBERS

Connect 4 Lunch

Venue: Trailfinders Sports Club, Vallis Way, London W13 0DD

Nearest station: Ealing Broadway

Patron Member, Premier Plus Member, Local Member and Member's Guest: Complimentary

Contact: Donna Subero **Tel:** 020 7556 2394

Email: dsubero@londonchamber.co.uk



16/05/18 Time 18.00-20.00 ALL MEMBERS

Spring Reception – Showcasing Entrepreneurship

Venue: Porsche Centre East London, Gallions Park, 101 Woolwich Manor Way, London E6 6EY

Nearest station: Gallions Reach DLR Station

Sponsored by: Smartdesks

Patron Member, Premier Plus Member, Local Member, Member's Guest: Complimentary

Contact: Irene Fatuzzo **Tel:** 020 7203 1965

Email: ifatuzzo@londonchamber.co.uk



Continued on page 24

* Members are welcome to bring a non-member guest to a Changing Places/ Cereal Networking event. Please note that non-member guests are only able to attend one Changing Places/Cereal Networking event per year. If they wish to attend more than this they will need to join the London Chamber of Commerce.

18/05/18 Time 10.30-19.00

ALL MEMBERS

LCCI Spring Cricket Day at The Kia Oval - Royal London One Day Cup - Surrey vs Somerset**Venue:** The Kia Oval, Surrey Cricket Ground, Kennington, London SE11 5SS**Nearest station:** Oval**Patron Member, Premier Plus Member and Local Member:** £45.00**Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

22/05/18 Time 09.30-16.30

ALL MEMBERS AND NON-MEMBERS

Export Documents Training Course**Venue:** London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP**Nearest stations:** Mansion House, Cannon Street and Bank**Patron Member, Premier Plus Member:** £354.00**Local Member and Non-member:** £414.00**Contact:** Marta Zanfrini **Tel:** 020 7203 1822**Email:** mzanfrini@londonchamber.co.uk

24/05/18 Time 08.15-10.00

PATRON AND PREMIER PLUS MEMBERS

Property and Construction Breakfast Club with guest speaker Hugh Seaborn, Chief Executive, Cadogan Estates**Venue:** CBRE, Henrietta House, Henrietta Place, London W1G 0NB**Nearest station:** Bond Street**Sponsored by:** Bond Bryan Architects and CBRE**Patron Member and Premier Plus Member:** £48.00**Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

24/05/18 Time 12.00-14.30

ALL MEMBERS AND NON-MEMBERS

The Future of Work - Executive Club Lunch with guest speaker Matthew Taylor, Author of Taylor Review on Modern Working Practices, Chief Executive, RSA**Venue:** Hilton London Croydon, 101 Waddon Way, Purley Way, Croydon CR9 4HH**Nearest station:** East Croydon**Sponsored by:** The HR Dept and Health & Safety Dept**Patron Member, Premier Plus Member, Local Member and Member's Guest:** £50.00**Non-member:** £75.00**Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk

31/05/18 Time 12.00- 14.00

ALL MEMBERS

The Grapevine Network**Venue:** 11 Floor Marketing Suite, AMP House, 4 Dingwall Rd, Croydon CR0 2LX**Nearest station:** East Croydon**Patron Member, Premier Plus Member, Local Member and Member's Guest:** Complimentary**Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk

June 2018

05/06/17 Time 09.30-11.00

LOCAL MEMBERS AND NON-MEMBERS

Maximise Your Membership**Venue:** Jurys Inn, Wellesley Road, Croydon CR0 9XY**Nearest station:** East Croydon**Local Member, Member's Guest and Non-member:** Complimentary**Contact:** Linda Saran **Tel:** 020 7556 2393**Email:** lsaran@londonchamber.co.uk

06/06/18 Time 07.45-09.15

PATRON AND PREMIER PLUS MEMBERS

Cereal Networking**Venue:** London Chamber of Commerce and Industry, 33 Queen Street, London EC4R 1AP**Nearest stations:** Mansion House, Cannon Street and Bank**Patron Member, Premier Plus Member and Member's Guest:** Complimentary**Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

06/06/18 Time 12.30-14.30

ALL MEMBERS

Time To Talk Business**Venue:** Charlton Events, The Valley, Floyd Road, London SE7 8BL**Nearest station:** Charlton**Patron Member, Premier Plus Member, Local Member, Member's Guest:** Complimentary**Contact:** Irene Fatuzzo **Tel:** 020 7203 1965**Email:** ifatuzzo@londonchamber.co.uk

12/06/18 Time 12.00-14.00

PATRON AND PREMIER PLUS MEMBERS

Changing Places Lunchtime Networking**Venue:** Bolt Burdon, Providence House, Providence Place, London N1 0NT**Nearest station:** Angel**Patron Member, Premier Plus Member and Member's Guest:** Complimentary**Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

13/06/18 Time 12.00-14.00

ALL MEMBERS

Connect 4 Lunch**Venue:** McGettigans, 1 Fulham Broadway, Fulham, London SW6 1AA**Nearest station:** Fulham Broadway**Patron Member, Premier Plus Member, Local Member and Member's Guest:** Complimentary**Contact:** Donna Subero **Tel:** 020 7556 2394**Email:** dsubero@londonchamber.co.uk

22/06/18 Time 09.30-15.00

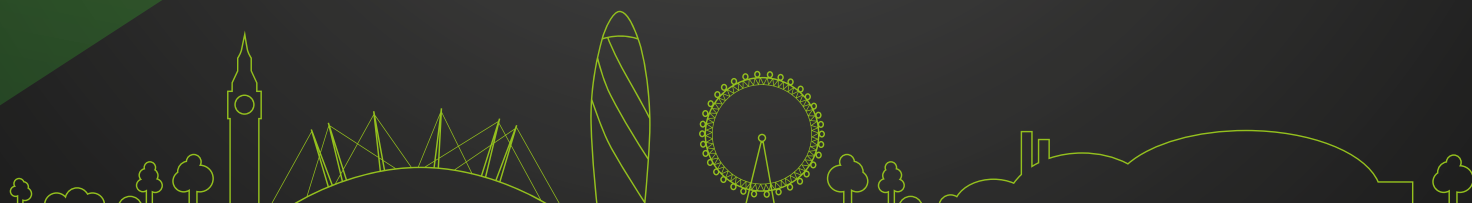
ALL MEMBERS

Clay Pigeon Shooting**Venue:** Holland & Holland Shooting Grounds, Ducks Hill Road, Northwood, Middlesex HA6 2ST**Nearest station:** Northwood**Patron Member, Premier Plus Member, Local Member and Member's Guest:** £179.00**Contact:** Events Team **Tel:** 020 7203 1700**Email:** events@londonchamber.co.uk

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*Figure based on April 2017 landfill rate vs. volume weight

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LCCI events highlights

■ Asian Business Association (ABA) Global Business Dinner

Rt Hon Sir Vince Cable MP, Leader of the Liberal Democrats will be our guest speaker at the ABA Dinner on **Tuesday 15 May** at **The Savoy**. Key figures from business, central and local government, high commissioners, life peers and Asian entrepreneurs will be in attendance at this black tie event. Sponsored by Heathrow and Lloyds Bank, supported by the India Business Group. Tickets are £195.00 exclusive of VAT per person.

■ Property and Construction Breakfast Club

The next breakfast of the year will hear from **Hugh Seaborn**, chief executive of **Cadogan Estates** on **Thursday 24 May**. Sponsored by **Bond Bryan Architects** and **CBRE** the event is open to Patron and Premier Plus members only at £48.00 inclusive of VAT per person.

■ Spring Cricket Day

Join the LCCI team and watch **Surrey vs Somerset** in the Royal

London One Day Cup on **Friday 18 May** at **The Kia Oval**. Guests will receive three drinks per person and a light snack at this fun and informal day. Open to Patron and Premier Plus and their guests at £45.00 inclusive of VAT per person.

■ Changing Places Evening Networking

Our bi-monthly flagship networking receptions are regularly attended by up to 100 members from a wide range of industry sectors. Our next event will be hosted by **Metro Bank - Cheapside** on **Tuesday 1 May**. This complimentary event is open to members only.

■ Security Breakfast Briefing

Join up to 30 members at this exclusive breakfast briefing with **T/Commander David Clark**, **Police National Coordinator for Economic Crime** on **Monday 16 April** from **8.15am - 9.45am**. The briefing will provide attendees with a fantastic opportunity to hear from T/Commander Clark on current

challenges and implications for the capital's businesses and priorities going forward. Open to Patron and Premier Plus members only tickets are £48.00 inclusive of VAT per person.

■ Clay Pigeon Shooting

Join LCCI at the renowned **Holland & Holland Shooting Grounds** for a fun day of clay pigeon shooting on **Friday 22 June** from **9.30am - 3.00pm**. The event can be enjoyed by both novice and experienced guests and is the perfect way to network and entertain clients in an informal setting. Open to Patron and Premier Plus members and their guests at £179.00 exclusive of VAT per person, tickets include all tuition, safety equipment, cartridges, clays, gun hire, breakfast, refreshments and a three course lunch.

■ Summer Party

Westminster Abbey Gardens will provide the perfect setting for this year's Summer Party

See pages 22 -24 for a full listing of upcoming LCCI events



taking place on **Thursday 5 July** from **6.30pm-8.30pm**. Guests will enjoy a decadent evening of Pimm's, canapés and networking in this stunning venue boasting views of Westminster Abbey and the Houses of Parliament. Tickets start at £99.00 exclusive of VAT for Patron and Premier Plus members.

■ Annual Golf Day

Book now for the LCCI golf day on **Thursday 6 September** at **The Richmond Golf Club**. Guests will enjoy a day of networking and 18 holes at the beautiful parkland course. Breakfast, refreshments and a post-round meal will be provided. The day is open to all members and non-members with prices starting at £135.00 exclusive of VAT per person.

Emailers from hell

LondonOffices.com have assembled the top ten emailers that make you want to hit the delete button

The Shouty One

Every email they send will end with exclamation marks or will be in full caps. They fail to realise this is the digital equivalent to shouting in the recipient's face.

The Vague One

They are sent an email with five questions and then reply with eight answers, sadly still not addressing the questions they were asked so the recipient remains unenlightened.

The Invisible One

This worker receives 50 emails a day and never seems to reply to any of them. They also tend to have cryptic email addresses that bear no resemblance to their name or their job, making them almost impossible to contact in the first place.

The Abrupt One

They are not necessarily rude, they are just in the habit of using as few words as possible. You might send them essays about your ideas and put an awful lot of time and effort to describing your deepest thoughts as coherently as possible but you still get: "Sounds good."

The Oversharing One

Sometimes just apologising for a late reply is enough, you don't always need to share the details of how your haemorrhoids are acting up today and you've been stuck in the toilet.

The Texter

Emails should be concise and business like but many young professionals fail to understand the difference between email and texting and so think it's acceptable to include text speak such as WUU2? (What are you up to?), BRB (Be Right Back) and FFS (We shall leave this one to your imagination). There's no place for such acronyms in business emails.

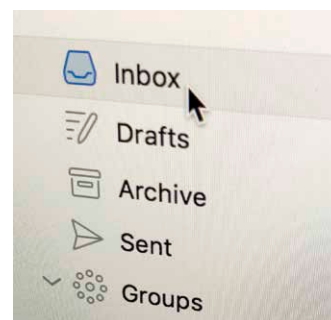
"Many young professionals fail to understand the difference between email and texting."

The Formal One

When you receive an email from them you may feel like you've just opened a letter from 1852. This ultra-polite emailer will address with "Dear Sir or Madam" and sign off with "Yours with the deepest respect." You may feel like responding with "Nigel, I've known you for twelve years, you don't have to email me like this."

The Absent One

As soon as you hit send you get a response saying they are on holiday and will return last year. Yes, they still haven't switched off their out of office from last summer. You can see



them across the room but apparently they're not really there.

The Comedian

These are the people who like to think they're Ricky Gervais but sadly they are more like his Office alter ego David Brent. Their emails usually contain a lame gag and some boasts about their life away from the office. They fail to realise that no one is remotely interested.

The Profound One

These are the amateur philosophers with inspirational quotes downloaded from the internet. They like to think they bring wisdom to the workplace but the reality is most people find them incredibly tedious.

www.LondonOffices.com



Getting down to business

Europe's largest business exhibition is coming to London's ExCeL next month. Now in its 19th year, the Business Show is expected to attract 28,000 businesses who will be treated to a line-up of cutting-edge exhibitors, expert-led educational seminars, and interactive masterclasses.

The show will include a special appearance from Olivia Leonard, director of Facebook's SME division across Europe, Middle East and Africa, and will feature the return of Google Digital Garage which will include a session on tactics to build a digital marketing plan.

For businesses wanting financial advice, seeking guidance, looking for a platform to network or in need of legal expertise, the event is designed to provide all the answers under one roof. To facilitate connections and identify opportunities, each exhibitor at the event is colour coded.

Brexit

For business owners still trying to come to terms with how Brexit will impact their operations, the UK Immigration & Brexit Clinic in the

For businesses wanting financial advice, seeking guidance, looking for a platform to network or in need of legal expertise, the event is designed to provide all the answers under one roof.

SME Marketplace zone will provide expert advice.

The Business Show is also home to Europe's leading event for businesses looking to expand globally, Going Global, and the Foreign Direct Investment Expo will connect investment opportunities with ambitious investors.

The Business Show takes place at ExCeL on 16 and 17 May 2018. For a free ticket visit www.gbbs.co.uk

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The Puzzling Thing About IP ...

Victor Caddy, Partner, Wynne-Jones IP

As an Attorney who specialises in IP, and most specifically trade marks, as well as being a joint Partner in our firm, it continually puzzles me (no pun intended!) that so many major corporates, brand owners and, most definitely entrepreneurs, fail to understand how important it is to protect their 'intellectual property'.



Here's top five tips to unpuzzling IP confusion and paving the way to successful protection strategies:

1. Ensure you have an IP strategy in place, regardless of the size of your business; this spans design, patents and trade marks as well as renewals, infringement, litigation and prosecution.
2. For established businesses with a portfolio of IP assets: get your Brexit strategy in place. If you have multi-territory contracts these will need re-writing. If your in-house counsel need Brexit specific support look for firms, such as Wynne-Jones which have pan-European expertise and are a founding member of European law firm, AIPEX.
3. For inventors, entrepreneurs, marketers and designers: get your IP protection in place at the beginning, and don't make it an afterthought; industry moves at a fast pace and you cannot protect a design, product or brand once it's already in the public domain.
4. Check that your IP is all up to date. Trade marks and patents do have 'end' dates. Managing renewals in a timely fashion is key to ongoing IP strategy and success.
5. Partner with an IP firm you trust and that gives you a service which works for you – account handling, servicing and financial viability are all key attributes of a modern law firm.

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WYNNE-JONES 
own thinking

After all, we know how important it is to protect our homes with buildings and contents insurance, but we often don't think the same about protecting our businesses and brands; this is true whether they be a tech start-up, new food product, a homewares design or even company name, marketing slogan, new type of product packaging or a material invention.

Wynne-Jones IP is no ordinary law firm; for starters we don't do legal jargon and we champion innovation working alongside businesses both small and large which is, in part, why it was a natural move for us to open an office in central London back in Spring 2017. The UK's capital city continues to be brimming with creativity, innovation and invention, which is why we believe protecting your assets today, for your future, is so important. What's the point in having a great idea or a great brand if somebody's going to take your idea, create a fake version, play on your brand entity – and take away your hard-earned profit, leaving you fighting for your credibility and owner's rights?

We're looking forward to sponsoring this IP column for the coming months, raising our profile across the London Chamber of Commerce and supporting businesses of all sizes who are looking for no-nonsense IP expert guidance, as well as hopefully engaging with established members and industry leaders who have challenging times ahead with the changes in IP law that will come into play over the next 18 months due to the UK's exit from the European Union.

Two minute interview

Romaine Maret, St John's Hospice



Who are you?

I'm the corporate and community fundraising manager at St John's Hospice, based in St John's Wood. We provide specialist palliative care to over 3,000 individuals and their families in central and northwest London every year, free of charge.

What is your connection with the London Chamber of Commerce?

We're relatively new members of LCCI. We joined so we can raise awareness and crucial funds for the hospice within the local community.

"We joined [the LCCI] so we can raise awareness and crucial funds for the hospice within the local community."

What was your first job in London?

I'm a London newbie. I moved here after securing my role at St John's. I love it here – it's so vibrant and there's always plenty to do. Professionally, I'm excited to meet the people that help make London so special.

I love that my role is to help individuals in the London community. Our patients are going through a terribly difficult time and the hospice really does make a world of difference to them and their families.

Which one business achievement over the last 12 months are you most proud of, and why?

It's hard to pinpoint one thing because I see amazing things happening every day. However, I would say that the opening of our new garden (*below*) made me particularly proud. It's used by patients as somewhere nice and peaceful to sit, by their families as a space to reflect and to spend time together, and by our bereavement councillors as another space for their sessions with our patients' loved ones.



Ultimately, I'm proud of every penny raised for the hospice as I see the positive daily impact it makes.

"If there is one thing I hate about my job it's ..."

... the perception that I'm after a freebie, just because I work for a charity. In reality, charities are much more business savvy, they have to be in order to remain relevant in a competitive and ever-changing market."

At St John's Hospice, we form long term and mutually beneficial partnerships with our supporters. Yes, we ultimately need to raise funds but we realise that it needs to be a give and take relationship and that businesses may want more than just a thank you letter for their kind contributions.

If you were advising a young entrepreneur which business person would you suggest as a model?

Bill Gates. His drive and passion combined with his business acumen and a certain amount of luck in timing has made him one of the most influential – and richest – people on the planet. He is also one

of the most generous people alive, his philanthropic efforts totalling over \$27 billion!

How is your business reacting to Brexit?

The charity has a higher proportion of EU nationals than other healthcare providers, therefore we take the implications of Brexit very seriously. One of the ways in which we're supporting our staff is to run EU staff support seminars, including a talk delivered by one of our supporters, local solicitors DAC Beachcroft LLP, and giving free advice on how to apply for permanent residency.

Brexit definitely brings uncertainty to the fundraising climate. Whilst we're not in receipt of EU-sourced funding, we do rely on government funding for a proportion of our income. With some of this government spend potentially needing to be redirected, we're at risk of losing out. We are therefore under even more pressure than ever to diversify our income to continue providing crucial services.

How do you think the transport system in London can be improved?

Better air con systems on the underground. With my job, I can be rushing all over London: a typical day for me might consist of an hour in the office, catching up on emails, followed by a meeting in central London with one of our supporters, then back up to north London to deliver a presentation, before heading back to the office for an hour or two of admin before going home. All this running around and no air con can make me overheat, not the best way make a good first impression with a new supporter!



Which piece of red tape causes most problems for your company and why?

The biggest challenge we face is changes in the UK economy. With profits fluctuating and the threat of economic downturn, fundraising from corporates is harder than ever. We therefore prioritise partnership working over seeking straightforward donations. Fostering positive and mutually beneficial relationships is the key to long term success.

What is your favourite and least favourite thing about London?

My favourite thing is the people. London is so diverse with individuals from different countries and cultures creating a vibrant and exciting place to live and work. The downside is that whilst transport links are amazing, the cost of using them can be high. This puts a financial pressure on me and the charity as the cost of getting to and from meetings adds up.

If you were Mayor of London for the day which one thing would you change?



I would have a London-wide day of giving. With at least 8.5 million people and one million businesses based in the city, imagine how much we could raise if everyone participated. Companies taking part would be offered special tax breaks. After all, the donations would be helping charities build stronger communities and provide crucial services to London constituents.

www.stjohnshospice.org.uk

Seeing off the latter day Luddites

We should stop worrying about AI and welcome the opportunities it will bring, Nathan Myhrvold PhD, tech visionary and polymath, and former chief technical officer at Microsoft, told the 31st World Traders' Tacitus Lecture earlier this year. *Anat Arkin was there.*

Fears that artificial intelligence (AI) and robots will cause mass unemployment are as misplaced as those that led the nineteenth century Luddites to destroy the knitting machines transforming their industry, according to Nathan Myhrvold.

The 'innovation menace', the idea that new technology will displace millions of workers and throw society into crisis has been proposed many times, he said. "And it's always been wrong. You can't find an instance of enormous societal upheaval that was caused by the adoption of a new technology."

Just as those fearing the industrial revolution mostly found new jobs in the booming economy, Dr Myhrvold continued, other technological breakthroughs have also created new opportunities. Electronic trading, originally seen as a threat to displace and impoverish City workers, has in fact strengthened the finance industry. Yet pundits are again peddling the innovation menace, arguing that this time things are somehow different.

Change

Addressing an invited audience in London's Guildhall, Dr Myhrvold, former chief technology officer at Microsoft and co-founder and chief executive of patent portfolio development company Intellectual Ventures, pointed out that technological change does not happen overnight, and the longer it takes, the more time society has to adapt. Projections that self-driving cars will soon put up to a third of professional drivers out of work are implausible, he said, because with cars kept on the road for 12 years or more on average, it will take decades for self-driving cars to replace all those driven by humans. That will give human drivers plenty of time to find new jobs – and it doesn't matter that we don't yet know what those jobs will be.



Nathan Myhrvold (left) shares a joke with David Coughtrie



Network

AI can be deployed more quickly than self-driving cars, but its biggest successes to date include Google's creation of a neural network that taught itself to identify cat videos on YouTube, and another Google programme that learned to play the strategy game Go well enough to defeat the world's best player. While AI programmes will be able to do more than that in future, Dr Myhrvold dismissed warnings that they might threaten the very existence of humanity or pose more risk than nu-

clear weapons. These programmes are not, he insisted, the malevolent forces with godlike powers portrayed by those promoting the myth of the innovation menace.

Admitting that he cannot prove that adopting AI or other new technology will always turn out well, Dr Myhrvold said: "It always has, and to bet against it is to bet against human nature and say that in fact we are collectively not smart enough to move into other areas."

Prepare

But if we don't yet know what

"Many more areas of human creativity have been harnessed in the last 10 years in this industry than in the previous 30"

these areas are, what do we teach young people today? How do we prepare them for jobs that have not yet been invented? asked David Coughtrie, chairman of the LCCI Commercial Education Trust, one of the long-term supporters of the annual Tacitus Lecture. In reply, Dr Myhrvold suggested that education does not prepare people very well for jobs that do already exist. "Most people graduate from university with a degree in something for which there is no commercial call at all," he said. Even computer science courses tend not to be closely related to what is being done in the real world.

Interface

So what careers should humans be focused on to ensure that they secure long-term employment? asked a student at the City of London Freeman's School. Dr Myhrvold responded by highlighting how the computer industry had evolved over recent years. "We've seen it go from being very nerd-focused to a situation where major and even minor companies have people who worry about user interface, who worry about design and who worry about having things that are catchy and new," he said.

"Many more areas of human creativity have been harnessed in the last ten years in this industry than in the previous 30, so there will be lots of opportunities in lots of areas – but sadly I can't tell you which ones."

Founded by The Worshipful Company of World Traders, the Tacitus Lecture brings leading speakers to the City to discuss subjects relating to international trade. This year's lecture on AI reflected the technology theme of current World Traders Master Alderman Professor Michael Mainelli.

The Tacitus Lecture has been supported by the LCCI Commercial Education Trust since 2006.

www.world-traders.org
www.lccicet.com



Making a difference to the Gurkhas

Hari Bahadur Chhetri joined the Gurkhas in the midst of World War II. Today, age has deprived the 96-year-old of much of his memory from that time, but he remembers guarding convoys as they dropped off supplies at forward operating bases in Burma. Following the war, he even remembers seeing smoking volcanoes as he served on a recce in Indonesia.

As with many Gurkha soldiers, Hari was made redundant from the British Army in 1947. Talking of the years after he returned to Nepal, Hari describes a typical path. "What did I do? Same as before: farming. What else was there? We ploughed the fields, harvested the crops. I built this home. I've been here ever since."

He also married and started a family with his wife, Ratna Kumari, who sadly passed away in 2013. The couple had five sons and two daughters in their time together. Feeding the family was a challenge for Hari and, as he grew older, life became ever harder for the veteran.

In 1999, he learned of a charity that was providing support to those like him who had served in the British Army. It was the first time he had heard of The Gurkha Welfare Trust.

Welfare pension

"Someone told me about this aid so I applied and they started to give me the welfare pension. Before this



we never had money, only the food we could grow. It was a new life. We could actually send our grandchildren to school."



The welfare pension is awarded by the charity to impoverished Gurkha veterans or widows who aren't eligible to receive the standard Army pension. The rate is calculated each year using a shopping basket of basic goods such as rice, vegetables and firewood. For many people like Hari, it is their only

source of income.

"It made a big difference to us and over the years it has grown. Today, I can't farm any more. The pension lets me buy the food I can no longer grow for myself.

"I also use The Gurkha Welfare Trust's medical scheme. My daughter collects my medicine for me and the doctors come to my house sometimes. I'm lucky that my health is okay, even though I'm old now. I try to eat well and I drink milk every day!"

2015 earthquakes

Hari's greatest time of need came after the devastating earthquakes that struck Nepal in 2015. "I had just eaten lunch and was taking a nap in the old house. I remember being shaken awake and I grabbed

Who are the Gurkhas?

The Gurkhas are soldiers from Nepal who are recruited into the British Army, and have been for the last 200 years. Gurkhas are known to be as fearless in combat as they are good-natured in daily life. They are renowned for their loyalty, professionalism and bravery.



the wall. I tried to stand but it was difficult. When I got to my feet I made my way outside. The shaking calmed down and I thought it was over but it soon started again.

"After that, my own house was badly cracked and dangerous so I couldn't sleep there. There are six of us here and you can see my son's house is still standing so I was lucky to have somewhere to stay."

Last year saw the conclusion of the Trust's earthquake response; a project which took two years and brought huge benefits to veterans and widows in the hills of Nepal.

In total, they rebuilt over 1,000 homes to a new quake-resistant standard, in addition to schools, community centres and water projects that were damaged. Hari was a recipient of one of the new homes.

"I was so happy when you told me you would help to build me a new home. It was finished around September 2016. I feel very happy here, very relaxed. It is very well made. If another earthquake comes, I feel much safer."

Established in 1969, The Gurkha Welfare Trust exists to ensure that Gurkha veterans, their widows and their wider communities are able to live their lives with dignity. They achieve this primarily through the provision of financial, medical and community aid in Nepal.

www.gwt.org.uk



Rajan Amin flanked by Carl Ashton, compliance director of Coversure and Andy Parsons

Award winner

Rajan Amin, Croydon Chamber chairman and Coversure franchise holder, picked up the Customer Service Award at the Coversure Insurance Services Group Awards last month. The award was presented by guest host Andy Parsons of Mock the Week fame, seen here on the right.



SUPER-RECOGNISERS
INTERNATIONAL

SUPER RECOGNISERS INTERNATIONAL

The UK is regarded as having more CCTV cameras per head of population than any other state. That is not surprising considering the IRA bombing campaign of the 1980s. Unfortunately, whilst £billions have been spent on CCTV equipment by London businesses, enormous amounts of imagery and data are recorded and discarded without ever being watched or analysed. CCTV came into its own after the London riots in 2011 when the images recorded were used to prosecute hundreds of criminal events and instances of looting. Most of the identification activities which generated these prosecutions came about because of the efforts of a very special cell of police officers known as the Super Recognisers (SRs).

SRs are individuals who have a preternatural skill for remembering and recognising faces – even when these faces may be disguised or aged by time. These skills cannot simply be taught per se – they occur in less than 1% of the population. But the skills can be developed and enhanced. SRs can also be developed to conduct behavioural analysis and detection, by observing individuals in crowds or queues and this can lead to rapid intervention and thus crime prevention. Certainly, automated facial recognition is now maturing: SRs enhance this technology rather than competing with it. It could be compared to a manned aircraft with a human onboard confirming a detection as compared to relying on an unmanned

drone to make what could be a life or death identification.

Crime figures are rising significantly which should not surprise anyone considering the reduction in police numbers during austerity, the threat from extremists taking up masses of police effort and the whole new range of investigations, for example into historical sexual abuse and now nerve agent attacks in cities. There has been significant growth in losses from shoplifting, now costing retailers over £700m per year. Coupled to this rise is an increase in violence towards retail staff in stores and shops.



By using Linked Series Identification, Super Recognisers can construct a compelling case against serial shoplifters by linking them to multiple crimes across conventional geographic boundaries. This ensures miscreants will receive a substantial sentence rather than a brief community service order for a single transgression. Our agents can also link such criminals to other gangs and serial offenders operating in shopping centres and cities.

Large gatherings of crowds at pop festivals or sporting events attract huge crowds and sadly are beacons for criminals as well. Pickpockets, drug pushers, ticket touts and handbag



thieves thrive in such environments. SRs can detect and identify such unsavoury individuals and action can then be taken to protect the public. Agents can operate covertly or from within CCTV equipped control rooms at the event. Those with banning orders against them can soon be rooted out and removed.

Other services include post event CCTV analysis, missing persons investigations, scene identification using social media imagery, image comparisons preventing the use of proxies at examinations, tests and interviews, border control and public safety at large gathering. SRs have proven their efficacy for crime fighting, crime prevention and successful prosecutions. When faced with a raft of convincing visual evidence, criminals will often submit a guilty plea at a much earlier stage in the judicial process, thus saving courts time and money. And also meaning that business owners or security staff do not have to spend time away from work giving evidence at court.

Super Recognisers International Limited now bring this unique and powerful capability into the commercial domain for the first time anywhere in the World.

3 ways to boost your brand and profitability



by Flavilla Fongang

The ability to communicate your brand effectively and your profitability are inter-linked. Your brand is not just your logo. It goes beyond your colour scheme, website design and the language that you use. Your brand is how you make your customers feel. It is an emotional connection with consumers, communicated through the senses. It is every interaction that a member of your staff has with a customer. It is how your team communicates internally and externally. Knowing and understanding this will help you build a more profitable brand. So how else can you do this? Read on.

Focus on your purpose and unique values rather than your products/services

Yes, that's right. Your products and

services should come secondary. Why? Because when you understand your purpose, what your brand represents, and your unique values, you will be able to create products and services that serve your customers. Positioning in the market place is everything. Every business needs a foundation, and your purpose and values are the foundation. Everything else is built up from this place, so it should come first, and then your products and services.

Transform your clients into brand advocates

People often think they must spend a huge amount on marketing, year after year. They don't. The truth is, your clients can be your biggest advert. If you focus on wooing your clients, giving them the best service you can, they will tell the world about you and become brand advocates. I have seen this play out time and time again. People talk.

To boost your brand and your profitability, you must innovate

And people talk when something makes them feel good. Give your clients a transformational experience every time they encounter you. If you are a service-based business, remember the small details, like sending cards on relevant anniversaries. Even if you can't do things like that, aim to be the best. You can't argue with the best. Your customers will spread your name far and wide. It is also worth noting that recommendations carry a lot of weight. Your customers' words have power.

Innovate

Innovate or die. It's as simple as that. To boost your brand and your profitability, you must innovate. Look at



Photo by Elliott Brown

the high street. We are hearing of shops going into administration almost on a monthly basis. One of the biggest examples of this is the video rental chain Blockbuster. Blockbuster got swallowed up by the digital age. They tried to adapt, but it was too late, and the death knell sounded. Brands need to stay ahead of the curve. As a business owner, it is your job to observe trends and adapt. Or die.

Flavilla Fongang is creative brand director at 3 Colours Rule www.3coloursrule.com

On the grapevine

Over 70 members attended Croydon Chamber of Commerce's Grapevine Network event, hosted by TMRW earlier this year.

TMRW is an impressive co-working and office space located in Croydon, which is now the fastest emerging hotspot for tech start-ups and also officially the most rapidly-growing Tech City in the UK.

The state-of-the-art working space boasts an impressive number of on-site facilities and benefits for its members including its 'Byte Cafe'. Since its launch in 2016 TMRW has attracted an impressive range of technology and creative businesses looking to scale up and grow fast in the emerging tech-centre.

www.tmrw.co



Good health – decade by decade

Half of the respondents in a survey by Bupa Health Clinics admitted that they'd only change their lifestyle if they had a warning from a doctor. Bupa Health Clinics expert Dr Luke Powles and dermatologist Dr Stephanie Munn warn that the results of present bad habits may only show themselves decades later, when the damage could be irreversible. Here, they advise on what we should be doing during each decade to protect our health in the next one.

The twenties

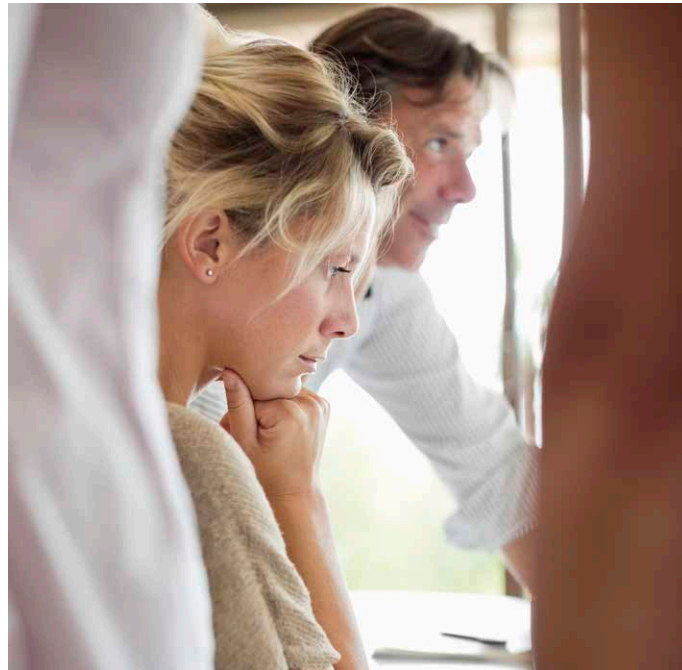
Dr Stephanie Munn says: "Evidence suggests that extreme sun exposure before the age of 40 puts people at more risk of developing skin cancer. My advice is to avoid sun beds and wear high factor sunscreen in the summer months and on holiday to keep your future-self safe.

"Acne can also be an issue for this age group. The condition can be aggravated by using whey protein, which is a popular nutritional supplement. If you use this supplement, consider reducing your intake, it's also advisable to use non-pore blocking and oil free products on your skin to avoid long term scarring or persistent acne.

"This is the age to set good habits too, particularly if you smoke. As well as the lasting damage smoking can cause to your health, it can drastically damage elastin in the skin, and in your twenties it means your skin will age faster as you get older."

The thirties

Dr Luke Powles advises: "For women, cervical screening is critical in this age group. From age 25 to 49, women should have a smear test every three years. Early detec-



tion of anything unusual can hugely increase the survival rate.

"For men, although testicular cancer is relatively rare with the risk being just under one in 200 in the UK, it appears to be rising, so men need to be more aware of the symptoms. It can occur at any age but it is the most common type of cancer for men between the ages of 20 and 35."

The forties

Dr Luke Powles says: "Heart health should be the focus in the forties. There is a spike in deaths related to heart disease from 50 onwards and this applies to both men and women. While oestrogen protects women from many forms of heart disease, menopause during late 40s and early 50s means that women need to be as vigilant as men

in this age group.

"Breast cancer is the biggest cause of death for women in this age bracket, so it is essential that women become breast aware, frequently check themselves and go to their GP if they have any concerns."

The fifties

For people in their 50s, Bupa experts advise a holistic and vigilant approach to health. Dr Stephanie Munn, says, "Your skin reflects what is going on inside. You often hear people say: 'you just don't look well'...that's because the skin is showing the effect of something that's not quite right in your body or even your mind. When you're exercising regularly, eating and sleeping well and drinking in moderation, your skin will look better and you will feel better."



Dr Luke Powles adds: "It's also important to protect your bones at this age: weight bearing exercise is a good thing to keep up and try to keep your weight in check. Book in for a health assessment which will consider all aspects of your lifestyle and give practical, personalised advice on keeping bones strong and healthy."

Sixties and beyond

"For this decade, health is very focused on the brain," says Dr Luke Powles. "Dementia is the leading cause of death amongst women and the third biggest amongst men. While there is a genetic component which is out of our control, there is no doubt that keeping the brain engaged and healthy helps reduce the risk. While lifestyle choices throughout one's life will impact on our brain health it is important to take preventative measures at this stage of life as well.

"A key thing to remember at this age is to stay curious and involved, always look for something new to learn, research or read about. Sudoku is a great way to engage our brains daily. Learn a new skill, or language, or go and see a theatre play – these activities can all be fun and relaxing ways of staying mentally active and alert."

www.bupa.co.uk

Blenheim Palace provides a blank canvas

New LCCI member Blenheim Palace – a 2,000 acre World Heritage Site – has been playing host to monarchs, the aristocracy and heads of state for more than three centuries.

Set in the Oxfordshire countryside within easy reach of London, the Palace has become the perfect venue for conferences, meetings, exhibitions, and for entertaining clients. It can also provide a blank canvas to host exciting events, creative product launches and private celebrations. Get your paintbrushes out!

www.blenheimpalace.com



Open innovation and intellectual property rights



by Victor Caddy

Recently, growing attention has been devoted to the concept of 'Open Innovation', in academia as well as industry.

What is Open Innovation?

Open Innovation is the development of innovative solutions made

on the basis of collaboration between a number of parties. It has the advantages of shortening the time to innovate, sharing risks, and reducing costs. Open Innovation offers a different model to the historical closed model where the entire innovative process is carried out internally by companies, often in secret.

There have been misconceptions that Open Innovation and owning Intellectual Property (IP) Rights are mutually exclusive, when in reality they positively complement each other. Open Innovation is a term used to promote innovating with collaborators by 'sharing risk and sharing reward' – the problem is caused by what the term 'sharing' means.

An example of headline Open

Innovation initiatives is when Tesla™ decided to open up their patent portfolio to the world – the move has been subject of much debate. It can be argued that they have given away their greatest competitive advantage or alternatively, that they have shortened their innovation cycle by removing the disclosure stage of discussions with potential collaborators; the truth probably lies somewhere in between.

IP and Open Innovation

In the context of Open Innovation, intellectual property plays a new role which no longer reflects the historical defensive mechanism adopted by companies.

For example, to-date companies have been using their patents to

block competitors and to operate on the market based on the notion of a patent as a negative right to exclude others rather than to enable innovation. Yet, on the contrary, patent protection assists companies to commercialise their solutions and safely enter into Open Innovation agreements, with limited risks of seeing their assets appropriated by their collaborators. Indeed, patents are extremely important for the innovative process since they protect and disclose at the same time.

Open Innovation is facilitated by effective intellectual property protection. Clear ownership helps in sharing knowledge, as collaborators are more willing to enter into transactions and agreements to exchange their inventions.

CCI's newest Patron Member is JLT Specialty Limited, a specialist insurance broker who, as part of the Jardine Lloyd Thompson Group, are one of the world's leading providers of insurance and employee benefits-related advice, broking and associated services.

Headquartered in the City of London, JLT has offices in 40 territories across the world, with more than 10,600 employees, and most recently has been named Insurance broking team of the year and ranked number one Lloyd's broker.

Appropriate

The majority of businesses, including both small and large operations, don't retain an inhouse qualified insurance specialist and instead rely on the advice and expertise of their broker. An insurance broker's skill is in gaining an in-depth understanding of their client's business and working closely with insurance providers to help them obtain the most appropriate insurance cover from the market.

JLT's focus is on encouraging the selection of the right broker prior to engaging the insurance market. Amy Green, insurance specialist and business development executive for JLT, explains: "There are two choices to be made when looking to get the best insurance cover for your business. The insurance market is all about relationships, and so it's

Top ranking

Member spotlight



(L-r) Margaret Booroff, Alex Wendruff, Amy Green and Richard Morgan

important that you choose a broker that you think best understands your business and that you feel you can work well with.

Results

"Often in the past, businesses would engage with up to five brokers at a time, and reward the broker

with the cheapest quote rather than the one offering the best overall option. Taking the broker competition out of the insurance market negotiations will always yield the best results for the business as well as being more time efficient."

On why JLT chose to become a patron member, Stuart Winter, head

of UK retail, explains: "We know that risk and insurance is important for all businesses, regardless of size, and LCCI membership gives us the opportunity to connect with London based businesses, and to provide guidance and support to LCCI members."

Consultative

"JLT believe in taking a consultative approach to risk and insurance rather than just seeking the cheapest option. Our innovative approach starts by listening and understanding what is really needed, and then encompasses working with the business to design a cost effective but appropriate solution for their risk and insurance requirements."

JLT's London risk practice team is led by Margaret Booroff with the support of a development team who are specialists in insurance review and ongoing service and advice. The team includes Richard Morgan, Amy Green and Alex Wendruff. Margaret said: "LCCI members make an important contribution to the City both in terms of the local economy and the services they offer, and we are delighted to be part of this influential organisation. We also very much look forward to engaging with their members and building long-lasting relationships to support their work in the future."

www.jltspecialty.com

Comparison of Open and Closed Innovation

Open Innovation Principles	Closed Innovation Principles
Building a better business model is better than being first to market.	First to market an innovation is a commercial advantage.
Having the ability to use the best of internal and external ideas.	Can keep the best ideas internally and secret.
Knowledge and expertise in an area is dispersed and must be brought together to succeed.	Consolidating knowledge in one place is strategically important.
External R&D has significant value: internal cooperative R&D can claim a share of that value.	Control of the complete R&D from discovery, development, to commercialisation.
Unburdened from requirement to originate the research in order to profit from it.	Originating discoveries allows control of the market.
Everyone should benefit from all innovations whenever it advances in a business model.	Control of intellectual property (IP) so that competitors cannot profit from ideas

Strong intellectual property strategies are of utmost importance for small entities with very specific

R&D capabilities and which require larger entities to commercialize their products. They would fail to

attract collaborators and investors if lacking a robust intellectual property strategy.

Because of the nature of Open Innovation, efficient intellectual property management is essential for the success of the project. Sharing knowledge, technology and expertise between collaborators is an enormous benefit that could nevertheless entail a risk of loss of such assets and free-riding, if not managed effectively. Accordingly, a co-development of activities carried out in an Open Innovation environment requires a clear agreement on ownership of any resultant IP, particularly where parties to the development have no previously registered IP in the relevant activity.

Victor Caddy is a partner at Wynne-Jones IP Trade Mark Team www.wynne-jones.com

Making a success of employing overseas workers

NewlandChase
A CIBT COMPANY



by **Dhanjaye Damhar**

Over the last ten years, the UK has maintained its position as a major global economic player; 2016 saw the largest growth in FDI since 2006, with over £145.6 billion being invested in the UK.

Migrant workers

Companies which have recently established a business in the UK should seek the advice of a UK immigration specialist to help make successful visa applications for any migrant workers they intend to employ.

If formalities are not followed correctly first time, companies can find that the process becomes time consuming and costly.

The UK offers many visa and immigration options for working professionals, and business leaders who want to employ them should consider the following:

- Do your migrant workers plan to move here with family?
- For how long do your migrant workers plan to reside in the UK?
- Do your migrant workers plan to become permanent residents?
- Will your migrant workers want to work for any other employers whilst in the UK?

Routes

Here is a brief overview of potential immigration routes to consider when setting up a business and employing overseas workers in the UK:

Tier 2

This category caters for businesses, already established in the UK, to sponsor workers from outside the EEA.

Before employing any migrant workers, the established company must apply for a Sponsor Licence from UK Visas & Immigration (UKVI).

Potential sponsors must show that they are a genuine trading entity in the UK and are willing to comply with a lengthy list of sponsor duties and responsibilities on an ongoing basis. UKVI request that sponsors nominate UK-based staff for key roles and there are a number of restrictions on who can be appointed.

Only after employers have demonstrated they meet strict eligibility criteria, and are granted a sponsor licence, are they able to issue Certificates of Sponsorship (CoS) to potential migrant workers.

CoS applicants must show they are to be paid an appropriate salary for the role on offer. They must also demonstrate suitable knowledge of English and have a minimum level of funds to support themselves and their dependents.

A CoS is not a paper document, it is an electronic record with its own unique number. The CoS is then used by the migrant worker to apply for a visa to come to the UK.

There are demanding compliance duties imposed on employers that hold a Tier 2 Sponsor Licence, but if you already have employees and a trading presence, when it comes to employing migrant workers, Tier 2 may be the right route for you.

Tier 1 Entrepreneur

This category is designed for those with access to at least £200,000 (and in some cases, £50,000) who want to establish or take over the running of an existing business in the UK. Tier 1 Entrepreneurs must be actively involved, they may be directors, self-employed, or be employed by their business.

Applicants must undertake a Genuine Entrepreneur Test to demonstrate that their business is genuine and credible.

Entrepreneurs currently in the UK under the Tier 4 Student category may apply to switch into the Tier 1 (Graduate Entrepreneur) route. This permits international graduates to get their business enterprise off the ground in the UK, with the endorsement of the Department for International Trade or a UK higher education institution.

Planning

Allow at least four weeks of immigration planning, plus around two weeks of visa processing times. The location where a visa application is filed, together with the exact visa type, will vary that timeframe. Be aware that:

All documents used to support a visa application, e.g., birth and marriage certificates, bank statements and payslips, must be officially translated.

Some nationalities may need to pass an approved English language test before submitting their visa application. Wait times for tests vary from one day to three weeks.

Dependent on location, some visa applicants may need to have a tuberculosis test before submitting the application.

Only original documents are accepted – UKVI systems do not support digital and online documents. Start compiling employment contracts, tax returns, etc. now.

Visa applications peak in the summer and at Christmas. Applications should ideally be submitted outside those times to avoid unnecessary delays.

Dhanjaye Damhar is business development manager at Newland Chase, a global immigration company www.newlandchase.com



On 2 March 2018, the Prime Minister, Theresa May, set out her vision for the UK's post-Brexit relationship with the European Union (EU) at her Mansion House speech – see page 5 for her stated Brexit objectives and the business response.

The speech contained many details about the kind of trading relationship that the Prime Minister wants with the EU post-Brexit. The key points included:

- City of London banks to lose the right to trade across EU without country-by-country approval, the so-called 'passporting'. A new system will be introduced to allow "the same regulatory outcomes over time".
- Associate membership of EU medicines, chemical and aviation agencies. The UK would accept their rules and make "appropriate" financial contributions.
- Parliament would reserve the right to pass its own regulations in these areas but with the knowledge that this could threaten co-operation with EU bodies.
- Continued UK participation in EU science, education and cultural programmes, including maintaining a relationship with Euratom
- An independent arbitration mechanism for trade disputes to replace the role currently played by the European Court of Justice
- A fairer deal for UK fishermen based on reciprocal access to waters and management of shared stocks
- Keeping UK regulatory standards "as high as the EU's" to ensure smooth trade. UK law may not be "identical" to EU law but "it should achieve the same outcomes".

Theresa May to set out Brexit plan after Chequers talks

■ <https://bit.ly/2HFgCYV>

In full: Theresa May's speech on future UK-EU relations

■ <https://bbc.in/2FkYghL>

Theresa May aims to calm Brussels fears with key Brexit speech

■ <https://on.ft.com/2GWZ8WC>

'Hard facts' for both sides in Brexit talks - Theresa May

■ <https://bbc.in/2oAQu9z>

Reaction to UK PM May's speech on Brexit

■ <https://reut.rs/2l6CdJj>

Just over two weeks later, on 19 March 2018, the UK and the EU agreed draft terms for the Brexit transition period following a marathon set of talks. The chief negotiators for the UK and the EU respectively, Brexit Secretary David Davis and Michel Barnier, jointly published in Brussels a revised draft of the legal text of the Withdrawal Agreement. Both men described the deal on the so-called 'transitional period' as a "decisive step" forward in the negotiations that will lead to the "orderly withdrawal" of the UK from the EU.

Draft Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union

■ <https://bit.ly/2FNiG3K>

David Davis' statement: EU-UK Article 50 negotiations

■ <https://bit.ly/2Grz09N>

Why is a 'transitional period' deemed necessary?

Since Article 50 was moved in March 2017, UK businesses have been concerned about a so-called regulatory 'cliff-edge' on 29 March 2019, the day the UK officially leaves the EU. The agreement announced by David Davis and Michel Barnier effectively delays this by giving businesses more time to adjust to working and trading outside of the EU. In effect, nothing will change between March 2019 and December 2020, when the UK leaves the EU in practical terms.

Brexit transition is agreed – but at a price

■ <https://on.ft.com/2lB9n4G>

What has been agreed in the transitional deal?

See page 6 for the key points.

The UK and EU agree terms for Brexit transition period

■ <https://bbc.in/2FRRZag>

Brexit: What has been agreed between the EU and UK for a transition period?

■ <https://bit.ly/2lQ0d4m>

Brexit: EU and UK agree on transition period

■ <https://ind.pn/2DUX8MT>

The UK and EU agree a Brexit transition deal after May backs down on Irish border

■ <https://read.bi/2pFoUb6>

Was the draft deal met with universal agreement in the UK?

It is worth stating that the transitional deal is not fully guaranteed. It still depends on the successful conclusion of an Article 50 deal in the next 12 months. With the EU, nothing is agreed until everything is agreed.

The UK has made several compromises to achieve the deal. Even the idea of a transitional period in which the UK remained subject to EU laws without having a say in their making, was initially opposed by Prime Minister Theresa May. The extension of the same rights to EU citizens who arrive in the UK during the transition period is also a concession as the Prime Minister had wanted this to stop on 29 March 2019. She was also completely against a 'backstop' arrangement for Northern Ireland, preferring to look at a bespoke technological solution to avoid a 'hard' border.

However, the most contentious issue is the proposal to keep the UK in the Common Fisheries Policy until the end of the transition period instead of leaving on 29 March 2019. The decision was met with outrage by many Conservatives and others, especially those in Scotland where coastal communities depend on being able to fish without being hindered by damaging quotas set by the EU. A total of 13 Conservatives and one from the Democratic Unionist Party – whom the Prime Minister depends on for her Parliamentary majority – have signed a letter hinting that the transitional arrangement means they may oppose the entire Article 50 Withdrawal Bill when MPs vote on it in the House of Commons.

Brexit transition deal under threat from anger over fishing rights

■ <https://aol.it/2lPnsf0>

EU fishing deal 'far from acceptable' to Scottish industry

■ <https://bbc.in/2pFhSnD>

A fiasco over fish

■ <https://on.ft.com/2lSOwdb>

Theresa May put on notice over Brexit fishing deal

■ <https://bit.ly/2DW8Tme>

In Brexit Give-and-Take, Britain Gives and the E.U. Takes

■ <https://nyti.ms/2HVRBlq>

What happens next?

At time of writing, the Prime Minister is travelling to Brussels for a European Council meeting at which the 27 EU leaders are expected to approve the terms of the transition deal. However, EU Council President, Donald Tusk, has said that the deal will only go ahead if the UK honours its commitments on the Irish border and on Gibraltar.

Brexit: EU leaders set to discuss transition agreement

■ <https://bbc.in/2GSEvMP>



Donald Tusk

Donald Tusk Warns EU27 Agreement on Brexit Transition "Remains Open"

■ <https://bit.ly/2pJoRLh>

EU's Tusk confirms Brexit transition offer to London

■ <https://reut.rs/2lVvHq4>

EU leaders to clear transition deal, but restate solidarity with Spain too

■ <https://bit.ly/2lPo3gK>

Brexit Q&A is researched and written by Alexa Michael, LCCI business information executive. LBM readers are invited to submit their own questions for responses to be published in future issues. Send them to amichael@londonchamber.co.uk

Members' noticeboard



■ MyCoocon

Co-nekt, a premier colour brand experience agency
As the original creators of **PANTONE Consumer brand**, **PANTONE UNIVERSE** and **mycoocoon**, co-nekt puts its communication know-how with its unique colour expertise at the service of brands and communication agencies. We empower brands with the development of meaningful colour experiences. We design a series of innovations as well as interactive and multi-sensorial communication concepts.
Email experience@co-nekt.com
Website www.co-nekt.com



■ JGA Ltd

On 1st February Dame Tanni Grey-Thompson presented the impressive **West London Business Awards** at one of west London's great icons, Wembley Stadium. JGA's Apprentice Subhamta Limbu won West London Apprentice of the Year and corporately we were proud to be recognised as 2018 Responsible Workplace of the Year (Highly Commended) and an even bigger achievement, 2018's Small and Medium Enterprise of the Year (Highly Commended). This is the fifth year in succession that JGA has won industry awards!



■ Queensland Trade and Investment Office - Europe

To coincide with the 2018 Commonwealth Games, Trade and Investment Queensland will be hosting a number of inbound business delegations visiting the

State as part of a wider Trade 2018 business development programme.

Two visit programmes in particular - an e-health industry mission, scheduled 10-13 April and a major events mission, scheduled 11-15 April - involving B2B meetings and site visits should be of interest to Chamber members. Website www.commonwealthhouse.com.au refers.



■ BE Design - 'Best Places to Work in Property'

BE Design attended Property Week's Gala Dinner in London on 23rd Feb, and now feature in 2018's Best Places to Work in Property. They also received a special award for 'Leadership and Planning'.

The Architecture, Civil and Structural Engineering design specialists are thrilled to be recognised for being one of the Best Places to Work, and the special award recognises their holistic approach towards staff, Clients and projects at a national level.



■ H-Net

"Hungarian business leaders tell Britain: We see beyond Brexit" Business people from Hungary say they are determined to keep trading with the UK, despite the uncertainty created by Brexit. A delegation representing ten Hungarian firms (MOHAnet, Barabas Concrete, HunDental, Navona, WakeUpJohnny, etc.), ranging from IoT inventions to food and drink makers, medical service providers came to London to develop trade and investment connections.

The keynote speech focused on business opportunities in the UK post-Brexit and was delivered by Peter Bishop, Deputy Chief Executive of the London Chamber of Commerce & Industry.

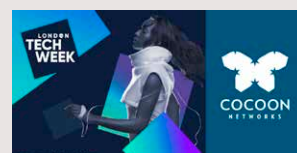
The Bridgehead-NOTworking™ Meeting <https://mailchi.mp/0dc60d14279f/press-release-25th-february-2018bridgehead-notworking?e=e055f4634f> was organized by the translation agency and business networking company H-Net at the Riley Sports Bar, Haymarket with the goal of creating a strong framework for future UK-Hungary business relations.



■ Ten Trinity Square Private Club: Wine List Confidential Top 10

"Award-winning Jan Konetzki's list features the iconic lion on tower logo of Latour on the first page of the beautifully minimalist document which boasts no fewer than six pages dedicated to the chateau, linking, at a heavily loaded credit card's swipe, to an array of dazzling bottles, magnums, double magnums, jeroboams and imperials ranging back to the 1930s".

Best for: The Latour fanatic / Soaking up the Four Seasons surroundings / French gastronomy
club.tentrinitysquare.com



■ Cocoon Networks

Cocoon Networks is bringing London Tech Week to China in May 2018, in collaboration with KNet 365 and London & Partners. We are hosting two major LTW-style events in Shanghai and Shenzhen, featuring discussions on China-UK Trade, technology and investment, as well as a planned TechExpo Exhibition, matchmaking, and networking dinner. A pitch battle for UK start-ups and media workshops are also in planning.

John Zai, Founder & CEO of Cocoon Networks, said: "We are delighted about our ongoing partnership with LTW. I believe this LTW launch in China will greatly excite Chinese investors and tech enthusiasts about the UK start-up scene and encourage them to visit LTW and our

3rd China-UK Hi! Technology Festival in June". Contact: eric.huang@cocoonnetworks.com
02031798108

Green Wealth Planning

GREEN WEALTH PLANNING LTD

Free event helping you 'Take Control of your Tax-Year.'

A new tax-year provides opportunities to take advantage of benefits that would otherwise be lost. Planning ahead, can help create long-term financial security for you, your family and your business.

Expert speakers will provide guidance on wide-ranging topics including:

- Safeguarding your money through uncertain times.
- Preventing inflation from eroding your savings
- Investing for income and potential growth.
- Effective Retirement Planning
- Protecting assets through Inheritance Tax Planning

Date: 5 April 2018

Venue: Hilton Hotel Watford, Elton Way, Watford, Hertfordshire WD25 8HA

Booking: <http://www.greenwealthplanning.co.uk/takecontrolofyourtaxyearend>



■ Collab

The London skills system is undergoing a period of profound change: from the impacts of Brexit to the disruption posed by automation, uncertainties about the shape of the future workforce are evident. To respond flexibly to these changes, it is vital that industry has access to a wide talent pool to help grow and support the London economy. Collab Group: London Capital Colleges and CIPD have therefore produced a "Point of View" setting out how employers, government and further education colleges in London can work together to provide a joined-up skills and employment system that serves the needs of all Londoners. To read more, please visit: www.collabgroup.co.uk/system/resources/download_files/000/000/022/original/CollabBrochure_EmployabilityinLondon_New.pdf?1518001639

Progress in trade talks with Mercosur and Indonesia

As part of its commitment to a transparent trade policy, the Commission has published a report from the latest negotiating rounds with Indonesia and Mercosur. The round reports include information about progress in all areas of the respective negotiations.

As regards Mercosur, the

report concerns talks held from 21 February to 2 March 2018. Although much progress was made during that period there is still work to be done, and the chief negotiators remain in contact to explore how to move forward on the remaining issues and advance into the very last stretch of negotiations.

As for Indonesia, the report refers to the fourth round of talks held from 19 to 23 February. The Commission presented on this occasion new text proposals that are now publicly available: one related to rules of origin and the other regarding technical barriers to trade in the automotive sector.

The aim in the negotiations is to achieve an ambitious and mutually beneficial trade agreement, including necessary guarantees to support sustainable development.

The EU and Indonesia agreed to hold the next round of talks in Brussels before summer, at a date yet to be confirmed.

EU's post-2020 budget must match its ambitions

The EU should boost research programmes and support young people and small firms, say MEPs in their draft negotiating position for the EU's next long-term budget.

The next Multiannual Financial Framework (MFF) should continue to support farming and regional policies, but also finance new priorities such as security, defence or migration and make up for any shortfall following the UK's

departure, says the draft text.

To take effect, the new budget needs Parliament's consent. MEPs warn that "no agreement can be concluded on the MFF without corresponding headway being made on own resources" – i.e. the revenue side of the EU budget. Expenditure and revenue should thus be treated as a single package.

Revenue

Besides the MFF text,

Parliament will debate and vote on a resolution which advocates maintaining existing resources and progressively introducing new ones, such as a financial services tax, a share of tax from firms in the digital sector or environmental taxes. Direct contributions from EU member states should be reduced accordingly.

Background

Over 94 per cent of the EU

budget goes to citizens, regions, cities, farmers and businesses. The EU's administrative expenses account for under six per cent of the total, with salaries accounting for around half of that.

A survey shows that Europeans expect solutions from the EU. Most respondents think that Europe should do more to tackle a wide range of issues, from security, to migration and unemployment.

WiFi4EU: EU financing of free wireless internet in public spaces

The European Commission has launched the WiFi4EU web portal. As of now, municipalities all over Europe are invited to register their details ahead of the first call for projects in mid-May for the chance to benefit from EU financing to build free public wireless internet hotspots.

The WiFi4EU programme offers vouchers worth €15,000 for municipalities to set up Wi-Fi hotspots in public spaces, including libraries, museums, public parks, and squares. As stated by President Jean-Claude Juncker, the WiFi4EU initiative aims at

connecting "every European village and every city with free wireless internet access around the main centres of public life by 2020."

Municipalities can use the WiFi4EU vouchers to purchase and install Wi-Fi equipment (wireless access points) in their chosen centres of local public life. Costs for maintaining the network will be covered by the municipality.

Vice-President for the Digital Single Market Andrus Ansip said: "By opening the WiFi4EU portal today, we are taking a concrete step towards helping

municipalities provide free Wi-Fi. While this is important progress, I also strongly encourage the European Parliament and Council to conclude work on the proposed telecoms code to ensure high-speed connectivity across the whole of the EU. This includes Europe-wide coordination of spectrum, and forcefully stimulating investments in the high-capacity networks that Europe needs."

Commissioner for the Digital Economy and Society Mariya Gabriel added: "The WiFi4EU initiative will give thousands

of Europeans free internet access in public spaces across the EU. Thanks to the WiFi4EU programme, local communities will be empowered to bring connectivity closer to citizens, allowing them to fully benefit from the endless opportunities of digitisation. It is a concrete step towards the realisation of the Digital Single Market."

€120 million is available from the EU budget until 2020 to fund equipment for public free Wi-Fi services in up to 8,000 municipalities in all Member States, as well as Norway and Iceland.

Adoption of negotiating directives for multilateral investment court

The Commission welcomes the adoption by the Council of the negotiating directives for a multilateral investment court, as well as the fact that for the first time the Council makes its negotiating mandate public right at the time it is adopted.

Since 2015, the Commission has followed a new approach to investment dispute settlement, which implies including the Investment Court System (ICS) in the EU's bilateral agreements. The Commission has in parallel been working on the multilateral investment court project. The new

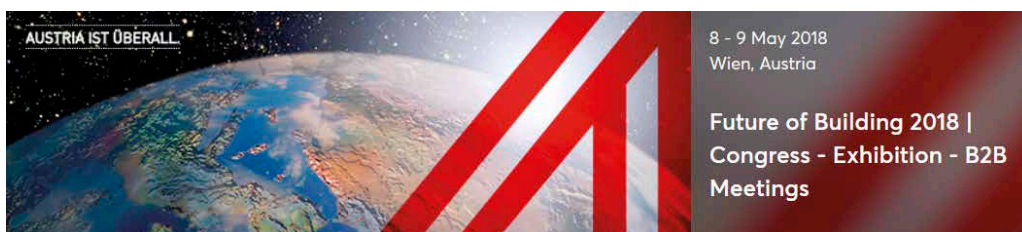
approach was a direct response to problems identified with the traditional ad-hoc mechanism for arbitrating investment disputes and with the Investor-State Dispute Settlement, including its lack of legitimacy, consistency and transparency. The ICS, by comparison, is based on the features of a permanent public domestic or international court, including independent judges, transparent and efficient proceedings, as well as a mechanism for appeals.

However, due to its bilateral nature, the ICS cannot resolve

disputes under the whole multitude of existing investment treaties. The multilateral investment court initiative therefore aims to replace existing bilateral mechanisms – including those in the over 1,400 investment treaties concluded by EU member states and other interested countries – with a permanent body to decide on international investment disputes. The multilateral investment court is intended to be an international court empowered to hear disputes over investments between investors and states that will have

accepted its jurisdiction over their bilateral investment treaties.

The EU seeks to champion the creation of an international court and ensure that EU's policy for resolving international investment disputes mirrors the EU's approach to settling international disputes more generally. This would add a much-needed piece to the multilateral system. The multilateral investment court should be for investment dispute settlement what the World Trade Organisation is for trade dispute settlement, thus upholding a multilateral rules-based system.



8 - 9 May 2018
Wien, Austria

**Future of Building 2018 |
Congress - Exhibition - B2B
Meetings**

Experience the latest technologies, share project ideas and find new cooperation partners during the Future of Building 2018 in Vienna.

Explore your export opportunities and business cases with the possibility of networking with international companies and experts together at this conference. This makes the Future of Building conference a strong platform to boost the internationalization of the Austrian building and construction sector world-wide.

Location: Vienna, Austria Registration Deadline: Monday 30 April 2018



15 May 2018
Bremerhaven, Germany

**Inn2POWER B2B Bremerhaven
2018**

The B2B Matchmaking Event, jointly organised by the Inn2POWER project partners and the Enterprise Europe Network during WINDFORCE 2018, brings together companies of the offshore wind industry (buyers as well as suppliers) from a large number of European countries. This is a unique opportunity to generate new business contacts and contracts.

The annual Windforce Conference has become the central meeting place for the offshore wind industry in Germany during its 13-year history. The Windforce Dinner will offer experts from the wind industry sector the opportunity to enjoy the company of old and new business associates in a pleasant atmosphere.

Location: Bremerhaven, Germany Registration Deadline: Friday 4 May 2018



16 - 17 May 2018
Stockholm, Sweden

**Free From Functional Food
Matchmaking 2018**

Free from Functional Food is Europe's leading health trade show and conference for vegan, gluten free, sugar free, lactose free and other 'free from' products.

Enterprise Europe Network is hosting the B2Bmatchmaking event at the expo in Stockholm, 16th-17th May. The event will be a great opportunity for both buyers and suppliers to meet potential partners for business, research or technological collaboration in pre-selected B2B-meetings at the trade fair. It is also a great opportunity to find out more about the world of Free from Foods, beverages, health and nutrition.

Location: Stockholm, Sweden Registration Deadline: 1 May 2018



**EUROPEAN MARITIME DAY 2018
Matchmaking Event
31 May 2018
Burgas, Bulgaria**

The European Maritime Day (EMD) is an annual event which welcomes Europe's growing maritime community gathering EU maritime stakeholders and EU policymakers to discuss, debate and exchange best practices.

Participants come from ports, shipping industries, clusters, environmental associations, NGOs, trade unions, scientific and research institutions, and local, regional, national and European authorities, amongst others.

The matchmaking event will be held on 31 May 2018, starting from 10.00, targeting innovative companies, universities, researchers, public authorities and other organisations interested in sharing new project ideas and finding collaboration partners.

Location: Burgas, Bulgaria Registration Deadline: 28 May 2018

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Capital matters

COVER STORY

The Business Show 2018

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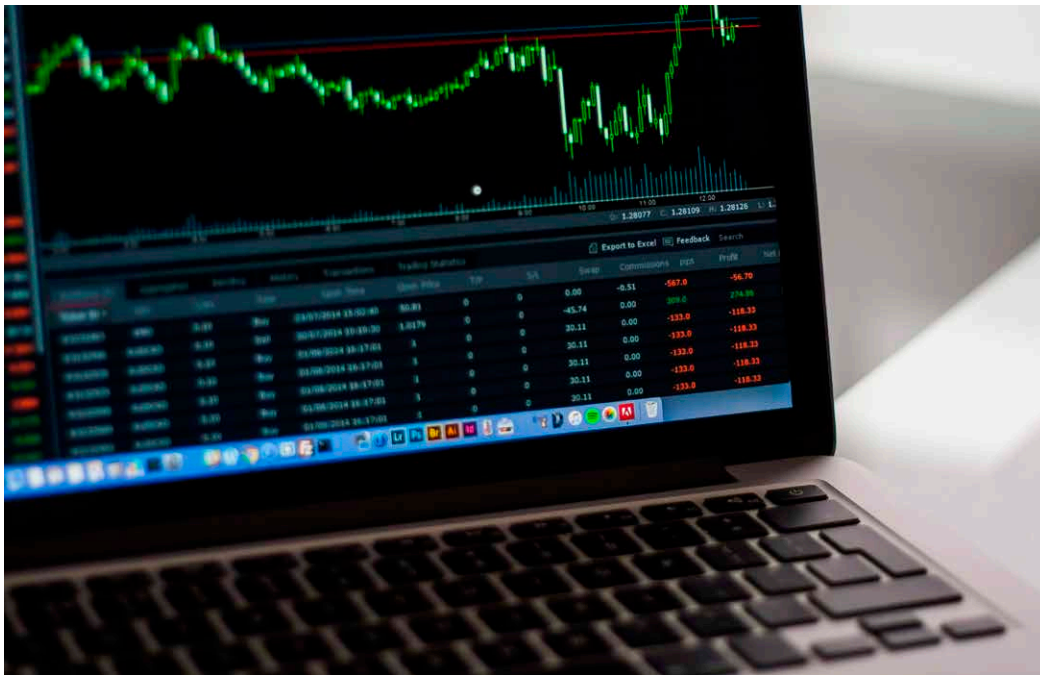
Currency exchange for businesses

An essential guide for companies wishing to find the ideal currency company



In the globalised world we live in today even some of the smallest businesses are exposed to foreign exchange movements and many businesses suffer from poor exchange rates when paying international suppliers or receiving payments from across the world. Currency markets are constantly fluctuating and making your transaction at the right time can make a big difference to the amount of money you end up with.

The Currency Account is a financial technology company specifically designed to empower organisations that want to transact internationally. With the company's multi-currency banking services, businesses and corporates can stay in control of overseas currency cash flows, make and receive payments in foreign currencies and enjoy better exchange rates. Currency hedging and risk-management services are also available for those that want to eliminate risk. Payments can be processed to more than 160 countries. The service is authorised by the Financial Conduct Authority and is a trusted partner for many brands worldwide.



"There are endless ways to use the exchange rate fluctuations to your advantage but perhaps only a handful of ways that will suit your particular circumstances."

Account: Forward contracts can help protect against adverse currency movements and can be used to lock into favourable exchange rates. The market order guarantees a minimum exchange rate but allows you to take advantage by buying at a better rate if the market is favourable. This sounds more complicated than it is but it's very simple to set up.

is actually easier than using a bank. We have plain speaking, dedicated experts and never use automated telephone answering systems. We will explain our services in jargon-free terms and ensure you understand how everything works. Our aim is to save you money, not to confuse you with market terminology. Many companies will also offer both online and offline options.

Your questions answered

- **I know nothing about currencies. Who can explain it all to me?** High street banks are really not geared up to provide this kind of assistance, as it is not their specialist area. On the other hand, The Currency Account staff are experts in currency exchange and spend their time monitoring the markets, enabling them to provide you with as much or as little information as you require
- **How significant are the differences in exchange rate?** Leaving the exchange rate to chance can be very costly, and

failing to fix an exchange rate can sometimes mean that you can potentially wipe out profits for your business. Exchange rates can fluctuate by as much as 10% or more in just a matter of days, so it can have a substantial impact on the cost of your international transfer.

- **Can I protect myself against a falling exchange rate?** You can, either through buying a forward contract or through the use of market orders. Both of these products are available at The Currency

- **What do specialist providers do that is different from my bank?** In a word, understand. There are endless ways to use the exchange rate fluctuations to your advantage but perhaps only a handful of ways that will suit your particular circumstances. Specialist providers are fully trained to understand your needs and suggest the most appropriate course of action to save you time and money.
- **Is it very complicated to use a specialist provider?** The process of using a specialist foreign exchange company

- **Is my money safe if I use a specialist provider?** It is important to research the company that you're thinking of using. Look for reviews from other customers and ensure the company is Authorised by the UK FCA.

Rishi Patel, Chief Executive,
The Currency Account
thecurrencyaccount.com

Contact us:
fxdesk@
thecurrencyaccount.com
020 7014 3377

Plastic Omnium Urban Systems helping to change the landscape across London and beyond

As one of the world's leading suppliers of underground waste management systems, Plastic Omnium Urban Systems Ltd has for many years worked alongside local authorities, housing associations, private sector providers and communities to improve their environments. And as environmental, financial and aesthetic considerations continue to increase in importance for estate managers, Plastic Omnium's products are attracting even greater interest.

A good example is Poplar HARCA, an East London housing association whose recent regeneration project aimed to transform challenging inner city stock into places of beauty where people would really choose to live. More than 200 underground refuse systems are now in use and the

results have been dramatic - for Poplar HARCA, Tower Hamlets Council and residents alike.

Physical waste has been removed from the street scene, together with much of the vermin that feeds on it. Refuse fires have been largely eliminated, saving money on repairs and improving respect for the environment. Weekly cleaning and tagging of each unit, and adoption of the latest pedal-driven technology, further encourage regular use. Time and money have been saved through reducing the amount of dumped items, with further savings arising from reduced landfill and tipping costs.

Meanwhile, in Streatham, Lambeth Council partnered with Plastic Omnium to install underground refuse disposal systems throughout the Albert

Carr Gardens estate. Here, each of Plastic Omnium's systems combines an underground capacity of five cubic metres - or the equivalent of five large four-wheeled bins - with an elegant over-ground waste deposit pillar that makes domestic recycling easier than ever.

And on the south coast, the redevelopment of a pier approach has seen the installation of ten discreet semi-underground units from Plastic Omnium's Semimax Cube range. Each bin again offers a capacity of five cubic metres. Some will be for public use, while others - fitted with access control technology to enable monitoring of usage and efficient invoicing - are used for the disposal of trade waste.

Both underground and semi-underground systems can also

benefit from Plastic Omnium's hot wash cleaning, maintenance and repairs services, which can be engaged to service not only Plastic Omnium's products, but underground waste management systems previously installed by other suppliers.

Plastic Omnium Urban Systems is changing the landscape - and the refuse disposal habits of communities - across London and beyond.

To find out more about how Plastic Omnium's products and services can bring tangible benefits to local authorities, housing associations, developers and refuse collection providers, please visit www.plasticomnium.com/env/uk/en, email customerservices@plasticomnium.com, or call 0121 521 4472.

The road to GDPR: Three questions for medium and small sized businesses

RingCentral is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device.

General Data Protection Regulation (GDPR) lands on the 25th May and is set to shake things up and though organisations large and small who will be facing the same kinds of questions there is one crucial difference.

One has the deep pockets to outsource their compliance conundrums to consultants. For the rest, it's essential to work with suppliers like RingCentral that

understand and are committed to GDPR compliance.

Here are three crucial questions they're going to want to ask themselves in the run up to May 25th.

Where is all your personal data?

One of the biggest problems for a company of any size is actually finding all their personal data.

RingCentral products like Office can work with CRM systems to index call logs and recordings alongside customer records, leaving all that data easily retrievable, as the GDPR states, "without undue delay."

The GDPR's "Right to be Forgotten" through which customers can inquire after, transfer and delete any and all data you may be holding on them. RingCentral leaves organisations

data close at hand for account admins, allowing access across the data should a customer want their details deleted.

Who is your Data Protection Officer (DPO)?

This new independent role will oversee compliance and report at the highest levels. Still, a new hire can be a big expense for an SME. Thankfully, a DPO could be a pre-existing member of your organisation, provided that the duties they currently have match up with the DPO's. This role can also be outsourced and plenty of security companies are gearing up to fill that position.

Redesign for data protection?

Your security policy may need a rethink as "Data protection by Design" is now one of GDPR's

main points. Avoidable breaches will not be taken lightly anymore. You won't have to be bulletproof, but customers should have a reasonable expectation that their data is safe.

If you are hit, you may need to tell both customers and the regulator within a short window. If your security is slack, you'll need to tighten up and create infrastructure for speedy reporting.

As a vendor that is committed to GDPR, RingCentral is helping smaller organisations meet their compliance needs.

Contact us on 0800 098 8340 to see how we can help you on the road to May 25th.

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Are you ready for a meeting of entrepreneurial minds?

Hassan Allan, marketing director for the 39th Business Show, talks to *Capital Matters* about the coming event and what it can offer the SME business leader

Many of the UK's most ambitious SME and start-up business owners, along with creative leaders and decision makers, will gather in May to take part in what

has become one of Europe's largest business events.

More than 28,000 visitors are expected to attend the 39th Business Show at London's ExCel

in May. Organised by PRYSM Group, the event presents some of the most influential minds in the UK's entrepreneurial world. Founder of YO! Sushi Simon Woodroffe; Ben Jeffries, the

The Business Show 2018

ExCel, London
16-17 May 2018

Find out more and book your free ticket at www.gbbs.co.uk

UK's leading figure in influencer marketing; Liam Hackett, UK's Top 20 entrepreneurs in 2017; and even Top Gear Original Stig, now renowned investor, Perry McCarthy will all take the stage.

Capital Matters caught up with the Business Show's marketing director, Hassan Allan, to get some insights into the event and its future.

First of all, what can you tell us about The Business Show?

The Business Show is a hall-of-fame event in the UK market and it's a necessity in order to bring



Hassan Allan (left), flanked by Bogdan Mihalache (right) and Simon Woodroffe, founder of Yo! Sushi

Continued on p46

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SME owners and startup owners all in one place in order to take their businesses to the next level. It has been running for 19 years and each year we continue to evolve and do something different for both our exhibitors and audiences. The amount of success stories we've had so far from both visitors and exhibitors is quite incredible and the reason we love doing what we do.

How do you manage to run such a successful show and have tickets completely free of charge?

Exactly as you said, The Business Show has always been free-to-attend and to this day [this] is what makes it so successful. The fact that tickets are free means we get a huge attendance which in turn generates more ROI for our exhibitors.

How do you choose the speakers for each event?

We chose the speakers based on the different impact they have in key areas. For example, in the past we brought Touker Suleyman because he is a retail expert and to share his outstanding vision on how to grow a business and being a successful entrepreneur. We also bring niche experts such as Head of B2B Marketing for Google Raja Saggi for his lessons on marketing, lead generation and how one of the most influential businesses in the world can help you grow your business.

How long does it take to convince someone like Simon Woodroffe to be a keynote speaker?

This is one of the main struggles when organising business events, but at the same time why I love it so much. We have to be persistent and make each keynote understand the benefits of speaking at The Business Show. Some do it for their own personal gain, others truly just want to share their knowledge and inspire the next wave of entrepreneurs. The speakers do have very busy schedules and you have to book them months prior to the event. However, from personal experience, after you establish a relationship with them, it's easier, but definitely challenging until you reach that point.

How difficult is it financially to organise such an event and how are you positioned on the UK business events market?

PRYSM Group, the company behind The Business Show brand, is one of the fastest-growing and most progressive exhibition organisers in the world. We remain independent and have spent the last 19 years running more than 30 of Europe's leading B2B trade events across the UK.

Year on year we grow as an organisation as our events establish themselves as market leaders in their various sectors. Our well-run and well-attended exhibitions range from The Business Show – which attracts over 25,000 businesses – to

sector-specific events such as Legalex, Restaurant Tech Live and Elite Sports Expo to name just a few.

What are the main challenges in organising the event?

Our main challenge is make sure we offer our attendees the best experience possible, and by that I mean the content we have at the show. The Business Show is not just a trade show, it is an educational hub and the success is built on an ethos of delivering outstanding educational content that draws highly targeted audiences and offers an engaging visitor experience. This is achieved through the hard work, dedication and passion of our versatile and growing team.

What were the results of the last editions of the show?

All the events were packed and to our delight, people left with their expectations exceeded. We know this because we had a great take-up on stands for our 2018 event and this is down to our visitors being well educated, understanding what they need to grow their business and going out on the show floor and acting on it.

How would you characterize this year's event? What are your feelings and impressions?

There is a continuous hunger for being inspired nowadays. People love the feeling of being inspired and that's what we thrive to do each year. When we choose the keynote speakers, we have the

mindset that every business owner or future entrepreneur who attends The Business Show will leave with at least that one golden nugget of information that will change their business for the better.

What are your plans and expectations for this year's event?

We expect over 25,000 visitors and all of them will have the chance to meet in person some of the UK's brightest and most successful entrepreneurs. Simon Woodroffe, Liam Hackett, Ben Jeffries and The Original Stig are just a few of the names that we are blessed to have at this year's event. Just to get a taste, for the May 2018 event we expect to have 250 seminars, 350 exhibitors, 170 interactive masterclass sessions, networking and funding opportunities and to top it all off, Google Digital Garage and Facebook will make a return with a special keynote seminar.

What can the exhibitors expect different for the future?

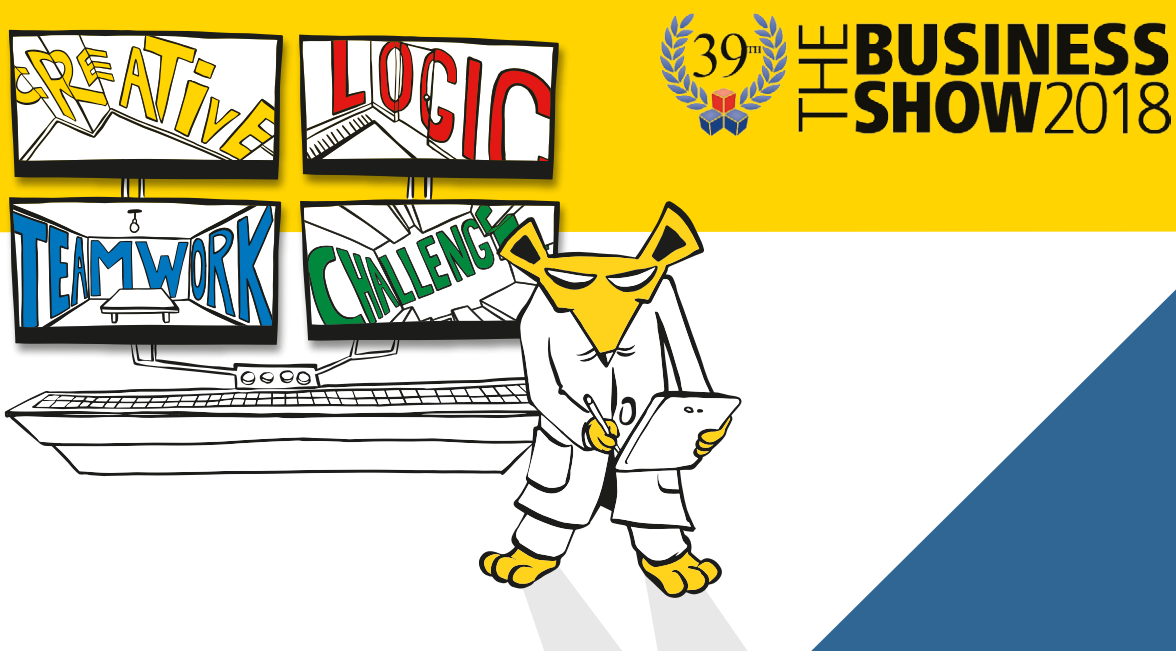
This year we created a floorplan in which all exhibitors, regardless of what they sell, are identifiable to our visitors, but still able to be located at prime positions on the floor plan. Last year we had specific zones with themed content and exhibitors. We are still continuing to have themed seminar halls so the content is easily accessible to our visitors, but our exhibitors will benefit further from the increased ROI from better locations.

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Due to the uncertainty of Brexit, Theresa May has visited China.

How can you enter the China Market?

To buy from china and sell overseas or to buy from overseas and sell in China?

With Brexit looming, opening up new overseas markets is extremely crucial, especially if trade with the EU takes a hit. China offers the prospect of huge new business opportunities



If you go online in China, you will find that China has put a BAN on: Google; Facebook; YouTube; Twitter; eBay;

Chinese people can only get information from: Baidu, RenRen, Douban, YouKu Tudou, Taobao + Tmall, Weibo, DianPing, Wechat + QQ

STEPHEN Lai entered the China Markets before China joined the World Trade Organization (WTO). Stephen Lai has developed reliable and strong professional networks inside of China.

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months, we can then guide the Chinese people to click your OVERSEAS WEBSITE directly (with the Simplified Chinese version of your website/s).

This is just the beginning, we have constructed a bridge so you can now enter the Chinese markets easily. If you need help, we can also provide you with: a Chinese Company Check

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How to get finance of £200,000

AIM OF THE FINANCE SCHEME

The UK is a country with a large pool of budding entrepreneurs seeking to set up new businesses with innovation, creativity and information technology at the core. There are a number of businesses that have been running for a period of time but because of constraints in accessing funding at competitive rate, they are struggling to grow. These companies have relatively good prospects of success if they have access to funding for growth.

The UK Home Office requirement is that the investor or up to two investors can make an investment of £200,000 to the company, he/she or they will be appointed as one of the directors (silent director) of the company, and importantly the company must employ 2 more employees. Each one employee must work for at least a year.

Through a matching principle, our investor(s) will invest £200,000

into the chosen UK entrepreneur's business. For example, if the applicant studied Information technology, and possesses relevant I.T experience, he/she could invest £200,000 into a UK I.T entrepreneur's business. The investment most likely will be in the form of an unsecured loan or in the form of interest bearing preference shares depending upon the circumstances of each case. In return applicants will be appointed as directors of the chosen UK entrepreneur business (However, the directors will not be involved in the day-to-day management and operation of the chosen UK entrepreneur business). The applicant will play a limited role in the direction of the business however the business will be able to benefit from the knowledge, expertise and experience of the VISA applicant in driving the business forward. The UK entrepreneur will hire TWO additional employees (eligible to work in the UK) as

required by Home Office rules on entrepreneur visa.

DUAL BENEFITS OF BOTH PARTIES

This process seeks to create a win-win situation for all parties involved. On one hand, the investors is able support a UK business seeking to grow by investing £200,000 and making available his knowledge and expertise to the business whilst securing a UK Entrepreneur VISA in the process. On the other hand, the UK business can access crucial funding required for expansion at low levels of interest and without needing to go through the extensive scrutiny banks and subjected to higher rates of interest.

WHAT TO DO NEXT?

If you are interested in joining the programme, and require access to funding to grow your business, please contact our staff for further information.

**Contact: +44 (0) 1483906597
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■ Understanding the General Data Protection Regulation can be quite daunting but there are stiff fines if you fail to comply. Our package is designed to guide you through the requirements of the regulation to get your business fit for GDPR by the 25th May 2018 deadline. Our comprehensive GDPR package contains checklists, guidelines and document templates to ensure you have the documentation, policies and procedures needed to comply with GDPR.

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■ 3 Colours Rule is a creative branding & design agency. We help companies improve their brand value so they can grow more effectively. We have worked with many established brands such as Suzuki, Pandora, NHS and now offer our expertise to SMEs with packages that work for them. We go beyond our expertise to support our clients' goals by stimulating business opportunities that convert into clients. We offer bespoke brand strategy, design and campaigns.

Offer to members

Ask us for a complimentary brand review to discover opportunities available and how you can improve brand positioning in your market.

Contact

Flavilla Fongang Creative
Brand Director Email:
flavilla@3coloursrule.com
Tel : 020 3617 8706 -
Mob: 079 4092 1499



■ Making things happen in a fast-moving entrepreneurial business isn't always easy. As businesses grow, maintaining agility, drive, creativity and customer intimacy (often owner driven) becomes harder.

I work with fast moving SME/ Family owned businesses providing support with:

- Sales & Business Development
- Marketing
- Managing & Developing People & Teams
- Succession

I can help Make Things Happen – and help sustain momentum. Exploring working together starts with a simple conversation, which in itself can add value.

Offer to members

No charge / no obligation exploratory conversation and for an agreed project of 7 days minimum, the first full day will be at no charge

Contact

Tony Mann Email: Tony.mann@incresco-partners.com Tel: +44 7597 883432
Web: http://incresco-partners.com

If you are a member of LCCI with an offer for other members, contact Glyn Hughes at membersoffers@londonchamber.co.uk

ROBERT WALTERS

■ Robert Walters is a specialist professional recruitment consultancy, working with small and medium sized businesses as a trusted recruitment partner.

We can help you find the very best skilled professionals, whether it be on a permanent, contract or interim basis, in the following areas:

- accountancy & finance
- banking & financial services
- executive search
- human resources
- information technology
- legal
- procurement & supply chain
- projects
- secretarial & business support
- tax
- treasury.

Offer to members

Our guide to recruiting professionals for small and medium sized businesses outlines clear guidelines for how to effectively manage your recruitment process and how to build a robust and successful talent management plan that will support your business objectives both today and in the future.

Contact

To receive your own copy, or if you'd like to find out more about our recruitment services, please email contact@robertwalters.com



■ We design ergonomic workplace solutions that have a positive impact on performance and wellbeing.

- Sit-stand workstations
- Quiet zone acoustic pods
- Monitor arms
- Organisational tools
- Ergonomic consultancy.

Offer to members

We are offering a FREE half day Workplace Assessment or Workshop to LCCI members, to help increase wellbeing, comfort and productivity.

Contact

Please contact Lynne Rushen on 07734 600440 or lynne@adapt-uk.com



■ Buddy Burst is the leading provider in eco-friendly promotional products. This award-winning startup has already worked with the likes of BNP Paribas, JCDecaux, Willmott Dixon, Innocent and Bill's Restaurant. Projects vary from helping increase brand awareness to educating staff internally. If your company is looking for a unique yet sustainable giveaway, please get in touch using the details below.

Offer to members

This discount offers all LCCI members 15% off all prices across our entire product range. To redeem, please quote LCCI when contacting us via email or telephone.

Contact

For more information you can visit www.buddyburst.com
Please contact Jamie Gray
hello@buddyburst.com
T: +44 [0] 207 157 9598



■ Spoke is a creative agency with a strong background in journalism. We help people to tell stories using film and animation; design and graphics; words and advice. We look after everything from concept to storyboarding including ideas, storyboarding, design, shooting and editing. Everything we produce is created in-house by our team. It is how we produce brilliant work that is value for money.

Offer to members

Whether you want to shine a light on your latest initiative with film or animation; update your messaging or redesign your logo, give us a call or pop in and see us at our offices in Vauxhall.

LCCI members will get a 10% discount off their first project with us.

Contact

Email Lisa Lim at lisa@wearespoke.co.uk or call 0203 735 8656



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