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April/May 2019

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## A new era for pro-manchester

Interview with Sam Booth, chief executive of pro-manchester, on her role at one of Greater Manchester's most pro-active business development organisations.

## The Greater Manchester Business Awards 2019

Detailed review of the awards ceremony featuring all the winners on the evening.

## Institute of Directors

Interview with Sharon Amesu who takes over as chair of the Institute of Directors.

## Understanding logistics

First in a series of features from the University of Salford's Business School.

## Small Business Commissioner

Interview with Paul Uppal, heading up the Office of the Small Business Commissioner.

## First Friday Connectworking

City Centre Business Networking with GM Business Connect Magazine and Forever Manchester Charity.

**#FirstFridayConnectworking**

pro-manchester chief executive Sam Booth pictured at their Spinningfields headquarters

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**editorial**

Here at GM Business Connect we are on the lookout for both news articles relating to business activity within Greater Manchester, and educational articles that can help businesses at any level.

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**welcome**  
to the latest edition of **GM Business Connect** and join the fastest growing business to business forum in Greater Manchester.

GM Business Connect is a dynamic business to business bi-monthly magazine that is crammed full of local and regional news, articles, interviews and regular columnists.

The magazine connects businesses across Greater Manchester, and is completely free.

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# news

## Peninsula announces £1million charity partnership with Royal Manchester Children's Hospital Charity



royal manchester children's hospital charity

Manchester-based International employment law consultancy, Peninsula, has announced a three-year charity partnership with Royal Manchester Children's Hospital Charity. The new partnership will focus on Peninsula raising £1million for the iMRI Scanner Appeal.

The iMRI Scanner Appeal aims to raise £4million overall to purchase a new intra-operative MRI (iMRI) scanning suite that will revolutionise brain surgery at Royal Manchester Children's Hospital.

Sadly, many young patients with complex brain tumours require multiple MRI scans, before, during and after surgery. These scans are in a separate room, in a different part

of the building from the operating theatres.

The iMRI scanner will allow children to be scanned while still on the operating table in a safe, sterile environment. This will save time and in some circumstances, prevent further invasive surgery.

Peter Done, founder and Group Managing Director of Peninsula, said: *"We are delighted to announce Royal Manchester Children's Hospital Charity as our new charity partner. To raise the ambitious target of £1million, our employees will engage in multiple fundraising activities throughout the partnership starting with the Great Manchester Run in May.*

*"The business will also be enabling employees to make payroll deductions to the hospital."*

## The Growth Company calls for GM businesses to join new International scale-up programme

The Growth Company is looking for ambitious Greater Manchester businesses who are ready to take the leap to global success by applying to its Global Scale-up Programme.

Companies selected will gain access to unique peer-to-peer opportunities made available by the programme partners and the GC Business Growth Hub networks, creating a global scale-up community for Greater Manchester.

The programme launch was held at HOME, Manchester, attended by 70 small business owners and speakers including Vikas Shah MBE, Mike Blackburn OBE and Irene Graham, CEO at The ScaleUp Institute.

Developed in partnership with high profile International companies including Santander, DWF, KPMG and Manchester Airport, the Global Scale-up Programme will help fast-growing

businesses to seize opportunities in international markets.

The first of its kind outside London, the programme will give 50 of the region's SMEs access to a global market entry network alongside a combination of tailored coaching, international growth sprints and regular bootcamps. Split into four phases, the programme will ensure that businesses are fully prepared before each international visit, with support ranging from strategy development to pitch practice.

Sir Richard Leese, Deputy Mayor at GMCA for economic growth, said: *"Greater Manchester is mobilising its resources to encourage new approaches to Internationalisation that will enhance city to city trading relationships. We are delighted to be working with a range of world-class partners."*

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## Employees are least loyal in the Northwest and Yorkshire & Humber

Professionals in the North West (50%) and Yorkshire & Humber (60%) are the least loyal to their employers compared to any other region in the UK, with over half having spent less than a year with their current employer.

This compares with close to a third in The Midlands (36%), Northeast (39%), London (41%), and Wales (43%) who have been with their employer for less than a year.

The most loyal workforce is in Scotland, where 38% of professionals have been with their current employer for more than 4 years - compared to just 17% in the Northwest and 20% in Yorkshire & Humber who have been at their employer for the same amount of time.

The findings come from a new report from recruiter Robert Walters and job board CV-Library on meeting candidate demands through job offers.

Chris Poole, Managing Director at

Robert Walters states: "Our research found that a third of professionals in the Northwest (34%), and Yorkshire & Humber (32%) claim that their expectations are not being met by their current employer, with over 60% wanting a better work life balance."

"It's common knowledge that retaining talent is more cost effective than having to re-recruit and so companies and hiring managers really need to tap into what makes employees within their region tick in order to hold on to good employees."

Half of professionals in the Northwest (42%) and Yorkshire & Humber (50%) would consider relocating to a different region in search of a better lifestyle. This is considerably more than employees in any other regions, with only 17% in South West, 25% in the Northeast, and a third in London stating that they would move for this primary reason.

## Hilton Deansgate appoint new GM



Adam Reckert, General Manager, Hilton Hotel, Deansgate

Hilton Hotels has appointed Adam Reckert as general manager of its Manchester Deansgate site, in the iconic 47-story Beetham Tower.

Adam will oversee all departments of the 279-room, 23-floor hotel, and is responsible for all elements of the organisation.



## Moneysupermarket Group signs to No1 Spinningfields

Schroder Real Estate has announced that price comparison giant Moneysupermarket Group has signed at No1 Spinningfields, as part of the continued growth of its technology operations in the Northwest.

The UK's leading price comparison site has taken the 15th and 16th floors in a 22,600 sq ft deal and will be commencing the fit-out on-site in the first half of 2019.

The signing brings the building to 98% let and is a new headline rent for the building and for Manchester, as the city continues to attract large scale investment from a diverse range of occupiers and investors alike.

Tim Jones, Chief Information Officer at Moneysupermarket Group, said: "We're delighted to have signed on the dotted line with Schrodgers for No1 Spinningfields."

"We're looking to attract the top engineering talent in Manchester to help us design purpose-driven digital

experiences for our customers.

"With our focus on creativity, collaboration and inclusion, we want to create the best space in the city for innovation - connecting engineering to our customers and also to the local community, through our initiatives to support education and develop an increasingly diverse digital workforce."

Jourdan Rajwan, Investment Manager, Schroder Real Estate, said: "This latest signing cements the positioning of No1 Spinningfields as the top office space in Manchester that appeals to high quality, knowledge-based technology and professional services occupiers."

The acquisition of No1 Spinningfields by clients of Schrodgers in 2017 from Allied London was one of the largest single-asset trades recorded in the region, at c.£200m. Schrodgers has continued to work with Allied on the transition from a development to a virtually fully let building.



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# news

## Iconic Stockport business park offers new homes



Viaduct Housing Partnership are to commence work on building 144 new homes at the former Battersby Hat Factory site on Hempshaw Lane in Offerton, Stockport.

The development, which will include the refurbishment of the existing mill buildings, reaffirms the Council's commitment to a 'brownfield first' approach, and will provide a mixture of 1 and 2 bed apartments and 2, 3 and 4 bed houses for affordable rent, shared ownership and some for sale.

Councillor Sheila Bailey, Cabinet Member for Housing and Communities, said: "Viaduct Housing,

set up by the Council to deliver affordable housing, is set to start work on a new development of 144 homes. Affordable homes are essential in Stockport if we are to give opportunities to all residents within our communities."

Chair of the Viaduct Housing Partnership board Ken Lee said: "We are delighted to be building the high quality and affordable new homes within the local community and to be delivering affordable housing in Stockport."

Richard Harrison, Managing Director of the Lane End added: "The work we will be carrying out is part of the £1bn regeneration plan for Stockport. The factory is the last remaining example of Stockport's hat making tradition and we're delighted to be restoring that with a blend of new housing which will bring the old building back to life."

## Tech Firm Set to Create 100 New Skilled Apprenticeships

Manchester's UKFast is creating 100 new apprenticeship roles within its IT, software development and customer service programmes, in a bid to supercharge the region's tech pool.

The firm's scheme has seen more than 80 apprentices graduate in the last three years, with 18% of the tech's workforce being current or former apprentices.

Four full-time teachers are employed to run the programme, alongside an extensive continuous professional development schedule for the firm's 350-strong team.

UKFast founder and CEO Lawrence Jones MBE is now committing to scaling the apprenticeship programme to meet the growing need for programmers and software developers, both within his business and within the wider tech community.

An event hosted by UKFast during National Apprenticeship Week saw A Level and GCSE students from across Greater Manchester with an interest in technology given the opportunity to acquire valuable career advice on apprenticeships. UKFast CEO Lawrence Jones said: "Our apprentices develop at an amazing rate and they're truly invaluable to our workforce. We're always looking for amazing candidates for our apprenticeships."



## Local Acupuncture clinic scoops global award

Local acupuncture clinic Acupuncture That Works Ltd, have been awarded Acupuncture Clinic of the Year 2019 in the Alternative Medicine & Holistic Health Awards, hosted by GHP Magazine.

The clinics, owned and managed by Emma Guy, have been recognised by Global Health & Pharma for going above and beyond for their patients and customers.

Acupuncture That Works is one of the fastest growing acupuncture brands in the UK, comprised of a dedicated team of experts with clinics based in Northwich, Winsford and Chester.



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## Manchester Central launch virtual tour of the venue

Manchester Central has launched a new 360° virtual tour of their venue, allowing clients to fully immerse themselves within the iconic venue and support them in the planning process.

Developed by Virtronix, the tour allows event planners to see what the venue's event spaces look like in a variety of different set ups, with each space tagged with useful information, including hospitality options, room measurements and AV facilities.

Shaun Hinds, CEO said "When we first looked into the world of virtual reality, we wanted to create something practical that event organisers could use right throughout their journey with us.

*"This new 3D interactive model not only allows our clients to explore the venue before coming on-site, but also helps them visualise what their event will look like. The model can be accessed online but we've also developed it for use with VR headsets for a completely immersive experience.*

*"We might be one of the oldest venues of our kind in the UK, but innovation is at the heart of everything that we do, and we can't wait to show our venue off to as many people as possible - whether that's virtually or physically!"*



**FR8**  
FREIGHT NORTH

Connecting the Freight Industry in the North

### Freight North is back!

After the success of the launch event last year, Freight North is back for another social gathering between all of the great people involved in the freight industry.

This unique networking event is open to all seniorities from across the North. From Liverpool to Hull, from Birmingham to Glasgow - hauliers, freight forwarders, port facilities, liner staff and everyone in between are welcome.

#### Why Freight North?

The purpose is simple - to create a spirit of true northern collaboration in

a fun and relaxing setting. Work hard, play hard. The intention is also for the next generation of the industry to build strong networks that help their own personal development.

All people connected with the freight sector from porters to senior executives are welcome for a quick drink and chat - or stay for the duration, which was the case at last year's successful launch.

This year the event will take place in the heart of Castlefield at Barca Bar, 8-9 Catalan Square, M3 4RU on Thursday 2 May from 6.00pm - 11.00pm.

Tickets are available from Eventbrite.



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## Sam Booth appoints Nicola McCormick as pro-manchester COO



L-R Nicola McCormick, Sam Booth

The promotion is the first Sam Booth has made since she became chief executive in September last year.

Formally events and operations director, Nicola has been with pro-manchester for nine years, bringing to life the hugely popular conference programme, as well as the organisation's largest events, such as the Annual Dinner, key lunches and visit from the Lord Mayor of London, all of which attract thousands of business professionals each year.

Nicola's new role will see her oversee the company's day-to-day operations, creating strategies and policies alongside chief executive, Sam Booth, as well as taking over Sam's former responsibility of managing pro-manchester's wider team.

As well as this, Nicola will continue to work on pro-manchester's key events programme.

Of the appointment, chief executive Sam Booth said: "I am delighted to recognise Nicola's hard work and ongoing commitment to pro-manchester with this new appointment. Nicola is a hugely important member of the team and I believe she will support the strategy I have created to take the organisation to new heights in the coming years."

Of her appointment, Nicola said: "I am really looking forward to working alongside Sam to develop pro-manchester and the team furthermore. We already have some exciting plans and look forward to sharing them with our members and board in the coming months."

## Westgrove Group records another strong year of growth

Warrington Facilities management specialist Westgrove Group saw turnover rise from £20million to £25 million - and profits increased by almost 30% - in the 12 months to the end of last year. The colleague centric business also added a further 200 to its workforce.

It says it remains firmly on course to become a £40million turnover business in the next five years and has exciting expansion plans forecast for the South UK later this year.

Westgrove provides its security, cleaning and PRM (Persons with Reduced Mobility) services to shopping centres, corporates, business parks and airports across the UK.

Recent successes have included the launch of a Specialist Cleaning Division and a move into aviation, providing cleaning and PRM services to two regional airports.

Westgrove were appointed by



Claire McKinley-Smith,  
Managing Director,  
Westgrove Group

managing agents CBRE to provide the security for Birchwood Park in Warrington, the region's leading out of town business location.

They also enjoyed a number of new contract wins in Bracknell, Bristol, Liverpool, Dagenham, Swansea and Leamington Spa.

The company, which recently celebrated its annual Reward and Recognition Awards at The Village Hotel in Warrington, was recently shortlisted in the Finance Awards North West and has just been accredited as a Living Wage Service Provider.



# Altrincham & Sale Chamber Open Evening with Small Business Commissioner Paul Uppal

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Altrincham & Sale Chamber is bringing the UK Government's Small Business Commissioner Paul Uppal to Trafford. Paul will firstly deliver a presentation, then do a Q & A session.

He is addressing the issue of late payment, which collectively costs smaller enterprises £2.5 billion a year.

The Office of the Small Business Commissioner was launched in December 2017 to ensure fair payment practices for Britain's 5.7 million small businesses.

They support SMEs in resolving their payment disputes with larger companies and have a mandate to bring about a change in payment practices between businesses and across sectors.

They were created in response to the poor payments crisis facing the UK's small businesses and coincided with regulations that came into force requiring large businesses to report the average time they take to pay their suppliers.

According to research undertaken by the Office of the Small Business Commissioner in partnership with Lloyds Bank Commercial Banking, 39 percent of Northwest small business invoices are paid after 30 days by large companies,

which is above the national average of 32 days.

In fact, invoices are taking on average 39 days to be paid to the region's small firms – two days longer than the national average of 37 days and well above the Small Business Commissioner's recommended exemplar of 30 days.

At the event the Commissioner will advise Chamber members on how he is tackling late payment practices to ensure supply chain resilience through timely payments, the measures he has introduced and the free services his office delivers to support small firms in dispute over outstanding invoices.

As Small Business Commissioner, Paul can handle complaints from small businesses about unfair payment practices. To find out more, head to [smallbusinesscommissioner.gov.uk](http://smallbusinesscommissioner.gov.uk)

The Event is open to members and non-members and includes a chance to network before and after with the business community on 8th May 5.30pm till 8pm, drinks and canapes is included at Robins & Day Dealership, 253 Washway Road, Sale Manchester M33 4BL

Tickets for the event can be booked through Eventbrite (Chamber Open Evening) at only £5 each.

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[www.supportdogs.org.uk](http://www.supportdogs.org.uk)

Support Dogs is a small charity that trains assistance dogs to transform the lives of people with serious medical conditions.

We're seeking to build relationships and gain support in transforming the lives of many more families in desperate need of our services. The charity trains assistance dogs for children with autism and adults with epilepsy and physical disability.

Our charity is holding a **FREE SPECIAL LUNCHTIME SHOWCASE RECEPTION** at the Hilton Hotel on Deansgate on Friday 26th April. The event, aimed at businesses and companies, will offer superb business networking with the opportunity to meet the Support Dogs' team, trainers and see some of its dogs in action,

as well as listening to the moving stories of local clients. It follows on from the success of last year's inaugural event attended by over 120 guests.

**We are keen to build life-changing relationships with business of all sizes.**

If you're interested in attending the event please email [danny.anderson@supportdogs.org.uk](mailto:danny.anderson@supportdogs.org.uk)

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# interview

## A new era for pro-m

In September 2018, Sam Booth was appointed chief executive of pro-manchester.

GM Business Connect have long been supporters of the business development organisation, and dropped into their Spinningfields HQ recently to interview Sam, looking into what decisions led her to where she is today, who got her there and what she's most proud of in her career so far.

### What led you to Manchester?

*"I grew up in Congleton and went to university in Sheffield where I studied the History of Art, Film & Design. After my course I went travelling, and then looked to settle and work on my career.*

*"I never wanted to go to London. It was too far, and I wanted a city that I could get lost in but didn't have quite the same chaos as the capital.*

*"Manchester is like a big village. It's so vast and has so many exciting things going on, but at the same time, it's small enough to be easily connected. It's also got an incredible*

*history culturally and musically and has birthed some of the most amazing pioneers."*

The city that inspired her led her to a small business development organisation called pro-manchester eleven years ago, where she started as the Future pro-manchester manager.

Since creating the young professional's group, Sam has seen people from the original committee start their own businesses and become senior figures in large businesses in the region. As an original member of the committee, Sam has followed that path, now taking on the role as chief executive.

### Tell us about Future pro-manchester?

*"Future pro-manchester and the Made in Manchester Awards will always be something I'm hugely proud of. This year we had 450 people at The Emirates Old Trafford celebrating the incredible young talent we have in the region.*

*"I think the awards really encourage*

*people to celebrate the achievements that young people are making, sometimes at really young ages. In 2019 we had a 20-year-old being recognised for pioneering her own apprenticeship course because it didn't fit with what she wanted to learn. There are really incredible people in our region and I'm delighted that we celebrate them each year."*

Some of the Future pro-manchester committee alumni include Tim Grogan, now partner at Deloitte and also ex-chair of pro-manchester and Sam Hall, now co-founder of Hall Brown Family Law. *"I simply wouldn't be where I am without them.*

*"They have been the two people I have turned to and felt support from throughout my 11 years with pro-manchester. I have been able to be very open and honest with them and have developed massively just by having them on the end of the phone."*

### Who else has inspired you?

*"Fran Eccles-Bech (chair of the*

*Manchester Law Society) has an excellent network. She's achieved amazing things with the Law Society and I have always loved her no-nonsense approach and the fact she is completely comfortable with who she is. When I came into this role I wondered what kind of person I had to be now, but people like Fran encourage me to be myself, as that's how I've got here in the first place.*

*"She doesn't know this but, Sandy Lindsay has also been someone I have looked up to. I sit with her on the Forever Manchester board and for what she's achieved with Tangerine and The Juice Academy, she is incredibly understated. She has achieved so much and is really driving great change in the region with The Juice Academy and pushing the apprenticeship agenda.*

*"Phil Jones is a great confidant for me too. I've discussed various challenges over the years, which he's helped me to overcome. Having someone like that, who has taken a household name like Brother to where they are now in the UK is really beneficial and shows just how great the pro-manchester network really is.*



Sam with the pro-manchester team: L-R: Isabel Riley, Katie Robson, Nicola McCormick, Sam Booth, Ilona Alcock, Katherine Barr and Mel Hill

# pro-manchester

*"Other people who have become great friends and role models for me are Al Mackin, Nick Rose and Tim Newns. Each of them has supported me through a lot and I'm delighted I have forged such great friendships with them."*

Sam also attributes her success to the strength of the team she works with at pro-manchester. Made up of eight people running over 150 events each year, a busy team is an understatement.

*"The team is the backbone of any business. They're a strong, passionate, dedicated and loyal group of incredible women who I am proud to work alongside each day."*

*"My role as their chief executive is to now provide them with the right environment to grow and develop and encourage their new innovative ideas."*

Sam recently promoted her colleague, Nicola McCormick to chief operating officer after nine years of dedication and commitment to pro-manchester. Formally head of events, Nicola will now oversee the organisation's day-to-day operations, implementing strategies and policies alongside Sam, as well as taking over Sam's former responsibility of managing pro-manchester's wider team.

*"Nicola is a really important member of the team and I believe she will support the strategy I have created to take the organisation to new heights in the coming years. We have naturally fallen into working as a partnership for the last nine years, and I think this will only get stronger going forward."*

*"We challenge each other in a good way and I think you need that from the person who is in effect your number two to ensure you're not falling flat; there's no one I trust more to be the eyes and ears of the business while I am focusing on the organisation's strategy."*

#### **What other changes have you got planned for pro-manchester?**

*"Equality, diversity and inclusivity is a really important topic at present, and having diverse speakers and events that are of interest to a wider audience is massively important to us."*

*"One of the first things I did about this was to change the role and agenda of the pro-women committee to the newly formed equality, diversity and inclusivity (EDI) committee."*

*"This committee is made up of advocates of the LGBTQIA+, disabled, religious and BAME communities as well as driving change for women in business, social mobility and ageism among many other issues faced by people in the UK."*

*"Moving away from pro-women and diversifying was really important to me, as in 2019 I think it's become very apparent that the conversation is much larger now and needs more support," says Sam.*

*"pro-manchester has always been about bringing the business community together to create powerful partnerships, and I think it's important for the businesses we're connected with to be aware of this much wider issue."*

*"The women in business agenda was always at the forefront of my mind when I first joined pro-manchester, naturally as I am a female in business, but that is just a small part and the fact we are now addressing this wider issue is something I'm really proud of."*

*"We are now committing to trying to bring diversity to each of our events. We're encouraging businesses taking part in them to put forward people from the communities that the EDI committee is supporting."*

#### **Are you associated with any other organisations or charities?**

*"As a trustee for Forever Manchester, I'm passionate about local communities and helping people at a grassroots level."*

*"Social mobility is still a really big problem in business. In certain organisations we are still judged on where we are from, what education we have achieved and what opportunities we've been presented with at a young age."*

*"Forever Manchester helps to inspire local people to make a change with small grants and funds that enable*

*them to make a difference in their communities. Sitting on the board is something I find hugely rewarding and from a business perspective it's also great to know what is of interest to people around our region."*

*"Another charity whose work I support is City of Trees. Their mission aligns with the work we're doing on our green economy sector group to support Mayor Andy Burnham in his quest to make Manchester a global leading greener, cleaner, climate-resilient city."*

*"It's really great to see cranes popping up all over the city as it's a sign of the great growth we're reaping the benefits of at present, but City of Trees ensure that these developers are focusing on the air we breathe and the environment we live in every day. The big ambition is to plant 3 million trees to represent every man, woman and child living in Greater Manchester."*

*"I also sit on Greater Manchester Business Representatives Board, the Manchester Metropolitan Faculty for Business and Law Advisory Board and the business engagement committee with CityCo."*

*"Sitting on these boards helps me get a wider view on the goings on around the city and what businesses want from us to help them to develop. Each of them is made up of brilliant people who are key figures in our city and they've become great allies for pro-manchester."*

#### **What are you most looking forward to in the next 12 months?**

*"One of my favourite events of the year is the Annual Dinner in June. It's a really nice opportunity for our members to come together in a relaxed and less-formal environment. This is the one event where we move away from our structured business*

*events and just have a great time."*

*"Our conferences are also events that I always sit back at and am hugely proud of the team. Between them they create jam-packed agendas with leading experts and we get through a lot of excellent insight in a short space of time. Our recent Trailblazing Tech Conference was a great success at The Lowry Hotel and the next one will be our first ever Digital Marketing Conference, which we think there's a real desire for in Manchester."*

*"I also can't wait to implement my strategy and see where the team and I can take pro-manchester in the next few years. Stepping into a role like this after 11 years has been a little daunting to say the least."*

*"I've realised I now never truly switch off, I care about the team and I care about pro-manchester's mission to be the go-to organisation for connections, insights, advice and support. We want to promote the north as the place to do business and I can't wait to take this organisation to new heights in the years to come."*



Sam Booth, chief executive, pro-manchester

**pro-manchester** is the largest business development organisation in the Northwest. They represent the business community across the region and support growth and development to promote the North as the place to do business.

For more details call **0161 833 0964** or email **admin@pro-manchester.co.uk**

**www.pro-manchester.co.uk**

# review



## The Greater Manchester Business Awards

The evening of Friday 8 February marked the spectacular third annual awards night of the Greater Manchester Business Awards.

Following the success of the previous two years the event once again gave business owners the chance to bring their staff and clients along to a fun and glamorous night out in recognition of the hard work and support they had put into the business.

For both clients and staff it's the opportunity to say thank you from the business owners, and also a chance for businesses to network and to make new contacts and prospects.

The awards evening certainly lived up to expectations. The event is now a regular feature in the Greater Manchester Business Community diary. Organised by

specialist conference organisers, innov8 Conference Services, the evening delivered exactly the right mix of fun, glamour, and acknowledgement for all the businesses that took part. The evening also supported chosen charity Vasculitis UK.

The venue for the Awards Ceremony was the Imperial War Museum North in Salford Quays. An iconic modern museum which provided a spectacular backdrop to the evening.

As media partners GM Business Connect were more than pleased to support the event once again, and it has now become one of the pivotal dates in our portfolio of business activities, particularly fitting in with our mantra of 'connecting' businesses which we are extremely keen to promote.

The evening commenced with a

drinks reception which then moved into the main exhibition area of the museum where proceedings were introduced by our host for the evening - Key 103's Darren Proctor. After a four course meal, accompanied by a live performance from String Infusion, the awards ceremony itself commenced with the 12 categories being introduced in turn by 8 judges.

The choice of shortlisted businesses, and indeed eventual winners, were as a result of the 8 judges who were brought in from many different businesses, organisations and backgrounds. Out of the many submissions there were a total of 39 shortlisted businesses and individuals, and the process of

choosing the winners was incredibly difficult due to the very high calibre of nominees.

Event organisers innov8 Conference Services commented: "When we first set out to create the Greater Manchester Business Awards, we had a vision for creating Greater Manchester's fairest and most transparent Business Awards.

"We put together a panel of leading Business Experts from across the Greater Manchester Industry, Technology, Manufacturing, Legal and many more sectors. The Panel were also from different backgrounds, ranging from public sector organisations to small and large businesses across many differing sectors.

"I cannot stress how important it is to get a Panel of Business Leaders together like the ones we had, who made the process



Business of the Year (Under 10 Employees)  
**Ash Cosmetics**



Business of the Year (10 - 50 Employees)  
**Jobwise**



Business of the Year (Over 50 Employees)  
**Verastar**



Customer Service Excellence Award (Under 10 Employees)  
**Lily Shippen**



Customer Service Excellence Award (10 - 50 Employees)  
**Jobwise**



Customer Service Excellence Award (Over 50 Employees)  
**Bridgewater Home Care**



# Greater Awards 2019

Host Darren Proctor,  
Key 103



impartial and ensured that the awards went to those who truly deserve it. We were truly thankful for the Panel in sharing their years of Business Experience and also for the time and effort they put into the whole process.

"This was the third year for the Greater Manchester Business Awards, each year the quality of the applications goes up and up. This year was an even more intense competition than in the previous two, and the winners were representative of not only Manchester's diversity of trades and industries but also covered the length and breadth of the region. With winners from Stockport, Bolton, Wigan, Salford, Manchester Central and more, this was truly a Greater Manchester Business Awards.

"The Imperial War Museum was also a gorgeous venue to host the awards and the food was excellent.

"Whilst a lot of praise rightly goes on the winners, just getting to the Shortlist was a difficult task, the panel only shortlisted the absolute cream of the crop when it came to the awards. Having the panel in control of all the shortlisted and eventual winners was also a massive task and it goes to show the experience of the Judges when you see the sheer quality of entrants that they had to review.

"To get to the evening itself, with the venue completely full and also such a fantastic buzz in the room, was testament to the strength of businesses in Greater Manchester.

"Feedback so far has been incredibly high, everyone had a fantastic evening with great entertainment from String Infusion, and our brilliant compere Darren Proctor from Key103.

"As an Events Company, we get frustrated when we see Awards putting out huge shortlists of 30 categories and 10 companies in each category. For us it's not about getting a thousand people in one room, its about getting the cream of Manchester's businesses together to share their successes and highlight their fantastic achievements, whilst rewarding those who are truly exceptional with an Award.

"The Greater Manchester Business Awards will continue to cement itself

as a yearly awards process and we expect that next year will be even tougher with companies now not only looking to enter for the first time, but also those who won this year looking to repeat their success next year. Our aim however will still be the same, to create the fairest and therefore the most valuable Business Award in Greater Manchester."

As the inaugural Greater Manchester Business Awards 2019 reached a fitting end, talk was already of next year's event, with the emphasis firmly on celebrating Manchester's vibrant, innovative and growing business community.

 Article continues on next page



Start-up Business of the Year (Under 2 years old)  
**Beyond Professional Services Group**



Corporate Social Responsibility Excellence Award  
**Equilibrium Asset Management**



Business Person of the Year  
**Nicola Fleury - Kidzrus Private Day Nurseries**



Entrepreneur of the Year  
**Phil Eckersley**



Young Business Person of the Year  
**Emma Rushworth**



Employer of the Year  
**Jobwise**



Continued from  
previous page

# The Greater Manchester Business Awards 2019



The evening was a fantastic success for all the Manchester businesses taking part. This included Jobwise, who won no less than a total of three categories!

We caught up with managing director Leanne Goodwin to find out what she thought about the three awards, and what she thought made her business stand out amongst all the other finalists:

*"We are all honoured here at Jobwise to have scooped a hat trick of accolades at the Greater Manchester Business Awards, especially in the face of such strong and fierce competition."*

*"We are also absolutely delighted to have won these awards in our 40th year."*

*"Being at the awards on the night, we were quietly confident, but to go on and win all three was such a surreal experience and beyond our wildest dreams."*

*"We have been assisting local businesses and job seekers for over 40 years offering total recruitment solutions in an industry-leading and unique way. We have the passion, ability and commitment to find your perfect match; whether that be a job you will love or a candidate that you will love. We supply both Temporary and Permanent office staff in any*

*sector and any role.*

*"Matching the right person to the right job goes to the very heart of our service which is based around a consultative approach, getting a true understanding of your needs and expectations, saving you valuable time throughout the whole recruitment process."*

*"Our qualified recruitment consultants will go that extra mile to help you in your quest."*

*"We don't just offer a range of jobs, we also offer help with CV writing and interview techniques."*

*"With branches that span the whole North West region, we will have an*

*office that is convenient to you.*

*"We go above and beyond in the recruitment process, saving our clients time and money, but not just that, also doing it in a personable, friendly and honest way. The 'Jobwise' way."*

*"All our team have played their part in these awards and I couldn't be prouder of them all!"*

*We say don't just look for a job, look for a job you will LOVE! Here's to the next 40 years of business!"*



Leanne Goodwin,  
Managing Director,  
Jobwise

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At Jobwise we recruit for Temporary, Fixed Term and Permanent workers in all sectors, at all levels - both in the public and private sectors.

Our teams of experienced recruiters have industry knowledge to help you recruit for your business, whether that be for just one day or for a permanent worker. We have fully trained and experienced recruitment consultants that will understand your needs and your local marketplace, and will work with you in partnership to find your perfect candidate.

As the leading North West Recruitment Agency, Jobwise will help you find an employee, or if you're looking for a change we will find you a job that doesn't just suit but a job you will **LOVE!**



# Jobwise

GREATER MANCHESTER  
BUSINESS AWARDS 2019

Winners of THREE Categories:  
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**GREATER MANCHESTER BUSINESS AWARDS 2019**



One of the most hotly contested awards this year was the Business of the Year Award for companies with over 50 staff.

Claiming the category in the face of some extremely persuasive entries Verastar came out as very worthy winners.

We spoke to Chris Earle, CEO of Verastar about what the win meant for his business:

*“Verastar, through our brands kinex and Clear Business, has consistently had a strong performance record, thanks to our unique offering which consolidates multiple business services on a one-bill solution.*

*“We started out in 1998 as an energy broker and have evolved over the last two decades to a licensed multi-service provider offering telecoms, broadband,*

*mobile, gas, electricity, water and insurance (through our sister company The Insurance Octopus) to over 160,000 small businesses.*

*“We are proud to be born and bred in Manchester and that we have been able to take our solutions nationwide through our sales-oriented approach and acquisitions.*

*“This was our first year entering the Greater Manchester Business Awards. They have a great ethos as they pride themselves on being fair and transparent which attracted us. It’s fantastic to see such a range of Manchester businesses being celebrated by the awards, especially those just starting out and with*

*young business people at the helm.*

*“Everyone has to start somewhere and this city is a great place to build a business from.*

*“To be celebrated for our progress and named Business of the Year is a brilliant achievement and testament to the hard work from all the team, not only in the last year but since we started 20 years ago.*

*“Over the next 20 years we plan to further establish ourselves as the supplier of choice for essential*



Chris Earle, CEO, Verastar



Verastar win Business of the Year Award (over 50 staff)

*services to small businesses and as an employer of choice in the region by continuing to offer a growing number of opportunities.”*



Article continues on next page

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Continued from  
previous page

# The Greater Manchester Business Awards 2019

Perhaps one of the most difficult categories to judge this year was the Business Person of the Year.

The winner had to stand out from many fantastic entrants showing an exemplary level of leadership and skill in all aspects of running their business.

The winner this year was Nicola Fleury, Managing Director and Owner of the Kidzrus chain of private day nurseries.

We spoke to Nicola to find out more about her business and what she thought of winning the award:

**Nicola, congratulations on winning the business person of the year award. How did you feel when you heard you had been successful?**

"I was amazed, to be honest! It was the first time we'd entered an Award outside of the Nursery Sector and we were thrilled to have even been shortlisted."

"Our expertise in our field is something we are proud of but we weren't sure how it would compare in the general business arena. I know that the other finalists were all great business figures, so given all that - plus being the only woman shortlisted - I'm sure you can see why when we won we were surprised - and thrilled!"

**Did you enjoy the evening? Obviously this was a personal award, so was anyone else there with you?**

"It was a great night, there were other people there we knew personally as well as professionally, which was nice."

"And we really are a team. It might



Nicola Fleury with the Kidzrus Team!

be my vision but I know it could never happen without the amazing colleagues and family members who work hard and do such a great job, every day.

"I was really pleased that I could share the evening's wonderful events with my family and staff - the Kidzrus team!"

**How long has Kidzrus been going? Tell us a bit about your background?**

"Well, I was born and grew up in Salford and I am very proud of where I came from. I started a childminding business in 2005, working from home - with the vision of one day having my own chain of nurseries."

"I took it one day at a time though, as I am passionate about the wellbeing of the children and that always comes first - it can't be rushed."

**There is obviously a lot to think about when opening a nursery and it's a big responsibility, how did you manage to grow your business?**

"I was always ambitious - but I kept my principles and concern for doing the right thing at the top of my mind, and that laid the foundations for the growth of the Kidzrus Nursery Group."

"Safeguarding, wellbeing, partnerships; these aren't just things I talk about, they are what me and my Teams all live, every day, and they are the key to our vision."

"My desire to extend this ethos is what's helped me develop five nurseries across Greater Manchester in MediaCityUK, Irlam, Eccles, and two sites in Swinton. I now have 80 staff, and offer 350 childcare places."

**Do you have anything to say to other businesses in the area?**

"Absolutely! We are just starting to work with businesses across Salford so we'd like to extend that offering to your readers too."

"Any organisation with parents on their staff is invited to contact us, and we will be pleased to discuss the special rates we offer our partners, so they can provide a discounted childcare package to their employees."

"Children can be dropped off and collected from any of our 5 nurseries near home or work - or on the way - safe in the knowledge that every one of them is not only part of a successful Group, but as one of my nurseries, it is uniquely important to me and the team there."

**Thank you Nicola - is there anything else you want to add?**

"Just this: my motto is 'Every Child, Every Chance'. I have a vision to provide outstanding, quality childcare to this community I am so passionate about, ensuring that all children have the best start in life, and I am so proud that the award recognised the work that's been done towards this."



Nicola Fleury,  
MD and Owner,  
Kidzrus

Kidzrus Nursery. Every Child, Every Chance.

Outstanding Day Care Across Salford.



For more details contact:

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0161 743 9853

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Swinton  
M27 5FQ  
0161 794 0128

**Kidzrus Irlam**  
590 Liverpool Rd  
Irlam  
M44 5AA  
0161 775 1593

**Kidzrus Media City**  
Glenn House,  
South Langworthy Road  
Salford  
M50 2RP  
0161 743 9315

**Kidzrus The Lodge**  
45 Hospital Road  
Swinton  
M27 4EX  
0161 728 6886





# the WINNERS



L-R Jon Cheetham, Helen McHale, Simon Edmondson, Tracey Rush, John Jones, Karen Garrattley, Nicola Buckley, Matthew Kershaw

# the JUDGES

The judging panel are from very different business backgrounds - including public and private sector organisations and businesses of very different scales. The range of different experiences by the panel ensure that a fair view of all entries is considered, offering a truly impartial outcome to the judging process.

**Jon Cheetham**

Jon is an independent marketing and design consultant specialising in printed marketing communications. He is also co-owner of GM Business Connect Magazine, and chairs the awards judging panel.

**Helen McHale**

Helen set up Stockport Homes in 2005 which has developed by improving customer services and delivering improvements to become the largest developer of affordable housing in Stockport, employing 560 staff today.

**Simon Edmondson**

Simon is the previous Chair of the FSB for the Northwest .He previously founded and sold a successful surveyors, and after that developed a successful catering company which was also sold 8 years ago.

**Tracey Rush**

Tracey is a co-founder of AsOne Digital Business Development, MD of the Digital Creative Network, member of the Tameside Prosperous Board, and she continues to Mentor for the GM Business Growth Hub.

**John Jones**

John is Corporate and Forensic Partner at Beever and Struthers Chartered Accountants based in Manchester. He was also pro-manchester Chairman, and previously held a role as Senior Manager at KPMG.

**Karen Garrattley**

Karen is owner and MD for COS Bookkeeping, providing bookkeeping and training services for all major accounting packages. Karen is also Business Development Manager for Ralli Solicitors.

**Nicola Buckley**

Nicola is a previous award winner and is the owner and creator of Florence & Amelia's vintage home and gift shop, which offers gifts for sale and hosts chalk paint and upcycling of furniture workshops.

**Matthew Kershaw**

Matthew is currently Economic Development Officer at Tameside Council. He previously held a position of Regional Manager for the GM Chamber of Commerce across three boroughs of the region.

# interview

# The Institute supporting business leaders

GM Business Connect recently met with Sharon Amesu, new Chair of the Greater Manchester branch of the Institute of Directors (IoD). As the largest branch of the organisation in the Northwest, we were keen to see what the Institute meant to business in Greater Manchester and how Sharon was intending to grow the relationship between the IoD and the local business community.

**Can you explain what the Institute of Directors organisation is about and how does it benefit the business community?**

"The IoD was established in 1903 and we gained our Royal Charter in 1906 to support, represent and set standards for business leaders nationwide. We have a focus on helping directors and leaders 'be better'. We're a global membership organisation but principally based in the UK with our headquarters in London and branches in every region. In Greater Manchester we have about 700 members, and across the North West about 2,000. They hail from a range of backgrounds – the private sector, not for profit third sector and public sector.

"The purpose of the organisation is to help passionate directors be more effective. They need to understand what is good governance, for example what the responsibilities are, the liabilities and what is involved in being a director. The IoD comes alongside those leaders to help them understand their duties and expectations, and providing opportunities for Connectivity, Professional Development and Influence.

"We have inspirational and educational events, with speakers and panels that ensure members are informed on various issues that are relevant to their particular sectors or industries. We also have training as well; we run programmes in London and here in Salford that lead to certificates and then diplomas in directorship. I myself have started on the first module – 'Leadership for Directors' and it's incredibly comprehensive helping us to understand strategy and what it means to lead. It helps us get to grips with those fundamental pillars of what it takes to make great leaders in the modern world.

"The IoD brings different leaders together to support, network, educate and build each other up and inspire. Our regional director, Claire Ebrey, has stated that the events are to be 'inspirational, educational and/or fun'.

"We don't simply want to focus on helping to grow a business - as others laudably do - our focus is on the individual leaders. We help and guide you to discover and utilise those central traits of leadership. It's also about the difference we make in our community as we are part of an eco-system – we don't just sit

in isolation as leaders in our organisations, but it's actually 'what are you doing within your broader community?'. Phil Jones MBE, managing director of Brother UK, is one of our members who exemplifies this with the transformational work that Brother are doing in schools and the marginalised communities that surround them.

"For me this is what the IoD represents – it's how we as leaders enable our communities through our organisations and businesses."

**Do you have to be a Director to join?**

"You have to be in a leadership position – in a business, charity or the public sector. You don't have to have founded an organisation to join nor be the Chief Executive. Sometimes that can be a misunderstanding and there are many senior people

in organisations who are funded and supported by their companies to develop their skills with the IoD."

**You are the chair of IoD Manchester, what does that role involve?**

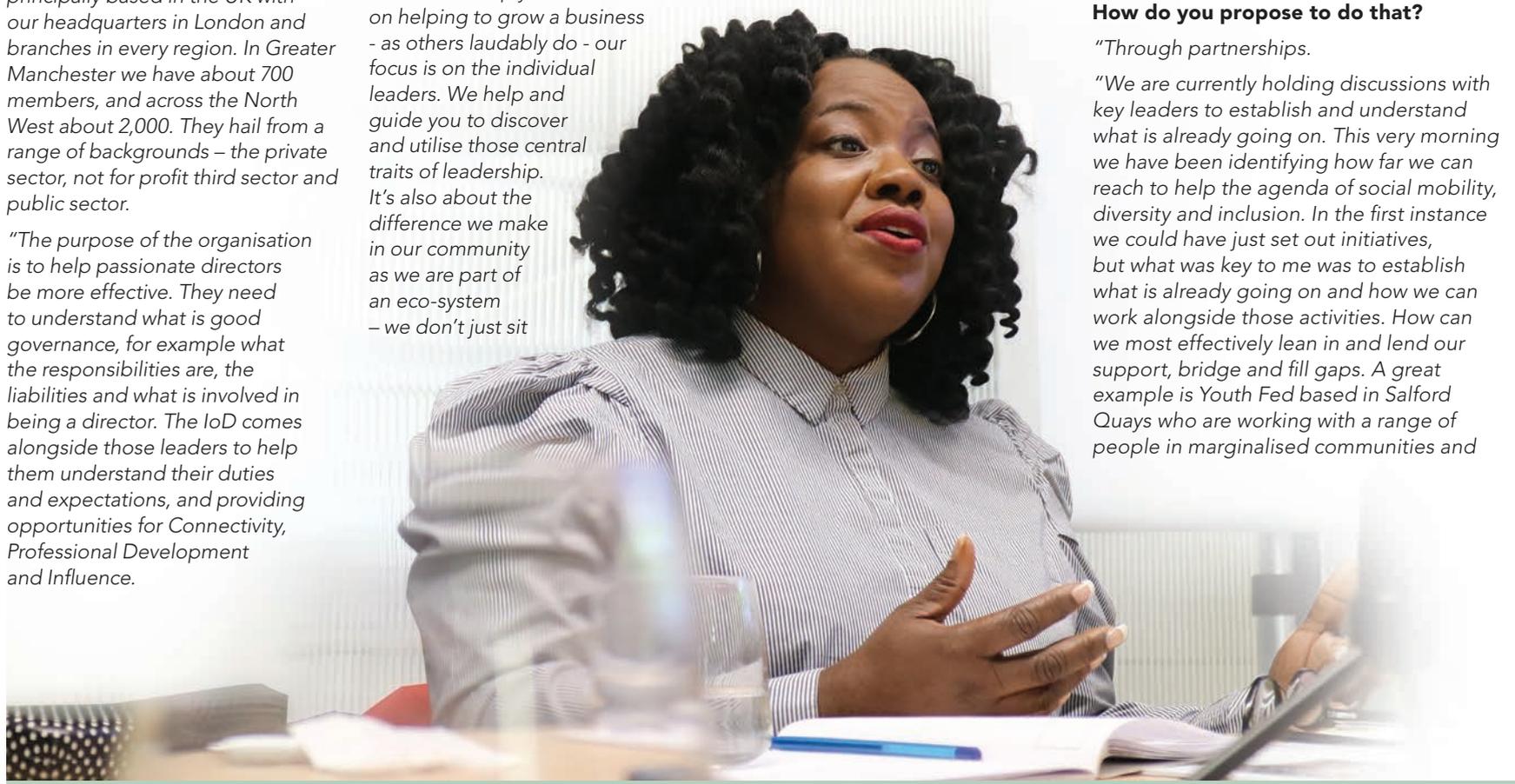
"I was appointed in December, and one of the reasons why I wanted to be involved is because the IoD is a well-established organisation with a long standing reputation giving it gravitas and kudos. I saw it as a real opportunity to make a difference here in Greater Manchester because we are right in the heart of real transformation and change taking place.

"What we need now more than ever is great leadership, great collaboration and great partnership. I saw that this was an opportunity to be at the 'helm', bringing key leaders and players together in the city region and asking the question 'what can we do to improve the lives of those living and working across the city region?'. For me as chair - I'm a convener, a sign poster, a collaborator, working with senior people to drive upward mobility for all."

**How do you propose to do that?**

"Through partnerships.

"We are currently holding discussions with key leaders to establish and understand what is already going on. This very morning we have been identifying how far we can reach to help the agenda of social mobility, diversity and inclusion. In the first instance we could have just set out initiatives, but what was key to me was to establish what is already going on and how we can work alongside those activities. How can we most effectively lean in and lend our support, bridge and fill gaps. A great example is Youth Fed based in Salford Quays who are working with a range of people in marginalised communities and



# of Directors in Greater Manchester

schools. They are developing young people preparing them with digital skills in areas like cyber security so that we can prepare for the skills gap that we have emerging.

"In the next 2 years we will see a need for 600,000 digitally skilled people in the North West. As Youth Fed are already doing the work to fill this need, we are looking at how we can co-design and co-deliver an event that we can present to our members - sharing that knowledge and awareness. We want to look at how we can build partnerships and opportunities among our members through apprenticeships and so on.

"It's all about partnerships, listening to what's going on and leaning in to lend support."

#### Who are you working with?

"The approach I've taken is this: that collaboration is key (not trying to take everything on myself) and so I built a committee of people with ambassadorial roles. What we have now is our ambassadors working across social mobility, diversity, social inclusion, health and wellbeing, cyber risk, transport and infrastructure - who all are forging new paths and building connections.

"They are helping develop our approach to where to go next and what to focus on. For example we have recently had a great conversation with Rachel Clacher from 'We Mind the Gap' who help disaffected young women providing wrap around care and support so they can find their way back in to work and society.

"We have got real ambitions for plugging the skills gap through unconventional sources. My own background is Law, where I was a criminal barrister for 16 years, and I worked with many disaffected people. From this perspective what is clear to me is that where you have ex-offenders leaving institutions the likelihood of them reoffending is very high. Recidivism and the 'revolving door' problem is increased when they don't have opportunities. Many have skills

and many are very capable, so it is all about finding ways to engage with them in a positive and constructive way. To give opportunities to these ex-offenders is great for communities and the economy. We recently ran an event where Darren Burns, head of recruitment from Timpsons, talked to our members about their work with ex-offenders."

#### What would you give back to an organisation that becomes an IoD member?

"The power of the network cannot be underestimated. It's about relationship building, and we have events across the region to bring our members together and keep them informed and ensure they have a voice on issues that are affecting them. We have a regular 'policy voice' survey that gives members a voice on national policy issues. In the region, we speak directly to policy makers.

"Alongside this and the development programmes there is the power of being a member of a 'family' of leaders across the region. It's back to relationship building. We have long-standing high calibre members who have stood by the organisation for many years - that's further testimony to the strength of membership as they see the value in the relationships they've developed.

"We have monthly events focused around education and inspiration in leadership. Recently we had an event on modern slavery which helped members understand what could potentially be going on somewhere in their supply chain, and how they can be kept informed, protecting their people in this process. Another was on B Corps and how we can be more conscious about our engagement with local economies and upholding our desired ethical standards.

"We also have our Director of

the Year Awards ceremony taking place in April. This is a great way for members to come together and be recognised. It creates better visibility for us too on a national and international scale where we can fly the flag of our aims.

"I want to highlight many of the issues that we are seeing now, that ought to have been expected,

for example knife crime and gang activity are increasing as a result of lack of investment in to the youth sector.

"It's not just about policing - we have to actively engage our young people and it is the third sector that is trying to salvage resources but change needs investment from the government."



Sharon Amesu,  
Chair of the  
Greater Manchester  
branch of the  
Institute of Directors

# interview

## Understanding the **business**

In the first of a series of features from the University of Salford's Business School, GM Business Connect visited with Senior Lecturer in Operations and Supply Chain Management Dr Jonathan D Owens.

The series of speed lectures will feature a different area of business covered by a select group of academic experts from Salford Business School - and Dr Owens starts the series by sharing his insight with us into Logistics.

### How important is logistics to business strategy?

"Logistics is a core element to business strategy. It's involved at a high level where you are making business-defining decisions, right down to the bottom level where you get decisions that are acted on a daily or even hourly basis.

"For example, 'Are you going to build a new national or regional distribution centre, yes or no?' (high level decision) or 'What is your route for distributing goods around the region today?' (this can change on a daily basis).

"The sheer range and amount of logistics decisions that are required means that, whatever sector you're in, you need a flexible business strategy and a strong understanding of internal and external logistics."

### Is logistics more of a concern for manufacturing rather than a services business?

"Yes, but that can be associated with fixed layouts that tend to be more usual in the manufacturing sector. It's very interesting because many people think that logistics is just an external viewpoint, but you have both external and internal logistics, and when you look closely many businesses come to appreciate value mapping those important internal processes.

"The basic rationale behind

logistics and using that knowledge in a positive manner is to start by following a product or service around which can involve several hundreds of steps. This is where you can look to reduce down those steps in an attempt to increase productivity. If your business has a non-fixed layout, as is generally the case in a services business, that's quite easy to achieve compared to a fixed layout, which is usually the case for the manufacturing sector.

"External logistics are more easily recognisable because we see infrastructure in a very visible way - we see freight on the roads, airmail, couriers, trains and sea freight - but the reality is that internal logistics is the starting point for a successful business."

### Tell me more about internal logistics?

"Internal logistics are a core part of preparing a business.

"For example, when designing a plant, it is designed with fixed layouts which can be problematic when looking at even a small change to an established process. However, when looking at non-fixed

layouts (typical of services businesses) which can be moved easily, processes can have a great deal of flexibility.

"So, importantly, when you need to make even a small change to your product (this is especially relevant to manufacturing SMEs where products may need to change quickly to reflect a market edge) you can move things around.

"The question is now how does a business with fixed layouts identify the best way to look at their internal logistics? The key point here is that in small businesses, employees tend to be very involved and can work flexibly in multiple roles. They are knowledgeable about how their operations work and how products move from A to B.

"The operations (the 'doing') are directly linked to the logistics (the 'moving from A to B'). If you ask an employee 'how do you move it from A to B?' they might say 'if we had the ability to move this part or that part of the plant around, we could save money'. This can be one of the key advantages an SME has over a larger business, potentially resulting with quicker changes delivering greater flexibility and faster service to the end customer."

### What is your advice on how they should approach this as a problem? Should they build this in to how they grow as a business?

"My advice is to look at the big picture. Work as a team - and listen and communicate with the workforce.

"If you are in a fixed cell layout against a non fixed cell layout then it's difficult to do this. For example, about 5 years ago we arranged a student placement at Siemens Industrial Turbines. The problem was that product was taking too long to move between workstations, and it was difficult to track inventory. The request was to work out a way to improve internal communication and internal flow of product.

"We had to map out and redesign the process, and because this was a fixed

Dr Jonathan D Owens, Salford Business School, University of Salford





University of  
**Salford**  
MANCHESTER

# of logistics

cell layout this took time so we had to work in stages.

"To do this we employed 'invisible logistics', which directly link to operations. Internally these were known as 'travellers'. This is an identification system usually applied at each process in the form of perhaps a stamp on each manufactured part telling you who created it and where it was applied. This adds information to a product going through the process.

"What we did with the travellers was to digitise the process and put it on iPad. The product moved around the cells, and at the end of each day this information was then uploaded to a central database that enabled better flow of inventory, better control of stock, and we were also recording better accuracy over the whole process.

"When you consider that the lead time to create an industrial turbine was 18-24 months, this resulted in a massive difference in productivity over the life of fabrication."

## These seem like bespoke systems – are there any general systems that can be 'good practice' for businesses?

"I wish I could say there was one size fits all but there isn't. It's all about logical flow and throughput. What we advise our students is to recognise the importance of understanding 'where is the flow'. Once you understand this, you can understand where the problems are. A lot of companies don't fully understand where their problems are for this reason."

## What are the problems associated with globalisation and how can business compete in an aggressive global marketplace? Perhaps in relation to Brexit?

"Globalisation in terms of tariffs is an example of what the UK needs to consider for future routes to market for their goods, but we don't know how things will end up and it may be the World Trade Organisation route once all the dust has settled.

"We should not necessarily be concerned about this as most of the things in our homes have already come

in through the WTO route. Look at how many are made in China or Taiwan and this shows that it is not insurmountable through the globalisation strategy.

"The issue is in creating new supply chain routes. These will be the challenging part as they will be developed in the medium to long term rather than short term."

## What are the lessons from understanding customer expectations in terms of building a robust ordering system?

"Customer expectations are very interesting. The busiest shopping day in the UK year is actually 25th December. As the sales have started even earlier, the ordering and delivery systems are all robust and set up regardless of any shops being closed and delivery is made within 2 days after Christmas Day. It's the day that we all think about gifts, and have the time to access Amazon or other online retailers and take advantage of their seasonal sales.

"The main concern is the accuracy of what's available and how much information you will make available for the customers to see over that of your competitor. That's a key consideration online.

"Some shops are now offering the ability to scan yourself so you can see a virtual reality of what the clothes will look like on you before you decide to order. This reduces the cyclability of the supply chain i.e. they don't need to worry about items being returned."

## How flexible should the process be?

"Supermarkets are already starting to build flexibility into their supply chain, for example with robot delivery to your door, Ocado and Waitrose have started delivery with key safes to access owners' houses so they can deliver and put away the shopping in their customers' homes. The level of flexibility of what is there is startling. On the other hand, customers are only getting what is being delivered

rather than getting a choice of bargains or what is available on the day.

"With supermarkets, such flexibility of supply chain works because many people are constrained by working hours and long commutes which mean that these people are very conscious of time spent doing 'unnecessary' work. Food shopping has gone from 'shop and collect' to 'you shop we drop' and now to 'we deliver and put away the goods for you'."

## How should businesses succeed in such a busy environment? What can they be doing?

"Be open, communicative, and willing to accept new ideas. Openness to new technologies such as enterprise resource planning can really help."

## Can you explain what Enterprise Resource Planning is?

"An Enterprise Resource Planning (ERP) system is a software package that supports seamless integration of all the information flowing through a company. An ERP system will collect data from various key business processes in manufacturing, logistics, finance, sales and marketing, and human resources for example, and then store the data in a single repository where it can be used by other parts of the business.

"Therefore, managers have precise and timely information for co-ordinating the daily operations of the business and a firm-wide view of business processes and information flow. This information can be crucial for a logistics manager both for planning long and short term business strategies.

"It is a software package which can be an off the shelf system, or can be a designed bespoke system as needed."

## How do Knowledge Transfer Partnerships benefit businesses?

"Many SMEs don't know about these but a great scheme offered at many universities which is government supported is called Knowledge Transfer Partnerships (KTP).

"I ran a KTP with a company that wanted an ERP system. They manufactured furniture for the NHS but were hopeless at ordering stock and maintaining stock inventory levels, and were always late or early. So, the KTP employs a knowledgeable academic, enlists a university's facilities such as a laboratory, and it will employ a knowledge transfer associate (a graduate from across the EU) who will work on the project for two years.

"The company gets their questions addressed and access to university facilities and a consultant academic to come in once a week for 4 hours, they of course get full access to the associate, and this runs over a 2-3 year period.

"The associate gets a Masters PhD qualification out of it. If the business is an SME it can be funded up to around 60% by the government and you can decide whether you want to keep the associate on or not after the end of the process. All equipment used (specialist scanners, laptops, software) is also funded out of the grant bid.

"We run shorter periods of involvement too depending on the nature of the requirements, and subject to available funding in the form of grants."



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**www.salford.ac.uk/business-school**

# interview

## The Office of the Small Business Commissioner

The Office of the Small Business Commissioner was launched in December 2017 ensuring fair trading practices for the UK's 5.7 million small businesses.

### What is the job of the Small Business Commissioner? What does it mean for businesses?

"We have been set up to support small businesses experiencing poor payment practices with larger businesses. If you find that you are getting paid late and this is resulting in unpredictable cash flow, please get in touch with us. Our services are free, confidential and we really can help.

"Our remit is national. Government decided they wanted to make us an independent body available to everybody, we are based in Birmingham, the centre of the UK and not in London like most people assume.

"To date we have managed to get £3.5 million for SMEs in payments which they probably wouldn't have got otherwise".

### Are there any other areas (other than late/non-payment) you are working on?

"The primary issue is late payment, but late payment is often part of a bigger problem. When you are a small business you don't always

have the power or confidence to negotiate with a large business.

"Our remit is primarily focused around late-payments but what we do is advocate a culture change. We are a voice for small business and are taking action to tackle poor payment practices and end supply chain bullying".

### Are you lobbying for small businesses?

"I see my Office as a 'Champion' for small business. What we are finding is that so often the issue of late payment is a symptom of a much broader disease, and sometimes a big business simply pushes around smaller businesses just because they can.

"We want to hear about that kind of practice. I want to work collaboratively with small and large businesses, organisations and membership bodies to create a stronger UK economy".

### How do small businesses work with yourselves?

"Engage with us! Tell us your concerns, specifically around late payment. Even where it's not necessarily 'late' but say is on a 120 days basis, tell us about it. Really what we want to engender is a culture change within the UK moving to 30 day payment terms as

a standard. It's not just an ethical thing - it makes economic sense. I speak to CEOs of large businesses regularly and the big picture is this - The sooner you pay your supply chain on time, the quicker that money comes back to you.

"The number one reason that small businesses don't grow is because of unpredictable cash flow. When you can predict money coming in, you can take on staff, increase your production capabilities and grow your business. It has a hugely positive impact on the economy".

### Small businesses are concerned that by causing issues over long payment terms they may lose business. How can you help?

"If you are frustrated about your payment terms with larger businesses come and speak to us, we're free and here to help. I appreciate it's a difficult conversation to have. For us as an office, we want to give you the confidence to have that conversation.

"We've engaged with some very large businesses, and they've given us guarantees that SMEs will not lose their business with them. With our involvement, we can give you that kind of guarantee. You can remain anonymous if you wish, because we can still go in and act on your behalf".

### What influence does the Small Business Commissioner have?

"I have the power to 'name and shame' and publish reports when a large business is exercising poor payment practices however, like I said before, I want to

work with both small and large businesses to share best practice and provide a long-term solution to a long-standing problem - not just grab a headline.

"My Office is seen as a trusted go-to body by government and other organisations in terms of shaping the culture of payment terms. We travel nationally encouraging conversations between small businesses and aim to establish confidence in business owners to ask for what they need - 30 day payment terms".



Paul Uppal, Small Business Commissioner

To find out more contact Paul and his team on

**0121 695 7755** or email [paul.uppal@smallbusinesscommissioner.gov.uk](mailto:paul.uppal@smallbusinesscommissioner.gov.uk)

[www.smallbusinesscommissioner.gov.uk](http://www.smallbusinesscommissioner.gov.uk)

# expo

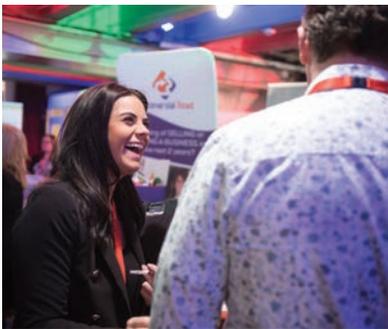
# Don't miss the Greater Manchester Business Expo 2019!

**17 May 2019**  
**9.00am - 3.00pm**  
**USN Bolton Arena**



Shout's credentials in bringing business communities together is exemplary, offering business networking opportunities with regular meetings and events over the North West over many years now, and they are also organisers of some very successful Expos across the region.

Brand new in their portfolio is the Greater Manchester Business Expo, kicking off in May at the USN Bolton Arena.



We are very pleased to be Media Partners with Shout! on this inaugural Expo, taking place in the north of Greater Manchester, opening up a whole new wave of opportunities to those businesses situated around an area not normally associated with large-scale Expos.



We caught up with Jordan Conlin from Shout! and asked him for an insight on the new Expo:

*"Following the success of the Lancashire and Merseyside Business Expos, Shout Network's first Greater Manchester Business Expo will take place at the USN Bolton Arena on Friday 17 May 2019 from 9am to 3pm.*

*"We will have over 120 exhibitor stands available to SMEs and organisations from around the North West looking to promote their businesses to the anticipated 2,000+ visitors.*

*"We're especially pleased with the initial response, almost half of the exhibition spaces have already been snapped up and over 500 delegates have already registered.*

*"To give an example, Risk Support Services, based in Wavertree, exhibited for the first time at the Merseyside Expo in October. Within 4 to 5 days of the expo they secured approximately £6,000 of business from visitors to their stand, and further work is promised for the new year. The North West is absolutely the place to both find business and do business, which is why we're*

*rolling out the Greater Manchester Business Expo."*

Director of Risk Support Services, Stuart Johnston commented: *"We approached Shout! to exhibit in Liverpool as we wanted to expand our reach. The response was incredible. The amount of new business that came from the event means that it's more than paid for itself.*

*"Everyone attending was there to do business, and the camaraderie with the other exhibitors created a great atmosphere. We've now booked with Shout! Network for the Lancashire, Manchester and Merseyside expos in 2019."*

Jordan commented: *"We're delighted to say that the feedback from Stuart and his team at Risk Support Services echoes what many of the exhibitors at the Merseyside Business Expo have said, which is why so many of the exhibition spaces for Manchester have already been sold.*

*"We expect the Manchester Business Expo to be another great showcase for North West businesses."*

For more information contact Jordan Conlin at [jordan@shoutexpo.com](mailto:jordan@shoutexpo.com)

GM Business Connect magazine's main ethos has, and always will be, connecting businesses. We have always been champions of grass roots networking and encouraging the business community of Greater Manchester to move from the relative comfort of their laptops and screens, and simply get out and meet their potential customers and strategic partners face to face.

One of the principal methods of doing this is by visiting and/or exhibiting at Business Expos.

We were recently approached by Shout! Network - one of the North West's leading business network providers - to look at a closer involvement in supporting a new Business Expo in May this year.

**GREATER MANCHESTER BUSINESS EXPO 2019**  
 Friday 17th May 2019  
 9am til 3pm

**53million**  
 Combined Absolute Reach for Shout Expo's in 2018

**3,000+**  
 Delegates attended our 2018's Expos

**Would you like the opportunity to connect with the thriving North West business community?**  
 The Greater Manchester Business Expo will take place in Bolton for the first time at the USN Bolton Arena, hot on the heels of the groundbreaking Lancashire Business Expo held annually at The Guild Hall in Preston.

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# exporting

## The secret to safe and smooth International exporting

Brexit might be stirring concerns for EU exporters, but interestingly, this ripple effect isn't drifting out to International waters.

Despite the current commotion in the Commons, overseas trade is still thriving - with ships sailing between the UK and other continents undisturbed.

The International export market is undoubtedly aware of Brexit, but remains as strong as ever - with huge eastern nations like China refusing to turn their back on Britain despite the political and economic uncertainty here at home.

Companies here in the region still have a fantastic opportunity to sell goods globally by tapping into International exporting. And that's

where Manchester based Allseas Global Logistics can help.

### Partner with an industry power

Using a freight forwarder that is part of a strong global network is the best way to secure a safe, speedy route for your shipment. Allseas' reputation, relationships and influence in the international export industry means customers have access to better buying power and knowledge.

With Allseas, shipping services are affordable and priority booking slots are an added benefit. Staff also provide expert advice on shipping as a whole, ensuring goods arrive in the right place, at the right time, without the risk of being stopped or seized.

### Getting your documentation in order

The sender is ultimately responsible for having the correct documentation in place when exporting goods to other countries. If shipments don't fit the appropriate entry criteria, cargo can be delayed or ceased with a risk of heavy fines and penalties.

That's why using an experienced freight forwarder with a proven record is so important.

Allseas' award-winning service involves giving customers guidance on documentation options (e.g. Cash Against Document, Letter of Credit) and how to establish an agreed set of terms for sales of goods - as well as which types of shipments may require examinations by inspection agencies.

### A local presence with a global reach

Allseas staff are located all over the world, but the headquarters is based right here in Greater Manchester. With additional offices in the Europe, Middle East, the Indian Sub-Continent and the UK, customers can always communicate with an account manager in the same time zone - helping to quickly resolve any queries.

### Get in touch with Allseas today

International shipping remains a thriving market - and you can take advantage of these terrific trade opportunities in confidence with Allseas.

To learn more, contact **Bryn Atherton** on **0161 272 8989** or **bryn.atherton@allseasglobal.com**. You can also read about our services by visiting **www.allseasglobal.com**

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# If we can, you can

by Tony Goodman MBE

The Government has recently announced the national rollout of the Export Champion scheme, which follows on the immensely successful initiative that has been running in the North West region since 2013, before it extended across the Northern Powerhouse in 2018.

### What are Export Champions?

There are now 68 Export Champions in the North West Region and a total of 125 across the whole Northern Powerhouse.

The Champions represent exceptional businesses of all sizes that have clearly demonstrated the benefits that companies receive from exporting.

What separates them from the

When DIT Secretary of State Liam Fox launched the first National network of Export Champions in Durham on 28 February he said:

*“It is not Governments that win export orders, but businesses. That is why we created a network of Export Champions across the UK - established business people with the experience and expertise to offer guidance to other businesses on their exporting journey. As the slogan says, ‘If we can, you can’ - and that means so much more coming from business peers.”*

thousands of similar companies is that they are prepared to give up their time to help others start or develop the exporting activities

and to promote the considerable benefits that can be derived from exporting. This can most easily be seen by the plethora of adverts and

promotions under the banner of ‘If we can you can’.

These have companies coming from a wide variety of industries, sizes of businesses and extent of exporting.

### How can businesses benefit from exporting?

It is obvious that exporting can add to top line sales, but as I go round talking to companies about exporting there is a common perception that it is hard to make money from doing so.

That is not my experience, not that of most of the exporters I talk to.

 Article continues on next page

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Continued from  
previous page

# exporting



If done carefully, exporting can provide improved net margins, even if the top line gross margin is lower. Logistics ex works, guaranteed or proforma payments, improved economies of scale – and even less competitive market places can all add to the mix.

That is why companies from across the North-West have led the way in demonstrating success in exporting.

Minister for Exports  
Baroness Fairhead  
commented:

***I always think of the North of England not just as a Northern Powerhouse, but as a Northern Exporting Powerhouse.***

***The Government is so grateful for the work our Northern Powerhouse Export Champions do; it has made a real difference to the businesses you have helped - that's why we've chosen to roll out the scheme Nationwide.***

## Where are these Export Champions and have I heard of them?

Arup are a global engineering, design and consulting firm employing 13,000 people in

**Paul Stowers, Head of DIT's North West region and lead for Export Champions across the Northern PowerHouse:**

***I'm really proud of the Export Champions initiative, because we started it all right here in the North West.***

***The enthusiasm and dedication of the group is truly inspiring, and I'm sure they have helped many other businesses to step into new International markets. No wonder the scheme has been picked up Nationally but, for me, our local Export Champions will always be the first and best!***

39 countries. Paul Grover, Associate Director Consulting, received a Board of Trade Award for Exporting in 2018. Delamere Dairy exports its goat milk as well as cow and sheep milk products to more than 20 countries, as far afield as South East Asia and the USA.

Emu Films generates over 50% of revenue overseas from Europe, USA and as far afield as China and Japan. Flexcrete Technologies employs 34 people and derives 40% of turnover from exports as far away as Australia.

The delicious Grasmere Gingerbread Shop is a small family company that sells by mail order across the world, from North America to Australia and is now setting its sights on expanding sales in China and India.

ICC Solutions a Warrington based software company sell nearly 90% of their products overseas for test tolls and certification services for chip and pin products.

Playdale Playgrounds only started exporting in 2011 and now operates in 49 countries. Barry Leahey MBE,

their Managing Director recently received a 2019 Board of Trade Award.

Skylab, a digital innovation agency, has grown to 20 people and services top notch clients. They are now exporting 25% of turnover from Switzerland to Singapore and are planning substantial further export growth in 2019. CEO Nigel Collier offers personal advice: *"Treat your exporting operation as a start-up, with low cost tolls to get started and test the market."*

With a team of only seven, eight year old Manchester based Swifty Scooters exports half of everything produced to the Far East, Australia and the USA. The famous Uncle Joe's Mint Balls from Wigan company William Santus has just 25 employees producing products for export to USA, Japan, Australia amongst others.

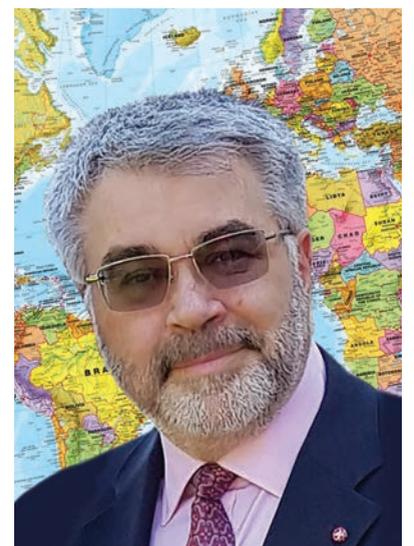
What I and all these companies, plus many more across a massive range of industries, share in common is that we found a starting point for our exporting journey and took the plunge.

Exporting is simply selling to people in a different country. You might start just by online sales like Grasmere Gingerbread Shop or grow to where you have distributors or even offices across the world.

Whatever stage you are at, there is support available; as John Winnard, MBE of Uncle Joe's Mint Balls says: *"You can access markets through DIT and get their support, advice and expertise at any stage of your exporting."*

So begin looking for that starting point. Take inspiration from the thousands of businesses that have gone before you.

**If we can, you can.**



**Tony Goodman MBE** is a successful exporter and has been doing so through a variety of different businesses. He has an MBA and is a Fellow of the Chartered Institute of Marketing, Member of the Institute of Exports, Member of the Institute of Directors and DIT Export Champion.

Tony is currently Marketing Advisor at Forest and Co who specialise in offering guidance on branding, exporting and sales:

**[www.forestandco.com](http://www.forestandco.com)**

# review

## Investment and business growth with Sir Howard Bernstein and Gail Hounslea

Sir Howard Bernstein;  
ex-Chief Executive of  
Manchester City Council



Gail Hounslea;  
Founder and  
Managing Director  
of Ladderstore.com



At the first K-Club Breakfast event of 2019 for Northwest business leaders, the audience were treated to the usual quality breakfast provided by the AJ Bell Stadium before hearing from speakers Sir Howard Bernstein; ex-Chief Exec of Manchester City Council and Gail Hounslea; Founder and MD of Ladderstore.com, discussing the topic of 'Investment and Business Growth'.

Sir Howard talked on how his role of almost 20 years as Chief Exec of Manchester City Council was filled with not only opportunities, but with setbacks and comebacks, particularly following the IRA bombing in 1996. Through focusing on three key areas; Leadership & Collaboration, Government and People, he is confident that the City of Manchester will be able to sustain itself by continuing to collaborate with businesses.

The Northern Powerhouse initiative is seen as a hugely distinctive contribution to Manchester, putting it firmly at the heart of Government, allowing the region's businesses to stay better connected.

When businesses in the area operate as 'the North of England' the region will be much better placed to cope with changing trends. He insisted that business owners should continue to be involved with the Northern Powerhouse during the current uncertain times in our economy, as they will most certainly feel the effect of the big decisions which will be taken.

He then went on to talk about the people in our region, reminding the audience that although businesses can create wealth, they can't evenly distribute it, and those less fortunate shouldn't be forgotten.

With Government unable to focus on 'regional' issues, because of devolution, Greater Manchester now has access to the most comprehensive powers available in the Northwest and it must ensure it delivers value and a better outcome. Sir Howard praised the efforts of the region, highlighting that the charity and voluntary sector work done in the area is second to none, at a time when public spending is increasingly curtailed.

Gail Hounslea then shared her business journey and lessons learned along the way; having started out in a spare bedroom in 1999 with an online business selling weighing products, at a time when Google had only 8 employees and where she had to call up her customers to finalise orders and take payments.

20 years on and the Bolton-based business now has a team of 14 and has grown to now also supplying 'working at height' products (ladders) to major DIY retailers and commercial businesses. A good chunk of sales are, in fact, B2C, with customer satisfaction a top priority for the company.

Gail is one determined lady who over the years as a business owner has had to deal with a range of issues, making mistakes along the

way. From each of these, she's taken a positive lesson and her approach is always to look forward.

One of Gail's tips for any business owner is to 'invest in yourself'. Following this thought, she identified the relevant training which enabled her to become an IoD Chartered Director and one key objective of her business is to employ apprentices and young people; placing importance on the development of her team as well as her own. Gail also sits as Vice Chair - and as the only female - on the Board of The Ladder Association.

Upcoming dates for K-Club Breakfast events are;

**Thursday 27 June** - 'Innovation & Regeneration'

**Thursday 19 September** - 'Overcoming Business Challenges'

**Thursday 14 November** - 'Maximising Performance to Win'

Go to [www.k-club.co.uk](http://www.k-club.co.uk) for more details.

### K-Club Membership

K-Club Membership was launched in 2018 to provide regular attendees with the opportunity to deepen their relationships in a more relaxed and informal environment.

Every entrepreneur is unique, yet one common principle binds a true entrepreneur with another - a passionate belief in the power of ideas to change attitudes, lives and ultimately grow the incredible enterprises that break boundaries.

Attendance at events is a gateway towards building a trusted network of contacts of like-minded people of the highest possible calibre and comes with a strict 'no sales promotion' policy, enabling people to relax and enjoy the company of others as well as listening to quality speakers who provide attendees with insight and inspiration on topical subjects.

### Breakfast Events, Women's Events, Business Lunches, K-knowledge Sessions, Social Events

We are an exclusive network for real entrepreneurs. We inspire minds with ideas and support aspirations and goals.

We offer an optional K-Club Membership which brings with it important additional benefits; from inspirational events and coaching opportunities through to empowering our members with a voice - the voice of business in the North West.

Current Members include Arighi Bianchi, UMi3 (The University of Manchester Innovation Group), Delamere Dairy and AJ Bell Investments to name a few.

To find out more about becoming a Member of K-Club please visit: [www.k-club.co.uk/membership](http://www.k-club.co.uk/membership)



A private network for  
key Entrepreneurs.

For further information please  
contact **Amanda Manson,**  
Events Organiser on  
**07754 069 829**  
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# expo

# The Northern Business Expo in Central Manchester

For two days in March the Northern Business Expo took over Manchester Central in Central Manchester showcasing business advice and insights for entrepreneurs, start-ups, SMEs and business professionals.

The Expo was all about supporting businesses through growth as well as a great place to network.

Often the thing we need help with the most in business is identifying our weaknesses and finding solutions to take us on to the next level, that's what this event was all about - providing advice, inspiration, motivation and a chance to network.

In uncertain economic times, it helped both visitors and exhibitors find ways to stand out and stay competitive.

With over 80 seminars and workshops, 1-2-1 advice from impartial specialists, an interactive exhibition and some of the best speakers from around the world; the Northern Business Exhibition was



certainly the place to do business. Seminars and workshops included:

- Access to Alternative Finance - Local Experts from the British Business Bank, Maven Capital and the Business Growth Hub
- Update on the UK and World Economy post Brexit from Dr. John Ashcroft of The Saturday Economist
- Writing for Social Media, Build a Digital Marketing Plan, Answer

Questions with Data, and lots more with Google Digital Garage

- Mental Health: A Whole Organisation Approach with Dr Libby Artingstall
- How To Start a Successful Blog Business with Emma Campbell from What Emma Did
- The Key To Business Success In 2019 with renowned business coach, Ben Kench

Also featuring over the two days were:

- 1-2-1 personalised and impartial advice appointments
- 4 dedicated networking partners
- Google Digital Garage
- The Small Business Advice Clinic
- More than 100 exhibitors
- Funding clinics - finance to grow
- Expert analysis on the industry and how to stay competitive

## The £5K Pitch

Also back with a new panel of judges was the £5K pitch. This was an opportunity for budding entrepreneurs to pitch their business idea to a renowned panel of business leaders for the chance to win a lump sum of £5,000 plus a huge range of free business services.



£5K Finalists. L-R Jonathan Fuller, Laurence Neale, David Murfin, Christina Taylor, Risabh Jindal

This year's winner was Emma McClelland who won with her business 'Kintsugi Clothing' offering designer clothing to a sector of the marketplace not normally represented. We asked Emma what she thought about the competition and also asked her to introduce her winning brand:

**Well done on winning the £5k Pitch Challenge. How do you feel?**

"Shocked, elated and didn't see it coming!"

**Can you briefly explain what it is you do?**

"Yes, Kintsugi clothing is a fashion brand and we create on-trend women's wear using suggestions from across the disabled community

to make sure that each piece is accessible as well as fashionable.

"Basically each garment has got, say, less fiddly fastenings or are considered how they might look in a wheelchair and of course their functionality. The pieces work hard for the wearer and make life easier."

**What are your plans for the future, after winning this?**

"The money is going to be an incredible help in terms of gaining visibility as our digital marketing side is lacking.

"People don't really know about us



Winner Emma McClelland with some of the judging panel

at the moment and so we want to develop our presence on a practical level, but also on a bigger level, it's to change the way disabled people are seen in society.

"Disabled people are consumers, they are fashion conscious. It's time to level the playing-field and I hope this company can help to do this."



Learn more and register for your **FREE** Tickets for 2020:  
[northernbusinessexpo.com](http://northernbusinessexpo.com)



# review



# First Friday

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## #CONNECTWORKING



Our next two events couldn't be more different. In February we tried something new and held it in etc.venues at Eleven Portland Street. Situated on the 8th floor overlooking Piccadilly Gardens, we networked all evening with kind support from Steve Frehley of Jeffrey's Tonic bringing along their range of tonics. We enjoyed with gin, and some of us tried it with Bacardi, which went down well. Of course other drinks were available for guests.

etc.venues had the whole floor, and guests were taken on a tour including a huge space with art tech design in the centre of Manchester offering great meeting rooms and events. We were also treated to freshly prepared food from their own onsite chefs.

Everyone who books on our event receives a Forever Manchester Tombola ticket with a chance to win some great holidays and other prizes drawn by the charity. The winner of the business card draw this month went to Martin Howe of B2B finance and he accepted the GM Business Connect bottle of Bordeaux from our great hosts Julie Armstrong and Nikki Bettison of etc.venues.

March then saw us in what we call the home of Gin. Atlas Bar on Deansgate has over 400 types to taste. Again we enjoyed Jeffrey's tonic mixed with the Gin which went down well as always, so much so we carried on networking outside in the award winning beer garden. Once again we were looked after by Patrick the Manager and staff, with some great food courtesy of the Atlas Bar.

The business card draw prizes this month were won by Bryn Atherton of Allseas Global (afternoon tea

courtesy of The Lowry Hotel) and the GM Business Connect Bordeaux was won by Kyle Blythe from All Star Lanes. Special thanks to [www.jeffreystonic.com](http://www.jeffreystonic.com) for supporting our events and of course our hosts for making this happen, and of course money raised from every ticket sold also goes to a Tombola ticket in support of Forever Manchester.

The next upcoming events will be on 5 April at The Botanist, Deansgate and then 3 May at The Alchemist, Spinningfields. All events are available through Eventbrite, we hope you can join us!



L-R Nikki Bettison, Martin Howe, Julie Armstrong



L-R Bryn Atherton, Paul Mirage, Kyle Blythe

Forever Manchester work with local communities across Greater Manchester.

To see how your business can work with Forever Manchester contact **Jean Mills** on **0161 214 0940** [jean@forevermanchester.com](mailto:jean@forevermanchester.com) [www.forevermanchester.com](http://www.forevermanchester.com)

# apprenticeships

## Apprenticeships at Salford City College blaze their own trail on National Apprenticeship Week

Trailblazing was the theme for the 12th Annual National Apprenticeship Week (NAW), which ran from 4 March to 8 March and saw the nation stop to celebrate and raise awareness of apprenticeships for both young people and adults alike.

Apprenticeships at Salford City College trailblazed their way through the week by bringing the heat at their Annual Apprenticeship Awards.

They also made a very special pledge to support the next generation of talent across the City with a brand-new, Salford-wide initiative.

The Salford Skills for Business Apprenticeship Fund was officially launched on Thursday 7 March, the same day as the college's Apprenticeship Awards.

The new apprenticeship fund has been formed to help create more quality and sustainable apprenticeship roles for Salford residents and will be invested

in apprenticeship training within small to medium sized organisations (under 250 employees) throughout the City, helping them to unlock new talent.

Apprenticeships at Salford City College teamed up with Salford City Council, The University of Salford, Bupa, Salix Homes and Seddon, to gift up to a quarter of a million pounds of their own apprenticeship training funds to benefit smaller businesses within the City, who do not have their own apprenticeship levy.

The fund also aims to help existing employers close the skills gap in key sectors such as health and social care, digital, manufacturing and construction, hospitality, business and professional services.

Funds are expected to grow as more organisations confirm funding in the coming weeks and months.

Michael Sheehan, Group Principal of SCC Group, of which Apprenticeships at Salford City College is a subsidiary, said:

*"The world of apprenticeships has undergone significant change in recent times.*

*"The introduction of the Apprenticeship Levy and the subsequent collection of apprenticeship fees is the most significant change. The levy has presented many positives, especially for those larger firms who are using it effectively.*

*"However, one of the challenges has been for small to medium size organisations who have had to find the 10% employer contribution.*

*"For some of our regular employers, this can be as much*

*as £1,800. Although not a huge amount, in many cases this can negatively affect the decision of a small organisation to recruit an apprentice or not.*

*"With that in mind, we are very proud to be one of the co-creators of this fund, which will enable this partnership to support the development of apprenticeship opportunities across the City."*

A successful morning launching the new fund at Bupa Place, MediaCityUK, was followed by a successful and celebratory evening at the Salford City College Annual Apprenticeship Awards.

Debbie Ward, Head of Apprenticeships and Partnerships at the College, opened the ceremony, she said: *"This is without a doubt my favourite event of the year. Not only is it a great opportunity to celebrate the outstanding achievements of our apprentices, but it is also the perfect opportunity to show our appreciation for the continual support and commitment we receive from our partner employers."*

Apprentices from across the City and beyond were recognised at the event from each of the sectors the college delivers apprenticeships in, as were dedicated employers the college works with to deliver their provision. A full list of winners can be found at [www.salfordcc.ac.uk](http://www.salfordcc.ac.uk).

If you would like to find out more about The Salford Skills for Business Apprenticeship Fund, would like to enquire about apprenticeships or would like to enquire about hiring an apprentice, please contact the Salford City College Apprenticeship Team on **0161 631 5555**.

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# debt recovery

## Is cash flow a cultural crisis for UK business?



According to research from BACs published in 2018, almost half of the UK's SMEs receive late payments. The average is 72 days. In cash terms, this represents £26 billion owed.

Paul Daine of Premium Collections, has this to say about cash-flow issues for small and medium sized businesses, "Chasing payments is a huge barrier to productivity and growth. Late payments are not just an inconvenience, because they can make the difference between keeping afloat or actually going out of business."

If late payments are so prevalent, does this represent a crisis within business culture itself, where cash flow has become an inherent problem?

### Why cash flow is critical

For a great many SMEs, they have expenses they must meet,

regardless of their turnover.

"You might have rent to pay, staffing costs, stock. Often it's a balancing act."

Incoming cash flow should stem from customers or clients, or from investors, interest on savings or investments.

Achieving and maintaining positive cash flow is vital for businesses to maintain their heads above water, but also to help them grow.

"Without cash flow, your possibilities are more limited. You won't be able to make the most of opportunities, while your competitors might."

### Is poor cash flow a cultural issue?

A list of the 35 worst offenders for late payment following research from Business Expert, contains several familiar names and brands.

Companies with annual turnovers of £36 million or more are obliged to report to the government about how they make payments. In a 2018 government report, only 316 of over 6,000 businesses listed stuck to 30 day payment terms.

A further 20% paid more than half their invoices late.

"It's not surprising that SMEs in the UK are owed over £40 billion in late invoice payments. It is worrying though, because SMEs are the bedrock of business in this country."

Is it possible to change this late payment culture that is damaging cash flow?

### Clear Processes

"It's all about process, and knowing, systematically what actions you must take to help ensure payment on time."

One of the fundamentals for SMEs is to put sound credit management practices in place.

"Chasing payments can be time-consuming and distracting. It can mean wasting days, if not weeks, of unproductive time. The best way for businesses to avoid this is to put the right processes in place from the outset."

These should include things like clear payment terms; checking the

credit status of prospective customers; having effective invoicing procedures; protecting your credit; and, where necessary, using professional debt recovery services.

### Making a Cultural Shift

"Late payment may be something larger companies practice, but it doesn't follow that SMEs must simply absorb this, or worse, adopt it. Cultural change comes from individual actions. Put your processes in place to help ensure your cash flow stays positive."

Read the Premium Collections Special Report on Credit Management, Cash Flow and Getting Paid.

To discover more about your debt recovery options, please call **Premium Collections** on **0161 962 4695** or visit **premiumcollections.co.uk**



**Paul Daine**

Premium Collections

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**Paul Daine, Managing Director**  
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**Website:** [www.premiumcollections.co.uk](http://www.premiumcollections.co.uk)



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# employment law

## Case law update: Pimlico Plumbers and key employment law changes coming into force this month

Some of you keen gig economy followers may recall the case of Smith v Pimlico Plumbers which has been running through the courts for some years.

On 20 March 2019 an employment tribunal decided that Mr Smith is not entitled to claim unpaid holiday pay to the tune of £74,000.

To recap the background to this case; Mr Smith was engaged as a 'self employed' plumber at Pimlico Plumbers for a number of years, before the engagement was terminated by Pimlico.

Mr Smith brought a claim that he was a 'worker' and not self employed and accordingly he should be entitled to backdated holiday pay under the Working Time Regulations.

Significant time and money has been spent over a 7 year period in various courts to determine the issue of 'worker' status.

Finally, in June 2018 the Supreme Court upheld the lower courts' decision that Mr Smith was a worker and remitted the case back to Croydon Employment Tribunal to consider what amount of holiday pay was due to Mr Smith.

At the time of writing, the written judgment has not been issued but the press releases suggest that Mr Smith's claim for backdated holiday was considered to have been brought out of time.

Under the Working Time Regulations, a claim for unpaid holiday pay has to be brought within 3 months from the date

when the payment (for the holiday) should have been made.

Mr Smith brought his claim more than 3 months from the date of when he should have been paid for the leave taken.

There have been a number of European cases relating to the rights of workers to claim historical unpaid holiday pay at the end of the engagement.

We are of the view that this case will now go through a further number of appeals to consider the 'out of time' arguments.

Watch this space!

### Important employment law changes in April

There are a number of key legislative changes happening this month which employers need to be aware of:

#### Itemised payslips

From 6 April 2019 itemised payslips need to be provided for both employees but also workers.

The payslip should detail the number of hours worked for those whose pay varies according to the amount of hours worked.

The Department for Business, Innovation and Skills (BIS) has produced some information on this which includes some useful guidance to whether someone you engage is a 'worker' or not.

If an employer fails to comply with this, the worker can bring a claim

in the employment tribunal for any unpaid hours.

#### National minimum wage increase

From 1 April 2019 the rate for workers aged 25 or over increases to £8.21. There are also increases for workers aged 21 to 25 which is up to £7.70, £6.15 for those aged 18 to 20 and £4.20 for those under 18 who are no longer of compulsory school age.

#### Family leave pay

From 7 April 2019 the weekly pay for family related leave (maternity, paternity, parental or adoption) rises to £148.68 per week.

#### Sick pay

From 6 April 2019 statutory sick pay increases to £94.25 per week.

#### Pension contributions

From April 2019 the minimum contributions for auto-enrolment pension schemes will increase for both employers and employees.

Currently, employers contribute a minimum of 2% of an eligible worker's pre-tax salary to their pension pot, with the individual contributing 3% themselves. The new requirements mean that employers and employees will now have to contribute a minimum of 3% and 5% respectively.

#### Gender pay gap reporting

This was introduced last year for private organisations with 250 or more employees.

These companies will again be required to publish their gender pay gap figures on the 4th April 2019.

This year is widely considered to be the true test as figures are expected to be heavily scrutinised in order to determine whether efforts to address any significant pay disparity highlighted last year have been successful.

#### Maximum award for redundancy and unfair dismissals

A statutory redundancy payment is calculated by multiplying the employee's length of service by a week's pay, which is subject to a maximum cap.

From 6 April 2019 the cap increases to £525.

The same cap on a week's pay applies to the Basic Award in Unfair Dismissal claims, and the maximum award for loss of earnings in an 'ordinary' unfair dismissal claim rises to £86,444 or, if lower, 52 weeks' pay.



**Chloë Leyland**

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# CSR

## How developing **effective CSR policies** can **really benefit smaller companies**



Corporate and Social Responsibility policy has become one of the latest boxes to tick for companies.

For larger businesses it is an essential component of their annual report and they will spend time and energy to make sure that the policy has real depth to it, contributing to the overall business strategy. For smaller companies, there is often a groan as the leaders quickly turn to Google to cut and paste a policy that enables them to tick that box.

They may need to take it further as more and more companies are demanding information on CSR from their supplier base and using it as one of the criteria in assessing suitability for them to be on an approved supplier list causing them to think harder about what their responsibilities are.

An effective CSR policy is about much more than just being accountable for the impact you have on society and the wider world, if done properly it provides the opportunity to create a business that nurtures its employees, protects the environment and provides a positive force in the communities it is part of.

For progressive companies it can provide so much more:

### Enhancing employee involvement

Wouldn't you want to work for a company that creates a great public image and gives you the opportunity to participate with pride in activities that go far beyond the day to day job and creates a positive working environment?

These can be developed through fun, team building and learning activities that have a common goal. So, a creative and real CSR policy can help attract and retain staff at all levels and leads to greater involvement and cohesion.

### Improves public image

Showing a commitment to more than just making money and demonstrating a real philanthropy and care for communities and environment can help build awareness and a favourable impression leading to customer loyalty and referrals.

Achieving the right publicity for your endeavours fosters a wider awareness of your business and your ethical intent.

### Boosting stakeholder involvement

Stakeholders include not only

employees and customers but also suppliers, neighbours, prospects, advisors and the wider community.

There is no doubt that it is easier to engage with these groups and create a more favourable impression if you are asking them to participate in activity for the common good.

It can also help you identify those with similar ideals and commitment.

### Case Study:

We are a Manchester based Telecoms company, part of the Rose Communications Group, providing comprehensive Unified Communications solutions to a wide range of businesses across the region and across the country.

With a national staff of nearly 50 people and being engaged with everything from hosted phone systems, broadband, leased lines, mobile phones to valuable add on services and much more, we recognise our impact on the environment and decided that it was time to do something positive about it.

Already as a business that was committed to charitable donations, we decided to develop a comprehensive CSR strategy that met our ideals and at the same time addressed some of our challenges.

Recognising the considerable environmental impact that mobile phones have, Alfonica wanted to find a way to reduce that impact and at the same time find a way to help the wider community.

We firstly chose to narrow the focus of our philanthropic activity to commit our fundraising efforts to Children.

Health and Education gave our employees a cause that they could all adopt with enthusiasm.

Identifying a number of possible recipients, we decided to start by entering a Corporate Partnership with Great Ormond Street Hospital Charity (GOSH), one of the leading children's hospitals in the world, and one of the

most recognised UK charities.

Whilst located in London, GOSH has national and international reach and a reputation for helping some of the most difficult cases, whilst providing support to the patients and their families.

We came up with a scheme being jointly branded to "Clear out your Clutter" - the recycling of old mobile phones, tablets, MP3, iPods and even laptops with 100% of the proceeds raised going to the charity.

We are engaging with our customers, contacts and the wider communities to take attractive collection boxes to encourage staff to donate their unwanted devices.

Clearing out the Clutter will not only provide valuable funds for this fantastic charity it will also help save the planet.

For Alfonica this is just the starting point and we already have plans to expand on the success created.

This shows that it is possible to create a virtuous circle that benefits all the stakeholders, the wider community and even the environment by taking a creative approach to what had previously been seen as just a chore and a box to be ticked.

Smaller businesses can benefit just as much as large ones from taking a positive approach to CSR.

If you would like to participate in the Alfonica/GOSH recycling scheme, go to [www.alfonica.com/GOSH](http://www.alfonica.com/GOSH).

It could be the starting point for your CSR policy!



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# insurance

## Planning on driving abroad? The Green Card explained

In the event of no-deal Brexit, UK motorists planning on driving in Europe will need a Green Card.

Use our handy guide to ensure you're well in the know.

### What is the Green Card and why do I need it?

The Green Card is an internationally accepted document which proves that you have valid insurance to drive your car abroad.

If there is a no-deal EU exit, it will be illegal for UK motorists to drive in Europe without it, whether travelling for business or pleasure.

### I live in Northern Ireland and travel to the Republic of Ireland. Do I need a Green Card?

Yes, Northern Irish motorists will still need a Green Card to drive over the border.

### Where can I drive with it?

The Green Card system currently comprises 47 countries.

This includes all European Union (EU) and European Economic Area (EEA) countries, Switzerland, Russia and other members in the Middle East and surrounding the Mediterranean Sea.

### How do I apply for a Green Card?

Responsibility of issuing Green Cards lie with the Motor Insurers' Bureau (MIB), who have given delegated permission to insurers.

This means that, if you are planning to drive in the EU after a no-deal Brexit date, you will need to contact your insurer directly.

### Are Green Cards free?

The Department of Transport issued a statement in September that Green Card issuance would be free.

However, individual insurers may charge a small administration fee. Check with your insurer about this.

### How quickly will the process take?

If a no-deal Brexit goes ahead, the MIB and all insurers will no doubt be very busy.

The Association of British Insurers (ABI) suggested motorists should ideally apply one month prior to travelling, so it's worth planning ahead to avoid disappointment or disruption.

### What if I have an accident whilst driving in the EU?

In the event of a no-deal Brexit, UK motorists suffering a road traffic accident may have to make a claim with the foreign insurer directly.

In uninsured and 'hit and run' cases, the MIB or equivalent would ordinarily pay compensation costs. However, this may not be the case, and so access to compensation claims could vary from country to country.

### Can I drive a trailer?

Yes, you can drive a trailer.

From the date of a no-deal Brexit, you must register commercial trailers over 750kg and all trailers over 3,500kg before they can travel in Europe.

### If I have more than one vehicle, do I need more than one Green Card?

If you have several trailers and vehicles, you may require more than one Green Card. To find out more, speak with your insurer who will explain how many you require.

### Will I definitely need a Green Card to drive in Europe?

You will need a Green Card if there is no deal in place

after the UK exits the EU.

However, regardless of whether there will be a no-deal, a deal has been made between UK and European insurance authorities to waive the need of a Green Card.

However, this has not been ratified by the European Commission.

Whether you are a haulage or courier business operating in and out of Europe or planning on a small trip to France with your family, motor insurance is likely to change.

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# wellbeing

## Manage the **stress** of being the **best**

### **How do you manage the stress of being the best?**

If you're really focused on never putting a foot wrong it can be overwhelming and exhausting, not just for you but for all concerned.

You may even be aware of people who check their work so often that they effectively become word-blind and would find it hard to tell if there was an error!

If you're at that stage in your pursuit of being the best you can lose the ability to critically review your work.

Whilst caring enough to be good, making an effort to improve and aiming to produce an exceptional piece of work all have an important role. It's also important not to subject ourselves to constant overbearing scrutiny and pressure.

It's stressful to be subjected to other people snapping at our heels, waiting for us to fail or cave under the unremitting pressure and criticism. They're impatiently biding their time so that they can replace us and step into our role.

### **Let's consider some ways to manage the stress of being the best.**

**If we work in a highly competitive environment** we may feel stressed and living under constant 'supervision'.

The problem with this scenario is that stress generates more stress and becomes debilitating over time.

We may find our clear thinking, powers of concentration and focus are all affected, as well as our health and wellbeing, ability to sleep and enjoyment of a good-humoured approach to life.

Being firm about breaks and time out is important, as is trying to remove yourself from negative people and situations as often as possible.

**Some responsibilities are important** and matter more than others. Yes, a client, customer or friend deserve to have their requests treated with due deference and respect but some things are urgent whilst others are less so.

Whilst we shouldn't agree to help or undertake something we can't fully commit to, equally there are times when enough is enough. Not every piece of work requires being worked on throughout the night or being double, triple or quadruple checked!

However, it may be a useful strategy to have someone look over any work that you're apprehensive about. A trusted third-party can often provide valuable reassurance.

**There's no need to be an expert in every area.** There will be times when our skills are not up to a particular request. There may be areas which we don't fully understand or are not trained in.

Accept and admit this rather than try to muddle through. Offer to source someone who's competent in that field and forge a connection with them; it could even lead to you forming an alliance or partnership, on occasion resulting in a lucrative new string to both your bows.

**How do you feel if someone says that they can't do something?** So long as it's done in the right way, not too often or after they've made a hash of an important piece of urgent work I'm sure you appreciated their honesty and were understanding.

It helps if you're offered alternative solutions, perhaps a contact they have or a working relationship with someone in that field who could step in and fill the breach. Doing that could result in a win/win for all concerned.

Reflect on what worked for you

and determine to adopt that approach.

**Aiming to constantly be the best can require sacrifices** to be made, and it's often our personal life which takes the strain as it's the path of least resistance.

We may find ourselves cancelling or missing out on precious moments with our children, or time with our partner or social occasions with family or friends. Deciding to side-line those times means that not only do we miss out on personal rest and relaxation, but we also risk damaging or alienating those relationships through neglect.

When people are regularly dropped they will start to cope without you, but also get the message that you care more about work than you do about them.

**Manage the stress of being the best by focusing on developing your brand** and letting it work for you. Becoming the 'go to' guy in a particular niche can be achieved by giving demonstrations, free samples, talks, workshops, writing articles and blogs, maintaining a high-profile.

Turning up consistently, whether it be at network meetings, online or in the media can be managed to suit your lifestyle, so easing the stress. Let potential customers become so familiar with your name that you automatically spring to mind whenever your area of expertise is being considered.

**Let others sing your praises.** Rather than hassle people for endorsements, step back and let your good work speak for itself.

When other people become your ambassadors they recommend you with confidence, pleased that they know someone

who's good. Equally, be keen to recommend people you know, like and trust.

Oil the wheels of your relationships and then the stress to be the best will subside as you become quietly confident in your field.

**Let others contribute and be part of your team.** They may not work in the same way as you but you'll get more enthusiasm, commitment and potentially great new ideas from them as a consequence.

There are many ways to manage the stress of being the best. Don't let perfectionism get in the way of you doing a great job!



**Susan Leigh** MNCH (ACC)

Altrincham, Cheshire and South Manchester counsellor, hypnotherapist, relationship counsellor, writer and media contributor offers help with relationship issues, stress management, assertiveness and confidence. She works with individual clients, couples and provides corporate workshops and support.

She's author of 3 books, all on Amazon and with easy to read sections, tips and ideas to help you feel more positive about your life.

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For more articles, information or to make contact please call

**0161 928 7880** or visit

[www.lifestyletherapy.net](http://www.lifestyletherapy.net)

# diary dates

## page 9 Altrincham & Sale Chamber

**Chamber Open Evening**  
**Small Business Commissioner Presentation, Q&A, Networking**  
**8 May** 5.30pm - 8.00pm  
 Venue Robins & Day Dealership, 253 Washway Road, Sale M33 4BL  
 Cost £5  
 Contact Paul Mirage 07708 987518  
 Tickets on EventBrite

## Breakfast Matters - Monthly breakfast networking on thursdays

**2 May, 6 June, 4 July, 1 Aug, 5 Sept**  
 8.30am - 10.00am  
 Venue Cresta Court Hotel, Altrincham WA14 4DP  
 Cost £15  
 Contact 0161 941 3250  
 Lorraine Deeny, Office Manager,

## 4 Networking

Fortnightly breakfasts, lunches and evening networking

Manchester City Centre, Salford Quays, Didsbury, Ashton, Stockport, Cheadle, Knutsford & Wilmslow, Macclesfield, Bolton, Warrington

Full listings can be found on:  
[www.4networking.biz](http://www.4networking.biz)

## Bowdon Business Club

Weekly every Friday - includes full breakfast  
 6.45am - 8.30am

Venue Mercure Bowdon Hotel, Langham Road, Bowdon WA14 2HT  
 Cost £10  
 Contact Members@BowdonBusinessClub.co.uk

## Business for Breakfast

Networking - Fortnightly

Venues Events are held at Bolton, Bury, Stockport, Heaton Park, Didsbury, Littleborough, Manchester, Oldham, Stockport and Whitefield  
 Cost £10  
 Contact [www.bforb.co.uk](http://www.bforb.co.uk) or email [centralservices@bforb.co.uk](mailto:centralservices@bforb.co.uk)

## Business over Breakfast

Networking - fortnightly

Venues Meetings held all over the Northwest, Greater Manchester and Manchester City Centre  
 Cost £15  
 Contact [www.bobclubs.com](http://www.bobclubs.com)  
 Tracy Heatley 07812 076946

## Carrington Business Park

Business Networking in the Park

**Monthly** 9.30 - 11.30am  
 Venue Pembroke House, Carrington Business Park, Manchester M31 4DD  
 Contact 0161 776 4000  
[info@cbpl.co.uk](mailto:info@cbpl.co.uk)

## DataCentres North

2 Day Exhibition and Conference  
 30 April + 1 May

Venue 9.00am - 5.00pm (4.00pm on 1 May)  
 Emirates Old Trafford, Old Trafford, Manchester M16 OPX  
 Cost FREE  
 Contact 01892 518 877  
[datacentres@stepex.com](mailto:datacentres@stepex.com)  
[www.datacentresnorth.com](http://www.datacentresnorth.com)

## Dynamic Networking

Free Business Networking also with the FSB

**Sale - 3rd Tuesday monthly**  
**16 Apr, 21 May, 18 Jun, 16 Jul**  
 5.30pm - 7.30pm  
 Venue The Boathouse, Sale Water Park, Rifle Road, Sale M33 2LX  
 Cost Donation to charity  
 Contact Natalie Lewis  
[natalie@dynamicnetworking.biz](mailto:natalie@dynamicnetworking.biz)  
[www.dynamicnetworking.biz](http://www.dynamicnetworking.biz)

## page 6 Federation of Small Businesses

Networking Altrincham

**15 Apr, 20 May, 17 Jun, 15 Jul**  
 6.00pm - 8.00pm  
 Venue altspace, Kennedy House, 31 Stamford Street, Altrincham WA14 1ES  
 Cost FREE

Network Bolton

**23 Apr, 28 May, 25 June, 23 July**  
 5.30pm - 7.30pm  
 Venue Last Drop Village, Hospital Road, Bromley Cross, Bolton BL7 9PZ  
 Cost FREE

Network Media City

**13 May, 3 June, 1 July** 6.00pm - 8.00pm  
 Venue TBC - Please see [www.fsb.org.uk](http://www.fsb.org.uk) for further details  
 Cost FREE  
 Contact Rose McAteer 07917 628916  
[rose.mcateer@fsb.org.uk](mailto:rose.mcateer@fsb.org.uk)

## Forward Ladies

Women's Networking Power Business Breakfast Club - Monthly

**8 May, 5 June, 3 July**  
 9.30am - 11.00am  
 Venue Executive Education Centre, Alliance Manchester Business School Booth Street West, Manchester M15 6PB  
 Cost £15  
 Contact 0845 6434 940  
[enquiries@forwardladies.com](mailto:enquiries@forwardladies.com)

## page 7 Freight North

Networking evening for everyone in the Freight Sector in the North

**2 May** 6.00pm - 11.00pm  
 Venue Barca Bar, 8 - 9 Catalan Square, Castlefield, M3 4RU  
 Cost FREE  
 Contact Tickets from Eventbrite

## page 30 First Friday Connectworking

City Centre Business Networking with GM Business Connect Magazine in association and in support of Forever Manchester Charity

**5 Apr** 4.00pm - 6.00pm  
 Venue The Botanist, 78 Deansgate, Manchester M3 2FW  
 Cost £15  
**3 May** 4.00pm - 6.00pm  
 Venue The Alchemist, 3 Hardman Street, Spinningfields M3 3HF  
 Cost £15  
 Tickets on Eventbrite: **First Friday Connectworking**  
 Contact Paul Mirage 07708 987518  
[paul@businessconnectpublishing.co.uk](mailto:paul@businessconnectpublishing.co.uk)

## page 23 Greater Manchester Business Expo 2019

**17 May 2019**  
 9.00am - 3.00pm  
 Venue USN Bolton Arena, Arena Approach, Horwich, Bolton BL6 6LB  
 Cost FREE  
 Contact shoutexpo.com/manchester/  
 Exhibitor or Partner Opportunities:  
 Jordan Conlin - 01772 642830

## Greater Manchester Chamber of Commerce

Action4Business Networking, Sector lunches, Economic Updates

Full listings can be found on:  
[www.gmchamber.co.uk](http://www.gmchamber.co.uk)  
 Contact 0161 393 4321

**High Peak Business Club**  
 Regular monthly breakfast networking with high calibre speakers

**18 Apr, 17 May, 14 June** 7.30am - 9.30am  
 Venue Chapel-en-le-Frith Golf Club, Manchester Rd, Chapel-en-le-Frith, High Peak SK23 9UH  
 Cost £25  
 Contact [edwinacurrie@sky.com](mailto:edwinacurrie@sky.com)  
[www.highpeakbusinessclub.co.uk](http://www.highpeakbusinessclub.co.uk)

## page 27 K-Club

Entrepreneur's networking breakfast

**2 Speakers + Full English Breakfast**  
**27 June, 19 Sept, 8 Oct** 7.30am - 10.00am  
 Venue AJ Bell Stadium, Barton-Upon-Irwell, Salford M30 7EY  
 Cost £38.03

Women's Business Lunch + Speaker

**14 May** 12.30pm - 2.15pm  
 Venue Great John Street, Hotel, Great John Street, Manchester M3 4FD  
 Cost £44.27  
 Contact Amanda Manson 07754 069 829  
[www.k-club.co.uk](http://www.k-club.co.uk)

## Manchester Business Breakfast Club

Weekly Networking every Friday

- includes breakfast 7.00 - 8.30am  
 Venue Manchester Tennis & Racquet Club, 33 Blackfriars Road, Salford M3 7AQ  
 Cost Visitors free for 2 visits  
 Contact 0161 820 1135  
[info@manchester-bbc.co.uk](mailto:info@manchester-bbc.co.uk)

## M62 Connections

PAYG Networking Wednesdays Fortnightly

**17 Apr, 1 May...** 9.30am - 11.30am  
 Venue The Coach House, Wilderspool Wood, Trafford Centre M17 8WW  
 Cost £10

Thursdays Fortnightly

**11 Apr, 25 Apr...** 9.30am - 11.30am  
 Venue The Sandbrook, Sandbrook Way, Rochdale, OL11 1RY  
 Cost £10

Contact Bill Dove 07932 044 743  
[m62connections.co.uk](http://m62connections.co.uk)

## page 10 pro-manchester

Hot topic breakfasts, Sector lunches, Economic Updates

Full listings can be found on:  
[www.pro-manchester.co.uk](http://www.pro-manchester.co.uk)  
 Contact Nicola McCormick 0161 817 3483  
[nicola.mccormick@pro-manchester.co.uk](mailto:nicola.mccormick@pro-manchester.co.uk)

## Shout! Network

Bolton Networking Group

**Tuesdays Fortnightly. Breakfast Included**  
**16 Apr, 30 Apr, 14 May, 28 May, 11 June**  
 9.30am - 11.30am  
 Venue Dunsar Golf Club, Egerton BL7 9QY  
 Cost £10  
 Contact Richard Singleton  
[richard@shoutnetwork.co.uk](mailto:richard@shoutnetwork.co.uk)

Bury Networking Group

**Tuesdays Fortnightly. Breakfast Included**  
**10 Apr, 24 Apr, 8 May, 22 May, 5 Jun, 19 Jun**  
 9.30am - 11.30am  
 Venue Old Mill Hotel and Leisure Club, Springwood Street, Ramsbottom BL0 9DT  
 Cost £10  
 Contact Richard Singleton  
[richard@shoutnetwork.co.uk](mailto:richard@shoutnetwork.co.uk)

Manchester Networking Group

**Wednesdays Fortnightly. Lunch included**  
**17 Apr, 1 May, 15 May, 29 May, 12 June**  
 12.00noon - 2.00pm  
 Venue ABode Hotel, 107 Piccadilly, Manchester M1 2DB  
 Cost £10  
 Contact Andy Skelding  
[andy@shoutnetwork.co.uk](mailto:andy@shoutnetwork.co.uk)

Leigh Networking Group

**Wednesdays Fortnightly. Lunch included**  
**10 Apr, 24 Apr, 8 May, 22 May, 5 June**  
 12.00noon - 2.00pm  
 Venue Leigh Sports Village, Sale Way, Leigh WN7 4JY  
 Cost £10  
 Contact Andy Skelding  
[andy@shoutnetwork.co.uk](mailto:andy@shoutnetwork.co.uk)

## SK8 Networking

Fortnightly early networking

**every first and third Wednesday**  
 7.30am  
 Venue Café Unity, 228 Finney Lane, Heald Green, SK8 3QA and Cheadle Royal Table Table, Royal Crescent, Cheadle SK8 3FE  
 Cost £5  
 Contact Chris Jones  
 0161 437 5999 / 07757 710199

## Stockport Expo 2019

**4 July 2019**  
 10.00am - 4.00pm  
 Venue Stockport County FC, Edgeley Park, Hardcastle Road, Stockport SK3 9DD  
 Cost FREE  
 Contact Organised by The Business Bible, tickets available from EventBrite

## The South Manchester Business Association

Weekly networking breakfast

**every Wednesday**  
 6.45am - 8.15am  
 Venue Mercure Bowdon Hotel, Langham Road, Bowdon WA14 2HT  
 Cost FREE  
 Contact 0161 962 5195 [smba.org.uk](http://smba.org.uk)

## The Business Network Manchester

Business Lunch 25 Apr, 22 May, 27 June

12noon - 2.00pm  
 Venue The Lowry Hotel, 50 Dearmans Place, Chapel Wharf, Manchester M3 5LH  
 Cost £42.50  
 Contact Helen Bennett 0870 751 7523  
[helen@business-network.co.uk](mailto:helen@business-network.co.uk)

## The Business Network South Manchester

Business Lunch

**9 May, 6 June, 7 Nov, 5 Dec**  
 12noon - 2.00pm  
 Venue Manchester Airport Marriott Hotel, Hale Road, Hale Barns, Altrincham WA15 8XW  
**4 July, 1 Aug, 5 Sept, 3 Oct**  
 12noon - 2.00pm  
 Venue Best Western Plus Pinewood on Wilmslow, 180 Wilmslow Road, Handforth, Wilmslow SK9 3LF  
 Cost £32.00+VAT  
 Contact Simon Coy 07860 121773  
[simon@business-network.co.uk](mailto:simon@business-network.co.uk)

## page 29 The Northern Business Exhibition 2020

2 Day business Expo

**17+18 March 2020**  
 10.00am - 4.00pm  
 Venue Manchester Central, Windmill Street, Manchester M2 3GX  
 Cost FREE (pre-registration required)  
 Contact [www.northernbusinessexpo.com](http://www.northernbusinessexpo.com)  
 0330 1222 049

GM Business Connect are media partners and will be exhibiting - visit us!

## Trafford Business Club

Weekly Networking every Friday

- early networking includes breakfast  
 6.30 - 8.30am  
 Venue Sale FC, Heywood Road, Sale M33 3WB  
 Cost £5 for guests  
 Contact David Lawton 07973 502595

## Women's 20/20

Women's networking - second Wednesday

**10 Apr, 8 May, 12 June, 10 July**  
 12.15 - 2.30pm  
 Venue Mercure Bowdon Hotel, Langham Road, Bowdon WA14 2HT  
 Cost £20 for non-members  
 Contact Catherine Sandland  
[enquiries@2020network.co.uk](mailto:enquiries@2020network.co.uk)

## Don't forget your Business Cards!

**Please note** If you plan to attend any of the above events please ensure all details are correct in advance. Whilst every effort has been made to confirm accuracy some details may be subject to change.

# places to meet

## All Star Lanes

**Address** The Great Northern, 235 Deansgate  
Manchester M3 4EN  
**Contact** 0161 871 3600  
**Facilities** Private Bowling Room

## Altospace Altrincham

**Address** First Floor, Kennedy House,  
31 Stamford Street,  
Altrincham WA14 1ES  
**Contact** 07946 728 863  
**Facilities** Co-working office space

## Albert Square Chop House

**Address** Memorial Hall, 14 Albert Square,  
Manchester M2 5PF  
**Contact** 0161 834 1866  
**Facilities** Function Room, Restaurant, Pub

## Barclays Eagle Labs

**Address** Union, Albert Square,  
Manchester M2 6LW  
**Contact** eaglelabs@barclays.com  
<https://labs.uk.barclays/>  
**Facilities** Co-working and office space

## Bizspace

### Atlantic Business Centre

**Address** Atlantic Street, Altrincham WA14 5NQ  
**Contact** 0161 926 3600  
**Facilities** Conference Rooms, Café

## Bizspace

### Empress Business Centre

**Address** 380 Chester Road,  
Manchester M16 9EA  
**Contact** 0161 877 5579  
**Facilities** Meeting Rooms, Offices

## Bizspace

### Hollinwood Business Centre

**Address** Albert Sreet, Failsworth,  
Oldham OL8 3QL  
**Contact** 0161 684 2319  
**Facilities** Meeting Rooms, Offices

## Bowdon Rooms *The Cinnamon Club*

**Address** The Firs, Bowdon,  
Altrincham WA14 2TQ  
**Contact** 0161 282 0011  
**Facilities** Conferences, Boardroom, Live Music

## Café Gourmand

**Address** 221 Ashley Road, Hale WA15 9SZ  
**Contact** 0161 929 6050  
**Facilities** Coffee and Patisserie Shop

## Carrington Business Park

**Address** Carrington Lane, Carrington,  
Manchester M31 4DD  
**Contact** 0161 776 4000  
**Facilities** Café, Conference Rooms

## Citibase

### Salford

**Address** Merchants Quay, Salford M50 3SG  
**Contact** 0161 660 6204

### Trafford

**Address** Oakland House, 76 Talbot Road,  
Old Trafford, Manchester M16 0PQ  
**Contact** 0161 464 7287 / 07920 763 889

### Warrington

**Address** The Genesis Centre, Garrett Field,  
Birchwood, Warrington WA3 7BH  
**Contact** 01925 396 800

**Facilities** Serviced Offices, Meeting Rooms

## Clayton Hotel Manchester Airport

**Address** Manchester Airport, Outwood Lane,  
Manchester M90 4HL  
**Contact** 0161 498 0333  
**Facilities** Events and Conferences

## Costa Coffee

**Address** 33-35 George Street,  
Altrincham WA14 1RN  
**Contact** 0161 929 0382  
**Address** Century House, Ashley Road,  
Hale WA15 9SF  
**Contact** 0161 926 9913  
**Address** Golden Way, Urmston,  
Manchester M41 0NA  
**Contact** 0161 926 7707  
**Facilities** Coffee, Snacks

## Cresta Court Hotel

**Address** Church Street,  
Altrincham WA14 4DP  
**Contact** 0161 927 7272  
**Facilities** Snack, Rest, Hotel, Free Parking

## DeVere Venues

**Address** Cheadle House, Cheadle Royal  
Business Park, Cheadle SK8 3FS  
**Contact** 0161 492 100  
**Facilities** Conference, Leisure, Restaurant

## Emirates Old Trafford

### Home of LCCC - Event Space

**Address** Talbot Road, Manchester M16 0PX  
**Contact** 0161 282 4020  
**Facilities** Conference, Meeting Rooms, Events

## Hilton Manchester

**Address** Deansgate, Manchester M3 4LQ  
**Contact** 0161 870 1600  
**Facilities** Hotel, Meeting Rooms, Conferences

## Hilton Manchester Airport

**Address** Outwood Lane, Manchester  
M90 4WP  
**Contact** 0161 435 3000  
**Facilities** Hotel, Meeting Rooms, Conferences

## Holiday Inn Express

### Trafford City

**Address** 2 Mercury Way, Urmston,  
Manchester M41 7PA  
**Contact** 0333 003 0050  
**Facilities** Meeting Rooms, Events

## Holiday Inn Manchester Central Park

**Address** 888 Oldham Road, Manchester,  
M40 2BS  
**Contact** 0161 277 6910  
**Facilities** Starbucks, Meeting Rooms  
Free WiFi, Free Parking

## Houldsworth Mill

**Address** Houldsworth Street, Reddish,  
Stockport SK5 6DA  
**Contact** 0161 975 6000  
**Facilities** Meeting Rooms, Conferences

## iFLY

**Address** Trafford Quays Leisure Village,  
9 Trafford Way, Stretford,  
Manchester M41 7JA  
**Contact** 0845 331 6549  
**Facilities** Indoor Skydiving,  
Corporate packages

## La Famiglia

**Address** 12-14 Victoria Road, Hale,  
Altrincham WA15 9AD  
**Contact** 0161 929 9626  
**Facilities** Italian Restaurant

## Macdonald Manchester Hotel

**Address** London road, Manchester M1 2PG  
**Contact** 0344 879 9088  
**Facilities** Leisure Club, Spa,  
Conference Centre, Restaurant

## Manchester Airport Marriott Hotel

**Address** Hale Road, Hale Barns,  
Cheshire WA15 8XW  
**Contact** 07711 556913  
**Facilities** Leisure Club, Spa,  
Conference Centre, Restaurant

## Manchester Escalator

**Address** 233 Deansgate, Manchester M3 4EN  
**Contact** 07711 556913  
**Facilities** Coffee, Food, Meeting Rooms

## Mercure Bowdon Hotel

**Address** Langham Road, Bowdon WA14 2HT  
**Contact** 0161 928 7121  
**Facilities** Hotel and Leisure, Free Parking

## Midland Hotel

**Address** 16 Peter St, Manchester M60 2DS  
**Contact** 0161 236 3333  
**Facilities** Function Rooms, Hotel

## Mr Thomas's Chop House

**Address** 52 Cross Street, Manchester M2 7AR  
**Contact** 0161 832 2245  
**Facilities** Restaurant, Pub

## Orega Offices

**Address** 3 Piccadilly Place, Manchester M1 3BN  
76 King Street, Manchester M2 4NH

Blue Tower, MediaCityUK M50 2ST

**Contact** 0800 840 5509  
**Facilities** Meeting Rooms, Serviced Offices

## Radisson Blu

**Address** Chicago Avenue, M90 3RA  
**Contact** 0161 490 5000  
**Facilities** Hotel, Meeting Rooms

## Red Rooms

### Meeting rooms in Bruntwood

**Address** Station House, Stamford New Road,  
Altrincham WA14 1EP

Landmark House, Station Road,  
Cheadle Hulme, Cheshire SK8 7BS

111 Piccadilly, Manchester M1 2HY

**Contact** 0843 504 4753  
**Facilities** Offices, Meeting Rooms

## Regus

### Meeting rooms for hire

**Address** Adamson House,  
Towers Business Park,  
Wilmslow Road, Didsbury M20 2YY  
**Contact** 0161 955 4200

**Address** Regus Express Hilton  
Manchester Airport, Outwood Lane,  
Manchester M90 4WP  
**Contact** 0161 261 1440 / 07785 253 488

**Address** 5300 Lakeside, Cheadle Royal  
Business Park, Cheadle SK8 3GP  
**Contact** 0161 246 6000

**Address** Manchester Business Park,  
3000 Aviator Way,  
Manchester M22 5TG  
**Contact** 0845 300 3585

**Facilities** Business Lounges, Offices, Day Office  
Reserved Co-working, Meeting Rooms

## Runway Visitor Park

**Address** Sunbank Lane, Altrincham  
WA15 8XQ  
**Contact** 0161 489 3932  
**Facilities** Conference Room, Conference area  
underneath Concorde, Restaurant,  
Concorde Experience and Tours,  
Meeting Rooms

## Sam's Chop House

**Address** Back Pool Fold (off Cross Street),  
Manchester M2 1HN  
**Contact** 0161 834 3210  
**Facilities** Restaurant, Pub

## St Anthony's Centre

**Address** Eleventh Street, Trafford Park,  
Manchester M17 1JF  
**Contact** 0161 848 9173  
**Facilities** Conference Rooms

## St James Club Manchester

**Address** 45 Spring Gardens,  
Manchester M2 2BG  
**Contact** 0161 829 3000  
**Facilities** Private Members' Club,  
Function Rooms, Business Suite

## San Carlo Fiorentina

**Address** Manchester Airport, Marriott Hotel,  
Hale Road, Hale Barns,  
Cheshire WA15 8XW  
**Contact** 0161 904 5043  
**Facilities** Bar & Restaurant

## The Coffee House

**Address** Warburton House, 14 Eagle Brow,  
Lymm WA13 0LJ also at  
102 School Road, Sale M33 7XB  
**Contact** 01925 551797  
**Facilities** Coffee, Snacks

## The FUSE

**Address** Warburton Lane, Partington M31 4BU  
**Contact** 0161 393 4511  
**Facilities** Conferences, Meeting Rooms, Events

## The LifeCentre

**Address** 235 Washway Road, Sale M33 4BP  
**Contact** 0161 850 0770  
**Facilities** Meeting Rooms, Café

## The Lowry Hotel

**Address** 50 Dearmans Place, Chapel Wharf  
Manchester M3 5LH  
**Contact** 0161 827 4000  
**Facilities** Conference, Leisure, Hotel

## The Mere Golf Resort & Spa

**Address** Chester Road, Mere,  
Knutsford, Cheshire WA16 6LJ  
**Contact** 01565 830 155  
**Facilities** Meeting Rooms, Conferences

## The Offices

**Address** 53 King Street, Manchester M2 4LQ  
**Address** 46 Barton Arcade, Deansgate,  
Manchester M3 2BW

**Contact** 0161 835 9560  
**Facilities** Meeting Rooms, Hot Desks,  
Business Lounge, 1GB Wi-fi, Gym

## Thrive Office Space

**Address** Foundry House, Widnes Business Park,  
Waterside Lane, Widnes WA8 8UD

**Address** Miller House, 47-49 Market Street,  
Farnworth BL4 7NS

**Contact** 0800 031 5464  
**Facilities** Meeting Rooms, Boardrooms, Offices

## Victoria Warehouse

**Address** Trafford Wharf Road, Stretford,  
Manchester M17 1AB  
**Contact** 0161 660 7000  
**Facilities** Conference, Leisure, Hotel

## Village Café

**Address** 221 Ashley Road, Hale,  
Altrincham WA15 9SZ  
**Contact** 0161 929 6050  
**Facilities** Café

## Warren Bruce Court

**Address** Warren Bruce Road, Trafford Park,  
Manchester M17 1LB  
**Contact** 0845 602 5047  
**Facilities** Meeting Rooms



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# First Friday



FOLLOW US

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## #CONNECTWORKING

### First Friday City Centre business networking!

Join Manchester's business community for our regular monthly networking event, in association and in support of **Forever Manchester Charity**.

Entry includes Forever Manchester Tombola ticket plus bring your business cards for our **FREE DRAWS** to win some **FANTASTIC PRIZES!**

Friday 5 April • 4pm - 6pm • The Botanist, 78 Deansgate, Manchester M3 2FW

Friday 3 May • 4pm - 6pm • 3 Hardman St, Manchester M3 3HF

Please check on our website for further details.

Also on 7 June, 5 July, 2 August... onwards!

Please see [www.gmbusinessconnect.co.uk](http://www.gmbusinessconnect.co.uk) for ongoing details.

Tickets only £15 from Eventbrite: **First Friday Connectworking**

Don't forget your business cards!



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