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December/January 2018

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Andy Burnham at K-Club

GM Mayor speaks at the regular Salford networking event for entrepreneurs.



Small Business Sunday #SBS

Theo Paphitis gives an exclusive interview on his fast growing small business community.

Connectworking Lunch 2017

A review of our business network lunch with Edwina Currie and Phil Jones MBE.

School playground or high performing team?

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Model shown is C-HR Dynamic Hybrid with leather 5 door Coupe FWD 1.8 VVT-i Auto at £29,080. Price excludes metallic paint at £545. Prices correct at time of going to print. *Business users only. Initial rental and VAT applies. Available on new leases of model shown when ordered and proposed for finance between 2nd October 2017 and 17th December 2017, registered and financed by 31st March 2018 through Toyota Financial Services on Toyota Contract Hire. Advertised rental is based on a 36 month non-maintained contract at 8,000 miles per annum with an initial rental of £1,434 +VAT. Excess mileage charges apply. Metallic or pearlescent paint are not included. You will not own the vehicle. Other finance offers are available but cannot be used in conjunction with this offer. Offer may be varied or withdrawn at any time. At participating Toyota Centres. Toyota Centres are independent of Toyota Financial Services. Guarantees and indemnities may be required. Finance subject to status to over 18s only. Toyota Financial Services (UK) PLC. Registered Office: Great Burgh, Burgh Heath, Epsom, KT18 5UZ. Authorised and regulated by the Financial Conduct Authority. Terms and conditions apply.

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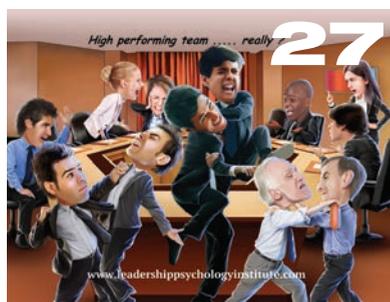
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welcome

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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DESIGNED, EDITED AND PUBLISHED BY
Jon Cheetham, Paul Mirage.

ADDITIONAL CONTRIBUTORS
Strand Creative Web Design, Martin Hambleton, Ian Cartwright

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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. If you regularly send out press releases, or if you are looking for press coverage of a newsworthy event, please get in touch either by phone or send an email to editorial@gmbusinessconnect.co.uk

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news

NW Businesses in the dark about GDPR

According to Warrington-based learning provider Litmos Heroes it's been discovered that 22 per cent of North West businesses haven't even heard of the new EU regulations, which come into force in May 2018.

Just 14 per cent said they could be GDPR-ready tomorrow and almost one in ten admitted they don't comply with current UK data protection laws.

Despite the threat of fines of up to 20 million Euros for non-compliance, more than one in five North West business leaders admit they have never even heard of the

new EU General Data Protection Regulation (GDPR).

With less than six months to go until the wide-ranging new EU regulations come into force, the research of more than 500 UK business leaders and decision makers discovered that 22 per cent of North West businesses are in the dark about the law changes.

Just 54 per cent are currently making changes to ensure their business is ready and worryingly, 86 per cent admitted that if the regulation was brought in tomorrow, they wouldn't be ready.

The research also found that three per cent of those asked confessed

that they don't plan to do anything at all to meet the regulation's guidelines, despite the May 2018 deadline looming large.

Tom Moore, Managing Director of Litmos Heroes, said that now was the time for North West businesses to act. "I think this study has painted a really interesting – and slightly concerning – picture of how seriously some North West businesses are taking GDPR," he said. "Make no mistake, the new regulation is coming, and if you handle the data of any EU citizen – Brexit or no Brexit – it will apply to your business.

"Around ten per cent of the North

West business leaders included in our survey said they didn't think GDPR would be strictly enforced, but come May 2018 they still need to be ready, because this is going to be enforced whether we like it or not."

The GDPR was adopted into law by the EU Parliament in April 2016 and, from May 25, 2018, it will apply to all companies processing and holding the personal data of people who live in the EU, regardless of where the business is located.

Nationally, almost a third of UK business leaders admit they have never even heard of the GDPR.



According to figures the UK construction industry could see more than 600,000 jobs automated and workers re-skilled for new roles by 2040. The sector could also deliver an extra £25bn annually to the UK economy by 2040 if its productivity 'gap' is closed.

Mace – the International property consultancy – has outlined three key recommendations to ensure that the UK's construction sector has the infrastructure to deliver the skills

it needs by 2040.

Depending on the pace of technological change, Mace estimates that up to 600,000 jobs in the sector could be replaced by new technology in the next two decades. The research has been published as part of Mace's latest Insights report, entitled 'Moving to Industry 4.0: A skills revolution'.

Industry 4.0 is the collective term for a range of technologies, such as cloud computing, the Internet of Things,

Next industrial revolution set to transform more than half a million construction jobs

artificial intelligence, autonomous vehicles and robotics, that experts believe represent a new 'industrial revolution'.

The report argues that the figures – although only projections – give a sense of the scale of the talent pool that will need to be re-skilled to allow the construction sector to move to Industry 4.0 and embrace productivity-improving technologies.

Mace warns that without a major effort to reskill the current workforce and attract a new generation of more tech savvy workers, the construction industry and the UK will lose out on the potential productivity benefits of the next industrial revolution.

The construction sector has long suffered from a productivity gap, where it has failed to match the productivity gains seen in other UK industries.

If it was able to properly move to Industry 4.0 and capture just half of the gains made elsewhere in the wider economy it could deliver an extra £25bn a year to the UK by 2040.

Improving productivity in the sector would also have a knock-on effect on UK housebuilding and infrastructure delivery, helping to alleviate the housing shortage and ensure that major infrastructure projects are more likely to be delivered on-time and within budget.

Social enterprises and charities encouraged to apply for funding from £4 million fund

Social enterprises and charities from across Greater Manchester are being encouraged to apply for investment from a £4 million fund. The 'Invest for Impact' fund is dedicated to creating long-lasting social impact in communities around the region by offering finance between £50,000 and £150,000 in the form of grants and loans.

The funding can be obtained through First Ark Social Investment, who work with social organisations by supporting

them through the application process. First Ark Social Investment has already approved over £1.4 million with a broad range of charities.

First Ark Social Investment is also an approved Access Point for the Reach Fund which provides smaller grants of up to £15,000. First Ark Social Investment have a team of financial services professionals to assist organisations looking for funding, advising them on the best finance solutions to suit their needs

and maximising their chances of a successful application.

First Ark Social Investment have now issued a call for more applications from charities and social enterprises across the North West.

First Ark group head of investments, Hannah Jones, said: "The North West social economy has gone from strength to strength over the last 12 months and we're already starting to see our social investments deliver positive change in

communities across the region.

"We are really pleased with the work that we have done over the last year, however, we are always looking to do more and that's why we are asking charities and social enterprises to speak to us about their financing needs."

Anyone who is interested in speaking to First Ark Social Investment about finance for their social organisation should call **0800 464 0797** and ask to speak to one of the investment team.



Budgeting for the regional economy

Commenting on the Chancellor's Autumn Budget statement, Christian Spence, Head of Research and Policy at Greater Manchester Chamber of Commerce, said:

"The Chancellor had a difficult job in balancing competing expectations of both fiscal prudence and economic reform, with these having to be delivered against markedly lower growth forecasts for the UK economy, weak productivity and the challenges both abroad of Brexit and at home with housing, benefit reform and stagnant wages.

"There are a number of positive measures brought forward, particularly around housing and stamp duty, universal credit and investment. However, perhaps the key point from this budget is that the long-term growth rate of the UK economy looks now to be only around 1.5% with continued weak productivity, and it is through this lens that all other policies should be viewed.

"Greater Manchester was mentioned numerous times, with confirmation of £243m from a Transforming Cities Fund for local transport, support to develop a local industrial strategy

and on land value capture, as well as investment for homelessness initiatives. Measures around support for the housing market are welcome, but the review into land banking must be handled with caution as this could be riddled with unexpected consequences.

"But for businesses, the biggest positive message is in business rates reform. The indexation to CPI instead of RPI will save Greater Manchester businesses around £10m per year, though we must now also consider the effects that this may have on our local authorities at a time of 100% retention of revenues. Revaluations moving to every three years instead of five will help to smooth the gaps, but it must be matched with a reduction of administrative burden and a simplification of the system overall.

"Overall, the Chancellor has managed to deliver a better Budget than many commentators were expecting. The challenges facing the UK overall and its businesses are large; this Budget will have helped for some of those, but there remains much to be done to prepare the UK for its future outside of the EU."

MC Construction flying high with Manchester Airport framework role

High-flying MC Construction is celebrating after landing a place on Manchester Airport's building services framework.

The appointment is for three years initially and covers airside and landside building works for up to £3m as well as fit-outs to retail, office and commercial properties.

Family-owned MC Construction, which is based in Salford and operates across the north west, has a range of framework partnerships, including ones with Royal Mail, the University of Manchester, Salford City Council and Cheshire East Council.

Operations director Michelle

Richardson said: "The airport is the global gateway to the north of England, serving 27 million passengers a year flying to 210 destinations, and is an exciting new client for the company.

"The work we will be carrying out at the airport will benefit the entire region by helping to create improved facilities for passengers, staff and companies based there. We are also committed to using local labour and suppliers for our projects.

"We are looking forward immensely to commencing projects as part of the framework. The appointment is also a significant boost to MC Construction as we aim to achieve our turnover target of £20m by 2018."

New look for two of Greater Manchester's business centres

Two of Greater Manchester's business centres are celebrating a rebrand and are now under new management as part of a UK-wide merger.

The centres in Rochdale (Norman Road) and Bolton (Manchester Road) are now under new management, having been rebranded from Evans Easyspace to Flexspace.

Lee Maytum, Managing Director of Flexspace, explains: "At the start of

2017 we started to merge 50 Evans Easyspace centres across the UK into an existing portfolio of eight Flexspace centres.

"The rebrand to Flexspace is, in fact, one of the final steps of the merger.

"The last six months have been focussed on ensuring each of the new centres benefits from improved data connectivity, telecoms and customer service and much more."



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Over 40 young chartered accountants from Greater Manchester celebrated becoming fully qualified at a special ceremony recently hosted by the Institute of Chartered Accountants, England and Wales (ICAEW).

The initiative is designed to mark exam success, welcome new chartered accountants into membership and prepare them for the next steps in their career.

The 40 trainee accountancy

professionals met at Chetham's School of Music in Manchester for the ceremony last weekend with family and friends.

ICAEW President Nick Parker presented certificates and prizes to outstanding candidates and signposted new members to support, opportunities and benefits of a relationship with the ICAEW in their local area.

Anthony Woodings, President of

ICAEW Manchester celebrates newly-qualified accountancy talent

the ICAEW Chartered Accountants Manchester, said: "We know that success in getting this world-renowned professional qualification is often celebrated within firms or companies where students have trained and qualified.

"But we also wanted to acknowledge their achievements and show how much we appreciate the huge effort that goes into successfully balancing work and study.

"And also to recognise the support that comes from families and friends behind the scenes and allow them to share in the moment."

One of those being recognised on the day was Simone Masterson, of BDO in Manchester, who joined the profession from school and was the youngest ever chair of the Student Council for the ICAEW.

Elected by her peers, Simone is tipped to be a leading light for a new

generation of accountants, already part of forums making improvements to qualifications and understanding challenges facing businesses in the future.

She said of the membership event: "It is great to see the ICAEW - both nationally and locally - marking the moment of full membership for us and our families and to start our career journey with their support."

The Manchester 'district society' is the local arm of the ICAEW and provides a variety of services for young chartered accountants.

These range from technical updates, to soft skills development and career masterclasses as well as pan-professional social and networking events.

Newly qualified members can also join MYCAG or the Manchester Young Chartered Accountants Group chaired by Charlene Nunn.

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New General Manager takes the helm at the Best Western Cresta Court Hotel

The Best Western Cresta Court Hotel in Altrincham, South Manchester, recently announced the appointment of Scott McDonald to the role of general manager. This follows the retirement of Paul Hindley, after a successful 20-year tenure in the Hotel's top job.

Scott has held the post of deputy general manager at the Hotel since 2012, heading-up the Hotel's day-to-day operations, and was instrumental in the launch of the Hotel's new restaurant, Townfields, last year. In his new role, Scott takes charge of a team of 88 staff; working with them to deliver over £4 million worth of sales across 148 bedrooms, restaurant, bar and 11 event suites.

Scott commented: "I am absolutely thrilled to have taken on the general manager role. Being a part of the Hotel for the last few years means



Scott McDonald, General Manager, Best Western Cresta Court Hotel, Altrincham

that I have been heavily involved in its extensive refurbishment, and am now keen to capitalise on the opportunities that the investment has presented."

"Altrincham is a town that has transformed itself over recent years, and the Cresta Court has been pivotal in supporting those changes."

Review 'green car' plans now to cope with confusing government tax proposals

Businesses should review their strategies for using electric and low-emission vehicles in the face of confusion caused by the government's latest company car tax rate plans.

That's the advice from national audit, tax and advisory firm Crowe Clark Whitehill, which is reviewing HMRC's proposals up to the tax year 2020/21.

Rebecca Durrant, Tax Partner at Crowe's Manchester office, explained that since 2002 the tax benefits of company cars were calculated by multiplying car list prices by a percentage based on CO₂ emissions, with 'greener' cars attracting the lowest benefit charges.

A similar principle was applied for when private fuel was provided, multiplying a flat annual amount of £22,600 by the same CO₂ percentage for the car benefit.

HMRC has now recognised the growing popularity of electric and low-emission hybrid cars, reflected in new percentage rates for Ultra Low Emission Vehicles (ULEVs) since 2015/16, which before had been 0%.

From the 2020/21 tax year, cars with CO₂ ratings below 50g/km (such as electric-only and plug-in hybrid cars) will be taxed based on their 'electric range' (how far they can drive using only the power from its electric battery pack).

Rebecca Durrant said: "The proposed 2020/21 bandings clarify the boundary that electric and low emission hybrids will cross from 16% in 2019/20 to as low as 2% in 2020/21."

Currently the UK has no plug-in hybrid cars on sale with an electric mileage range of 40 miles or more,

which is a sector car manufacturers will need to focus on to benefit from the three lowest CO₂/electric mileage range tax brackets from 2020/21.

Rebecca added: "Existing car models such as the Nissan Leaf, BMW i3, Tesla or Volkswagen e-Golf would benefit from such rates, and it's likely that more makes and models will be created in the next few years."

While petrol and diesel cars with higher emissions will continue to be hit by rising P11D values, the drivers of ULEVs will suffer bigger tax increases during the next three years, followed by the biggest savings in 2020.

Rebecca concluded: "This looks like an inconsistency in government tax policies between now and 2020, with drivers currently switching to greener and electric cars being unfairly hit."



Rebecca Durrant, Tax Partner,
Crowe Clark Whitehill

"What this means is that employers looking to choose future company cars for staff need to base their strategies not only on existing 2017/18 tax rates but on what they will be through to 2020/21.

"Most car fleets operate on four-year replacement cycles, and so businesses must make sure they're aware of these changes and educate their staff so they are not hit by future tax changes."

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news

UKFast triples public sector revenue

Manchester cloud hosting specialist UKFast's public sector department is on track to triple revenues in 2017, following significant investment in the firm's public sector and government offering earlier this year.

Recent new business highlights for the leading British provider include a £250,000 deal with the Cabinet Office, a £500,000 deal with software development service CDS, a £266,000 deal with enterprise mobility management provider Nine23 and most recently a £375,000 deal with an undisclosed public sector organisation.

A £2.3m investment in UKFast's government data centre space earlier this year ensures the firm meets the heightened regulatory needs of its government, financial services, international telecoms and utilities clients.

The data centre upgrade was shortly followed by the acquisition of public sector cloud hosting firm

Secure Information Assurance (S-IA). UKFast CEO Lawrence Jones said: "Government and the public sector is a major growth area for UKFast. Our acquisition of S-IA was timely, and with it comes relationships with organisations including the MoD, Cabinet Office and other high-profile government departments.

"We're ensuring the government knows there is a better British cloud alternative, more aligned to the needs of the great people of this country. It's not just better value for money either, government deserves clearer billing, they want to know where their data is and they value having people at the end of a telephone day and night on standby to serve them when they need it most.

"They get all this for less, and at the same time, the money spent with us stays onshore, not lining the pockets of the two richest men in the world. Buying British is positive for our economy and it starts with

government leading the way."

Martin Knapp, head of public sector at UKFast, says that since S-IA joined forces with the hosting giant, his team has seen a marked increase in enquiries.

"We're investing heavily in Restricted LAN Interconnectors (RLI) for defence, our Public Services Network (PSN) for central government and the Health and Social Care Network (HSCN) for health service capabilities.

"That investment is reflected in a clear growth in the number and scale of the projects we're being asked to deliver. The UK public sector is seeing us as an increasingly credible alternative to UKCloud and the US hyperscalers.

"We're also seeing a great deal of interest from private firms wanting to tap into our expertise and accreditations to help them sell into the public sector."

Following several high-profile

cyber-attacks affecting government and public sector this year, UKFast is seeing a significant rise in enquiries from the public sector for cybersecurity and ethical hacking services.

Lawrence added: "The addition of our cybersecurity arm Secarma adds an extra dimension, which is proving valuable for our public sector clients who are putting security higher up the agenda when considering outsourcing.

"But the biggest reason we are doing so well is that we don't have hidden costs. CIOs are becoming increasingly savvy to this now and don't want to be caught out with surprise billing as their usage increases. Ours is a simple model that allows you to scale without the penalty.

"The future of all cloud is scaling with fixed costs. It's a blend of the AWS model with our 'no surprises' approach."

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AJ Bell launches apprenticeship scheme at Manchester HQ



Manchester-headquartered AJ Bell, one of the UK's fastest-growing online investment platforms, has launched a new apprenticeship scheme as it looks to develop the next generation of talent in the company.

The first intake sees nine young people from across the north west begin their training at the company's new HQ in Salford Quays.

They have enrolled on a two-year bespoke course leading to a professional qualification from the Chartered Institute for Securities and Investment.

All nine have completed their A-levels but wanted to work and train as an alternative to university.

AJ Bell, which provides online pension, investment and stockbroking services to more than 155,000 customers in the UK, has teamed up with training provider Kaplan to deliver the apprenticeship programme.

The training will incorporate critical skills including building customer relationships and communication, alongside technical knowledge of financial products such as self-invested personal pensions and individual

savings accounts.

The group will spend time in various client services teams, including those focused on investments and new business, and will work towards obtaining the CISI's Investment Operations Certificate.

Andy Bell, the company's chief executive, said: "We're very excited to launch our first apprenticeship programme.

"It underlines our commitment to recruiting highly-motivated young people from the local area. We look forward to helping our first intake to develop successful careers within the business.

"The bespoke training will be delivered by our own experts and other technical specialists, and each apprentice has been assigned a mentor to support them throughout their training."

AJ Bell has recruited apprentices in the past but never on this scale. One, Lauren Morgan, started 10 years ago at the age of 17 and is now the benefits and pension payroll manager.

Airport City Manchester launches £15m Enterprise Way

Airport City Manchester hosted a big community cycling event to mark the completion of the new £15m Enterprise Way link road.

Organised by the Airport City Manchester joint venture partners, in conjunction with British Cycling, more than 150 cyclists of all ages had the unique opportunity to ride around a 1km loop of the new road prior to its opening to traffic.

The Lord Mayor of Manchester presided over the event, accompanied by the Airport City Manchester joint venture partners, to cut the ribbon to officially launch Enterprise Way and commence the start of the community cycle ride.

The construction of Enterprise Way began in March 2017 and was delivered by main contractor and Airport City JV partner, Beijing Construction Engineering Group International (BCEGI). The new link road, on the site adjacent to Manchester Airport, forms a key

element of the infrastructure that will connect new development plots to the rest of the landmark £1billion site and the wider transport network.

The 'Let's Ride' Pop-up event also included a lively event village featuring local food, drink and entertainment, as well as hosting a number of bike-related operators, including Mobike, Bambino Biking, AllGood Cycling and Wheels for All.

Lynda Shillaw, CEO of MAG Property and Airport City JV partner, said:

"We're creating a vibrant community at Airport City Manchester and we're focused on promoting lively and engaging ways to bring different people together.

"We're delighted to work in partnership with British Cycling to host the Airport City Community Ride to officially launch the opening of the new £15m Enterprise Way in a fun and healthy way."



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news

Together announces quarterly results

Specialist lender Together has announced its quarterly results to 30 September 2017, affirming its continuing growth and strong financial position.

Average monthly lending was up 15.8% on the previous quarter at £125.4m, and the loan book reached £2.37bn; up 5.7% compared with £2.24bn at June 30, 2017.

The consistently low loan-to-value of 57.8% highlights the lender's prudent approach, whilst profit before tax saw a quarterly increase of 2.9%.

Commenting on the results, Mike McTighe, group chairman at Together said: "Together continued to grow strongly in the quarter to 30 September 2017, significantly increasing lending volumes at conservative loan-to-values and delivering higher profitability and cash flows.

"During the quarter, we accelerated our strategic investment in our people,

systems, distribution and marketing to build the platform to support our future growth ambitions. We also further diversified our funding structure with the issue of our £275m debut public residential mortgage backed security transaction.

"While detailed Brexit negotiations may increase market volatility and the UK economic outlook remains mixed, this may create further opportunities for specialist lenders. With our successful 43 year track record, established business model and the investment we are making in our platform, we believe Together is well placed to benefit from these conditions and to deliver on our ambitious growth plans."

Marc Goldberg, commercial CEO at Together said: "This strong performance is a credit to our team of over 600 colleagues, and to the intermediaries we work with to deliver our specialist finance products,

applying our common sense lending philosophy to deliver the best possible outcomes for customers."

Pete Ball, personal finance CEO at Together, added: "As we move forward and build on these results, we will be investing further in our platform for growth, as well as improving and enhancing our product offering and widening our distribution."

S&P Global upgrades Together to BB-

In other news from Together, S&P Global ('S&P') has upgraded the Group's credit rating from 'B+' to 'BB-'; outlook stable, reflecting the progress Together has made over the last 12 months.

S&P has also upgraded Together's intermediate holding company, Bracken MidCo1 PLC, from 'B' to 'B+'; outlook stable.

Commenting on the announcement, Mike McTighe, group chairman of Together, said: "Together welcomes this upgrade from S&P. Over the last

few years we have continued to improve our governance and added significant depth and diversity to our funding structures. This upgrade, combined with our 43 year track record, established business model and the exciting growth opportunities in our markets means that we are increasingly well-placed to deliver on our ambitious growth plans."

Marc Goldberg, commercial CEO at Together added: "This upgrade attests to the strong position we're in as a business and highlights to our broker partners and introducers the strength of our model. As we look ahead to the next 12 months, we want to continue to expand our distribution, introduce more new and innovative products, and take our message of common sense lending out more widely, so that we can help even more customers access the finance they need and get the best possible outcomes."

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Together helps raise thousands for a Manchester youth charity



Graduate trainees from Together joined hundreds of guests to celebrate the 30th anniversary of the Manchester Ball in support of The Factory Youth Zone, at a spectacular event which raised over £30,000.

The Factory Youth Zone in Harpurhey provides sport and creative activities for youngsters with additional needs – providing opportunities they may not have otherwise – and was the chosen charity for the annual fundraising dinner.

Specialist finance provider Together is a long-time supporter of the youth centre and a group of six colleagues who are currently on a graduate training programme took on a project to highlight the centre's many

achievements since it was founded five years ago.

Currently The Factory Youth Zone has 2,300 members and has recruited 200 volunteers since it opened, who give their time to nurture and support young people and adults in enhancing learning and employability, whilst also promoting greater community cohesion.

Kevin Fisher, HR director at Together said: "Our graduate team did a great job carrying out the research and presenting their report at the Manchester Ball to 400 guests from the Manchester business community. The evening raised more than £30,000 which will help the youth centre to continue its fantastic work and we're delighted to have been able to provide support."

In a joint statement, Hannah Wright and Richard Marsh, from The Factory Youth Zone, said: "The Together team have brought with them to the project; professionalism, integrity, a sense of humour and bucket loads of energy."

Law change needed to help small firms be resilient to terror threat

The Government must act urgently to change the law to help local economies protect themselves in the face of today's rapidly evolving terror threat, according to a new report out today from the Federation of Small Businesses (FSB).

The report, 'Small business as usual – strengthening resilience against 21st century terrorism', calls on the Government to release the UK terror cover safety net, Pool Re, from outdated law which prevents businesses from insuring themselves against 'non-damage business disruption' in the wake of a terror attack. Current rules do not cover loss of trade, or other impacts of modern terrorism.

Alongside this, the Government should introduce emergency resilience measures for businesses affected by terrorism, providing extra financial relief and allowing businesses to delay bill payments to ease the pressure on short-term cash flow.

The report draws on examples from recent terrorism incidents including the attack at Manchester Arena and on London Bridge, where businesses were forced to close for a number of days after the attack.

Alongside a push to raise awareness in the business community about the need for resilience planning, the report sets out how the Government could require regulated utilities, such as banks and energy companies,

to introduce a 'flexibility clause' in supply contracts to allow small firms to delay payment in the event of a terror attack. FSB is also calling for local authorities to be mandated to give temporary business rates relief to small firms affected by terrorism.

Regional Chair for Manchester & North Cheshire, Simon Edmondson, said:

"Sadly, terrorism continues to be a regular feature of life in the UK. Terrorists aim to create loss and disruption to ordinary life, and that means we also need to be as prepared as possible to limit the potential damage on local economies if the worst happens.

"For a small business, the kind of disruption experienced in the aftermath of recent terror attacks can be difficult to recover from.

"We need to review how we help small firms to bounce back from terrorist events so that if the worst happens, our communities can make a swift return to business as usual.

"We want small businesses to continue to play their part in defying the current and ongoing terror threat but they need to be supported to increase their resilience. That starts with adapting the outdated law which governs Pool Re, so that small businesses can insure themselves against losses due to non-damage business disruption.

"Ministers acknowledge the gap in insurance cover and today we ask them to act, by updating the law to match the evolving terror threat. Without this, small business livelihoods are at stake.

"Alongside this, giving business owners some extra time to pay the bills, as well as relief on their business rates, would go a long way towards helping affected businesses back on their feet and able to serve their communities as quickly as possible after a terrorist attack."



Simon Edmondson,
FSB Regional Chair
for Manchester
& North Cheshire

GM councils failing to deliver business rates relief funding

In other news from the FSB just three of the 10 local authorities in Greater Manchester have begun allocating their share of the £300 million business rates hardship fund - launched more than six months ago.

There are three elements to the relief measures announced by the Chancellor at the Spring Budget, but only Stockport, Oldham and Rochdale are dishing out cash for all of them.

According to Government figures released last week, Trafford was among 16 English councils who have failed to rebill businesses for any of the relief streams – the only one in GM not delivering at least some of the relief.

The money was provided to local authorities to help lessen the impact of April's revaluation of business rates, which saw many firms' bills rocket.

Robert Downes, FSB Development Manager for the Federation of Small Businesses in GM, said:

"This name and shame list is concerning. Many small firms were left fearing for their futures after April's rates revaluation. Now we learn many have still received no support from local authorities despite being promised relief no less than six months ago.

"All councils should have every relief measure in place by now. If the cash is there to be paid out, there's simply no excuse."

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Infinity grows assets to nearly £900m



Investment group Infinity has seen its funds under management and advice surge to nearly £900m as it celebrates its 10th birthday.

The group was launched in 2007 by Sarah Butler, Daniel Finestein and Phil Vickers with a maiden private equity fund of £15m.

It has expanded by adding property funds, debt funds and further private equity funds as well as by providing a fund management service for clients via positions on boards, investment committees and as trustees.

Infinity's activities span the UK, Europe, the Middle East, the United States and the Caribbean.

Since 2014, the total amount of assets under management and advice has grown by 53 per cent from £576m to currently stand at £881m.

The group moved last year from Manchester city centre to new headquarters in Salford Quays. It has a team of 14.

Recent growth has been partly driven by Infinity's umbrella service. Infinity Asset Management is authorised by the Financial Conduct Authority as an Alternative Investment Fund

Manager and this service is proving popular with prospective fund managers seeking to avoid the headache of dealing with regulatory requirements themselves. Infinity is also able to support those looking to establish, operate and promote funds in the UK.

Managing partner Mr Finestein said: "Infinity is going from strength to strength, and our reputation as trusted and knowledgeable advisers as well as our capacity to think outside the box are key factors driving this growth.

"We are all from an advisory or accountancy practice background, with proven investment and asset management experience.

"This, combined with good governance and investor confidence, means we are in a strong position as we celebrate Infinity's 10th birthday.

"We recently launched a fund administration business which operates alongside our umbrella service and has been well received by clients.

"We continue to work closely with our investors and clients to add value to their portfolios, and look forward to the future with confidence."

One of the biggest private equity successes for Infinity was its backing for Manchester-based lender Positive Cashflow Finance. The group invested £2m for a 55 per cent stake when Positive launched in 2007, and completed its exit in 2016.

Gloomy new car sales for 2018

Chris Bosworth, Director of Strategy at Close Brothers Motor Finance, commented on the SMMT prediction of a 5.4% drop in car sales in 2018:

"Following six consecutive months of falling car sales, including a disappointing dip in the traditionally successful September when new registration plates are introduced, the latest predictions from the SMMT are likely to concern manufacturers and franchised dealers.

"There has been an unprecedented number of headwinds to the car industry this year with VED changes, continued Brexit uncertainty, a weak

pound, and the 2040 ban on petrol and diesel cars. Whilst registrations are expected to stabilise in 2019 with a forecast figure of 2.397m, we're yet to see the full consequences of a simultaneous shift in consumer behaviour and government and regulator policy changes. Consumers will increasingly look to the used car market to reduce their depreciation risk and overall financial exposure in times of uncertainty. Dealers need to ensure they're ahead of the curve and that they're offering consumers the full range of finance and appropriate stock to respond to reducing consumer confidence."



Boundary Review sets new record for political engagement

Altrincham based Informed Solutions has helped The Boundary Commission for England achieve a huge increase in digital participation on their consultation for revised constituencies, which published proposals recently to cut the number of MPs from 650 to 600. The number of people digitally participating more than doubled from the previous Boundary Review with nearly 90 per cent of all feedback being submitted online, compared to just 39 per cent in 2013.

In what is believed to be a digital first for a parliamentary consultation, the majority of people visiting the boundary changes portal to engage with the review did so through smartphones and 25 per cent of feedback came from social media, through Twitter and Facebook. On the first day of the review, the portal received over 200,000 visits. The dramatic increase in digital engagement was achieved through the use of InformedCONSULT, a high performing and secure public

consultation and collaboration platform developed by Informed Solutions. This made the boundary changes widely accessible and simple to understand, enabling people to submit feedback at the click of a button.

Using open source technology and elastic cloud services, the platform incorporates a highly usable mapping interface that enables the public to intuitively locate proposed changes via postcode or region. Users are able to easily submit comments, interact with existing comments, examine region specific data and turn on/off various layers to help them compare or simplify their view of the information available.

Commenting on the detailed plans, which are expected to be put

before Parliament for approval next year, Sam Hartley, Secretary to the Boundary Commission for England, said he was delighted to have vastly exceeded their 50 per cent target for online engagement.

"What's really encouraging is that as well as simply higher levels of online engagement, this digital first approach is also bringing participation in democracy to entirely new audiences, including a significantly higher proportion of young adults than ever before," he added.

Informed Solutions' Technical Director David Lawton said being able to more than double the level of digital engagement was a great achievement. This represented significant progress in the drive to recast the relationship between citizens and government.



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interview



GM Business Connect recently dropped in to chat with Graham Dixon, Managing Director of Esprit Docks and Warehousing. We asked Graham to share his business journey and also Esprit's relationship with Manchester's iconic waterway.

Can you describe your history and relationship to the site here? How did the investment in the docks come about?

"In 1998 I started a road haulage business, following in my father's footsteps who had been a class 1 driver for years. This took me out driving around Europe and by 2002 I had five vehicles involved. I also began managing 3rd party contracts in Manchester for other companies such as McPherson in Scotland and managing logistics for Cargill. As the business grew, I came off the road to manage the company. The business became Esprit Logistics Ltd and latterly Esprit Group, and now we have 25 people working on 3 sites, managing over 400 trucks per day going in and out of the Cargill sites and our own site.

Working the Manchester Ship Canal

"By 2015 we needed more space. As Trafford Park was very expensive we looked around and came across this site here - which had docks and warehousing perfect for our clients, and so we negotiated a lease with Peel Holdings. Within 2 days of finishing the refurbishment of the large warehouse for bulk goods we had a call from a grain company who needed storage that very weekend. It was great timing.

"The business has grown considerably from there, largely in freight by road coming in from all different UK locations. We are stuffed full at the moment which is great however, there is a frustration that the freights are coming in and going out by road - rather than utilising the water."

As a business, you are right on Manchester Ship Canal docks, is that an area you particularly want to push?

"Very much so. I used to get frustrated myself as a driver, sitting on the M60 at night, and so when we look at the simple comparable maths of 'one engine for one boat'. One boat can carry the equivalent of 150 trucks, so it clearly asks the question: 'if it can be brought up the canal by boat, why aren't we doing it?'"

The bulk that is brought in at the moment by road is domestic. Is there an advantage for using the canal for domestic bulk, or, is that purely for international loads?

"It all depends on where it's coming from. If you have large volumes coming from one place it makes sense to drive it to the nearest berth close to source - ship it the distance - and bring it up to a berth

nearest the destination. If it takes 150 trucks to fill that one boat, and those trucks only have to do 20 miles to/from the berths (because the one engine of the boat can do the length of the trip), then it's a huge saving on pollution and congestion."

In terms of connectivity, other than Liverpool are there any other connections by water from your docks?

"You can get right up in to Castlefield with narrower vessels - something we are looking in to at the moment with Belgian company Blueline Logistics with whom we have partnered. They have flat-topped barges which are already running successfully in Belgium and Holland with palletised loads (for example beer kegs). They also take the waste back out by barge. It's so efficient.

"Not only will we be able to reach Central Manchester by canal, but we could go a lot further up to Lancaster or down to North Wales. We have all sorts of vessels using the canals - not just the narrowboats that most people think of - including aggregate vessels and 4000 tonne payload vessels capable of travelling to France and beyond."

Do you foresee a renaissance in water-based logistics? Will there be a coordinated effort between water and land companies?

"I think we have got to. The population of Manchester is going to increase and we are not going to survive by relying on only roads. I sit on the Freight Forum with TfGM - with my 'water hat' - enthusing the benefits of our waterways, and the team are picking up on this. We need to have varied parties on board, for example Peels Holdings, the planning board, and so on. We need safeguarding for the berths, and we need to encourage planning permission on the waterside with stipulations for developers to actually use the waterways to ship in goods and materials needed for the City.

"The mayor of London has recently banned development on any working berths on the Thames that would prevent freight and industry from taking place - and I think this needs to happen in Manchester too."

You mentioned bulk freight, but what else do you take?

"We take anything that is not in a shipping container. Port Salford down the road is purely for containerised freight and we don't compete with that. We can handle all non-container freight - loose pallets, bulk, overs-sized and project freight. With this being an old dry dock,



Chester anal

the quay edges are tremendously strong, so we can take a lot of weight. Cranes are brought in, typically leased per job to ensure the correct crane is used to unload each freight. We offer flexible solutions - whatever needs to come in, can come in.

"As an example we had a life-raft launch with Media City - a 500 seater inflatable boat. The idea is that a cruise ship has 6 of these rolled up at water level, rather than the whole top deck being taken up by lifeboats so the cruise ship can take on more passengers. We also have passenger vessels as well as freight. Mersey Ferries and Daniel Adamson Ferries berth with us now and coach people to the Imperial War Museum and Media City and so on."

We recently wrote about over-sized freight coming in to your docks. What sort of loads have come in?

"Six huge silos have recently gone to the Heineken Factory in Manchester. Due to Brexit, Heineken have invested millions in a big expansion in the UK. They came in by ship from Europe and as we are only four miles away from Heineken, they were then there within the hour. It was a very slick operation with huge savings for them, and more loads are booked for February.

"Also in September this year, we had

a 130 tonne electricity transformer come in from South Korea. It was brought up to Rotterdam and put on to a smaller inland coaster and sailed up via Liverpool, up the Ship Canal and in to our berth here. It was huge. Our berth is the only one in Manchester than can take that kind of weight. It then went to Stalybridge at 20 miles per hour, on a 156-wheel vehicle with one wagon pulling and another 50 tonne wagon pushing at the back - quite the 300 tonne spectacle!

"If our berth hadn't been available, it would have had to have come in via Hull and then along the M62. It would have taken up 2 lanes of the motorway at 20 miles an hour and prevented other road users from using bridges at the same time with full motorway closures either side. For these reasons, Highways England have a register of water berths capable of taking abnormal, oversized loads as the potential motorway congestion is unthinkable."

What particular plans do you have for the future?

"We are working closely with Transport for Greater Manchester looking at the possibility of making this a consolidation centre not only for large freight but parcels - small

delivery freight into the heart of Manchester. We could offer water deliveries up into Castlefield and also, on to electric vans and bikes for small parcel deliveries.

"There is a lot of technology that goes behind parcel companies and some are open to sharing the delivery process.

"Many have done so successfully in Europe, whereas others are more 'traditional' and want to keep hold of their own branding right up to contact at the door of the destination buildings. There is a way to go in 'industry thinking', but many are stepping up to the challenge of sharing responsibility to customer and environment.

"We now have 25 staff members and I am looking for ways to grow the business - always up for a challenge. Logistics is a tough industry to recruit for as it can be a stressful job, but this is a challenge in itself, and with so many exciting developments in the business, recruits can be facing rewarding, evolving jobs as well as challenging roles."



Graham Dixon, Managing Director, Esprit Docks and Warehousing



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review

Looking to devolution + defining mentala



The end of November featured two great speakers at K-Club's regular Salford breakfast networking event at the AJ Bell Stadium: Doug Strycharczyk, CEO of AQR International and Andy Burnham, Mayor of Greater Manchester.

In a testament to the popularity of the unique regular entrepreneur's private networking event, over 130 attendees enjoyed the opportunity to be part of a programme taking part 5 times a year.

This morning, in front of a packed audience, Andy Burnham took to the mic first opening up in a candid address covering his passion for politics, aspirational

socialism, support for feminism and LGBT rights, tackling the problem of homelessness, plus he went into detail about the process of devolution and the impact on Greater Manchester's business community.

Andy began his warm insightful talk with personal anecdotes, humour and by stating that after six months in the roll of Mayor there hadn't been a moment when he has missed Westminster, sharing that he was firmly rooted in his new role.

He outlined his speech as two-fold: in providing the context for devolution and, what opportunities there would be under devolved powers.

Explaining that he felt there was an unhealthy culture in Westminster. He stated that there is a "very centralised political system", centred on Westminster and all the power is concentrated there with local government being stripped of power over the years. Those who make the decisions largely live within the M25 area, with a London-centric view of life. Furthermore, with local power generally mistrusted, the voices of places like Leigh, where he served as an MP and currently lives, would go unheard. Even physically, he pointed out, the House of Commons consists of "two racks of benches set against each other", all set up for "point scoring arguments between enemies" rather than political reasoning. Such problems also run through the media too. Andy suggested that the voices of the North can be easily ignored and

regions be left with an increasing sense of dislocation. Contrastingly the voices of London, Scotland, Wales and Northern Ireland have all become stronger – with devolution.

Andy went on to say that putting debates about sovereignty, the EU and immigration aside, he believed a deeper sentiment of neglect was expressed in the referendum where this 'Westminster system' ultimately created the vote that ended in Brexit.

"Westminster created Brexit and therefore it can't possibly be the body that fixes it now. In fact, it is slowly being overwhelmed by the task in front of it."

Consequently, he added, if power from Brussels was to be returned it couldn't possibly make sense for it to sit at Westminster because this would fuel further resentment.

The outcome and opportunity that Andy expressed, was that due to this volatility of current politics we have been led to devolution, and with it, opportunity for a system rooted at local levels where places like Greater Manchester will be much more free to "write our own script for the future"; where such local spirit will also help to drive the wider UK to build a healthier culture, a more balanced country.

"The Northern Powerhouse has wobbled" he said, *"but none the less it has been built"* and since George Osborne has left, our representation, our voice has diminished. This coupled with so much uncertainty, led Andy to advise the Prime Minister on a visit to Manchester recently that devolution would be her "best card" – it would allow us to get on and deliver the industrial strategies that Theresa May has herself spoken about.

"We can rebuild the skills system in a much more effective way that Westminster has ever managed."

Andy continued to detail his argument for a comprehensive budget submission asking for more devolution on skills and social care and more investment on transport.

He emphasised his determination to act as a "Mayor for everybody" which was highlighted by his feeling humbled in the May election, where people of all political views gave him their support.

"For me it's place first, party second."



Greater Manchester Mayor
Andy Burnham with
Fred Stone, Founder
and Chair, K-Club



tion l toughness

Andy continued to outline his vision – a shared vision away from the old politics. Firstly, that there are possibilities to explore from a different kind of relationship between politicians and business - where local power will lead to greater engagement that is all about 'place' and togetherness.

The first six months will see the Greater Manchester strategy - "Our People, Our Place" – which is backed by all ten councils and all major public bodies. At its heart this is a vision of everyone being involved – of "no person being left behind" with all towns and boroughs feeling the benefit.

Signalling this new approach, Andy then announced his launch of a "town centre challenge" (set for the very next day) where he would be asking each of the ten boroughs to nominate a town they want him to give attention and focus to.

"It's about putting pride back in" he explained, time for remodelling and forward development. He also aims to tackle homelessness with his demonstrative "deeds not words" - actioned by his personal donation of 15% of his own salary every month in to the Mayors Homelessness fund to end rough sleeping in Manchester.

In other complementary points Andy proffered his intention to keep on building the business growth hub, to increase the number of start-ups in Greater Manchester by 5,000 a year.

He identified that in some boroughs where there has been less growth, there remained a culture (among young people) of expectation to grow up to be employees and not employers, perhaps stemming from the working structure of historical industrialisation.

This he stated clearly was a culture he wished to break with the nurturing of entrepreneurial spirit, with business start-up units in schools and the launch of a mentoring scheme called "Bridge GM" for which the audience were invited to participate in mentoring young people.

"With Brexit looming" he said, "we need to have a plan for our best asset – and that's our people". With the resource

of Greater Manchester's skills and talented people, Andy intends to secure investment from around the world with Greater Manchester being talked about for its innovation.

For example, Manchester is the UK's leading digital city; it has a green summit planned for March 2018 (to kick start the carbon industrial agenda) and, Andy states he has a team bidding for a health and care pilot in the budget – where we are "truly dementia friendly".

On matters of education and training, Andy also has plans for those students who wish to pursue technical careers with just as much clarity and diversity as those on the academic routes; with businesses having a chance to drive education too they will be connecting with schools and colleges helping to build skillsets that are right for Greater Manchester.

Finishing his address with motivational words of encouragement that called for the very togetherness and action he expounds, Andy summed up by stating that the system we grew up with has failed the North West, providing a housing crisis and skills shortage - and that the opportunities for change are before us with growing momentum if we "mobilise the contribution of everybody."

"The time is now... Let's grab it and build it together."

Next to take the mic was Doug Strycharczyk, CEO of AQR International, with a look at mental toughness within business.

Doug opened his talk with an address for everyone to have the right mind-set, attitude or as he preferred to describe it as mental toughness – a measure of resilience and confidence.

Defined as a personality trait that determines how individuals respond to challenge, stress and pressure – it is one that originally came out of the sporting world.

"It isn't about being tough – it's about being the best you can be."



Doug Strycharczyk, CEO of AQR International

Based on 25 years of work from Professor Peter Clough (formerly of Manchester University) regarded as the leading authority on the subject, Doug stated that they now work within 80 countries with this concept and its application in business is key element of being successful in business.

As most personality measures are "typically behavioural", he explained, Doug wanted to take the audience down the lesser travelled path of examining their own thinking. Those who are mentally tough, take things in their stride and those who aren't (and are termed "mentally sensitive") can be easily thrown by stress and are halted in their business journey.

However, he pointed out although mental sensitivity comes with its own merits, it is the mentally tough individuals who achieve 25% more than those who aren't and are more aspirational, entrepreneurial and positive with generally better mental health and wellbeing.

Doug went on to clarify the concept further with four components of 'Mental Toughness':

1) Control. That is, Live control which is a sense of 'can-do' and, Emotional control where the mentally tough person won't dither or be swayed by stress and anxiety.

2) Commitment. That is, Goal orientation and Achievement orientation. Where goals are often set not just by the individual but by leaders and shared by workers.

3) Challenge. The extent to which we are prepared to push ourselves;

learning from and taking risks.

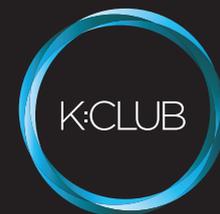
4) Confidence. That is, both confidence in our abilities and interpersonal confidence (defined as the extent to which a person will interact with others and ask questions).

Looking at gender differences, Doug explained that on average, mental toughness profiles for men and women were the same.

The statistics showed that men tend to be slightly more confident in their own abilities than women but that women showed slightly higher interpersonal confidence.

Summing up the concept, Doug explained that resilience is simply the "ability to recover from an adverse situation" – and is only part of mental toughness. There are two kinds of resilience he explained: where we "grit our teeth" because we have to get on with it and contrastingly, where we want to take the world on.

It is this latter form that shows the positivity element which ultimately forms the strength of mental toughness.



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review

Into Dragons' Den

at the Many Hands finale



royal manchester
children's hospital **charity**
many hands campaign
joining together to make a difference

Businesses from across Greater Manchester have showed their support for this year's Many Hands Campaign, helping to raise in excess of £40,000 for Royal Manchester Children's Hospital.

Now in its fifth year, the campaign encouraged north-west businesses to support their local Children's Hospital through their own unique fundraising initiatives with the aim to raise £1,000 over the space of 6 months.

All money raised from the campaign will help to fund a state-of-the-art piece of X-Ray equipment called the Mini C-Arm for use in operating theatres at the Royal Manchester Children's Hospital.

The campaign was once again spear-headed by serial entrepreneur and former Dragon Den's star, Theo Paphitis. The finale saw three shortlisted companies invited to pitch to Theo and fellow judges, Charity Chairman, Maurice Watkins CBE and Business Editor at MEN Media, Shelina Begum at The Midland Hotel. The shortlisted companies presenting on the night were Green Cloud IT, Adam Recruitment and Atlas Bar.

First up was Manchester-based IT Reseller, Green Cloud IT who organised 'The Emerald Ball' at the Hilton Hotel, raising an incredible £8,000 towards the Many Hands Campaign. The sold out event included a star studded line-up with Comedian Jason Manford headlining the evening, along with Key 103's Mike Toolan as host, and Coronation Street stars Antony Cotton and Kym Marsh

in attendance.

Adam Recruitment undertook a unique fundraising challenge called 'Wheel or No Wheel', raising in excess of £3,500. The challenge saw two members of the team cycle the distance of 211 miles in one day between their head office in the Manchester One building on Portland Street in Manchester city centre and their sister office on Whitfield Street, off Tottenham Court Road in London. The rest of the 20 strong team at Adam Manchester took turns in racing in shifts on a stationary bike in the office.

The winning pitch came from Manchester City Centre based Atlas Bar who raised over £5,000 with a number of gin-related events. On World Gin Day staff from Atlas bar were invited to sell their bespoke Manchester Vigil Gin to passengers on Virgin Trains from Manchester to London. They also created a bespoke mocktail with proceeds going towards Royal Manchester Children's Hospital which will be a permanent fixture on their menu to continue to fundraise for the charity.

As the deserving winning company, Atlas Bar have won a meet and greet/visit from Theo Paphitis.

The Atlas Bar story...

Mark and Elaine have owned Atlas Bar since June 2012 but they also both have 'day jobs'. Elaine is Group Retail Director for Outdoor and Cycle Concepts and Mark is an Area Manager for Booker.

Following their return from working



The Judges: Business Editor at MEN Media, Shelina Begum, Charity Chairman, Maurice Watkins CBE and Theo Paphitis

out in Australia in 2016, Elaine was originally invited by Gary Chaplin to the Many Hands Final in 2016, which he subsequently won!

The campaign really resonated when Elaine and Mark had been keen to more actively become involved with a local charity and give something back to the community.

The Atlas Team is made up of eighteen young people and the average age is just 22. For all bar one of them, it is also their first job.

Having signed up for the 2017 campaign, it suddenly became very real for them. Following the Manchester Arena bombing, one of their customers was actively involved in treating the victims. His story really

galvanised their team in to action.

On World Gin Day they sold Zymurgorium Vigil Gin on the Manchester to London Virgin train. They also sold it as a Gin of the week, receiving a donation of 1,000 tonics to support the cause. In addition they collected money in the bar during Tonic Taste-offs and even sold the empty bottles, on line, because they were so beautiful.

In total the team raised over £5,200 and they continue to raise funds by maintaining a Charity Cocktail and Mocktail on their menu.

Plans are also afoot to partner up with another finalist from this year, Green Cloud IT, in order to raise funds together in 2018.



The Judges pictured with the winners Atlas Bar

To find out more or to get involved next year visit the Royal Manchester Children's Hospital Charity at www.rmcharity.org.uk



interview

Tweeting #SBS

Theo Paphitis talks Small Business Sunday

GM Business Connect caught up with Theo to ask him to remind us of the good work he's doing with Small Business Sunday.

Do you know how many businesses have taken part in Small Business Sunday?

"I think we have about 2,000 winners now – thousands every week have a go."

Do you actually pick out the winners or does somebody actually do it for you?

"At the beginning yes - I did it myself, but as it is so big now it is impossible for one person to manage on their own. In fact, it takes a team of 4 or 5 people to do it now."

Which business has stood out from the rest this year for Small Business Sunday and why?

"It'd be unfair to pick out one business because they all get picked out for their respective strengths. They all have incredible passion and some have gone on to great success – and some (sadly) no longer do it

anymore. That's the nature of small businesses. A lot are lifestyle businesses that rely on the individual, and are non-scalable - so growing 'big' isn't always possible.

"This is why I love doing events related to Small Business Sunday because I get the chance to talk to such people and hear what they want to say first hand. It's always great to hear how people are enjoying their business journeys."

Do the businesses that do get through to Small Business Sunday get preferred treatment from the sponsors?

"All the winners get preferred treatment. Just by winning they get all sorts of help - on the website, preferential rates from DHL, free stationary from Ryman's... it's little goodies and such that make a little bit of a difference when you are running your own business."

What do small businesses look for when taking part?

"The biggest things are endorsement of their ideas, clarity and peer advice. When you're working on your own day in, day out, and you've got very few other people to talk to, you might have family and friends who are very supportive, but they are sometimes not the best qualified to help from a business perspective. Being able to talk to others who are at different stages of the business cycle allows you to unburden and clear your mind.

"To actually talk through issues that affect your business with a peer is invaluable.

"When things are tricky, which does happen on any business journey, you can pick up the phone, tweet, text or email colleagues with other businesses that may be on different stages of that journey. The process allows you to unburden and clear your mind."

Which business sector would you say is most successful for a start-up?

"It's horses for courses. It's whatever you do that adds value and has other people willing to pay for that value. In my view it doesn't matter which area of business you try, you need to enjoy your business journey and that will ultimately help you be successful in the long run."



Theo Paphitis with GM Business Connect's Paul Mirage

How to enter Small Business Sunday...

Follow @TheoPaphitis and @RymanStationery on Twitter. Tweet about your business in 280 characters or less, directed to @TheoPaphitis, adding the hashtag #SBS.

Tweet on a Sunday between 5.00-7.30pm. Use humour and topicality if it feels natural to you. Feel free to add a link or web address in your tweet. Having a website increases your chances of being noticed.

Ensure your profile sells your business and has a link to your website. Include a colourful graphic. It helps to know the names behind the business. #SBS is for small businesses.

The personal touch is liked – just tweet once in each weekly time slot.

Look out for the re-tweets. If you are not chosen, don't despair – try again next week!

Good luck!

review

Connectworking Lunch 2017

GM Business Connect Magazine celebrated its 4th birthday this year with Greater Manchester's business community whilst at the same time practicing Corporate Social Responsibility. For the third year running the magazine brought the best of Greater Manchester's business community to Trafford's Hotel Football.

Titled as 'Connectworking' lunch it brought together an amazing representation of the very best business leaders from a mixed selection of business sectors across the region.

This year happy to accept and get involved and bring her unique, insightful and entertaining views was Edwina Currie, writer, politician and broadcaster. Edwina said "It would be an honour to get involved with three great Manchester Charities" and delivered a talk on 'Lessons learned in business, politics and reality TV'.

She didn't disappoint! Covering topics from her fascinating career, she entertained everyone with a range of anecdotes on her political past as one of the most successful and well-known cabinet ministers from the era of Margaret Thatcher.

Edwina also gave her views and insights into the current state of the economy - and of course a few observations on her experiences with reality TV!

It wasn't a day to represent if you were red or blue, it was an event to represent Manchester's charities and the region's business community.

Manchester City legend Dennis Tueart, Player and Director, kindly donated a signed City shirt and was able to promote his autobiography and sign copies on behalf of The Christie - his chosen charity as he and his family have been personally affected.

Most know GM Business Connect as the B2B Magazine that 'connects'



businesses. We are all about networking, grass roots meeting and greeting, and when over 100 business people take the time, effort and investment to get together on a Friday afternoon we ensure the event is all about raising profiles - not just of the three charities supported by the event, but for every single person that puts on a badge and gets themselves noticed at what we like to think as a great tribute to free business networking.

The event started with free reception drinks on the unique rooftop 5-a-side pitch known as Heaven. This was a great space for networking, and in addition Manchester Three Rivers donated and served Gin & Tonic to an appreciative crowd. We were then called to lunch which was almost missed due to everyone enjoying the unique atmosphere.

After moving downstairs to the Stadium Suite Director Paul Mirage from GM Business Connect Magazine welcomed everyone and



reminded the audience that the event was actually a birthday celebration.

Paul then introduced Phil Jones MBE, MD of Brother UK and previous Forever Manchester President who has been involved with the Connectworking Lunch from the start.

Phil then took over compère duties and introduced headline sponsors Together Money, who in turn welcomed everyone and gave a quick overview on how they engage with charitable groups and organisations.

Together have raised tens of thousands of pounds every year for a great many fantastic worthy causes and continue to



BUSINESS connectworking CHARITY LUNCH



The Business Connectworking charity lunches hosted by Paul Mirage and Jon Cheetham are great fun. Up on the terrace of Hotel Football, you peer over at the Manchester United stadium below hoping to spot celebrities - but the stars are in the room with you. Manchester's best and brightest, leaders of the business world in the northwest.

It's a great opportunity to meet, and to celebrate the buzz of this great city. I admit I was a bit nervous speaking to such distinguished people! But by the afternoon's end, under the brilliant supervision of Phil Jones MBE, MD of Brother UK, we raised over £3,000 for three important local charities, and heard from their organisers how it will be spent. As they left, the guests were glowing. When's the next one?

Edwina Currie, Author, Broadcaster and Politician



excel in giving back to their community. They have supported the event for the past two years.

After a two course lunch it was on to introductions to our three charities.

First off to present was Cheryl Hill from Forever Manchester, then Lucy Tunn from the Royal Manchester Children's Hospital Charity and then Nicola Hulme from the Alex Hulme Foundation. They were then followed by an after dinner speech from Edwina Currie.

Finally, we were on to raffle prizes and auctions – including a signed Manchester City signed shirt from Dennis Tueart, a set of three original canvases from award winning cartoonist Tony Husband, a Sir



L-R Jon Cheetham (GM Business Connect), Edwina Currie, Councillor Jonathan Coupe (Mayor of Trafford), Phil Jones MBE, Paul Mirage (GM Business Connect)

Many thanks to everyone who supported the event. A total of **£3,034** was raised for the three charities.

Chris Hoy signed shirt plus a British Cycling Team signed shirt both donated by Forever Manchester.

The afternoon then carried on with networking at the table, and the celebrations continued afterwards downstairs in Hotel Football in a specially designated area for an after event party where 50 guests enjoyed free welcome drinks and social networking.

You can view the event at www.gmbusinessconnect.co.uk



Cheryl Hill, Forever Manchester

Lucy Tunn, Royal Manchester Children's Hospital Charity

Nicola Hulme, Alex Hulme Foundation

0161 214 0955 www.forevermanchester.com
0161 276 4522 www.rmchcharity.org.uk
0161 973 1343 www.alexhulmefoundation.co.uk



Speak to, and help, as many people as you can – your network is the best asset you will ever have.

Sound advice from one of this year's attendees at the annual GM Business Connectworking lunch when asked to share one major business tip with the room. We captured so many major nuggets of advice on an open mic moment, it really demonstrated the value of getting out of the office for an afternoon to have some new conversations with new people. It reminded me of the saying, 'you don't know what you don't know'.

Bringing together a great location, content and causes, we enjoyed a fantastic lunch. We heard from Edwina Currie who gave a great view into what is going on behind the scenes in Westminster, captured insights from over fifty businesses sharing their best lessons freely and raised money for some great local causes, whilst in the company of like minded people, creating opportunities with each other. A triple win for all in the room. Hope to see you there next year.

Phil Jones MBE, Managing Director, Brother UK

Main Sponsors



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To get involved in next year's Connectworking Lunch contact paul@businessconnectpublishing.co.uk



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BRINGING BUSINESS TO PROFESSIONALS

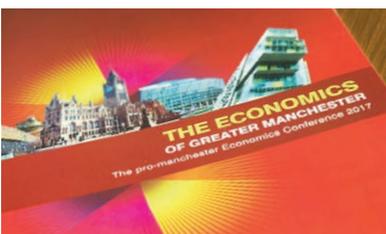
conference

The pro-manchester Greater Manchester Economics Conference 2017

Delegates turned out in force for the pro-manchester Economics Conference 2017 at The Hilton Hotel, Deansgate recently.

The event started with pro-manchester Chair Jane Forbes welcoming everyone and highlighting how important it is to focus on the opportunities and challenges post-Brexit.

Over the next 12 months, the pro-manchester Board has outlined three principal goals, championing our



sector; being a loud voice for business and helping with collaboration and linkages across our industries.

Mark Gregory, EY, opened the conference providing a UK Macro Economics Overview and a sneak preview of EY's Autumn forecast. The referendum uncertainty is shaping the outlook. For the moment consumer spending is resilient. Expectations are that household spending will slow. Rates will rise soon but increases will be gradual. Overall expectations are for relatively slow but gradually improving, GDP growth.

Anthony Light of Oxford Economics highlighted that the Greater Manchester economy has significantly

increased over the years. He warned "With the labour market beginning to cool, leaders will need to identify where the new jobs are going to be. Professional services will have the lion's share of growth. 70% of new job growth will be city centre based".

Mike Blackburn of the Greater Manchester Local Enterprise Partnership noted "There appears to be an overwhelming view that Brexit will damage the UK's medium-term growth prospects. However, there is no consistency on the view. Manchester has always been strong and will continue to be so".

The first panel of the day discussed the housing agenda. Panelists included Guy Butler from Glenbrook Property, Suzanne Benson of Trowers and Hamlins, and Steve Rumbelow Chief Executive of Rochdale Borough Council.

"Greater Manchester is well serviced with greenbelt land. The reality is we need to reduce the greenbelt but respectfully tackle the concerns of our communities. A plan is needed for growth, creating the right developments in the right places." stated Steve Rumbelow.

According to Guy Butler "How the land is released is the cause for concern. There needs to be a 20-year plan, with housing associations fully involved. Housing associations need to take a role in the planning process and be actively involved at every level".

As Chief Executive of Manchester City Council, Joanne Roney takes the lead on education and skills. Joanne states the council's ambition is to work with employers to increase the number of opportunities available to people. In such a dynamic economy, we need to ensure we continually challenge the skills sector at every level and support the move of young people into

sustainable jobs.

Joanne states "We have the opportunity to revolutionise technical abilities and employment. Employers are at the heart of providing opportunities for young people. Innovation was at the heart of our industry and we want this place to be continually recognised as a place in which to grow and develop".

Sir Richard Leese leads the talks on the Devolution Agenda. He explained how Manchester has far more integrated power than anywhere else.

"The next biggest area to tackle is the devolution of the skills agenda. This would give us the opportunity to shape the skills offer in Greater Manchester to match current economic needs".

The panel of Kirsty Styles – Tech North, Gary McIndoe – Latitude Law and Oliver Chapman – Regeneris discussed in greater depth, the issue of EU workers in the UK and in Greater Manchester.

The panel session on 'balancing the books' included Donna Hall – Wigan Council, Ed Cox – IPPR North and Neil Thornton – Rochdale Borough Council.

Professor Jill Rubery presented the Human Development report. "Greater Manchester provides a window on the human challenges and difficulties. To have a positive Human Development Index you should have a long and healthy life, knowledge development and a decent standard of living."

Our panel covering inclusive growth included Jean Stretton – Oldham Council, Steve Connor – Creative Concern and Todd Holden – The Growth Company.

Jean Stretton notes that "36% of people in Greater Manchester are ranked in the bottom 20% for national deprivation". "If something is not done we will continue to fail these people, restricting the possibility of achieving inclusive growth."

To conclude the day's events,

Sir Richard Leese,
Leader, Manchester
City Council



John Ashcroft,
Chief Executive,
pro-manchester



Jane Forbes,
Chair,
pro-manchester



Eamonn Boylan,
Chief Executive,
GMCA



Mark Gregory,
Chief Economist,
EY



Professor Jill Rubery,
Director,
Alliance Manchester Business School



Anthony Light,
Director,
Oxford Economics



Joanne Roney,
Chief Executive,
Manchester City Council



Mike Blackburn,
Chair,
Greater Manchester
LEP



Eamonn Boylan, Chief Executive of the GMCA gave his views on the prospects of Manchester's economy in light of the Brexit uncertainty.

"We need to ensure the best possible outcome for Greater Manchester. No deal would be a disaster for Britain. It will be a greater disaster for those areas fundamentally entwined with Europe. Manchester is one of those areas".

Overall the conference was considered to be a huge success, highlighting insights into the challenges of providing sustainable growth across the city region.





round table

Food and drink market polarises as consumers get savvy

by Rupert Cornford

pro-manchester's food and drink round table looked at the big picture trends in the sector, at an event hosted by Alston Bar & Beef in Manchester



Trends don't occur in isolation. While the big picture of globalisation is being challenged, and countries veer towards serving their own interests, so too the food and drinks industry faces sweeping change.

A few years ago, it was the big supermarkets in the headlines, with vast out of town footprints and growing estates. Large restaurant chains, too, were the mainstream choice of investment and expansion. We knew what it was, and we could get it everywhere.

But that has been changing in recent years. Retail stores are all about convenience, we are shopping more often and buying less, and restaurants are responding to consumer demands for local products, niche offerings and something different.

The pendulum is well and truly swinging the other way.

pro-manchester's food and drink group embraced this challenge at a round table in November - and explored what these trends would mean for new start-ups and big players alike - in an event held in association with Carter Corson Business Psychologists and Manchester Metropolitan University.

Niche differentiation is playing into the hands of businesses like Mello Drinks and Cool Cold Coffee as they seek to launch into independent chains and national supermarkets alike.

While the flexibility of being new and different appeals, there is also an opportunity for new brands to play into the health-conscious population

and rage against the sugar levels in some existing products.

Smaller brands are better at innovation too as they can turn their business models around almost instantly in response to the fickle consumer demand. Patchwork Foods is boosting its food service business, after responding to changes in demand from independent retailers, and even producing pate in piping bags as it seeks to understand more how it can meet the needs of restaurants.

These brands can influence supermarkets too as they try and turn their super tankers much more slowly towards the winds of consumer change. There are opportunities for collaboration with bigger food brands, to feed in innovative ideas and support getting new products to market quicker.

The same trends are playing out in restaurants too with outlets such as Alston Bar and Beef, and Indian restaurant Mowgli Street Food selling themselves on an authentic message, locally sourced food and something that echoes with more demanding consumers. Neither has a

massive number of outlets, but small is (sometimes) beautiful and provides a more local feel. This is a trend that has attracted the investment community too.

In the future, to be differentiated, health conscious and flexible, seems to be the way. Like many markets, food and drink seems to be polarised, and being stuck in the middle isn't going to cut it any more.

But that future is far from certain: the impact of Brexit, the far-reaching availability of food and a more selective palate will only enhance the ability to be nimble. The environmental impact of food production will keep coming up in the headlines, a move towards gluten-free and vegetarian diets seems inevitable, and people's appetite for new and different will keep the industry on its toes.

It's an exciting time to be in the industry - but get ready to respond quickly, make it taste amazing and available 24/7. Not much to ask, right?

Key comments

Mike Easterbrook (former chief executive, Princes Foods) *"The food and drink industry reinvents itself all the time. The supermarket shelves have changed dramatically, new food and drinks that are coming in are very authentic and good for you - it's got to be healthy and food brands need*

to have a social conscience."

Rose Aldean, Mello Drinks - *"If you stay true to your values and make something people will enjoy, that's the way. We went national after six months with Waitrose and Ocado, the same with Holland & Barrett."*

Lucy Cort, Holdens & Co - *"We have been making our ice cream since 1929, sugar wasn't a big deal back then; I'm trying to mesh the old and new trends and give customers what they want while trying to educate them along the way."*

Naeema Choudry, Eversheds Sutherland - *"A lot of the major retailers have lost the trust of the customers, with the scandals that have happened; if they go into an independent, then there is more of a feeling of knowing what they are getting - even though it might cost a bit more."*

Nicky Leonard, Hurst - *"The important thing in the food sector for investors is growing the top line but not at the expense of the bottom line. That's been quite hard, but if you are in a differentiated space - it's about making the position in the market quite defensible."*

Ged Smith, Finch - *"There is going to be far more choice - I saw an Uber Deliveroo driver today. There will also be food from a certain area of a country - it is becoming more region specific."*

pro-Manchester is a corporate membership organisation representing the 240,000 employed in the financial and professional service community in and around Greater Manchester.

Boasting more than 300 corporate member firms, pro-Manchester engages with over 5,000 individuals. For more details call **0161 833 0964** or email: **admin@pro-Manchester.co.uk**



networking

The importance of investing in young talent – our future leaders

The end of November marked the start of the second year for The Business Network Young Professionals (BNYP) development programme.

The members left delighted, once again, with the two seminars providing Microsoft Tips and Tricks and Customer Service Excellence. The events create fun and engaging experiences which leave the members feeling energised, eager to take action and enthused by the new relationships they had built.

The BNYP is designed to develop and nurture those who fully appreciate the important role 'soft skills' play in the careers and opportunities of young professionals.

It offers a fantastic opportunity for peer networking, and to become part of a group that provides support, guidance and friendship.

It addresses the issue of CPD and offers young professionals a chance to gain an 'edge' and develop them into future leaders.

The programme is designed for 18-35 year olds; our future leaders and senior decision makers, who are part of the Millennial Generation.

By 2035, nearly 75% of our workforce will be occupied by Millennials. Currently, Millennials have the least retention rate amongst professionals, with 41% expected to be in their current job for 2 years or less and 84% leaving within 5 years*.

One issue that continually arises is their lack of development. Millennials are more likely to change jobs than Gen X employees because they are not willing to linger in a role where

they do not believe they are receiving any personal benefit or growth.

If companies want to retain the best young talent and get the best out of them they must look to develop, empower and encourage them to grow.

If a Millennial employee feels like their bosses are invested in their personal growth then they are likely to develop a stronger relationship and loyalty, not just with the company but with the people in it.

Typically training and networking groups are aimed at senior level management or decision makers but not necessarily for mid level and future managers.

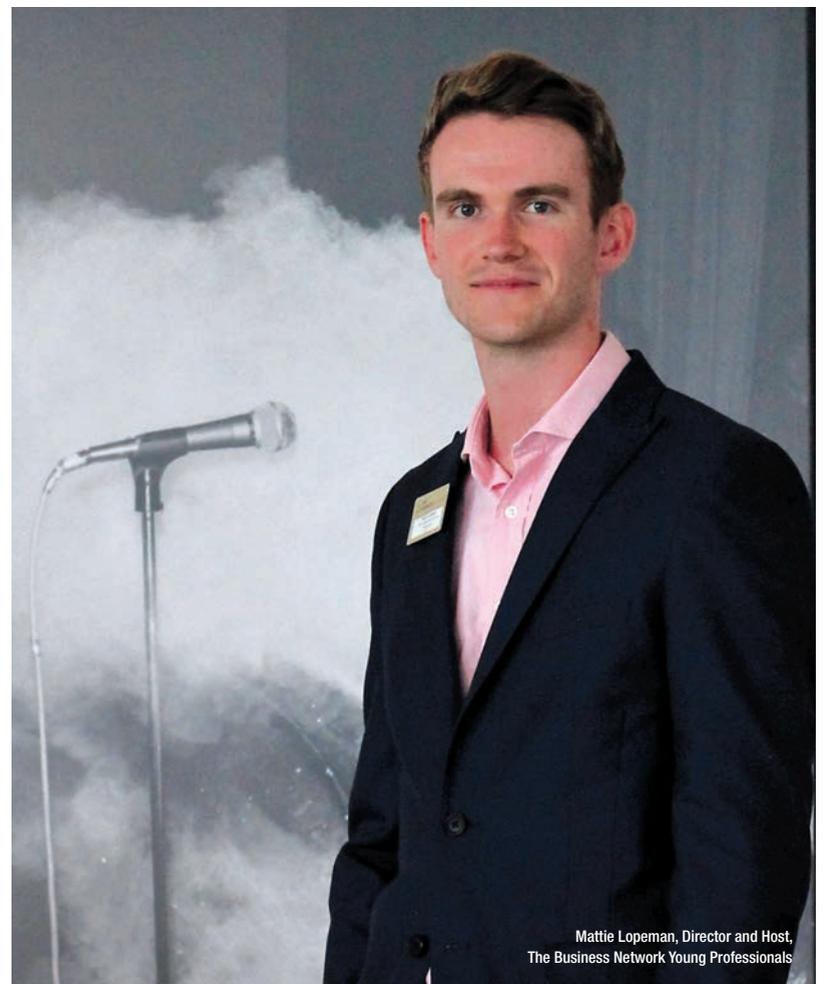
It is important for those climbing the career ladder to build their network now and develop skills that they can bring with them into their role and companies. Investing in the future early reaps many benefits.

The BNYP are looking for organisations who wish to play a part in supporting ambitious, talented and bright young professionals through their journey.

"Our people are our greatest asset" Most business leaders would agree with this statement. If your people are not performing at their best, your company will not perform at its best.

Young professionals need to be lead rather than micromanaged. Bosses must trust their employees, challenging them, never marginalising but growing their talent.

Young people are fresh and full of energy. They have a thirst for knowledge which is contagious and livens up a workplace. They



Mattie Lopeman, Director and Host,
The Business Network Young Professionals

can develop your workforce, bring a fresh perspective, new ideas, and solutions. They have an ability to be moulded, are enthusiastic and have a willingness to learn. Within the right environment and with the correct guidance they can flourish and excel.

The next BNYP event is on February 23, with presentations on 'What is Your Problem with Success' from Barbara Guest and 'Lifting The Mask On Leadership' from Ben Morton.

The bi-monthly seminars can really help your business or career take

off, by sharing the expertise of our speakers and connecting you to like-minded young professionals.

If the BNYP sounds like something your employees and company would benefit from or you are a young professional eager to strengthen what you're capable of, please contact: **Mattie Lopeman, Director and Host:**

matthew@business-network.co.uk
07912 516178
www.bnyp.co.uk

awards



The Greater Manchester Business Awards announce their shortlist

For the second year GM Business Connect are proud to be media sponsors of the Greater Manchester Business Awards which take place on 9 February 2018 at the Radisson Blu Edwardian Manchester Hotel in the heart of Manchester City Centre.

Organised by innov8 Conference Services, the awards once again attracted a massive influx of nominations. This year there is a total of 12 categories - here is the shortlist featuring the finalists:

Business of the Year (under 10 Employees)

Catalyst Claims Management
Flow Creative
France Line International Transport Ltd
Beaumont Organic

Business of the Year (between 10 - 50 Employees)

D-ENERGi
Active Flooring
Strategic Analytics Team Ltd
Matthews Environmental Solution

Business of the Year (over 50 Employees)

The Flava People
Involvement Packaging Ltd
Shield Safety Group
OneFile

Start-up Business of the Year (under 2 years since formation)

Flow Creative
JG After Build Limited
Bee Industrious

Corporate Social Responsibility

Tropical Palms
EMERGE 3Rs
Stockport Homes Group

Employer of the Year

Equilibrium
Enterprise Holdings
Jobwise

Entrepreneur of the Year

Paul Jorgensen
Wayne Coyle

Customer Service Excellence (under 10 Employees)

Hey There Little Princess
Florence & Amelia's

Customer Service Excellence (between 10 - 50 Employees)

Woodbank Office Solutions
D-ENERGi
Contact

Customer Service Excellence (of over 50 Employees)

Involvement Packaging Ltd
Stockport Homes Group
OneFile

Business Person of the Year

Edward Greenhough
Janet Bowden
Paul Jorgensen
Amy Whitehead
Richard Jordan

Young Business Person of the Year (under 25 Years of Age)

Shortlist available online.

The choice of shortlisted businesses, and indeed eventual winners, were as a result of 8 judges who were brought in from many different businesses, organisations and backgrounds. Out of the many submissions, the process of choosing the finalists was incredibly difficult due to the very high calibre of nominees.

Event organiser James Caldwell from innov8 Conference Services commented: "When planning our first Greater Manchester Business Awards last year, 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 was also from different backgrounds, with some being based in micro-businesses for 25+ years, whilst others had worked their way up their respective companies to be sector leaders over many years. Therefore in order to get onto the Shortlist the entrants had to impress a wide range of different Panel Members.

"We implemented a scoring method which prevented panel members unfairly skewing the process. We (innov8) had no input into the Shortlisting for the awards, we left that entirely to the Panel and they spent an awful lot of time deliberating the entries.

"I cannot stress how important it

is to get a Panel of Business Leaders together like the ones we have, who make the process impartial and ensure that the awards goes 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.

"The quality of the entries we had for this year were of the same level as our inaugural event, which made for a tough process in the judging system. We wanted this to be an award that companies wanted to genuinely win and from the interest in the entries we received, we certainly created this.

"The Greater Manchester Business Awards has now cemented itself as a yearly awards process and we are looking forward to another fantastic evening on the 9 February celebrating the very best from businesses across Greater Manchester."

Once again the glittering black tie final will take place at the Radisson Blu Edwardian Manchester Hotel, celebrating Manchester's vibrant, innovative and growing business community.

For tickets to the event visit www.greatermanchesterawards.co.uk or call innov8 on 0161 300 6396

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social media

Social Media 2017: What were the biggest changes?

Social Media changes frequently and it can be hard to keep up.

As we enter a new year, it's a good time to have a recap of the major changes in social media over the past 12 months...

Twitter

The biggest change of the year on Social Media was Twitter changing the very thing that made it unique - the 140 character limit.

Twitter decided to double the amount of characters you could use.

Twitter's 280 characters divided social media audiences when it was announced.

The key reason for the introduction was to make it easier for people to tweet - which in turn could lead to an expanded audience for the Social Network.

During the initial trial only 5% of tweets sent were longer than 140 characters and only 2% more than 190 - so brevity is still at the heart of twitter.

And many users weren't happy. Harry Potter author JK Rowling tweeted *"Twitter's destroyed its USP. The whole point, for me, was how inventive people could be within that concise framework."*

The changes have only just happened so it's early days yet in assessing it's impact, but for the time being it means you don't have use text speech or abbreviations.

LinkedIn

LinkedIn is on fire now.

Seriously hot.

Over the past few months

it's been transformed with an absolute hive of activity that all seems to be organic.

If you're one of the many people who have a LinkedIn profile, but are not active, you need to start logging in again.

The growth this year has been huge, and the most recent stats put LinkedIn at 530 million users in more than 200 countries and territories worldwide.

LinkedIn's biggest problem has always been that it's been too stuffy.

It's always been the old dude in the room who still wears a suit and tie, never cracks a smile and doesn't let their guard down.

LinkedIn 2017/18 is younger, has taken the tie off and realises that people do business with people they like and can relate to.

People can show off their insecurities, inject personality and ultimately be human.

And importantly people have discovered the art of storytelling and the power of a narrative.

The fact now that there is a video series on LinkedIn run by Mike Morgan called *"Humans of LinkedIn"* shows just how far LinkedIn has come this year.

Facebook

In 2017 Facebook changed it's mission.

Rather than *"make the world more open and connected,"* CEO Mark Zuckerberg wants to *"give people the power to build community and bring the world closer together."*

From the outset you could be mistaken for thinking it's just a empty slogan, but Facebook seem to be doing for groups

what LinkedIn Groups used to be.

We're member of Facebook business groups which have more quality posts in one day than LinkedIn groups will get in a year.

So what has changed?

- Core business groups have focused on LinkedIn to bring communities together
- You have signup questions which vet members before joining groups to help reduce spam
- Facebook has introduced stats and insights to group admins
- There are now welcome posts for new members

Importantly a lot of business owners log into Facebook more often than LinkedIn, despite LinkedIn being a business platform.

Instagram

Instagram stories came out in 2016 - but the growth has been phenomenal in 2017.

Instagram Stories currently has more than 300 million daily active users. To put that in perspective Instagram's had a total 500 million daily active users in September.

It's dwarfing Snapchat active users - the very platform they 'borrowed' the stories feature from.

So why is this important for B2B business?

The user base for Instagram is expected to topple the 1 billion users mark and the pool of talent that will joining your organisation over the next 5-10

years will have grown up with Instagram more than Facebook or LinkedIn.

Your future customers will also have grown up with Instagram more so than Facebook or LinkedIn.

Hootsuite

Not a social media platform as such - but a major tool for social media users.

HootSuite is a social media dashboard which allows businesses to schedule and publish messages to multiple social networks.

The biggest change of Hootsuite was a significant reduction in the functionality of it's free version.

Previously you were able to schedule unlimited updates on hootsuite - a useful feature for social media power users as well as those organisations whose social media manager is going on holiday.

It reduced the functionality recently to just 30 messages being able to be schedule in advance - which is somewhat limiting for users.



Alex McCann

Altrincham HQ

www.altrinchamhq.co.uk

leadership



School Playground or High-Performing Team?

To how many of the following statements, is your answer **YES** without the slightest hesitation?

- During team meetings, the most important and difficult issues are put on the table to be resolved.
- Team members quickly and genuinely apologise to one another when they say or do something inappropriate or possibly damaging to the team.
- Team members openly admit their weaknesses and mistakes.
- Team members end discussions with clear and specific resolutions and calls to action.
- Team members willingly make sacrifices (such as budget, head-count, etc.) in their departments or areas of expertise for the good of the team.

If you answered **NO** ...welcome to the realities of how most teams operate!

Imagine the following: You are invited in to one of the standard meetings of your company or department and you know beforehand who the participants will be. So, you already **KNOW** who is going to probably dominate the discussion, who is going to be challenging the ideas, and who may not say a single word? Don't you? **THIS** on its own tells us that human beings have consistent behavioural patterns.

For a very long time I was searching for a methodology to help executives uncover group dynamics and behavioural patterns that were not useful to them. I was looking for a model that would go deep enough, and that at the same time would provide me, with a language that would make sense and most importantly that it would produce tangible results in terms of changing behaviours and transforming a group of people into a high-performing team.

And I found it. Many years ago I came across David Kantor's model and I

embarked on applying the model as well as researching it and testing it with intact teams, including Top Management Teams.

I was fascinated by the results for several reasons. First, I realised how user-friendly the audience found it. One CEO in our initial appointment said: "I don't understand this psychobabble but I **KNOW** that the organisation needs this, so do what you have to do with them". When I briefed him on the process and he agreed to go ahead, he admitted he did not expect his team to react in this productive way and to have these positive results. This was a case where the CEO was new, and the team had stayed without a CEO for quite some time after many years under an authoritarian leader.

Another case where I used this was to bridge the working relationship between two departments in a pharmaceutical business, which, instead of working **WITH** each other seemed to enter into an automatic



position of battling against each other, losing sight and focus of their common purpose and goals.

We created the conditions that allowed them to speak the unspoken, articulate their hidden expectations and assumptions, and find the path of their higher purpose beyond their differences.

I believe in a healthy dialogue where groups can articulate what is happening in their minds, adjust their behaviours in a group setting,

and have powerful and productive conversations. Often, groups for various reasons have the illusion they have communicated, when they have not, and the David Kantor Model provides the context that challenges whatever may be taking place within a group and leads participants into a path of true transformation.

So, for you as leader of a group or team, this is a methodology that will help you unlock true group and organisational potential.



Dr Maria Katsarou CPsychol
Chartered Psychologist by the British Psychological Society
Managing Director, Leadership Psychology Institute
Maria@leadershippsy.com

Maria has 20 years of experience in partnering with senior teams across many business sectors. She holds a BA in Management and Organisational Behaviour, MA in Human Resources Management, an MSc in Psychology and a Doctorate in Leadership Psychology.

She holds the Henley Certificate in Coaching, is an accredited Coach by the International Coaching Federation as well as accredited in various psychometrics by the British Psychological Society.

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digital expo

Inaugural Smarter Business Tech LIVE makes a big splash at Manchester Central

Tech giants, global influencers, leading business software and tech service partners together with business leaders and management from businesses across the North West, came together for the recently held inaugural 'Smarter Business Tech LIVE', held in November at Manchester Central.

As a concentrated 2-day 'free to attend' experience designed to 'empower through technology' business leaders and C-level departmental management in Sales, Marketing, IT, Operations, Business Planning, Accounting, Finance and more from across the region came together. The launch event attracted a focused combined day 1,800+ strong attendance.

Delegates enjoyed keynote 'visionary' presentations from some of the

biggest names across the global business tech sector, including IBM, Microsoft, SAP, Oracle, Oracle NetSuite, Vodafone, Zen Internet, Fujitsu and Hootsuite.

Day 1 of the event was additionally supported with a special appearance and Q & A with Mayor Andy Burnham, reflecting the mayor's publicised vision to make Manchester a world-leading digital hub.

Offering the opportunity to sit in on a choice from some 70+ hours of high quality, topical expert visionary intelligence, best-practice, demonstration and case study presentations across its eight show floor stages, visitors were spoilt



for choice from the massive 150+ contributing '2-day open conference' speaker line-up.

The 2017 show floor hosted an exciting cross-section of leading business software vendors and specialist solutions resellers, combined with leading tech service partners, all at the vanguard of the tech-led business transformation across commercial and operational processes.

Show organiser Ian Stone commented "The Smarter Business Tech LIVE event is quite simply about helping businesses to achieve new and exciting levels of agility, decision making and performance throughout their core processes – from Sales, Marketing, IT, Operations, Finance, Planning and more... leveraging the right technology to drive competitiveness, growth and success."

Hot topics embraced across the segmented Sales & Marketing tech,

SME IT and Business Management technology show zones embraced everything from latest ERP and CRM solutions to Business Cloud, from Sales & Marketing technology to Managed Services, from Big Data to Business Intelligence and much more.

For those wishing to get a glimpse into future tech underpinning next generation business tools, attendees were treated to presentations on emerging tech streams such as Augmented Reality, Virtual Reality, Artificial Intelligence and Gamification in business.

2018 looks to build significantly on the success of this the first event, with an extended show floor, new feature zones and content streams, and reaching out to even larger Northern and Midlands-based business audiences.

Dates for your diary are **13 & 14 November 2018**, again at **Manchester Central Convention Complex**.



For latest information visit
www.smarterbusinessstechlive.com

digital marketing

The importance of video for businesses

The world of business is an ever-changing landscape, and much of this comes from the way people consume business marketing material.

The consumer empowering internet is largely responsible for the increased importance of video. A good video presence online can make or break a web business. The simple fact is more people are wanting to watch video now more than ever. So, reaching out to new customers in a way they like is very important.

Recently, video consumption increased massively amongst audiences. You only have to look at the youth market for proof of this.

Of course, this isn't just happening within the millennial audience, with people less likely to read information, instead opting to watch videos.

Video is not just a way to inform and teach people about businesses and what you do, it's also a strong brand awareness tool that business owners, with an online presence, need to jump on if they want to stay ahead of the game.

Video for Google and Social Media

In 2016 a survey* of 230 marketing professionals and consumers highlighted a number of interesting facts about video marketing.

It found that 61% of businesses now use video as a marketing tool. This had increased by 66% in only one year, and almost all (91%) said they would be maintaining or increasing this as they continued.

Of course, for a business to invest in such platforms, there has to be a need. But with 88% of those surveyed saying it was a key part of their marketing, 76% saying it provided good ROI and a further 64% saying they believed it had increased sales – it's a channel that business should explore, even if they think it's not applicable to them.

However, a small number did mention they wouldn't be using video. This was due to them believing

it was either too expensive (15%) or were unclear of the ROI (12%).

But the benefits video can bring for a business cannot be denied. And as demand for quality video production continues to grow, prices will fall.

When it comes to search engines, Google is king. Yet, of the billions of searches that take place on Google, it turns out that 70% of these are for video. However, of all websites, less than 5% have video readily available on their website for potential consumers to view.

In fact, Forbes found that 74% of business executives would prefer to watch video, rather than digest written content when looking for services. Showing that it's not just consumers, but also for people within business looking for video.

Further to this, website conversions can increase by as much as 120% with the use of video, and website videos can also improve Google search rankings. When we go into the world of social media, video generates 1,200% more shares than text.

The world of video lends itself perfectly to social media. Even if your business isn't likely to go viral on Facebook, video is still a great way of reaching your core audience, and appears to help with search rankings.

The Consumer and Video

Google and social media are highly competitive areas among businesses, with everyone vying for attention with SEO, PPC and paid social campaigns.

When you look at the consumer however, you can see that despite all this, video is key - especially when reaching your target audience and having your message delivered and understood.

Further to this, 84% have said they were convinced to purchase a product after watching a video produced by a brand, with 91% learning more about a brand through an explainer video.

These are highly important results, emphasising even a simple change to an 'About Us' page by including

easily digestible video content can have a massive impact on sales growth. Yet, only 62% of websites surveyed have such a page, never mind video content.

In Conclusion

As you can see, video is becoming increasingly important, and those brands that hopped on the bandwagon early are seeing huge advancements in brand awareness, traffic and sales.

Even if brands don't think it applies to their business, simple product or service explainer videos could bring that much-needed sales boost needed and provide a platform to develop further if successful. So, don't

get left behind, and explore the world of video before your competitors do!

*(source: www.wyzowl.com/video-marketing-statistics-2016.html)



Howard Jones

Jungle Marketing

www.jungle.marketing

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debt recovery

Are manufactu

sufferin

Any manufacturing company needs a strong cash flow to help operate smoothly, but many find this aspect of running a business difficult.

Manufacturers have certain unavoidable costs, and these costs can seriously affect their working capital.

These basic costs are: direct materials, direct labour and factory overheads.

While businesses will look for ways to improve their efficiencies, they shouldn't ignore potential ways of improving cash flow, alongside any other potential cost reductions.

The challenge of working capital

According to 'The Manufacturer', there's a liquidity imbalance in the UK economy, with large amounts of cash concentrated in the hands of a few large corporations. At the same time, industry as a sector has experienced a deterioration in working capital.

Where manufacturers may be looking for greater cost reductions to alleviate customer-driven pressures, this can be at the expense of working capital.

This kind of pressure may make things worse, especially if they've already got cash flow issues.

If a manufacturing business is experiencing problems with cash flow, it may then risk becoming

mired in troubles paying back its own creditors. It is all a question of balance. It must keep its sales volume at a level that brings in money, but to do so may require more expenditure on inventory. More expenditure requires more cash.

The risk is that business may get pulled into a spiralling debt crisis.

Cash flow and debt recovery

The key thing for manufacturers is to speed up receivables while trying to cut costs.

Manufacturers cannot simply focus all their energies on growth and sales without looking at their expenses. This means looking at how they are performing in the present, not just at projected performance.

An experienced investor will look at cash flow, not just profit, because cash flow shows how much money is available for day to day operations, and is therefore a basic for a sound business.

There may be ways a manufacturing business can improve its cash flow by reducing its inventory or its overheads, for example; or improving its mixture of products to focus more on those items yielding higher margins.

However, getting paid on time should always be a priority.

Don't disregard debt recovery. If a business is making cash flow a priority, then they must consider their options for recovering money owed, as well as efficiencies in other areas. Commercial debt recovery should not simply be a last resort, but rather a strategic, cash flow option that can be employed in certain circumstances.

What are the growing pains of exporting manufacturers?

When manufacturers face long payment cycles, this can spell trouble. This is especially true for first-time exporters.

Without careful planning, companies beginning their export journey can soon find that they have insufficient cash to cover multiple costs. These costs include: materials, labour and building and equipment overheads.

Also, exporting manufacturers also must consider costs associated with the supply chain, including freight and insurance.

Business owners often regard exporting as a challenge because of finding overseas customers, when in fact cash flow can be a far more pressing issue.

Growing pains and cash flow problems

Businesses will typically seek to drive greater cost reductions to meet customer pressure for better value, however, inventory costs can typically contribute to a reduction in working capital.

A manufacturer may find that while they are ready to grow, the demands of growth bring with them certain problems, and pains.

If, for example, an overseas customer ends up awarding a business a major contract far greater than the company's domestic value then this provides an opportunity for growth.

However, it may also mean that the

business needs more capital to meet this new demand, or face a shortfall.

Complexities in the supply chain may then exacerbate this problem.

As an exporter, they can then find that the whole process slows down their cash flow, so while they need more working capital upfront, they're also not recouping cash quickly enough, dragging the business further into debt.

Recovering debt as a cash flow strategy

Whereas organisation and planning are crucial to helping businesses grow in export markets, the issue can come down to collecting money owed to make sure they maintain working capital.

"As part of a cash flow strategy, manufacturing exporters should consider international debt recovery - not as a last resort, but rather, as another arm of their operations.

Managing international payments has its risks, from currency issues to local political problems, alongside corruption and the risk of non-payment.

As part of understanding and managing a business's risks as an exporter, they must consider how they can secure their cash flow. Its important to familiarise themselves with finance sources available, and then get cash reserves in place, but it's crucial to be prepared for issues to arise, and know what action they will need to take to recover their debts overseas.

Tackling cash flow in manufacturing

Cash flow is not just about problem-solving. Given that manufacturers have unavoidable costs, it makes sense for them to approach the issue strategically.



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Manufacturers Facing a cash flow hit?

Such strategies may include: reducing expenditure on overheads or inventory; reducing purchasing costs while incentivising productivity to improve gross margins; and improving the product mix to focus on higher margins.

However, there may be limited room to manoeuvre, especially if the business has taken on new overseas orders which require more capital. The demands from growth may in fact narrow options before they can yield results.

Therefore, it is vital that the business also focuses its efforts on commercial debt recovery. This can be the key that unlocks more working capital and frees up growth, while reducing the impact of bad debt on day to day operations.

Debt recovery does not need to be a last resort: businesses can build it into their cash flow strategy as an embedded process, with the right level of professional guidance and support to help ensure the best possible outcome.

Whether a business is domestic, overseas, or both, this is an option, and a strategic cash flow solution, you cannot afford to ignore.

What cash flow means to manufacturers

Manufacturers, more than many other businesses, have unavoidable costs they must meet that are inherent to their day to day operations.

These costs come from: materials, labour and equipment and factory space overheads.

What many manufacturers face is a crisis in working capital: they must spend on inventory to meet increased customer pressure for reduced prices, but this increased spend leaves them with less room to manoeuvre.

There are then the pressures of growth. If, for example, a manufacturing company wishes to expand into overseas markets, it may find it requires more working capital so that it can invest in inventory to deliver on bigger, international orders.

What can then tip these pressures over into a full-blown financial crisis is an interrupted, or irregular, cash flow.

The danger is, that in seeking

to grow, a manufacturer is sucked into a spiral of debt which, if unchecked, can lead to bankruptcy.

Strategies for improving cash flow

Manufacturers may, typically, look at certain areas where they can improve, such as product development and productivity. Or they may want to try and focus on reducing overhead, or selling off excess inventory.

However, a key strategy for improving cash flow must be increasing the speed of receivables – getting them in before accounts payable.

Realistically, this may not be possible. It then becomes a case of trying to reduce the accounts payable by as many days as possible. Even if this is just five days, it can make a significant difference to the cash flow situation.

But the one strategy that manufacturers must not ignore is commercial debt recovery.

Commercial debt recovery

The emphasis here is on strategy as much as solution. The most effective way to use debt recovery is, with expert advice, to incorporate it into an overall cash flow strategy.

This does not need to be expensive nor time consuming: outsource your debt recovery so you can focus on your core business; and build it into your credit control processes, so that it becomes central to the way you can improve your cash flow.

Whether you are focussed on the domestic market, or expanding your manufacturing overseas, getting paid will be crucial to how your business can continue to grow on your growth.



Paul Daine

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wellbeing

What are your business ABC's?

Reflecting on your business ABC's can be an interesting exercise and a great way to be reminded of all the different factors that come together to support an effective work environment.

You may agree or disagree with these points, but enjoy the read and feel free to add your own!

A's

Ability is an important consideration in our work, especially if we're new to a situation, eager to impress clients, bosses or colleagues.

We need to be careful about feigning competency; it's far better to ask for help, be honest or say 'I'll come back to you about that'.

Sometimes, if we're lacking a little expertise, it can be mutually advantageous to form alliances with other complementary businesses and so extend the range of goods or services we're both able to offer.

Application. Was it Martin Luther King who said that if you're a road sweeper aim to be the very best road sweeper you can be, no matter if seconds later someone throws rubbish onto those clean surfaces.

Being proud of our work and doing the best job we can, whatever that is, rewards us with daily satisfaction.

Take pride in making a round of drinks, doing routine admin, as well as signing that fantastic new contract.

Appraisals are important for everyone, whether conducted officially as part of a career progression or on a smaller scale.

Set aside time for personal reflection, goal setting and recognition. Give yourself credit for successes along the way - they can all too easily be forgotten or dismissed.

But also take time to identify areas of weakness that may benefit from some training or attention.

Determine your next tier of goals and set motivational plans in place.

B's

Busyness can be seductive. We all want to look busy, successful and in demand, but being continually busy and rushed off your feet can appear disorganised and chaotic.

Use time management strategies like lists, designated times to check online and a commitment to dedicating less time to endless meetings. Share your work load and let others help.

Breaks are a valuable way to manage stress, which in turn benefits your health, wellbeing and clearer thinking.

Often, upon your return, you'll be rewarded with new ideas or a different perspective on

your situation.

Boundaries. Be clear as to why you work so hard. Yes, it's great to be occupied with meaningful work, but remember that supporting your home, children and lifestyle were often major factors in your desire for success.

Allow sufficient time to enjoy those areas; your home, family, friends, hobbies and interests.

Sometimes you may need to be firm and say 'no', if too much is being asked or expected of you.

C's

Credit. Give credit where it's due, to others as well as to yourself.

Unconditional praise and credit is important as in, 'well done, great job', without adding a demotivational, 'remember to do it like that every time', 'wish you were always that good'!

Don't be excessively shy about highlighting your own achievements and let others appreciate your skills and accomplishments.

Courtesy and good manners cost nothing, yet can make such a difference to your relationships, reputation and how others perceive you.

Being polite and appreciative of another person's viewpoint matters, especially in tense or fraught situations; people won't remember how they behaved, that they were perhaps angry, rude or offensive, but they will remember how you responded and handled their issues.

Communicate well, in every area of your life. Keep clients and customers happy by providing networking opportunities, training sessions that reference your goods or services and newsletters.

All these are ways to keep your business at the forefront of their minds and be viewed as a helpful

supporter of their success.

Cherish your family and friends. Stay in touch. It's all too easy to end up exchanging information updates rather than really talking about your feelings or the things that are on your mind.

Make quality time for family and friends. Mutual support comes from nurturing good relationships.

Compromise and be prepared to meet halfway. Remember, you may win a battle but lose the war!

Standing firm until the other person capitulates isn't necessarily worth the ensuing hurt or damage to the relationship.

A compromise can allow everyone to come away feeling that something positive has been achieved.

It's always valuable to invest in the various parts of your life. That way you support your overall health, happiness and quality of life.



Susan Leigh MNCH (ACC)

Susan runs Altrincham based **Lifestyle Therapy** offering a tailor made combination of counselling and hypnotherapy on a one-to-one or group basis.

She is a hypnotherapist, writer and media contributor, and works with clients to help with relationship conflict, stress management, assertiveness and confidence issues.

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diary dates

4 Networking

City Centre - Fridays Fortnightly

- 22 Dec, 5 Jan, 19 Jan... 12noon - 2.00pm

Venue Revolution, Deansgate Locks
Whitworth Street West
Manchester M1 5LH

Cost £15

Contact Jon Mason 01942 765308

Cheadle - Fridays Fortnightly

- 22 Dec, 5 Jan, 19 Jan... 8.00am - 10.00am

Venue De Vere Hotel Cheadle,
Cheadle Royal Business Park,
Cheadle SK8 3FS

Cost £15

Contact Kristian Main 0161 244 8856

Stockport - Fridays Fortnightly

- 15 Dec, 12 Jan, 26 Jan... 8.00am - 10.00am

Venue Alma Lodge, 149 Buxton Road,
Stockport SK2 6HA

Cost £15

Contact Vivs Long-Ferguson 07970 772439

Sale - Tuesdays Fortnightly

- 12 Dec, 9 Jan, 23 Jan... 8.00am - 10.00am

Venue Sale Golf Club, Sale Lodge,
Golf Road, Sale M33 2XU

Cost £15

Contact Janine Mitchell 07854 273916

Salford Quays - Wednesdays Fortnightly

- 20 Dec, 17 Jan, 31 Jan... 8.00am - 10.00am

Venue The Beefeater, 11 The Quays,
Salford Quays M50 3SQ

Cost £15

Contact Paula Cohen 01606 532530
www.4networking.biz

BNI Royal

Weekly every Thursday

- early networking includes full breakfast

6.45am - 9.00am

Venue Gatley Golf Club, Waterfall Farm,
Styal Road, Heald Green,
Cheadle SK8 3TW

Cost £10

Contact Andy Walsh 07850 909055
andywalsh@strandcreative.com

Bowdon Business Club

Weekly every Friday

- early networking 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 City Centre,
Oldham, Stockport and Whitefield

Cost £10

Contact www.bforb.co.uk or email
centralservices@bforb.co.uk

Business over Breakfast

Networking - Fridays fortnightly

20 Oct, 3 Nov, 17 Nov... 7.00 - 9.00am

Venue Abode Hotel, 107 Piccadilly
Manchester M1 2DB

Cost £15

Contact Tracy Heatley 07812 076946

Dynamic Networking

Free Business Networking

Bolton - 4th Tuesday monthly

- 23 Jan, 27 Feb, 27 Mar... 5.30pm - 7.30pm

Venue Last Drop Village, Hospital Road,
Bromley Cross, Bolton BL7 9PZ

Cost FREE

Sale - 3rd Tuesday monthly

- 19 Dec, 16 Jan, 20 Feb... 5.30pm - 7.30pm

Venue The Boathouse, Sale Water Park,
Rifle Road, Sale M33 2LX

Cost FREE

Wilmslow - 1st Wednesday monthly -

6 Dec, 3 Jan, 7 Feb... 5.30pm - 7.30pm

Venue Hallmark Hotel, Stanley Drive,
Wilmslow SK9 3LD

Cost FREE

Contact Natalie Lewis
natalie@dynamicnetworking.biz
www.dynamicnetworking.biz

Carrington Business Park

Networking, 18 Jan 9.30am - 11.30am

Venue Pembroke House,
Carrington Business Park,
Manchester M31 4DD

Contact 0161 776 4000

info@cbpl.co.uk

Federation of Small Businesses

Networking Altrincham

3rd Mon - 18 Dec...

6.00pm - 8.00pm

Venue altspace, Second Floor,
19-23 Stamford New Road,
Altrincham WA14 1BN

Cost FREE

#FSBConnect Macclesfield

3rd Tues - 17 Oct, 21 Nov, 19 Dec...

8.00am - 10.00am

Venue The Legh Arms Pub
Conference Centre, London Road,
Adlington, Macclesfield SK10 4NA

Cost £10 (includes breakfast)

Mingle with Members

4th Thurs - 28 Dec...

6.00pm - 8.00pm

Venue Linten Technologies, Binks Building,
30-32 Thomas St, Manchester
M4 1ER

Cost £10

Network Media City

1st Mon - 4 Dec, ...

5.45pm - 8.00pm

Venue Orega Serviced Offices -
MediaCityUK, The Studios,
Blue, Salford M50 2ST

Cost FREE

Contact Simon Edmondson 07766 493428
Simon.Edmondson@fsb.org.uk

Forward Ladies

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1 Nov, 6 Dec

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Greater Manchester Business Awards

9 Feb 7.00pm - late

Venue Radisson Blu Edwardian Hotel,
Free Trade Hall, Peter Street,
Manchester M2 5GP

Cost £100

Contact innov8 Conference Services
0844 887 1550

info@innov8-conferences.co.uk

Greater Manchester Chamber of Commerce

Action for Business Manchester

13 Dec 7.30am - 9.30am

Venue Hilton Deansgate Manchester
303 Deansgate, Manchester M3 4LQ

Cost £15 (members free)

Action for Business Salford

6 Dec 12noon - 2.00pm

Venue AJ Bell Stadium, 1 Stadium Way
Barton-upon-Irwell, Eccles M30 7EY

Cost £15 (members free)

Stockport Breakfast Club

7 Dec 7.15am - 9.30am

Venue Alma Lodge, 149 Buxton Road,
Stockport SK2 6HA

Cost £30 (members £15)

Action for Business Tameside

8 Dec 7.30am - 9.30am

Venue Curzon Ashton FC
Tameside Stadium, Richmond Street
OL7 9HG

Cost £15 (members free)

Quarterly Economic Breakfast

15 Dec 8.00am - 10.00am

Venue Elliot House, 151 Deansgate
Manchester M3 3WD

Cost FREE

Handbags & Briefcases

Christmas Party

5 Dec 7.00pm - 11.30pm

Venue Great John Street Hotel,
Great John Street
Manchester, M3 4FD

Cost £30

Contact Jenny Matthews 07984 872325
info@handbagsandbriefcases.co.uk

K-Club Manchester

Entrepreneur's networking breakfast

1 Feb 7.30am - 10.00am

Venue AJ Bell Stadium, Barton-Upon-Irwell,
Salford M30 7EY

Cost £30.00

Contact Amanda Manson 07754 069 829
www.k-club.co.uk

LPI Coaching Programme

17,18 Oct+21,22 Nov+13,14 Dec+23,24 Jan

Venue The Boardroom, Royal Exchange
Theatre, St Ann's Sq, Mcr M2 7DH

Cost £3,850+VAT (8-day course)

Contact Dr Maria Katsarou 07484 789941
www.LeadershipPsychologyInstitute.com

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

Manchester Pro Business

Three course lunch and networking

13 Dec 12noon - 2.30pm

Venue Rajdoot Tandoori, Carlton House,
18 Albert Square, Manchester M2 5PR

Cost £20

Contact Steve Maz 0161 260 0011
http://pro-business.co.uk/

M62 Connections

PAYG Networking Wednesdays Fortnightly

13 Dec, 10 Jan, ... 9.30am - 11.30am

Venue The Coach House, Wilderspool
Wood, Trafford Centre M17 8WW

Cost £10

Thursdays Fortnightly

7 Dec, 4 Jan... 9.30am - 11.30am

Venue The Sandbrook, Sandbrook Way,
Rochdale, OL11 1RY

Cost £10

Contact Bill Dove 07932 044 743
www.m62connections.co.uk

pro-Manchester

Hot topic breakfasts, Sector lunches, Economic Updates

Full listings can be found on:

www.pro-Manchester.co.uk

Contact Nicola McCormick 0161 817 3483
nicola.mccormick@pro-Manchester.co.uk

The Business Network Manchester

Business Lunch Dec 14, Jan 25, Feb 28...

10.00am - 2.00pm

Venue The Lowry Hotel, 50 Dearnans Place,
Chapel Wharf, Manchester M3 5LH

Cost £42.50

Contact Helen Bennett 0870 751 7523
helen@business-network.co.uk

The Business Network South Manchester

Business Lunch Dec 14, Jan 11

12noon - 2.00pm

Venue Best Western Plus Pinewood,
180 Wilmslow Road,
Handforth, Wilmslow SK9 3LF

Business Lunch Feb 8

Venue Mottram Hall, Wilmslow Road,
Mottram SK10 4QT

Cost £32.00+VAT

Contact Simon Coy 07860 121773
simon@business-network.co.uk

Trafford Business Club

Weekly Networking every Friday

- early networking includes breakfast

6.30 - 8.30am

Venue The Claremont Centre,
Claremont Road, Sale M33 7DZ

Cost £5 for guests

Contact Laura Evans 07976 894419

Women's 20/20

Women's networking

- second Wednesday each month

Dec 13

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

Don't forget your Business Cards!

Please note If you plan to visit 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

AltSpace Altrincham

Address 19-23 Stamford New Road,
Altrincham WA14 1BN
Contact 07946 728 863
Facilities Co-working office space

AJ Bell Stadium

Address 1, Stadium Way, Eccles,
Salford M30 7EY
Contact 0161 786 1570
Facilities Conference, Meeting Rooms, Events

Albert Square Chop House

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

Bean and Brush Art Café

Address 12 Hayfield Walk, Sale M33 7XW
Contact 0161 973 2140
Facilities Café, Food, Drink

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, Failssworth,
Oldham OL8 3QL
Contact 0161 684 2319
Facilities Meeting Rooms, Offices

BosscO Business Design Store

Address 13 Stonepail Road, Gatley SK8 4EZ
Contact 0161 282 0011
Facilities Tea/Coffee, Web Design, Print,
Business Support

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

Manchester
Address 40 Princess Street,
Manchester, M1 6DE
Contact 0161 234 0000 / 07827 016 707

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

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

Elliot House

Address 151 Deansgate, Manchester M3 3WD
Contact 0161 393 4352
Facilities Meeting Rooms, Private Dining

Emirates Old Trafford

Home of LCCC - Event Space
Address Talbot Road, Manchester M16 0PX
Contact 0161 282 4020
Facilities Conference, Meeting Rooms, Events

Event City

Address Phoenix Way, Manchester M41 7TB
Contact 0161 870 9800
Facilities Conferences, Large Events

Friends' Meeting House

Address 6 Mount Street, Manchester M2 5NS
Contact 0161 834 5797
Facilities Meeting Rooms, Conference Venue

Hilton Double Tree

Address One Piccadilly Place, 1 Auburn St,
Manchester M1 3DG
Contact 0161 242 1000
Facilities Hotel, Meeting Rooms

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

Houldsworth Mill

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

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 0161 904 0301
Facilities Leisure Club, Spa,
Conference Centre, Restaurant

Manchester Escalator

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

Mercure Bowdon Hotel

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

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

On The 7th The Landing

Address The Blue Tower, MediaCityUK,
Salford Quays M50 2ST
Contact 0161 686 5500
Facilities Bar, Restaurant, Conference Room

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 across a range of Regus properties

Address Regus Express Hilton
Manchester Airport, Outwood Lane,
Manchester M90 4WP

Contact 0161 261 1440 / 07785 253 488

Facilities Business Lounge,
Meeting Rooms, Offices

Address 5300 Lakeside, Cheadle Royal
Business Park, Cheadle SK8 3GP

Address Manchester Business Park,
3000 Aviator Way,
Manchester M22 5TG

Contact 0845 300 3585

Facilities Offices, 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

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

Victoria Warehouse

Address Trafford Wharf Road, Stretford,
Manchester M17 1AB

Contact 0161 660 7000

Facilities Conference, Leisure, Hotel

Warren Bruce Court

Address Warren Bruce Road, Trafford Park,
Manchester M17 1LB

Contact 0845 602 5047

Facilities Meeting Rooms



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