

## Fabulous Formartine

Spotlight on the Shire

## Army of darkness

Meet the night shift

## Because you're worth it

The value of PR investment



# Are you being served?

# Canny.

Our clients are not daft.  
Because in these unstable  
political and economic times  
they know that our fixed fees  
give them the glorious gift of  
stability. So whatever's going  
on in the world, they know  
exactly what's going on with  
regards to the expert legal  
advice they're receiving.  
Now that's smart.

[lawatwork.co.uk](http://lawatwork.co.uk)

Employment Law | Human Resources | Health & Safety

To find out how we are disrupting the market, with expert,  
value for money advice, email [info@lawatwork.co.uk](mailto:info@lawatwork.co.uk) or  
call 01224 701383 to arrange an appointment.

**LAW** | INCORPORATING  
LAW AT WORK | **empire**

## Aberdeen & Grampian Chamber of Commerce

The Hub  
Exploration Drive  
Aberdeen Energy Park  
Bridge of Don  
Aberdeen  
AB23 8GX

T 01224 343900  
E info@agcc.co.uk  
www.agcc.co.uk

**Affiliated Chambers**  
Moray

### Bulletin Team



#### Editor

Laura Grant  
T 01224 343926  
E business.bulletin@agcc.co.uk



#### News features

Graeme Smith Media  
T 01224 275833



#### Advertising

Jim Bruce  
T 01224 343905  
E advertising@agcc.co.uk



#### Design & production

Andrew Taylor  
T 01224 343934  
E production@agcc.co.uk



#### Editorial support

Michelle Walker  
T 01224 343907  
E michelle.walker@agcc.co.uk



Taylor-Ann Robertson

T 01224 343918  
E Taylor-Ann.Robertson@agcc.co.uk

**Cover image**  
Business services

**August's theme**  
Property

# Contents

JULY 2019

Focus on **BUSINESS SERVICES**



One 'Eil of a place

7



What's the story

13



From dusk til dawn

24

## Regulars

PAGE |

### POLICY UPDATE

Shane Taylor, research and policy manager

31

### TRAINING CALENDAR

Upcoming courses

34

### PHOTO DIARY

Round up of recent events

36

### BUSINESS LESSONS I'VE LEARNED

Richard Macmillan, director and senior adviser,  
Forbes Lawson

37

### INTERNATIONAL UPDATE

Mark Skinner, managing director, Scotsbridge Limited

41

### EVENTS CALENDAR

Dates for your diary

42

### ON THE MOVE

Who is going places in the region?

44

## Our Partners

As well as helping our member businesses to be better through a range of activities, the Chamber is committed to investing a significant amount of energy in moving forward the economic growth agenda and lobbying for change on key issues to create the conditions for success. Our regional renaissance.

Without the support of our Premier Partners, we would not be able to undertake much of the good work that we do. Their engagement is hugely valued and appreciated.

If you'd like to find out more contact our head of membership, Seona Shand

T 01224 343929

E seona.shand@agcc.co.uk



CHRYSAOR



# At your service

**UNLESS they really haven't been paying attention, regular readers of this column will know about the work the Chamber is doing, alongside partners, to help build the strong, diversified economy and supporting infrastructure that will underpin the future success of our region and its business community.**

But maybe less about the other part of our raison d'être: helping our members to be better. A commitment that our fantastic team is delivering on every day in a whole range of ways.

We stimulate business by providing support, solving problems, opening doors, making connections, creating opportunities for publicity, networking, information sharing and best practice exchange. And at last month's Ultimate Business Show we repeated our commitment to promoting local procurement.

Our extensive and wide-ranging events series is attended by thousands of like-minded people from businesses across the region. If you haven't been for a while, it'd be great to see you.

Feedback consistently tells us that the Business Bulletin is a 'must read' for many key business people and decision makers in the North-east. Around 15,000 every month in fact. This is down to the quality editorial and advertising content provided by our members. Thank you for your support...and keep it coming please.

Unique among Chambers in the UK we have an in-house team of Market Research Society accredited researchers who analyse over 10,000 survey responses every year and use this data to write a range of market insight and economic impact reports. This service is available to our members, helping companies understand their environment and shape future strategies. Give them a call today to find out more.

We open up the world to local exporters, providing advice on doing business in

overseas markets and issuing a range of documentation that ensures goods worth almost \$900m arrive safely in over 100 countries around the globe every year.

Our extensive range of training programmes help our members to build their competitive advantage and equip employees at all levels with the skills needed to improve performance. Check out the programme online.

And the excellent Developing the Young Workforce programme continues to create links between businesses and schools creating work placement opportunities, apprenticeships and engaging, inspiring and developing the future talent of the region.

If you have an eye for a bargain then head to the membership offers area of our website at [www.agcc.co.uk](http://www.agcc.co.uk). There you'll find a wide range of ways for your business and staff to save money on things from foreign exchange services to roadside assistance; flights to coffee machines and from hotels to stationery.

Fill your boots.

The Chamber - your one stop business services and support agency. Doing not talking. Making good stuff happen. With our members at the heart of everything we do; creating a powerful and cohesive force, enabling us to achieve together what we could not individually.



**Russell Borthwick**  
chief executive





## Explore your city with Nuart Aberdeen

FROM Smug's iconic mural on The Green to the many other Nuart Aberdeen interventions and murals, there is plenty to explore and discover in the Granite City. Aberdeen Inspired, which spearheads the festival alongside Aberdeen City Council, is now offering corporate tours of the artworks. These are led by a team of passionate, experienced guides who are all involved in the Nuart Festival each April and have their own tales to tell.

Ideal for teambuilding or a corporate hospitality experience this is a great way to experience Aberdeen city centre in a new, colourful light.

Derren McRae, CBRE managing director, said: "I experienced the tour first-hand with colleagues from CBRE and it was a great corporate event. It helped instil a sense of pride in our city with staff as well as rediscovering areas we wouldn't necessarily have visited. Our team really enjoyed exploring the city in this way and learning new things along the way."

Adrian Watson, chief executive of Aberdeen Inspired, said: "Nuart Aberdeen is a festival unlike any other in the UK and for us it is very much about the legacy it leaves in our community. We want people to enjoy the street art all year round and embrace and discover our regional city centre and Nuart Aberdeen. The corporate tours held already have been a great success and it really is a different way to carry out teambuilding with your employees."

The Nuart Aberdeen corporate tours are suitable for small and large groups. To find out more please contact [nuarttours@aberdeeninspired.com](mailto:nuarttours@aberdeeninspired.com)

## First Integrated's new Dundee facility

FIRST Integrated Solutions, a global provider of rental equipment solutions to the utilities, chemical, energy, engineering and transport sectors, has opened a new facility within the port of Dundee.

The company can now deliver equipment packages for projects for local and global clients from the office as well as grow its presence in the area. The new location allows the company to work more closely and efficiently with their Dundee based clients, to deliver a composite service solution which includes the supply of lifting equipment, ATEX equipment, welding equipment, blasting and painting equipment, hydraulic equipment, inspection services, wire rope sling manufacture and consumable supplies for offshore and onshore developments.

## Two major contracts for ACE Winches

ACE Winches has been awarded two major contracts in the Gulf of Mexico using its innovative linear winch pull-in systems.

The first contract was awarded by Subsea 7 for the Shell Vito project, a deep-water discovery in the Gulf of Mexico approximately 241km south of New Orleans.

The second contract award by Subsea 7 is for the BP Mad Dog Phase 2 project. This is a deep-water development located in the Southern Green Canyon area of Gulf of Mexico, approximately 320km south of New Orleans.

## Brodies to advise hub South East Scotland

BRODIES LLP has been appointed to advise hub South East Scotland Limited on a number of primary and secondary school projects in East Lothian, West Lothian and Edinburgh. The hub programme is an innovative long-term approach to providing new community facilities for the delivery of local community services such as education, health, social care and neighbourhood services.

The hub South East Scotland programme involves local public sector organisations in the South-east territory working collaboratively and in partnership with private sector development partner SPACE Scotland Limited in a joint venture company, hub South East Scotland Limited.

## Multi-million-dollar Indian contract

INTERNATIONAL oilfield services company Expro has been awarded a multi-million-dollar contract for Hindustan Oil Exploration Company Ltd in Mumbai, India.

The seven-year contract will include the build, maintenance and operation of a production handling facility on a mobile offshore production unit (MOPU) as well as all topside processing equipment.

The bespoke build will be fast tracked with a scheduled delivery of eight months. The MOPU will produce oil and gas from the B-80 field located offshore India.

## Herald award for RGU

ROBERT Gordon University (RGU) has won the 2019 Herald Education Award for Outstanding Business Engagement in Universities.

RGU won the award for its development of Innovation@RGU which is embedding entrepreneurship and innovation across the university and supporting the economic growth and diversifications of the region.

The annual awards recognise outstanding higher education institutions in Scotland and help to build future excellence by facilitating the sharing of good practice.



# One 'Ell of a place

**FORMARTINE, which stretches north from the River Don to the River Ythan is the second largest of Aberdeenshire Council's administrative areas.**

Ellon is its largest town with a population of around 10,200 followed by Turriff, 5,700 and Oldmeldrum 3,200.

The highest proportion of Formartine's employment is in the manufacturing sector which accounts for around 17% of the workforce.

Accommodation and food services is an important sector and among the employers is Meldrum House, the Aberdeenshire country hotel and golf club which recently won a Scottish Thistle award for the 'Most Hospitable Hotel' in Scotland.

The 13th century baronial mansion set in 240 beautiful acres is just 25 minutes from Aberdeen International Airport but it is 21st century luxury and the vast range of modern activities nearby which draw visitors from around the world.

General manager Jordan Charles, himself a keen golfer, says that one of the biggest attractions is the 55 golf courses in Aberdeenshire, at least one for every week of the year.

"This is a honeypot location for golf and we attract many Americans to play our award-winning links golf courses," he said. "Within a radius of 30 minutes we have three of the best links courses in the world - Trump International, Royal Aberdeen and Cruden Bay. These are a huge draw to our friends from across the Atlantic and there are so many other parkland courses including our own Meldrum House golf course which is one of the most beautiful in the country. A party of Americans have just left Meldrum House after playing the Trump Course, Royal Aberdeen and Cruden Bay and they managed to squeeze in nine holes on our course. They said their only regret about the trip was that they didn't have time to play the full 18-holes.

"But we have so much more than golf here. It is an ideal location. Many of our visitors are whisky enthusiasts and we have Glen Garioch right on our doorstep and the new £140m Macallan Distillery is less than an hour away.

"We are close to the airport, close to Aberdeen and the £1bn investment in the bypass has been a huge boost to this region. It pulls Meldrum House closer to everyone. "As well as golf and whisky, and of course the wealth of castles, there

are many other things which attract people to this part of Aberdeenshire. Just down the road from us there is karting, archery and 4 x 4 driving and less than an hour away at Aberdeenshire Highland Beef visitors can experience farm life from the field to the fork.

"There is also walking in the outstanding scenery. When I first arrived here and looked through the ballroom window I thought it was a Smart TV because the view was so breath taking.

"Aberdeen is Scotland's third largest city so it would be nice to see flights from more destinations to the airport so more people could enjoy this beautiful part of the world."

Not far away is another successful business. It is now more than a quarter of a century since Grampian Steel Services Ltd relocated from Inverurie to Oldmeldrum when her dad took over the family business and Soenaïd Coutts, general manager, says there couldn't be a better location.

"We deliver throughout the North-east of Scotland into the Highlands to the northern tip of Scotland and down into Tayside," she said. "We also deliver to the ferry terminals in Aberdeen



to service Orkney and the Shetland Isles. We are conveniently located geographically right in the middle of our customers.”

The steel stockholding company supplies a multitude of trades with a wide range of products for general fabricators and the construction market, high-grade material for oil industry fabrication workshops and agricultural products such as gates, fencing and roofing for the farming and public markets.

The company’s five lorries provide a delivery service around Scotland carrying everything from tiny 6mm steel rods to large steel beams.

“There were no problems before but the new bypass has made a big improvement in both directions,” said Soenaid. “We have 12 staff and they come from all around – Huntly, Ellon, Inverurie, Oldmeldrum – and they seem to enjoy working in a rural area.

We are easily accessible and we are in a lovely part of the world. Oldmeldrum is a lovely village with a nice mix of cafes and shops.”

Ellon has more than 70 independent businesses in its town centre and following wide consultation with

the local community a series of initiatives are underway to revitalise the commuter town of Ellon and make it once again the thriving hub of Formartine.

Ellon Now, Ellon New is the name of a community-led project which is being funded by Aberdeenshire Council and the Scottish Government’s Making Places programme.

The places we spend our time in have an important impact on our lives and can influence our health, wellbeing and the opportunities we have access to. Through Making Places, the Scottish Government wants to enable a high quality of life, help tackle inequalities and allow communities to flourish. IBP Strategy and Research was commissioned to carry out the research and as a result four key and inter-related strategies have emerged: promoting Ellon; connecting Ellon; enriching Ellon’s town centre; and improving Ellon’s public spaces.

Eddy Graham, director of IBP, said that based on the engagement and research with the community and businesses, a suite of projects has been developed which are a mix of quick wins, priority projects over the next year or two and a longer-term series of projects.

He said: “We are now putting together community led partnership structures which will involve representation from the community, business and public agencies to move these projects forward.

“Under the quick wins scheme we are looking to develop a project called ‘Summer on the Island’ which is about developing a calendar of events to generate interest and fun in the town

“

**“There were no problems before but the new bypass has made a big improvement in both directions, We have 12 staff and they come from all around – Huntly, Ellon, Inverurie, Oldmeldrum – and they seem to enjoy working in a rural area.”**

**Soenaid Coutts**, *general manager,*  
Grampian Steel Services Ltd





“

**“Ellon, like lots of places, has challenges but has great assets in terms of its historic character, its semi-rural setting, its existing distinctive retail offering and we want to build on that and try to improve the public spaces to give people more of a reason to spend time in Ellon and better connect the town centre with the community in Ellon and the surrounding areas.”**

**Eddy Graham**, *director, IBP*,

centre.”

He explained that the name comes from that fact that Ellon derives from the Gaelic term Eilean, an island, because of an island in the River Ythan, which offered a convenient fording point.

“These will be activities which will complement things like the existing farmers’ market. There could be family treasure hunts, sandcastle competitions, sporting contests - anything to try and enhance the range of activities going on in the town centre.

“The priority projects are going to look at active travel within and beyond the town and enhancing walking and cycling routes, reviewing traffic flows in the town and looking, over time, to attract additional quality retailers.

“Ellon, like lots of places, has challenges but has great assets in terms of its historic character, its semi-rural setting, its existing distinctive retail offering and we want to build on that and try to improve the public spaces to give people more of a reason to spend time in Ellon and better connect the town centre with the community in Ellon and the surrounding areas.”

Samantha Rawlins, community planning officer for Formartine, said: “Aberdeenshire Council is wholly committed to the ‘Town Centre First Principle’ which is about making sure our town centres are vibrant. What has come through loud and clear is that the people of Ellon like

the independent shops in the town and its uniqueness, but they need to shout about it more and give people a reason to come and spend time there.”

# Which business service is vital for your company?



“Due to the nature of our business having a strong finance function is hugely important to us. We deliver contracts of varying scale for local and Scottish Government, as well as to the private sector, with funding being distributed in a variety of ways depending on the customer. For small businesses and third sector organisations, there is often the temptation to outsource or rely on automated software to handle finance but there is no comparison to an in-house team that knows the business, and its customers and suppliers, inside out.

“I also think for any business, having sound HR advice to deal with any difficult situations and creative marketing and communications to drive brand awareness and bring in new business is vital.”

**Lawrence Johnston**, *business development manager, Scarf*



“It is without doubt the service which is vital to our business. More and more solicitors’ firms are now going paperless and to enable businesses to do that means that an efficient IT system is absolutely key.

“Most of the personal injury cases that I deal with are based on exchanges of information by emails and telephone calls - it is very rare that we receive any mail now in the post. A lot of the court procedure which we use relies on documents being exchanged by email and so without this we would not be able to operate effectively. We are often required to work remotely, either from court or often in Edinburgh, so we have to have the ability to access our emails and documents on the go.”

**Julie Clark-Spence**, *managing partner, Balfour+Manson LLP*



“My own business is training and management coaching for a variety of companies at all levels. I strongly believe that if you don’t train your managers then you are setting up your business to fail because they won’t have the basic skills they require to benefit the business.

“I think it is important to use experts in whichever areas you may work. As a small business it is easy to try to do it all to try to reduce costs. This is short-sighted in my opinion. I plan to develop my wider skills longer term but recognise that in re-launching my expanded business with a diversified customer base, I need help and support now. So, practising what I teach, I’m now planning on using experts in accountancy, website design, IT, marketing, financial services IT or anything else I require to ensure things are done properly and in a timely manner.”

**Jayne Simmons**, *consultant and coach, Organisational & Competence Development Ltd*

# New technology: New impacts on the workplace



By Eric Gilligan, partner, Stronachs LLP

**AWAY from the distractions of day to day business a major emerging issue for both employers and employees is the implications of new technology and how these will impact our workplaces going forward.**

As well as the effect on the lived experience of work innovations, such as the use of artificial intelligence and robotics, they are likely to have specific significance for workplace rights and obligations giving rise to potential legal disputes of interest to every employer and employee – and their respective legal advisors.

A recent ACAS report, 'New technology and the world of work: the winners and the losers', provides some useful insights and commentary on the research in this area and attempts to identify some likely key trends.

One of the key areas of concern has been the likelihood of job destruction versus job creation. While there is no clear picture on the numbers, the research shows clear scope for labour market disruption, with the UK economy likely to face a simultaneous skills shortage of skilled labour

combined with a large proportion of 'left behind' adults facing difficult employment prospects. Crucially, will workers be given the opportunity by their employers to keep learning? This will be a key challenge for employers with particular tensions likely to arise if older workers struggle to transition into entirely new professions later in their careers. The dangers of employers stereotyping older workers as unsuitable for new roles raises the spectre of a significant increase in age discrimination claims.

In addition, issues may arise in respect of who benefits from productivity and efficiency gains flowing from new technology. As well as the distribution of wage increases potential flashpoints emerge from the approach to sharing such gains. More radical developments such as the introduction of four-day weeks are something which employers have so far been slow to embrace. The increased use of the flexible working legislation as is now open to all employees (not just those with childcare responsibilities) is something employers would do well to prepare themselves for as well as potential disputes over rejected applications.

The research also highlights a paradox of new technology, in that it may be both empowering and enslaving. It allows workers the freedom to operate remotely but by facilitating surveillance and constant communication it may also invade privacy and induce anxiety. While many welcome the flexibility afforded by remote working studies it has highlighted new problems such as 'smartphone fatigue' as a result of workers being unable to separate personal and work-related messages. This may lead to greater calls for legal protections such as those that have been introduced in France involving a 'right to disconnect'. It is also possible to envisage new challenges under existing UK legislation, such as the Working Time Regulations, as workers seek to push back on an 'always on' culture.

The implications of new technology are multi-dimensional and employers would be well advised to apply some strategic thinking to the specific challenges arising in their sector in response to the unstoppable tide of new technology.

# First impressions count

By Cameron Fraser,  
*managing director and co-founder,*  
Form Digital



**YOUR brand is not just a logo, it is a visual language. Taking the time to create an honest, robust and effective brand is a must for business owners of any size and it's something at Form Digital we feel extremely passionate about.**

We look to craft meaningful and lasting connections with brands and their audience through memorable ideas which look beautiful and work effectively.

Your brand should be the heart of your company and treated as one of your most valuable assets. Undoubtedly, it is one of the first and most effective ways to show your customers who you are and what you do but successful brands don't happen by accident.

The inner strategic workings of building a brand aren't to be taken lightly, your identity needs to be well thought out, build trust, tell a story and have the potential for growth. At Form, we appreciate the importance of a powerful brand when working with companies of all sizes, from multi-nationals through to start-ups.

A typical misstep a startup company can make in the early stages is disregarding the importance of branding and their company image. The logistics of a startup can understandably be overwhelming -

finances, office space and staff hire are, of course, essential but start-up branding and advertising are also incredibly important for overall success.

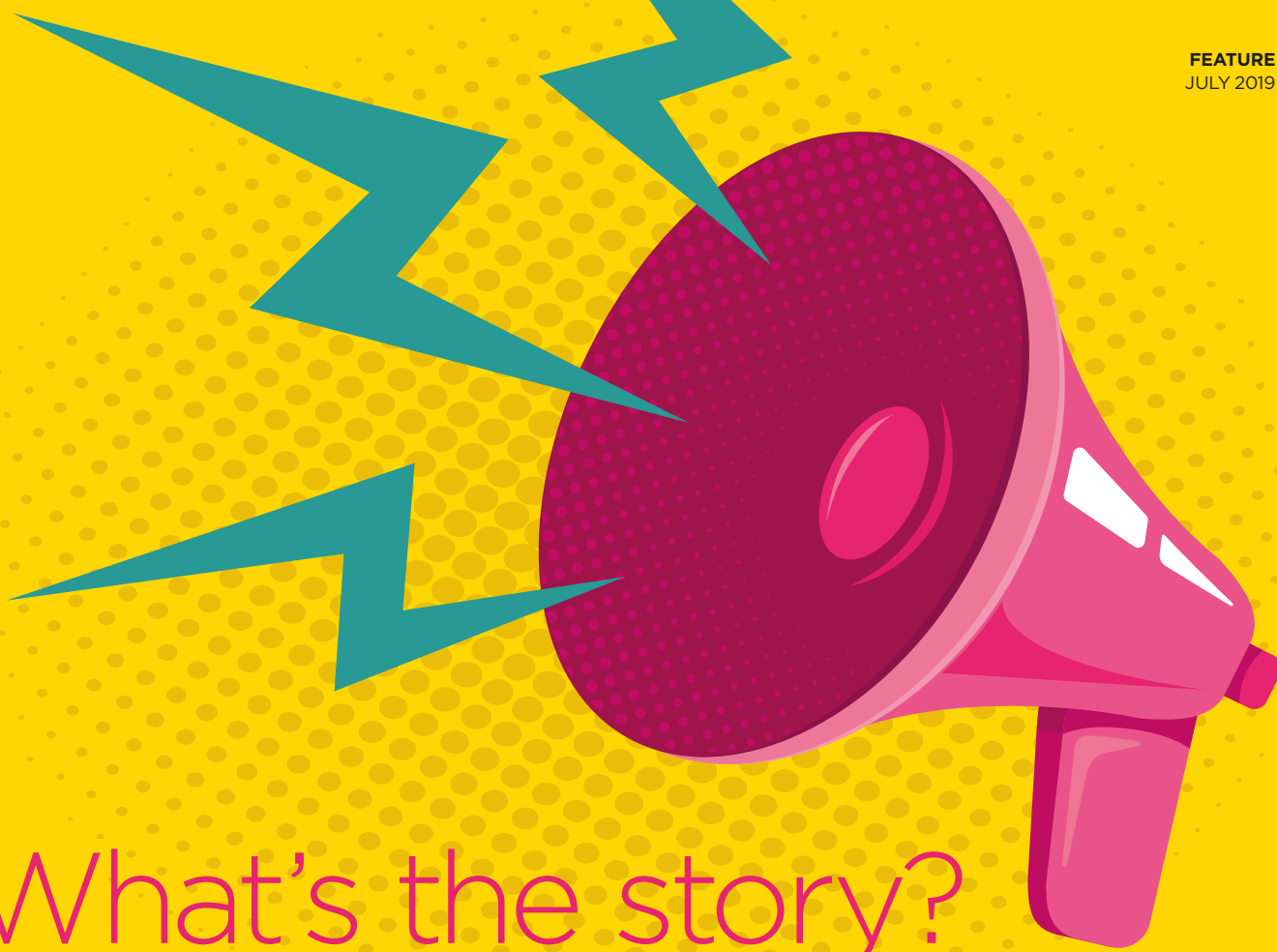
Form recently worked with Coco Unai, a sugar-free confectionary start-up by Alice Foster, a 4th year PR and advertising student from the Robert Gordon University accelerator programme. We helped shape her brand identity in preparation for launching the product to the public. We developed a custom typeface for the brand identity along with high-end premium packaging to help launch the product in a competitive market.

It was important that Coco Unai made an impression because if done properly, a powerful brand will allow you to set yourself apart from the competition. By figuring out what gap your product or service may be filling in your respective market, this allows you to position yourself clearly and attract a diverse customer base who is interested or willing to engage in what unique experience your brand has to offer. We look forward to watching the Coco Unai brand flourish and can't wait to see her tasty creations take to the market.

Of course, collaboration is a key part of our process, teamwork shouldn't just relate to employees, we can

all benefit by reaching out to other creative industries to support and learn from each other. At Form we have a wide network of carefully selected skilled professionals such as illustrators, copywriters, videographers and photographers at our disposal, allowing us to hand-pick the best people for each project.

Every day we are consuming without realising, we are exposed to thousands of brand names, images and advertising. What sets your brand apart and what impression does it make? Eventually, one way or another, we become brand loyal and that is down to a brand triggering a familiar emotion or experience, built through intricate strategy planning and a shared passion.



# What's the story?

**EVEN the words of wisdom of two of the world's richest men didn't seem to have much impact when the price of oil plummeted to \$27 in 2015 from a high two years earlier of \$100 more.**

John D Rockefeller, the richest ever American, once said: "Next to doing the right thing, the most important thing is to let people know you are doing the right thing"; and Bill Gates, founder of Microsoft, is quoted as having said: "If I was down to my last dollar I would spend it on PR."

During the most recent oil recession PR and marketing were early casualties, along with the easy targets of training and travel, as many companies moved to cut costs - but those businesses which followed the advice of the billionaires have reaped rewards. The PR and marketing landscape has changed significantly in the digital world and they were persuaded to stick with it by compelling data proving their worth from PR and marketing companies. So, what are the benefits of PR and marketing and does it really work?

"There is now a wealth of research and statistics to back up the fact that it does work," said Zoe Ogilvie, owner of Aberdeen-based BIG Partnership, one of the UK's most successful agencies. "For example, during a previous global

recession Renault, unlike most car manufacturers, continued to advertise and coming out of recession they were the fastest selling car manufacturer.

"We inevitably lost clients during the downturn, which was really challenging for my team because they had delivered great results for these clients but were victims of market forces outwith their control.

"Fortunately we were able hold onto the majority of our clients because we anticipated what was going to happen when the oil price collapsed and went to them proactively, highlighting why they shouldn't cut PR and marketing. We have spent considerable resources developing methods of evaluation; setting clear objectives and KPIs and demonstrating how we monitor and measure the impact of our activity so they could see it as an investment and not a cost."

She said that in today's digital world, integrated campaigns must be properly planned with an understanding of the problem or challenge you are seeking to solve, research and insight, a strategy with SMART objectives, a creative concept and clear and compelling messages for specific target audiences. Finally, you need to demonstrate how you will monitor, measure and evaluate the impact of the campaign.

"The appeal of PR linked to digital marketing is that it is instantly measurable. With search engine optimisation, pay per click, paid for and organic content on all your social media channels, you can see right away what impact you are having.

"Your digital marketing will drive traffic to your website and you can quantify the leads you are getting and track the conversion rate of those leads. You can be incredibly targeted with campaigns and see instantly the impact and, if it is not working, you can adapt immediately to ensure that your clients ultimately receive maximum impact for their budget."

BIG now has 115 staff in Scotland and Manchester and aims to double turnover in five years from £10m to £20m. Zoe believes to succeed they have to offer a fully integrated approach incorporating all the marketing disciplines to win bigger campaigns, a strategy which is already proving its worth.

Ian Ord, chief executive officer of global marketing agency Fifth Ring, prepared a plan B after his "reading of the tea-leaves" in 2014 was that the slump might just become the "lower and longer" it ultimately turned out to be.

"It was a tough time because some



Ian Ord



Zoe Ogilvie

clients saw marketing, marketing communications, public relations and media relations as an expense as opposed to an investment. We believe that an investment in marketing and communications is a powerful lever for a business in terms of creating opportunities and during that slump period we invested a lot of money in technical platforms, software platforms, marketing automation and inbound, to measure the efficacy of marketing communications activity and use that information to directly inform the sales funnel. That was probably the best thing we ever did because, sadly, during that slump period many very talented, very creative businesses in this region either downsized dramatically or shut their doors.

“We decided we needed to invest to prove the value of marketing communications and now operate for many of our clients an integrated sales enablement platform which takes the outputs of the marketing effort and joins them in with the sales team. This strategy produces trackable metrics that are used to influence the marketing activity, highlighting the best areas to invest budget whilst monitoring ROI. That demand, I firmly believe, is where the industry is going.”

Over the years Fifth Ring has added an international dimension to its

business and this has proved to be a significant differentiator.

The company has its own offices in Singapore and Houston and associate offices in Norway, the Middle East and Brazil, providing market insights and penetration for clients.

“The United States went into the trough first and came out first both post the banking crisis of 2008 and the oil price dip in 2015/16 and we weren't wholly influenced by the fortunes of the North-east of Scotland,” said Ian.

He is convinced the drive for outcomes and the powerful impact of technology combined with an increasing international footprint will secure Fifth Ring's fortunes for the future.

It is now almost 18 years since Beverley Tricker established what has become one of Scotland's most successful independent PR agencies and it has just rebranded to reflect the development of the company over that period - from press release generating and a fax machine on speed, to a truly all-encompassing communications consultancy.

“From the days of photoshoots which culminated in the delivery of a contact sheet in the post from which to select

your images for print, to the ability to disseminate images globally in an instant, things have certainly changed,” said Beverley.

“Our move from Tricker PR to Tricker Communications better demonstrates the world in which we've been operating in for many years now - a digitally connected, video hungry, social media dominated, review-based society - for both consumers and businesses. While we still pride ourselves on our media relations work in print, our clients need to be seen digitally across many platforms.

“We take a creative approach to all our clients' requirements and as Aberdonians we're acutely aware that results and return on investment are key. Interestingly, as a consultancy which did little oil and gas related work, since the industry slump, we've been approached by more businesses in this sector than ever before as they look for an integrated and different approach to their communications. We enjoy working on a wider range of client sectors than many agencies, from Aberdeen Standard Investments to Scottish drinks brands and professional services firms.

“Twitter, Facebook, LinkedIn and Instagram were not even a twinkle in their billionaire owners' teenage minds in 2001; creating video was



**Beverley Tricker**

“

“It was a tough time because some clients saw marketing, marketing communications, public relations and media relations as an expense as opposed to an investment. We believe that an investment in marketing and communications is a powerful lever for a business in terms of creating opportunities”

**Ian Ord**, *chief executive*, Fifth Ring

an expensive and almost unheard-of activity for any SME. Google had just launched ad words but most clients were faced with print advertising or local radio options only.

“Now, there’s not a single day goes by when we’re not creating original video content, drafting and posting blogs, creating social media campaigns, carefully crafting TripAdvisor responses and liaising with influencers. One of the terrific advantages of this change for SMEs is that the cost of communication has reduced massively in some terms. “Another, particularly for all PR professionals who have served their time cutting and pasting press cuttings, is that evaluation is accurate and instant.

“By linking all our work to Google Analytics tracking codes we show the client accurate figures for traffic, enquiries and sales resulting from their investment. A huge improvement on the days of rulers and single column centimetres measuring advertising equivalence.

“However, plus ça change, plus c’est la même chose. A cracking picture still tells a thousand stories – just at the speed of light these days; truly effective communication is still first and foremost about human connection; and spelling and apostrophes still matter!”



Andrew Alleway



# Healthy hygienic spaces

**TIDY Green Clean (TGC) is a family-owned, environmentally friendly, commercial cleaning company offering a range of commercial cleaning, facilities management and security services covering Aberdeen, Aberdeenshire, Dundee, Edinburgh and Glasgow.**

Not only do we leave our customers with a clean and clear working environment, we make their premises sparkle ... and we can do this with our dedicated and experienced TGC Dream Team who go above and beyond, to make sure they meet our customers' needs, leaving their site tidy, green and clean.

## **Tidy: the new synonym for efficiency**

From reducing waste and paper use to turning off lights and electrical equipment, TGC has put a commitment to efficiency at the heart of the business.

As well as using i-mop, a flexible and powerful tool that cleans up to 800m<sup>2</sup> an hour, 10 times faster than traditional mopping, staff also use backpack vacuum cleaners equipped with an 18m extension cable, enabling them to clean 63% quicker. Our strategy also includes diverting 100% of waste from landfill by the end of this year.

## **Green: our environmental commitment**

We practice what we preach: obtaining the global environment standard ISO 14001 is a critical element for any company claiming green credentials. We have created a differentiator through our pledge to protect the environment, including sourcing premium eco-friendly products and equipment. This commitment extends across all aspects of the business, for example, we intend to invest in a fleet of electric vehicles by 2021, considerably reducing our carbon footprint. Our environmental credentials are one of our USPs, so it is vital that these are practically and noticeably demonstrated in everything we do.

## **Clean: a well-organised system in place**

We are proud to have developed a progressive time and attendance application that tracks our operations across multiple locations. The system identifies each employee when they arrive on-site and notes how long they spend there. Through its live real-time reporting, the app can signal if someone has failed to sign-out, enabling us to keep our staff safe. In addition, we can broadcast information

about extra shifts or positive feedback from clients. For TGC the payoff has been a saving of thousands of pounds off the wage bill due to accurate timekeeping, but more importantly, almost six days per month from the administration overhead line.

The app reflects our core values and fits perfectly within our philosophy by supporting TGC's well-organised cleaning services.

## **Happy colleagues for a personalised cleaning service**

Managing director Andrew and operations director David put the wellbeing of staff at the heart of the business by paying the national living wage, guaranteeing 30-hours per week and providing an extensive programme of training and support.

This approach enables Tidy Green Clean to deliver a personalised service to all customers, thanks to a team of cleaning professionals that provide best in class service adhering to best in class standards.

## **Learn more:**

[www.tidygreenclean.co.uk](http://www.tidygreenclean.co.uk)  
01224 515933

 TIDY

HEALTHY

+44 (0)1224 515 933

GREEN

HYGIENIC

[info@tidygreenclean.co.uk](mailto:info@tidygreenclean.co.uk)

CLEAN

ENVIRONMENTS

[tidygreenclean.co.uk](http://tidygreenclean.co.uk)





Sarah Mackay and Jessica McClure

## Pupils debate their way to national final

ST MARGARET'S sixth year pupils Sarah Mackay and Jessica McClure made it to the grand final of the prestigious annual Donald Dewar Memorial Debating Tournament, which is organised by the Law Society of Scotland.

The students made the trip to Edinburgh for the event at the Debating Chamber of the Scottish Parliament on June 6, where they battled against teams from Balfron High School in Stirling, Bearsden Academy in East Dunbartonshire and St Andrew's Academy in Renfrewshire.

They debated the motion, 'This House believes that The Scottish Parliament should have an appointed second chamber'.

Head teacher Anna Tomlinson said the school was 'hugely proud' of the girls' achievement: "They have done tremendously well to make it to the final four, especially given that 128 teams took part in the first round."

## Middle East acquisition for Wellpro

ABERDEEN firm Wellpro Group has continued its international growth momentum with a new acquisition in the Middle East, its first dedicated operation in the region.

The well intervention specialist has acquired the Dubai-based thru-tubing service and rental business of Hunting Energy Services for an undisclosed amount, with the existing team of 13 employees, including onshore support and field personnel, transferring to Wellpro Group.

The business expects to create several jobs in the Middle East and has committed to making further investment to the existing premises, located in Dubai's Jebel Ali Free Zone, over the coming months.

## PeterDeen wins national recognition

AN INNOVATIVE partnership launched in Peterhead last year to offer alternative educational opportunities to the area's young people has been given special recognition at a national level.

Led by Aberdeenshire Council's community learning and development team alongside AFC Community Trust, the PeterDeen programme won the SPFL (Scottish Professional Football League) Trust's Community Project of the Year Award at the SPFL Trust Conference in Hampden.

To date, 18 S3 pupils have taken part in the scholarship programme to develop their skills for learning, life and work in a way they might not otherwise achieve. The project delivers a curriculum through which students are encouraged to celebrate their own achievements and develop as independent, responsible and creative young people with a lifelong interest in learning and self-development.

## A brick-filled wonderland heads to Aberdeen

THE hugely popular BRICKLIVE show will be landing in Aberdeen later this year.

An interactive LEGO brick-filled event that will be staged over three days, it will be the first consumer exhibition to take place at the North-east's brand new event venue, P&J Live.

Described as the ultimate day out for fans of the brick, the show attracts thousands of families and master builders across the world and is now ready to bring its unique family-fun experience to Aberdeen. Visitors will be able to build their own race car and test its speed down the race ramps, create an iconic landmark, build a flag or fill the seas in the new exciting map builder; they will also be able to tour the global zone, travel into a designers paradise at the architecture zone and build their dream city using specially themed bricks.

The event will take place from September 20-22.

## A helping hand for creative businesses

ROBERT Gordon University has announced the 12 creative businesses which have been selected for the inaugural Creative Accelerator programme.

The chosen entrepreneurs and innovators cover a range of creative industries including visual arts, fashion and textiles, design, crafts, broadcasting and performing arts.

The teams will benefit from training, mentorship and development opportunities, as well as a workspace at the new Look Again project space in Aberdeen, to help launch their business or take their existing concept to the next level of development and commercialisation.

The accelerator will provide business support and mentoring as well as masterclasses by creative industry leaders.



# Recent changes in Law at Work legislation that is important, particularly to SMEs

**THE Good Work Plan, published by the Government in December of last year, was billed as the biggest package of workplace reforms for over 20 years. This was written in response to the Taylor review conducted in July 2017 and implements most of the recommendations made in relation to modern working practices.**

Some of these changes have already come into force. From April 6, 2019 all workers, including casual workers and those on zero hours contracts, became entitled to receive an itemised payslip. Where a worker's pay varies according to time worked, employers must also include the total number of hours worked for which variable pay is received.

On the same date, an increase to employment tribunal fines was

introduced. Since 2003, an employer who has shown wilful malice or negligence in the way they have dealt with employees or conducted an employment tribunal defence could face fines of up to £5,000 – which has now increased to £20,000.

April 2019 also saw an increase to the minimum pension contributions through auto-enrolment and an annual rise in national minimum wage rates and statutory pay amounts.

## **Important advice that all companies must adhere to in relation to HR**

According to recent statistics, 26.8 million days were lost through work-related ill health in 2017-18, with stress or anxiety accounting for 57% of these absences. An increased awareness of mental health issues appears to have led to a rise in the number of workers

progressing disability discrimination claims. The number of these claims has grown eight times faster than other employment tribunal claims and has increased annually since 2014.

These statistics, coupled with the abolition of employment tribunal fees, means that all employers should take a look at how they manage stress and ill mental health in the workplace. Particularly proactive companies might consider training managers on this subject or putting in place mental health first aiders. Employers may also wish to conduct a review of their absence management policies, as well as ensuring that their organisation is fully compliant with equality legislation. Not only will this reduce the number of days lost to absence and the risk of a tribunal claim but it will likely contribute to the overall culture of the workplace and ensure that employees feel supported and valued at work.

“

**“From our offices in Aberdeen and across Scotland, Law At Work offer a range of flexible employee relations services under one roof. By delivering top quality advice, we enable employers to take quick, confident and decisive action.”**



**Donald MacKinnon**, *group legal director, Law at Work*

### **Future changes in the law that companies should be aware of**

Employers should have other upcoming changes on their radar. Some elements of the Good Work Plan are also set to take effect from April 2020. There will be a change to the calculation of holiday pay for variable hours contracts, as the reference period will increase from 12 weeks to 52 weeks. This will require employers to be meticulous in ensuring that records of hours and pay are accurate.

In 2020, the act on Parental Bereavement Leave and Pay will come into force, although the exact date has not been confirmed. The regulations setting out exactly what is required of employers have yet to be published but under the current proposals bereaved parents will have

56 weeks from their child's death to take bereavement leave. This leave is likely to be paid at a similar rate to other types of parental leave and employers will need to have a policy in place once the details of entitlement are confirmed.

It is difficult to provide any definitive answers on the implications of Brexit on UK employment law, given the current uncertainty surrounding the issue. However, workers from the EU, EEA or Switzerland can currently apply to the EU Settlement Scheme to continue living in the UK after June 30, 2021. The expected deadline for applications is June 30, 2021 but in the event the UK leaves the EU without a deal, the deadline for applying will be December 31, 2020. Individuals will receive settled or pre-settled status depending on how long they have been residing in the UK before

applying. Employers should aim to keep on top of any changes in this regard to ensure that they can adequately address any queries from their employees on the matter.

So, as always, employers and HR teams are in for a busy time. From our offices in Aberdeen and across Scotland, Law At Work offer a range of flexible employee relations services under one roof. By delivering top quality advice, we enable employers to take quick, confident and decisive action.

LAW also offer a range of helpful seminars which are open to all. Our next free session is our Aberdeen Employment Law Update on September 26.

Book online or email [info@lawatwork.co.uk](mailto:info@lawatwork.co.uk) to secure your place now.

# Paper-less is more

By **Steven Mearns**,  
*chartered accountant and director,*  
TaxAssist Accountants



**RUNNING your own business means wearing a lot of hats. You have to take care of sales, marketing, HR and that's before you even take care of your customers. So why do receipts and invoices always take up so much time?**

It all comes down to paper

Let's say you buy lunch out for you and your business partner. Before you leave the table, you ask for a VAT receipt and stuff it into your pocket. Traditionally, that receipt's journey may look something like this:

- It lives in your pocket for a couple of days, until you rediscover it and leave it on your desk to sort out later
- It then gets buried under a pile of more paperwork
- Your accountant emails you asking for this month's expenses
- You find it, crumpled and coffee-stained, and send to your accountant along with a shoebox of paperwork
- The unloved, forgotten receipt is fetched out and read by your accountant
- They code it, enter it into your records
- Then the accountant returns the shoebox back to you, where it sits in your cupboard for an eternity, multiplying each year

Sound familiar?

You can make your life much easier and more efficient with paperless technology. After all, it's hard to get much value out of crumpled, coffee-soaked receipt balls.

## **Don't miss out claiming for your business expenses**

If you hold onto a receipt for weeks or months at a time, your books will not be accurate. This lack of real-time data may impact your decision-making and weaken visibility into your finances by:

- Increasing the chances of forgetting the receipt by up to 40%, leaving off potentially claimable items from your accounts
- That's not to mention being incredibly time-consuming for you. You need to manually manage and store paperwork, while your accountant will do a lot of heavy-lifting to turn that into data for a spreadsheet

The good news is there is an easy solution which may well lie in your pocket. With your mobile phone you can use a digital capture tool such as QuickBooks or Receipt Bank to quickly and easily take photos of your receipts and expenses.

The new journey can now look more like this:

- Take a photo of the receipt with your

smartphone, using a mobile app which automatically uploads to your books

- Paperless technology reads your receipt quickly and accurately, sending the data to your accountant
- Your accountant reviews this data and approves it accordingly
- Paperless technology stores your receipt in the cloud (online) to ensure compliance and accessibility

This makes keeping your expenses organised quicker and easier than ever. No more paper.

It also means you can keep more accurate data for you and your accountant so they can advise you in a timely fashion. If you or your team frequently travel or work remotely, using a smartphone is perfect to share information within seconds rather than days if sending paper records.

If you've been emailed a receipt, you can also forward this to a dedicated email address for easy processing.

Since all your documents are stored online, your data is exactly where it needs to be when you need it. All this without sitting at your kitchen table on a Saturday morning, exhausted and frustrated by having to go through and sort piles of paper.



## Jack Wills opens new Bon Accord store

TOP British fashion retailer, Jack Wills, has opened a new store in Bon Accord shopping centre, Aberdeen, having agreed a new 10-year lease in the centre.

Craig Stevenson, centre manager at Bon Accord Shopping Centre, said; "We are pleased to be celebrating the opening of another new store at Bon Accord. Adding a top retailer like Jack Wills ensures that Bon Accord broadens its already diverse mix of quality shopping and further strengthens the centre's reputation as a destination for fashion retail in Aberdeen."

The move continues the trend of major retailers already trading in the city choosing to relocate to Bon Accord. The centre has attracted four new lettings since the start of the year, with Jack Wills relocating from other premises in the city centre, along with top German shoe retailer Deichmann and Subway who are opening an additional Aberdeen unit in the centre.

All four new arrivals to Bon Accord have taken 10-year leases, indicating real confidence in the long-term success of the thriving centre.

## Logan changes Esbjerg flights

LOGANAIR has made changes to flights on its Aberdeen to Esbjerg service in a move to improve the schedule on the fledgling route following feedback from travel agents.

While the Monday flight remains the same, the service moves to an afternoon schedule on the other four weekdays.

Flights will depart Aberdeen at 14.10, arriving in Esbjerg at 16.35, and return 17.05 and arriving in Aberdeen at 17.35, local time.

A Sunday flight will also be added to the route from Aberdeen to Denmark's fifth biggest city, with the same departure times as the Tuesday to Friday service.

## Double whammy award win for Annie Kenyon

ANNIE Kenyon Developments is celebrating two industry wins at the Trades Awards held at Mercure Aberdeen Ardoe House Hotel & Spa on June 7.

The company won Best Exterior Building Improvement Award and Best New Business 2019 at the ceremony, the largest annual celebration of trades and construction in the North-east.

Annie Kenyon said: "This is an absolutely brilliant result. What a wonderful endorsement and recognition for the whole team who have worked so hard. Thank you to all our clients, consultants and most of all our team from the studio to on-site. This award helps us raise our profile as we position ourselves for another year of growth and achievement."

## Networking specialists announce six figure success

AN ABERDEEN technology company has entered its second decade in business by securing work valued at a six-figure sum.

Since the beginning of this year, 11-year-old Network DNA has secured business worth in excess of £150,000 from a range of key and target sectors, including oil and gas and retail. The work comprises contract renewals along with new business won as a result of diversifying into the desktop and server support market.

The locally owned company, which employs a team of six specialists, has a strong track record of providing bespoke networking solutions to oil and gas, third sector, professional service and other organisations. It has deployed worldwide communication systems ranging from a single office requirement to systems capable of being accessed by tens of thousands of users in numerous countries.

Commenting on the success of 2019 to date, Bill Anderson of Network DNA said: "We started our business just as the recession hit so we learned very early on how to adapt to survive and that has continued to stand us in good stead. We are particularly pleased that a good percentage of this figure comes from repeat business because customer satisfaction lies at the very heart of what we do."

## Mackie Rugby Club smashes it with Macphie donation

A STONEHAVEN amateur rugby club is celebrating following a £1,000 donation from food ingredients manufacturer Macphie.

The Aberdeenshire business is helping towards the cost of winter training facilities for Mackie Academy FP Rugby Football Club. With over 400 players from across south Aberdeenshire, ranging in age from five to 65, Macphie's support will help keep the teams in practice all year round.

Chairman Alastair Macphie said: "Mackie rugby club plays a big part in our community. We recognise the positive impact it has on the people involved - including some of our own employees - and we're proud to show our support."



# In-demand Skills, On-demand Learning.

**MENTAL HEALTH care in the workplace. Decommissioning an oil rig. Educating our young people. Scotland continues to face critical skills challenges in a number of key sectors.**

Rapidly evolving technologies, changing government policies and uncertainties in the labour market mean that businesses and individuals often feel like they are falling behind the curve.

**Learning is vital – to employees and employers.** Millennials, predicted to make up half the global workforce by 2020, say sufficient training is the number 1 factor they consider when starting a new job. *Survey by Qualtrics and Accel Partners.*

Having the right skills and capabilities leads to confidence in the workplace, and confidence leads to motivation, improved productivity and even retention.

**Addressing the challenges.** 56% of global survey respondents think their companies are not giving them opportunities to develop. *'Future of Work' Deloitte report 2017.*

Between meetings, deadlines and other workplace demands, one of the main obstacles is lack of time for learning. Fortunately, rigid lecture timetables and on-campus exams are no longer a barrier to professional, quality education for your organisation.

The University of Aberdeen has just launched **On-demand Learning**, a new site for online short courses, so employees can develop in-demand, sector-relevant skills without having to take time off work.

**Promoting Learning in your organisation.** Managers are key in helping employees carve out the time they need for essential skills development.



Online learning



Instructor-led training

With online training, employers can nurture talent without losing staff to full-time study.

Many are already awake to this and Learning & Development budgets have shifted dramatically as a result. According to LinkedIn's Workplace Learning Report 2019, there's more budget this year for online learning with 59% of talent developers spending more on it than they did three years ago, and 39% spending less on instructor-led training.

**Flexible education for business.**

With no formal entry requirements on many of our short courses, students (and employers) decide if the course is right for them. For the most part, course hours aren't fixed, so students fit study around existing commitments.

**On-demand Learning** is a resource for both employees and employers to explore new ways to develop professional learning, address critical skills gaps and tackle major challenges in today's business environment.

Learn more:  
[on.abdn.ac.uk](http://on.abdn.ac.uk)



# Investment on the rise in the oil and gas sector

**IN SHARP contrast to the wider UK economy, North Sea operators and contractors are bucking the trend and investing across people, R&D, technology and new markets to support continued growth, according to an industry report.**

The findings of the 30th Oil and Gas survey, conducted by Aberdeen & Grampian Chamber of Commerce in partnership with the Fraser of Allander Institute and KPMG UK, reveal that around 45% of contractors have increased investment spend in the UK Continental Shelf (UKCS) in the past 12 months. Almost half (47%) report they have either started to use artificial intelligence or will do so in the next five years.

The survey highlights a welcome trend in R&D investment with the highest proportion of firms reporting an increase in spend since 2006/07 and firms indicating that they anticipate further rises over the next few years. Only 6% of firms are currently citing taxation as a limiting factor when it comes to UKCS activity, that's down from 26% in 2017.

Investment isn't going into technology alone. 40% of firms have increased

their total workforce in the last year; and a net balance of 52% expect to up their spend in staff training between now and 2021.

The results show that the positivity which was characteristic of the 2018 reports has softened somewhat but the industry remains confident about its future. In the international oil and gas sector, optimism is 21% above the 10-year average, suggesting that firms continue to be assured about opportunities in the export market.

Closer to home, contractors in the UKCS are reporting healthy results. Almost half (49%) of firms are working at or above optimum levels, the highest figure recorded in the survey since 2014. Almost three quarters (72%) of firms are forecasting an increase in profits in 2019 and the results also recorded the highest figure in this survey's history indicating a rise in the value of UKCS production-related activity.

Moray Barber, partner at KPMG, said: "It is extremely welcome to see the results pointing to increased investment in staff training, developing new markets and maintenance of infrastructure and it is positive to note

that 35% of respondents say that funding and tax incentives influence their decisions to invest in R&D in the UK. The report tells us that there has been investment pick up but we need to be cognisant of the fact that this is starting from a relatively low base from the challenging times the industry was facing four or five years ago."

Shane Taylor, research and policy manager at Aberdeen & Grampian Chamber of Commerce, said: "Our survey paints a picture of an optimistic industry, investing to deliver the opportunity of a productive UKCS and a vibrant future for Aberdeen as an all energy hub. The levels of optimism reported in our survey are encouraging but for those of us passionate about the future of the region, it's excellent to see an overwhelming majority of firms are optimistic about the long-term future of Aberdeen as not just Europe's oil and gas capital, but as an all-energy hub which will be relevant long after the UKCS comes to the end of its operational phase."

To read the full report, visit the Chamber website.

# From dusk til dawn



**WHEN the 9-5ers head home at the end of the day there is an army of workers who emerge to ensure businesses run smoothly and vulnerable members of the community are safe. This hidden army includes cleaners, security guards, IT experts, logistics firms and skilled carers and their roles are vital.**

“Our staff are an unseen force, working early mornings or late evenings when premises are empty,” said Sara Speirs, managing director of Spectrum Service Solutions.

“We work across a range of sites including offices, commercial and industrial units, schools, distilleries and more, providing a range of services such as cleaning and facilities management services. We want to improve the perception of the cleaning industry, moving away from being a ‘low-skilled’ profession to ensure it’s seen as a value-added service. The perceived value these workers provide can often be overlooked, but we believe that the work put in out of hours, such as cleaning services, helps to ensure businesses operate smoothly during opening hours.

“Many cleaners work unsociable hours to make sure that businesses have a clean environment for their staff, making them a vital part of Aberdeen’s economy. We like to say that ‘we do what we do, to let you do what you do.’ For us, cleaning should be a relatively ‘silent’ service. Our people are at the heart of our business, and we invest a lot of time and resources to give them the support and tools they need to excel.

“I believe it’s vital to the success of any company, no matter what size, to appreciate and value all staff. Regardless of position, the team are what makes a business and should always be regarded as an invaluable asset. We constantly look for new ways to appreciate our people. Whether it’s a simple thank you, letter of recognition or employee recognition award, it’s important to us that our frontline people feel appreciated and motivated. It’s what makes us different; our senior team have worked at the frontline and understand the challenges.

“For us, it’s the workers on the ground

that make our business great, therefore they should always be at the heart of the business.”

While work goes on ensuring our offices and workshops are ready for the next shift vulnerable members of society are being carefully supervised to ensure no harm comes to them. Across Aberdeen, 365 days a year, Cornerstone workers head out to provide potentially life-saving support for vulnerable people living in supported accommodation.

Cornerstone’s Aberdeen and Aberdeenshire south branch, one of 10 branches across Scotland, provides 16 services in Aberdeen city and as far south as Inverbervie.

The organisation supports people with learning disabilities and other support needs by providing high quality care and support to ensure they are able to enjoy the life they choose.

This could be providing specialist support on a full-time basis for people with more complex needs, to just a few hours befriending a week to help an



“

**“I believe it’s vital to the success of any company, no matter what size, to appreciate and value all staff. Regardless of position, the team are what makes a business and should always be regarded as an invaluable asset.”**

**Sara Speirs**, *managing director*,  
Spectrum Service Solutions



individual build confidence and make friends. It supports individuals of all ages, ranging from people who are transitioning from children’s services, to support for older people with dementia.

Project lead Kathryn Watts said: “In most of the operational services we have staff who are on shift 24 hours a day, including a sleepover shift. We have some services in which we have a waking night member of staff. That member of staff goes in about 9pm or 10pm and works through the night. They are on hand in case of emergencies, for example if one of the people we support needs assistance during a seizure or if people would not be able to evacuate themselves safely in case of fire. Others may get up during the night and are not safe to be left alone in those circumstances. When they have time, the staff may also carry out household and administrative tasks.

“We have other services where a member of staff goes in and sleeps overnight so once again they are on hand for people getting up during the

night who might require some sort of assistance or support and they can provide that for them.

“The job these staff carry out is absolutely vital and we wouldn’t be able to provide the services we do without them. They carry a tremendous amount of responsibility. All the services have a manager who is registered with the Care Inspectorate but the staff who are in the service working are responsible for people’s health and well-being and if anything happens they are the ones on-site to deal with an emergency.

“They need to have a huge array of skills, abilities and knowledge to be able to support people; and to meet our strategic plan and aim. They are very caring and certainly not in it for the money. Our staff cover a range of ages from late teens to people in their mid-70s and have many different backgrounds and experience.”

Sometimes people leave their work on a Friday and continue the same job in a new location on the Monday. Ensuring the moves are done seamlessly are

companies like Corporate Moves, part of the Space Group, specialists in office relocation. It regularly moves hundreds of staff over the course of a typical weekend either internally or to new locations, planning the moves to avoid disruption to the client’s working week.

“Companies typically need this to happen outwith office hours,” said Steve Judge, chairman of Space. “The purpose is to avoid unnecessary downtime. Companies need to be available to serve the needs of their clients and so we need to be able to mobilise at times to suit.

“The biggest moves we have done in any single weekend are in the region of 300 or 400 people but usually would be handled in phases to limit the risk of downtime or overrun. We have to plan to make the overall change manageable for all involved. Business moves can vary in complexity and there are many variables which can make business moves more complicated than a domestic removal for instance. IT transition and connectivity is a critical element.”



He explained that while planning may have been ongoing weeks in advance, a move will typically start at close of play on a Friday and will have to be completed for business as usual on Monday morning.

"It is not uncommon for us to start on a Friday afternoon and work into the night. We would then work Saturday, Sunday and if necessary, through the nights, if the project required, to achieve completion in time for normal business on the Monday morning. "Not unsurprisingly, our Aberdeen operation mainly serves the needs of the oil and gas sector and there is a dynamism about the sector and changes resulting in moves are common."

In addition to moving businesses, Corporate Moves is also very active in the educational sector, conducting moves for schools, colleges and universities.

"In the same way as a business wants to move outwith business hours, the same is true in the educational sector and so we experience increased levels of move activity during holidays outwith term time."



---

**"In the same way as a business want to move outwith business hours, the same is true in the educational sector and so we experience increased levels of move activity during holidays outwith term time."**

**Steve Judge, chairman, Space**

---

Space is best known for business space design and refurbishment. "Businesses engage us during periods of change, and we work with the client to design their space to suit their needs," added Steve. "With over 22 years of experience designing and creating space for businesses to operate from, we have honed our skills and become highly proficient in commercial design and fit out projects including complicated in

situ refurbishments when the client requires to remain in occupation and operational.

"There are several projects on the drawing board at the moment that have been visible for months but have seemed to be on hold indefinitely. I sense some companies are now accepting the need to do some of the work that has been put off in recent years to ensure their premises remain suitable and able to support the needs of the business and its employees."



Voice



Mobile



Connectivity



IoT



VoIP Services



IT Solutions

Complete business communications, simply delivered, remarkably supported

## Aberdeen Businesses urged to claim their £2500 Voucher for Broadband Boost!



### Why wait?

Find out how you can utilise next-generation Internet services:

- 75% of the £67m fund has already been used
- Up to £3,500 is available to remote businesses
- We have helped over 100 local businesses claim their grant



We installed a 1GB fibre connection with 2 Circles, using the £2,500 voucher scheme, along with a managed network service with advanced cyber-protection. The benefits to our business of guaranteed speed, security, and management of our network have been invaluable. The cost of poor network performance to an SME business such as ourselves is simply too high to sustain. I would encourage any business within Aberdeen to take advantage of the £2,500 grant, install fibre technology, upgrade their network, and reap the benefits.

Andy Smith, Managing Director, Subsea Supplies



**99.5% Customer Retention**

2 Circles has maintained an industry-leading customer retention rate of over 99.5% for over 11 years.



**We're fast to get to your call**

96% of all our calls are answered within just three rings, the other 4% within four rings.



**1 Dedicated Point of Contact**

Every 2 Circles customer benefits from one dedicated point of contact for every aspect of their account.

Call us today for a free no obligations telecoms review



Visit [www.2circles.com](http://www.2circles.com)



Email [superconnected@2circles.com](mailto:superconnected@2circles.com)



Call **03456 200 200** or **01224 228 068**





## Biggest ever Aberdeen Kiltwalk turns the Granite City tartan

A RECORD-BREAKING 3,200 walkers took to the streets of Aberdeen city and Aberdeenshire on June 2, raising more than £800,000 for charities across the North-east.

1,650 walkers gathered at 9am at Potarch Green in Banchory to take part in the 26-mile Mighty Stride, with an additional 830 taking part in the 15-mile Big Stroll, which set off from Crathes Castle at 11am. Meanwhile, more than 700 others took on the five-mile Wee Wander. All walkers finished at the Kiltwalk village in Duthie Park in the city centre.

Every £1 raised by walkers receives a 40% boost from Sir Tom Hunter and the Hunter Foundation. Through their fundraising and walking efforts, Kiltwalkers in Aberdeen will raise approximately £600,000 which with the 40% boost, means the incredible total will be over £800,000 going to charities across Scotland.

Paul Cooney, Kiltwalk chief executive officer said: "The people of Aberdeen, city and Aberdeenshire have truly embraced Kiltwalk and it's reflected in the record-breaking numbers. The atmosphere created by our walkers, who are helping more than 300 charities, was very special and they didn't let the threat of rain spoil their day, nor their fundraising."

## NHV joins HeliOffshore

NHV has joined HeliOffshore, the global, safety-focused association for the offshore helicopter industry.

Through collaboration with members, HeliOffshore is delivering an industry-wide safety programme which is enhancing safety worldwide. The association has 120 member companies which are involved in an unprecedented collaboration including sharing data, agreeing work priorities identified as delivering the greatest value for safety and implementing joined up action plans which deliver results that can be objectively verified.

## ONE Tech Hub launches

ONE Tech Hub, the new home for the digital tech and entrepreneurship community in the North-east of Scotland, is now open after a £1.5m investment to accelerate digital tech business growth and enhance the wider entrepreneurial ecosystem.

Private sector economic development body Opportunity North East (ONE) has led the development of ONE Tech Hub - its single largest investment to date - with Robert Gordon University (RGU) and ONE CodeBase as key partners. The ONE Digital & Entrepreneurship (D&E) board marked the occasion by hosting their first board meeting at the Hub on June 3.

This unique ecosystem brings together leading digital tech business incubation and ONE CodeBase's expertise with a wide range of connections and investors focused on helping digital tech companies to develop and grow. For companies across key sectors, the Hub provides a stimulating environment where they can connect with the digital tech sector to explore digital transformation.

ONE Tech Hub is also home to RGU's Entrepreneurship and Innovation activity - including the RGU Start-Up Accelerator, which supports teams of students, staff and recent alumni from RGU and North East Scotland College to develop businesses in a number of industries through training, mentorship and investment.

## Osprey appeals for new governing members

THE governing body of Osprey Group is looking to recruit new non-executive governing body members to help the organisation meet its goals.

It is seeking independent members with a range of experiences including tenant representatives whose key responsibilities incorporate setting and approving the overall strategy and direction, monitoring performance, approving budget and annual accounts from a strategic level, approving large contracts and tenders; and building relationships with tenants and partners.

Osprey would especially welcome candidates with experience in strategic information technology and/or digital communications. The positions are unremunerated however travel and expenses will be reimbursed. Training and development are also part of the offer. Visit [www.ospreyhousing.org.uk](http://www.ospreyhousing.org.uk) or call 01224 548000 for an information pack.

## ICR acquires Sky-Futures

ICR Integrity has acquired Sky-Futures Partners Limited, a provider of drone-based inspections and drone pilot training for the energy, industrial and government sectors.

The transaction augments its existing global provision of integrated maintenance and integrity solutions to the oil and gas, power, chemical and nuclear industries and strengthens ICR's infrastructure to support additional growth and expansion through the company's existing established networks.



# Managing the economic growth risk

**THE construction sector in Aberdeen is enjoying better economic times after number of difficult years following the oil price crash in 2014 and is once again flourishing. Some of the larger projects underway are the £350m redevelopment of the Aberdeen Harbour and construction of the new £333m event complex for Aberdeen, P&J Live, due to open later this year.**

Other projects include the upgrade to the Aberdeen and Inverness railway, a £200m enlargement of Union Square and the continued expansion of Aberdeen International Airport with two phases of a three-phase project already completed.

The city is also reaping the benefits of a boom in house building with a number of long term, residential developments progressing such as Grandholm at the Bridge of Don, one of Scotland's largest. The £800m scheme for a new community at Countesswells will also see up to 3,000 new homes to be built over the next 15 years.

The economic growth and job creation from these is set to bring an unprecedented level of prosperity to the region, and the high volume

of development projects is a strong indication of how the sector in the North-east of Scotland is growing. But alongside this activity is a pressing need for careful and thorough risk management, especially when it comes to the human capital involved. Recent cases involving both large and small companies have demonstrated the heightened need for more stringent health and safety measures, especially in the light of the prevalence of trips, slips and falls.

The most recent Health & Safety Executive report revealed some harrowing figures for the UK. Thirty-eight fatalities occurred last year, the majority of these being due to falling from a height. Non-fatal injuries totalled a staggering 58,000; the highest percentage of these being slips, trips and falls on the same level in the construction sector alone.

Accidents, in addition to the emotional strain they come with, can have catastrophic effects on a business. The hefty fines imposed not only put a dent in profits but also mean that tough budgetary decisions must be made such as cutting hours, making redundancies or even dealing with the potential loss of future contracts. There is also the problem of increased

insurance costs and in some cases the inability to secure adequate coverage following a loss. Injured employees must also consider the consequences of a reduced income to themselves and their family, along with the pains of rehabilitation and re-adjustments to daily living.

In tune with the duty of care all employers have over their workforces, the importance of seeking professional advice from risk management experts cannot be stressed enough. Advisers can help with ensuring legislative requirements are met, conduct a comprehensive health and safety risk assessment of all activities and procedures, and provide counsel on an appropriate health and safety policy to put in place.

Here at Jelf, we urge all Aberdeen construction businesses to demonstrate a commitment to employee welfare through risk reduction in the workplace and keep the industry healthy in all respects to the benefit of all its stakeholders.

**Jelf Insurance Brokers  
Crown House, Prospect Road,  
Arnhall Business Park, Westhill,  
Aberdeen, AB32 6FE  
01224 656656**



## AVC Immedia appointed by FIFA

AVC Immedia has been awarded a lucrative contract by FIFA, football's global governing body, to produce video content during the Women's World Cup France 2019.

AVC will be creating video content to highlight FIFA's partners and sponsors presence and participation at the tournament, as well as capturing on-site and behind-the-scenes footage in and outside of the host stadia. The team will film on location across all nine cities and 24 games for the month of the tournament.

Keith Robertson, general manager, AVC Immedia said: "The surging interest in women's football makes this year's World Cup a pinnacle moment for the sport and we're looking forward to working with FIFA to capture the atmosphere and excitement on the ground. Our relationship with FIFA goes back more than 25 years but we're as thrilled to be appointed now as we were in 1990 when we were awarded our first contract."

## AMS forms joint venture with Norwegian Boatlabs

ABERDEEN Marine Surveyors Ltd has entered into an agreement to start a joint company with Norwegian based Boatlabs to share resources to implement dynamic positioning, offshore and marine services in both markets under the name Boatlabs AMS.

The company, a 50/50 joint venture will share a presence both in Norway and the UK, with headquarters in both. AMS and Boatlabs will share financial and technological resources to leverage the best of both companies and provide an equal quality of service in both markets they occupy.

## Major NHS contract for Exchange

EXCHANGE Communications, a leader in cloud transformation, has secured a major five-year public sector contract with Oxford Health NHS Foundation Trust.

The firm has combined with partners BT and Avaya to deliver innovative cloud-based telephony solution ACS Select, transforming the point of contact experience for staff and patients.

The bespoke new cloud system will be used by 3,000 front-line NHS staff in non-acute hospitals, clinics, GP practices, health centres and NHS offices across Oxfordshire, Buckinghamshire, Wiltshire and Somerset.

The new solution will significantly improve patients' phone experience, reduce costs and enhance system reliability, while also lowering the Trust's carbon footprint.

It will take effect across an initial 63 sites, with the first phase of the project earmarked for completion in the summer.

## Michael Buble adds second Aberdeen date tour

DUE to phenomenal demand Grammy-award winning global megastar, Michael Buble has added a second Aberdeen date to his 'An Evening with Michael Buble' tour. Michael will now play to crowds at the North-east's brand new events venue, P&J Live on November 27 - 28, 2019.

Louise Stewart, head of entertainment at P&J Live said: "We couldn't be happier to announce a second date for Michael Buble in the city. Tickets for the first date sold out in record time, so by offering this second date many more fans will be able to secure tickets for the sought after gig. Michael is exactly the calibre of artist we hoped to attract to our £333m new venue, he's a great performer and always loved by audiences worldwide and already proving extremely popular in Aberdeen."

## Volunteers wanted to help families

HOME-START Aberdeen is encouraging parents who could help other parents to get in touch and find out more about volunteering opportunities to support local vulnerable families through challenging times.

The organisation is looking for people who could join its network of trained volunteers, to help families with young children.

Home-Start Aberdeen works to build strong families and happy children in local communities through the provision of trained, supportive volunteers who visit families with young children in their own homes, helping them to deal with challenges they face.

For further information, training dates or an informal chat please contact the team on 01224 693545 or email [volunteering@homestartaberdeen.org.uk](mailto:volunteering@homestartaberdeen.org.uk)

# Strength in numbers

by **Shane Taylor**,  
*research and policy manager,*  
Aberdeen & Grampian Chamber  
of Commerce



**GIVEN that this issue is focused on business services it seems like an appropriate time to delve into some of our Chambers of Commerce survey data on the sector.**

The Quarterly Economic Survey is our regular monitor of business sentiment. It's unquestionably credible, the largest private sector survey by a country mile and one of the longest running. The Scottish component of this survey, known as the SCC Quarterly Economic Indicator, focuses on five key sectors of the economy - one of which is financial and business services. The data for this article is based on the latest edition, published in mid-April.

So what does this data suggest about the strength of the business services sector in Scotland?

One of the core measures we seek to collect through the survey is business confidence, essentially, how optimistic our member firms are for the future. Around the time of the referendum result itself, business confidence was significantly below trend, with our average confidence figure actually negative across 2016. Since the start of 2017 however, confidence stabilised, with one of the highest figures on record observed in the third quarter of 2018.

Although firms would report their frustration at the lack of resolution

around the Brexit process, confidence was steady. However, with uncertainty mounting as the planned exit date drew nearer, amplified by the effects of a slowing global economy, the figures began to decline once more. This has resulted in our latest optimism figure being the lowest since the fourth quarter of 2016, and once again below the average for the sector.

This weakening optimism doesn't yet appear to be fully reflected in sales figures though. Overall sales levels have declined from late 2017 / early 2018 peaks but they remain above average for the sector. Cashflow and profitability figures are also broadly in line with historic figures. Despite reports of declining confidence this hasn't yet filtered through to current financial performance in a marked way.

Unfortunately not all metrics have been as resilient. It's concerning that both total and capital investment levels are at their lowest since 2017 and below long-term trends. Expectations for further investment in the year have also weakened, softening by about five percentage points from the average observed since the vote, and about 10 percentage points from the same period last year.

One area where investment has remained strong is in staff training. Although this is of course a positive,

our concern is that this partly reflects the high levels of recruitment difficulties reported by our members, which are amplified by the record employment rates we've observed in recent times.

So fundamentally, we're seeing a sector which is relatively resilient but struggling to find the confidence necessary to invest in the technology and capital which will keep our economy competitive into the future. Alongside this, finding the right skills continues to be a real challenge.

This points to the necessity of getting some real clarity on Brexit and the future direction of our international relationships. All eyes will be on the Conservative leadership contest and firms will be expecting our future Prime Minister to seek to decisively resolve the Brexit deadlock in the coming months.

Our business services sector remains one of the standout performers of the UK economy but firms need the confidence to invest to retain their competitive edge. Chambers of Commerce will continue to make the case to our elected representatives to prioritise clarity around key issues like international trade and migration, as we march towards the revised Brexit deadline.

# Finding opportunity in the face of adversity

By Peter Adam,  
*executive vice president, Add Energy*



**THE oil and gas sector is no stranger to working internationally. Part of Aberdeen's strength is our diversity and international reach. Yet, there remains a huge opportunity globally that many companies are not making the most of.**

Like most oil and gas companies in the city, our teams have been through some of the toughest times in recent memory. We've asked a lot of them – to work even harder, to find and create opportunities when opportunities seemed few and far between and be willing to pivot and evolve.

It's been a long game that's now starting to pay off. And, it's why collecting our Queen's Award for Enterprise in the international growth and innovation category was such an important milestone.

We've focused attention over the last three years on expanding our international reach by strengthening our presence in the USA and the Middle East and diversifying into other sectors within the energy mix including power and mining. It's an approach that is working for us – during the last six months, we've secured contracts totalling more than £5m and over the last three years earnings have risen from £2.5m to £12.4m while our team has also grown.

As we now look at how we maintain that momentum, it's useful to look back at what we've learned:

1. Know your markets and how they operate – while our expertise and software are transferable to different markets it's important to take time to understand those different industries and different cultures and adapt to them.
2. Be willing to take a risk – no matter how well you prepare, as with any business decision, expanding internationally won't work out every time but having a clear, longer-term plan and the necessary support in place will pay off.
3. Ask your network for help – it's not easy to enter a new market or region but there is a wealth of expertise out there to draw on. Support from people and organisations in our wider network who have taken similar steps has been invaluable, in particular, support from Scottish Development International and Scottish Enterprise.
4. Understand your customers' pain-points – the downturn created opportunities for us. As clients become focused on operational excellence our services were

able to help their expenditure, be more efficient and improve asset performance.

5. Empower your team - this is probably the most important lesson we've learned. Our growth has been a real team effort. Ensuring everyone understands the company's vision, the role they play, while giving them the necessary support has been crucial.
6. Embrace digitalisation – new technology has been central to both our product development and our internal systems. Although investing in new technology can be a barrier, the right tools more than pay for themselves.

So, what's next for Add Energy? We now have a strong foundation in place for further growth. We're focused on continuing to deliver results for our clients and make sure that everyone knows we're here and what we can do for them.





## Sport Aberdeen receives the Queen's Award

LEISURE charity Sport Aberdeen is celebrating after receiving the prestigious Queen's Award for Voluntary Service, the highest award a charity or voluntary group can receive in the UK.

Volunteers support Sport Aberdeen in the delivery of its community-based programmes including Active Schools, Active Lifestyles, supporting learn to swim programmes as well as helping to improve the quality of our golf courses at Hazlehead.

The Queen's Award for Voluntary Service aims to recognise outstanding work by volunteer groups to benefit their local communities. Volunteer representatives of Sport Aberdeen attended a garden party at Buckingham Palace in May, along with other recipients of this year's Award. It is one of 281 charities, social enterprises and voluntary groups to receive the prestigious award this year. The number of nominations and awards has increased year on year since the awards were introduced in 2002, showing that the voluntary sector is thriving and full of innovative ideas to make life better for those around them.

## Wood secures contract for Oman project

WOOD has been awarded a new contract by Duqm Refinery and Petrochemicals Industries Company (DRPIC) to provide FEED (front-end engineering design) for a proposed onshore petrochemicals facility at the Special Economic Zone Area Duqm (SEZAD) in southern Oman.

The company has already delivered associated studies for the facility which will include a world-scale steam cracker unit; production facilities for hydrogen, syngas, methanol, and other petrochemicals; and associated utilities.

SEZAD is one of the largest developments of its kind in the Middle East and North Africa, attracting significant investment for petrochemicals and infrastructure development aimed at supporting Oman's overall vision for strong and sustainable economic growth.

Effective immediately, the project will be delivered by Wood's capital projects teams based in Oman and the UK. The work is due to be completed by Q3 2020 and will see up to 300 people working on the project during the peak delivery phase.

## £8m contracts for eGroup

AN ABERDEENSHIRE firm has continued to build on recent momentum with the announcement of new contracts worth a combined £8m.

eGroup recently re-branded under a new banner following the amalgamation of four separate divisions – eBlast, eClad, eFab (formerly RIM Fabrication) and eTest (formerly CSD Scotland).

The new corporate identity brings the four divisions closer together and allows them to collaborate more effectively and benefit clients through greater cost savings and project optimisation efficiencies.

All work on the contracts will be carried out by personnel at its Kintore facility. The company will provide fabrication services, erection of structural steel and cladding works for several large-scale projects across the country. This included structural steelwork for a large extension project in the East Midlands on behalf of a leading building and civil engineering contractor.

New projects secured by eFab and eClad include similar work for an oil and gas services facility in Angus, a business park in the east end of Glasgow, a high school in Moray, and new school campus in Midlothian.

### A Helping Hand (Scotland) Limited Health and Wellbeing Consultants

- mental health first aid • corporate counselling • wellbeing policies
- stress awareness sessions • leadership coaching

contact@ahelpinghand.biz | 01224 953104

*Do you provide emotional support for your employees?*


*Do you have a health and wellbeing strategy?*

*Have you recognised the importance of positive mental health at work?*

**151**  
**courses**  
run by the Chamber



Covering

**55**   
**different**  
**subjects**

Attended by

**951**  
people in North-east  
businesses



<b>6 Tue</b> 1 day	<b>Winning More Bids</b> Produce professional proposals/tenders to boost your business
<b>13 Tue</b> 1 day	<b>BCC Export Documentation Explained</b> Understand what is involved in documentation to save time and money
<b>14 Wed</b> 1 day	<b>Personal Effectiveness</b> Improve your self-management
<b>15 Thu</b> 1 day	<b>Assertiveness at Work</b> Clearly communicate your point of view without causing conflict
<b>20 Tue</b> 1 day	<b>Report Writing</b> Produce clear, concise and effective reports that achieve objectives
<b>20 Tue</b> 1 day	<b>Marketing 101</b> Develop a successful integrated marketing strategy
<b>21 Wed</b> 1 day	<b>Project Management - The Fundamentals</b> Understand the principles of project management and the complexities of scale
<b>21 Wed</b> 1 day	<b>Bias: is it having an impact?</b> Understand why bias creates risks to your business
<b>22 Thu</b> 1 day	<b>Communication and Interpersonal Skills</b> Develop the techniques to positively influence and communicate effectively
<b>22 Thu</b> 1 day	<b>Change Management</b> Effectively drive and manage change in your organisation
<b>22 Thu</b> 1 day	<b>Essential Supervisory Skills</b> Bridge the gap between doing and supervising in order to motivate staff
<b>27 Tue</b> 1 day	<b>Finance - The Basics</b> Develop a broad understanding of business finance
<b>27 Tue</b> 1 day	<b>Stakeholder Engagement and Relationship Management</b> Identify and engage with stakeholders to build effective and lasting relationships
<b>28 - 29</b> <b>Wed-Thu</b> 2 day	<b>Essential Management Skills</b> Become equipped with the knowledge and skills required of a manager
<b>28 Wed</b> 1/2 day	<b>Social Media for the Uninitiated</b> Gain a practical understanding of Facebook, Twitter and LinkedIn for business

**For more information**

Susan Staniforth, training team leader  
T 01224 343917 E [training@agcc.co.uk](mailto:training@agcc.co.uk)

# August

- 28 Wed**  
1/2 day  
**Social Media Advanced – Using Mixed Media in Your Digital Communication**  
Understand how to integrate social media into a digital communication plan
- 29 Thu**  
1 day  
**Train the Trainer**  
Feel confident whilst developing and delivering different types of training

# September

- 4 Wed**  
1 day  
**Talent Management**  
Get on top of your talent agenda and maximise potential
- 4 Wed**  
1 day  
**Investigation in an HR Context**  
Plan and manage investigations effectively
- 5 Thu**  
1 day  
**Time Management**  
Identify time wasting activities and manage time more effectively
- 10 Tue**  
1 day  
**Presentation Skills**  
Deliver a dynamic and motivational presentation confidently
- 10 Tue**  
1 day  
**BCC Import Rules Fundamentals**  
Avoid the obvious pitfalls in importing to reduce complexities and errors
- 11 Wed**  
1 day  
**BCC Customs Procedures and Documentation**  
Explore the various customs systems, procedures and documentation
- 11 - 12 Wed-Thu**  
2 day  
**Finance for Non-Finance Managers**  
Gain an understanding of many aspects of finance and how it impacts business
- 12 Thu**  
1 day  
**Improve your Professional Confidence**  
Promote a positive and confident self-image in a professional manner
- 17 Tue**  
1 day  
**The Effective Director**  
Learn how to become an effective director and address responsibilities
- 19 Thu**  
1 day  
**Budgeting and Planning - An Introduction**  
Learn how to establish and maintain budgets
- 19 Thu**  
1 day  
**Essential Supervisory Skills**  
Bridge the gap between doing and supervising and become confident in delegating tasks
- 25 Wed**  
1 day  
**Coaching Conversations**  
How to coach others to improve and be their best
- 25 Wed**  
1 day  
**Negotiating and Influencing Skills**  
Learn tactics and skills of persuasion that lead to success
- 26 Thu**  
1 day  
**Customer Service Excellence**  
Discover the techniques to excel at customer service



Get more out of your working week



Get help figuring out the basics of budgeting



The Ultimate Business Show 2019 saw around 750 delegates meeting, connecting and doing business with organisations of all shapes, sizes and sectors at the Aberdeen Exhibition and Conference Centre on June 12.

Visit the Chamber website for the full gallery of pictures from the day.





**Richard Macmillan,**  
*director and senior adviser, Forbes Lawson*

**What does your company do that others don't?**

Central to our financial planning services is the use of cashflow modelling. Businesses use cashflow so we make sure individuals plan their future lifestyle using cashflow too.

**What are the most pressing challenges that your industry sector faces today and why?**

Regulatory changes are always challenging but we embrace them here at Forbes Lawson. Pension freedoms have created many challenges, as have the reduction in lifetime allowance and the tapered annual allowance for high earners. Individuals have to be wary of tax charges.

**What is the hardest lesson you have learned in your career to date?**

Life is not a rehearsal. It's so easy to forget this and spend too much time at work and not enough with family. It's so important to make time. As we say, book time off before you book time on when starting a new year.

**What is the most valuable piece of business advice you have ever received?**

Always put the client first. Focus on them and their goals and objectives and not their money. Never do something for a client that I wouldn't do for myself, friends or family.

**What's been your proudest career achievement to date and why?**

Working with my fellow director Ian Robinson to turn our business from a basic boring independent financial adviser to a client focused award-winning financial planning firm putting our clients central to everything we do. Achieving the individual ISO22222, firm BS8577 and the recent Pension Transfer Gold Standard sets us apart from all other firms in Scotland.

**If you could make one thing happen tomorrow that would benefit North-east Scotland, what would it be?**

Transport links need to be updated. Cheaper public transport and good rail and air links from Aberdeen. There's nothing worse than flying into Aberdeen and getting stuck in traffic.



# Quick fire round

**What was your first job?**

Separating paperclips from pins whilst being involved in a privatisation.

**When would you like to retire?**

I have no plans to retire at all as I love my job. Maybe just work a couple of months a year.

**What did you have for breakfast?**

Overnight oats, raspberries and coffee.

**Who, or what, inspires you?**

My father.

**What's the last book you read / film you saw?**

Ant Middleton's First Man In.

# People buy from people

By Cerri McDonald,  
*managing director, Prospect 13*



**TRADITIONAL v digital marketing is a hot topic for marketers and I have witnessed first-hand just how much has changed over the years. With a career built on traditional marketing, I have embraced the rapid evolution of digital marketing and implement online strategies on a daily basis.**

But traditional methods still tug on my heart strings. Think magazines, newspapers, billboards, television, radio and direct mail. It's the marketing that we all grew up with, well those from my generation anyway.

Growing up in the late 20th century we held a great deal of trust in printed materials. I studied books at school and back then the library and its vast array of sources were the only way to learn and develop my skills. As a generation I don't think this reliance has ever left us. We have to appreciate that printed materials are more robust and have been heavily checked for accuracy and therefore, people tend to have a higher level of trust in the printed word.

There is no doubt in my mind that 'fake news' which we see and read online every day plays a pivotal role in the credibility of online marketing. However, video content which is extremely powerful most certainly builds a strong level of trust between your customers and brand.

Recently, I've found that there is an assumption among businesses that digital marketing is a fast and convenient tool which will deliver astonishing results for less money. Every marketer is concerned about budget and digital marketing is most definitely an affordable strategy. It won't surprise you to hear however that costs for more traditional methods have significantly decreased in order for these mediums to remain competitive so they are still worth exploring.

When it comes to speed, a key advantage of digital marketing is the content can be honed in real time and through analytics, marketers can see how effective campaigns are as they are happening. This means they can be tailored and adjusted quickly to maximise results.

Whilst all of this is true, it's important to remember it is strategy that is fundamental to get any real traction or results. Dissemination of information is important for any business but it must reach the right individuals at the right time with the right message in order to be effective. Do not under-estimate the importance of a comprehensive plan and developing a robust strategy, to ensure vital resources are not wasted.

When it comes down to crafting an effective marketing strategy, there's no doubt that you should incorporate digital marketing. It's cheaper, more targeted and often easier to accomplish than traditional outbound marketing tactics. But and this is a big BUT: that does not mean you should scrap traditional marketing efforts entirely.

The best strategy is to seamlessly blend the two. Create a plan that uses technology to hone in on specific targeted customers then deploy traditional methods to reinforce messages, driving them to find your valuable digital content which will help them to make buying decisions.

And another thing, be authentic and show your personality. I am the face of my own brand and regularly engage with my audience because we are all human. Always remember that people buy from people, not websites or magazines.

## Norwegian alliance for Deep Casing Tools

INTERNATIONAL casing and completion technology business Deep Casing Tools (DCT) has formed an alliance in Norway with American multinational corporation National Oilwell Varco Completion Tools (NOV Completion Tools).

The agreement gives NOV Completion Tool's growing completions and production solutions division access to DCT's unique technology including its Turbocaser, Turborunner and MechLOK Drill Pipe Swivel.

NOV Completion Tools will be DCT's service provider in Norway, initially under the guidance and training of DCT staff.

In turn, partnering with a leading worldwide equipment and service provider which has operations in more than 600 locations across six continents, will open up new opportunities for Aberdeen-headquartered DCT.

## Read all about it - in 1398

ABERDEEN'S earliest medieval Burgh Records have long been regarded as a jewel in the city's crown - earning UNESCO status for their historical significance - but they will now be opened to the world after researchers painstakingly transcribed more than 1.5 million words contained within their volumes.

Researchers in a project based at the University of Aberdeen have worked with archivists at Aberdeen City Council, where the records are held, to decipher the complex Scots and Latin text which constitutes one of the greatest reservoirs of historical information on urban life anywhere in northern Europe.

The resulting digital transcription, together with the original images of the pages from eight volumes covering a period from 1398 to 1511, have been made accessible online - meaning they can now be viewed from anywhere in the world.

The website for the Aberdeen Registers Online: 1398-1511 can be accessed at <https://www.abdn.ac.uk/aro>

## Environmental law training course

FOOD and Drink Federation (FDF) Scotland will host an environmental law training course at Macphie's Glenbervie site on October 9.

At the training course, delivered by SLR Consulting, delegates will gain an understanding of all major environmental laws which typically impact food and drink companies and how to effectively manage compliance. Forthcoming changes to legislation including the implications of Brexit will be discussed as well as the differences between environmental law in Scotland and England.

More information and registration can be found on the FDF website.



**EVERYONE NEEDS TO BE PAID.  
WE MAKE IT HAPPEN, WHEREVER YOU ARE.**



Global Payroll



Global Mobility



Audit & Compliance



International Payroll Payments Solution



System Integrations



Workday Global Payroll Cloud Partner

### activTechnology



ePay



eFile



myAccount



ePeople



eHelp



eExpense



eLeave



eTime



eReport

For more information visit

[www.activpayroll.com](http://www.activpayroll.com)





## Latest acts revealed for Aberdeen International Comedy Festival

COMEDY fans are in line for a super Sunday as the latest acts are confirmed for the Aberdeen International Comedy Festival.

In a bumper line-up, Sofie Hagen, Stuart Goldsmith, Mr Fibbers and Men with Coconuts will join already announced John Finnemore to perform on October 6 at a variety of locations in the city centre.

This will be Danish comedian Sofie Hagen's first time at the festival with her biggest Aberdeen show yet. Sofie's assured, informed and deeply personal comedy has made her a star in the UK and throughout Europe. With a four week London run of her show and numerous projects in development, she is one of the most in-demand new voices on the circuit.

## Cavitas receives OGTC support

THERMAL enhanced oil recovery specialist, Cavitas Energy, is one of the most recent innovative technology firms to receive funding support from technology accelerator, the Oil and Gas Technology Centre (OGTC).

Cavitas is developing an industry-changing technological solution for heavy oil and has been awarded funding which will be dedicated to the fast-track development of its third Thermal Heavy Oil Recovery (THOR) prototype.

THOR acts as a downhole heating device, which allows bypassing fluid to be heated at source as opposed to traditional methods where steam is generated at surface and pumped into the reservoir which can lead to large energy losses.

## Community Action Fund recipients announced

ABERDEEN Harbour Board has announced the recipients of its £30,000 Community Action Fund.

Three awards of £10,000 have been granted to the Fittie Community Development Trust, the Culter and District Pipe Band and the Middlefield Community Project.

# Top Tweets

A month in social media



**AberdeenshireEconDev**  
@EconDevAbshire

Thank you very much @zerowastescot for your welcome support @TasteOfGrampian #TOG2019 Hopefully we can progress this valuable work in the future via Circular Economy North-east @chambertalk @Opportunity\_NE @keenanrecycling @pressjournal @EveningExpress @anmgrou @OneStopWaste



**Martin Findlay**  
@martinfindlay

Positive survey @chambertalk @kpmguk @Strath\_FAI taking the pulse of #oil & #gas. Confidence high across supply chain & investment growing. Good! Some challenges on #energytransition diversification & also workforce skills need to be aligned with changing demands.  
@MorayBarber



**OGIC**  
@OGICinnov8

In last week's Oil & Gas survey from @chambertalk, almost half of firms say they're using AI or will do so in next 5 yrs. We've supported several projects in AI and know its potential to improve efficiency, so this is good news for industry.

Join the conversation  
@chambertalk



# Getting your message to market

by Mark Skinner,  
managing director, Scotsbridge Limited



**WITHOUT doubt businesses that have the correct products or services that sell well within the home domestic market must consider opportunities to scale the business for export opportunities.**

Currently two of the fastest growing regions are south Asia, dominated by the powerhouse that is India and South-east Asia that has just too many countries to mention that are all jostling for growth dominance dependent of what set of statistics you are looking at.

Let's focus on South-east Asia, at a recent seminar I attended with regards to cross sector trading, the point was made that 'why waste time developing Europe and north American opportunities when the growth stats say go east? This is a bold statement of course but in actual fact, when you look at the growth figures in detail it is an accurate statement. Even with trade tensions between America and China, which have dampened, the growth prospects for both south and South-east Asia, these two regions are well ahead of the closest rivals.

If your company offers anything from drill bits, cashmere scarfs, or fine seafood, one thing that needs to be considered is how do you get the message of what you are offering out into the market? Most importantly, a message that will be understood.

My own light bulb moment came to me when strolling round the swish shopping malls in Kuala Lumpur. Having spent a considerable part of the last five years working and living in South-east Asia I have always felt it important to invest some personal time to understand how each country works.

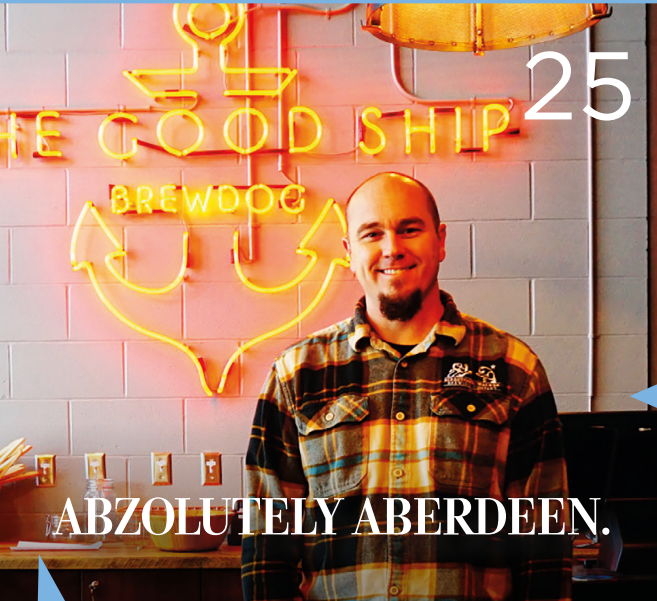
In truth, my main reason for strolling round these cathedrals to retail complexes was to keep cool from the crazy heat and humidity that engulfs this beautiful city. However, the same goes for the majority. It was only when my Malaysian colleague advised, though the stores are very busy, nobody buys anything in these stores. They are purely shop windows and displays which allow the prospective purchasers to buy online via various sites but also give the influx of influencers and bloggers in South-east Asia a huge amount of content to feed their social platforms. This content is devoured every minute of the day by consumers who are seeking the most on-trend product of the moment.

So, this example may be relevant to the on-trend sneakers or jeans but equally it applies to products that could be sold into the oil and gas sector. Equally the South-east Asian oil and gas sector is very media savvy and whatever the offering from Scottish companies maybe it needs to ensure the message to market is

regionalised to suit. I do not mean just language, it's probably better to keep it in English. However, how websites, blogs, advertorials and any other soft copy looks and how it can be used is vitally important.

Potential clients in South-east Asia abound for Scottish companies that have fantastic products and services. Although, this is only the case if they can understand how it is being marketed and sold to them. Other than shopping malls, trade expos, bespoke trade exhibitions, reviewing in country trade websites and portals are all available to provide you with the inspiration you need to give you that light bulb moment too.

# July



25

**ABZOLUTELY ABERDEEN.**

Does the North-east have a new story to tell? #Abzolutely

**17 Wed**  
8:30am -11am  
AGCC

**Organisational development and change: manufacturing focus**

The breakfast briefing will centre around a series of table discussions on key factors accelerating human performance such as reducing human error, decision making, collaboration, communication, fatigue, stress and situational awareness. The session will also look at optimising your ability to make decisions under pressure and the importance of creating a safety critical culture in your organisation.

**25 Thu**  
9am -11:30am  
Brewdog, Ellon

**Shire Connections: investing and placemaking**

The Aberdeen city region is already a great place to live, work, study, visit, invest and do business but one which isn't sitting on its laurels. There is significant investment being made to deliver the infrastructure, regeneration and cultural activity to create a truly 21st century environment, right here, right now. Come along and hear from James Welsh of Invest Aberdeen and Russell Borthwick of Aberdeen and Grampian Chamber of Commerce about the work being undertaken to share the region's new story and the opportunities for businesses of all sizes and sectors to get involved.

# August

29

**29 Thu**  
11:45am-2pm  
The Spiritualist

**Speed networking**

Our Speed Networking events are a fantastic way to grow your network and bring you new business opportunities within a short period of time. The highly popular lunchtime event enables people with busy schedules to spend time effectively by building business connections and increasing brand awareness over lunch. The format of the event is similar to 'speed dating', you meet a new contact every four minutes and leave with up to 20 new business contacts, having also increased your company's profile in the area.

**30 Fri**  
8:30am-10am  
AGCC

**Maximise your membership**

Think you know the Chamber? Think again. Whatever your business challenges, membership uncovers access to a network with a wealth of experience and support that will help you achieve your company's ambitions. Our aim is to create the buoyant, diversified regional economy that will enable our members and their employees to be more successful and prosperous. This event is ideal if you're thinking of joining the Chamber, have just joined or are new to a member organisation and want to find out more.



Grow your network and increase brand awareness

Thanks to our sponsors





## Offshore Europe

Hospitality packages  
now available to book

Find out more from [seona.shand@agcc.co.uk](mailto:seona.shand@agcc.co.uk)



**Aberdeen &  
Grampian  
Chamber of  
Commerce**

## Offshore Europe Business breakfast

**Tuesday, September 3**

**07.30-09.30am**

**P&J Live**

**[www.agcc.co.uk](http://www.agcc.co.uk)**

The Chamber will once again be hosting the high-profile business breakfast which kick-starts the exhibition and conference.



**Northern  
Star 2019  
Business  
Awards**



**Book your table today**  
September 26, P&J Live

**[www.agcc.co.uk](http://www.agcc.co.uk)**

**THE ANNUAL  
EMPLOYMENT  
LAW CONFERENCE**

**19**

Make sure you are across the latest issues facing employment law and personnel management professionals, with updates from industry experts and keynote speaker Casper Glynn QC.

 **Burness Paull**

 **Pinsent Masons**

**Date:** Thursday November 14, 2019  
**Time:** 8am - 4.30pm  
**Venue:** The Marcliffe Hotel & Spa, Aberdeen

**SAVE  
THE  
DATE**

## Views and reviews

"Thoroughly enjoyed it - didn't know what to expect - fabulous - it gave me lots to think about"  
**Business Breakfast**

"Probably the best event I've attended in a very long time. ... outstanding!"  
**Business Breakfast**

Do you want to receive details of our upcoming events direct to your inbox?

Let us know at  
**[events@agcc.co.uk](mailto:events@agcc.co.uk)**



**COMPASS  
PRINT**

**Leading the way since 1974**

**Print Signage Exhibitions & display Promotional gifts**

[www.compassprint.co.uk](http://www.compassprint.co.uk) | 01224 875987 | e: [info@compassprint.co.uk](mailto:info@compassprint.co.uk)



**Sam Atkins**

ITWORX has strengthened its commercial team by appointing Sam Atkins to the new role of business support coordinator. Sam has a BSc Computing (graphics and animation) degree from RGU. He joins the commercial team to support the ITWORX growth strategy and to assist with sales and marketing initiatives.



**Nick Harris**

UK infrastructure company Robertson has appointed Nick Harris as executive director of its property business. Nick brings 25 years of industry experience to Robertson's property arm, providing strategic insight at a crucial time as it continues to develop its commercial portfolio throughout Scotland and North-east England.



**Tamar Minty**

Tamar Minty has joined Involve HR LLP. With over 18 years of HR experience working predominantly in the oil and gas and subsea industry in Aberdeen, her outstanding interpersonal skills allow her to form relationships quickly, enabling her to work closely with the clients of Involve HR to achieve the desired results.



**Erin Davis**

Johnston Carmichael has strengthened its Aberdeen office with a second senior strategic hire in three months. Erin Davis, who has 18 years' experience, has joined the corporate tax team as a director. In her new role, she will be developing and expanding the firm's corporate tax offering for large companies and groups.



**Michael Brown**

Clark IT has appointed Michael Brown as its operations director. With a background in IT service delivery management, Michael's promoted post will involve him dealing with all of Clark's day to day service delivery to clients as well as managing projects including improvements and operational strategy. Michael joined Clark IT in 2013.



**Yvonne Brady**

Shepherd and Wedderburn LLP, has appointed a head of diversity, development and inclusion. Yvonne Brady, a senior partner, is responsible for all initiatives and maximising their impact for the benefit of colleagues and clients. This includes overseeing the firm's S+W Together focus groups: gender; race, faith and beliefs; LGBTIA; healthy working lives; and social mobility.



**Claire Clark**

Hutcheon Mearns has appointed Claire Clark as its new head of specialists and transaction advisory. Claire has been with Hutcheon Mearns since shortly after its inception in 2015, with the business experiencing significant growth despite the backdrop of a depressed oil and gas market. In her new role, Claire will lead the specialist offering.



**Job Biersteker**

ROVOP, the global subsea robotics specialist, has announced its expansion into mainland Europe with the appointment of Job Biersteker as business development manager in its new facility located in Rotterdam. Job has been active in the subsea industry for nearly a decade and has had various positions including ROV technician, project engineer and project manager.



### Mark Fraser and Russell Ward

Aberdeen's Nucore Group has appointed Mark Fraser as its chief executive officer and Russell Ward as its non-executive chairman. Nucore Group, is a portfolio of specialist engineering companies including Oteac Ltd and HVAC & Refrigeration Ltd. Mark joined the group in 2018 as chief financial officer, working closely with the senior management team to drive performance across the group. Russell has a wealth of global industry experience, providing strong vision and leadership focus with strategic-level business insight.



### Alfredo Sanchez

Refracturing solution specialist Morphpackers has appointed Alfredo Sanchez as chief executive officer in the US to drive its business growth. He joins the business from Rubicon Oilfield International where he held the position of vice president of well construction.



### Isla Elliott

Isla Elliott has joined the Chamber as an events executive. After graduating in 2015 from RGU with a BA Hons in Events Management she went on to produce and manage a vast range of events in the third, retail and hospitality sectors. She is responsible for delivering the Chamber's diverse event programme at venues around the North-east.



### Steven Quirie

Steven Quirie has joined the technical services team of ITWORX as a system's engineer. He will be responsible for the setup, maintenance and repair of IT systems including server, cloud and end user devices. He will play a proactive role in identifying issues before they occur, completing projects, implementing new systems and upgrading existing infrastructure.



### Ivan Bradbury

Vulcan Completion Products (VCP) has appointed industry veteran Ivan Bradbury to the role of business development manager. With a broad global remit, Ivan has more than a decade of experience in the casing accessory and cementing product markets and has amassed significant knowledge in the UK, Europe, Africa and the US.

## Other recent appointments

Blackadders LLP has announced four promotions across its Scottish offices. **Jack Boyle** and **Siobhan McGuigan** become legal directors while **John Dargie** and **Jamie Robertson** take roles as associates. Jack is part of the award-winning employment team in Dundee, Siobhan is based in Blackadders' Glasgow office and John is based at the firm's Aberdeen office alongside Jamie.

Visual Asset Management company ZynQ 360 has made a trio of appointments. **Brenda Harrison** has joined as global sales and marketing coordinator with **Jamie Rankin** and **Beth Alexander** taking roles as photographers and project builders.

A lawyer specialising in major construction projects is returning to work for Burness Paull LLP as a senior associate in Aberdeen having played a key role in the redevelopment of Battersea Power Station in London. **Iain Miller** was the senior construction lawyer for Battersea Power Station Development Company Limited with responsibility for advising on all construction elements, including retail and leisure leasing. **Alasdair Sutherland** has also joined the firm as head of planning. A further addition to the team is **Andrew Forsyth**, who joins as a partner.

Accountancy and Business Advisory firm Johnston Carmichael has announced five new partners as part of the firm's growth strategy.

They are **Richard Bathgate** and **Stephen McIlwaine** in Aberdeen; **Nicola Horsburgh** and **Lynne Walker** in Elgin; and **John Mason** in Glasgow.

01224 327 000  
thorpemolloy.com

PSYCHOMETRIC ASSESSMENT    SALARY BENCHMARKING    MARKET MAPPING

# Welcome to the Chamber

## Atlantic Worldwide Services Ltd

Consultants in oil and gas, pharma, chemical, civil and industrial buildings, automotive and nuclear.

T 07428 436333

E [atlanticworldwideservices@gmail.com](mailto:atlanticworldwideservices@gmail.com)

W [www.atlanticworldwideservices.com](http://www.atlanticworldwideservices.com)

C Tony Agosti, director

–

## Folkes Offshore

Ships agency, freight forwarder, logistics and storage provider to the marine oil and gas industry.

T 01224 953100

E [aberdeen@ffolkesoffshore.com](mailto:aberdeen@ffolkesoffshore.com)

W [ffolkesoffshore.com/](http://ffolkesoffshore.com/)

C Ben Sutherland, director

–

## FreshMex

Award-winning Tex-Mex street food.

T 07468 417000

E [info@freshmex.co.uk](mailto:info@freshmex.co.uk)

C Robbie Moul, managing director

–

## Future Oil and Gas

Future Oil and Gas connects business leaders and technology innovators at a high-level conference and exhibition to explore the digitalisation and disruption shaping the oil and gas industry.

T 02036 159530

E [matthew@bric.com](mailto:matthew@bric.com)

W [www.futureoilgas.com](http://www.futureoilgas.com)

C Matthew Astill, chief executive

–

## G5 Technologies Ltd

A Microsoft Silver partner, we provide proactive managed IT services both onshore and offshore. G5 also provide fully managed, public wi-fi solutions.

T 01224 443896

E [kate.wemyss@g5tech.com](mailto:kate.wemyss@g5tech.com)

W [www.g5tech.com](http://www.g5tech.com)

C Kate Wemyss, director

–

## Greydern Associates

Greydern is a legal compliance consultancy firm in the third sector and corporate commercial industry.

T 07909 444880

E [admin@greydern.com](mailto:admin@greydern.com)

W [www.greydern.com](http://www.greydern.com)

C Uche Iloka, partner

–

## IFS UK Ltd

E [alan.laing@ifsworld.com](mailto:alan.laing@ifsworld.com)

W [www.ifsworld.com](http://www.ifsworld.com)

C Alan Laing

## IWM Communications Ltd

IWM Communications is a partner agent of Vodafone. Based in the Aberdeen Bon Accord Vodafone store we offer the local delivery of an international brand.

T 07717 726545

E [iain@iwmcommunications.co.uk](mailto:iain@iwmcommunications.co.uk)

C Iain Morrison, managing director

–

## James Mutch Ltd

Cleaning and hygiene services.

T 01224 643452

E [michael@jamesmutch.co.uk](mailto:michael@jamesmutch.co.uk)

C Michael Connon, managing director

–

## Kalor Consultancy Ltd

Provides organisations with an opportunity to rewrite the psychological contract and deliver sustainable value generation. We will partner with you to understand your unique challenges and support your ongoing success.

T 07540 603528

E [anthony.anagboso@kalorconsultancy.com](mailto:anthony.anagboso@kalorconsultancy.com)

W [www.kalorconsultancy.com](http://www.kalorconsultancy.com)

C Dr Anthony Anagboso, chief executive

–

## Lightbulb Coach

Coaching and personal development service.

T 01224 966395

E [info@lightbulb.coach](mailto:info@lightbulb.coach)

W [www.lightbulb.coach](http://www.lightbulb.coach)

C Sarah Smith, owner

–

## Maitland's Furniture Store and Restaurant

High end leather sofa, dining furniture and home accessory retailer. Quality restaurant and coffee shop.

T 01346 513224

E [john@maitlands.co.uk](mailto:john@maitlands.co.uk)

W [www.maitlands.co.uk](http://www.maitlands.co.uk)

C John Maitland, managing director

–

## Nevis Technology Ltd

Supply and support of weather monitoring systems

T 01224 460880

E [kathleen.dawes@nevis.tech](mailto:kathleen.dawes@nevis.tech)

W [www.nevistechtechnology.co.uk](http://www.nevistechtechnology.co.uk)

C Kathleen Dawes, operations manager

–

## OceanWave Group (Holdings) Ltd

Business and digital transformation.

T 0333 006 2517

E [info@oceanwavegroup.com](mailto:info@oceanwavegroup.com)

W [www.oceanwavegroup.com](http://www.oceanwavegroup.com)

C Rivana Mazerska / Donald Mclvor

## Oculus Edge Ltd

Marketing and communication, creative agency, digital transformation.

T 03330 062492

E [gillian.aird@oculusedge.com](mailto:gillian.aird@oculusedge.com)

W [www.oculusedge.com](http://www.oculusedge.com)

C Gillian Aird

–

## PIM

PIM provides cost effective, sustainable integrity management solutions; helping clients manage the function and integrity of critical plant and equipment.

T 01224 798870

E [info@pim-ltd.com](mailto:info@pim-ltd.com)

W [www.plm-ltd.com](http://www.plm-ltd.com)

C Kath Stables, office lead

–

## Practical Business Improvements Ltd

Continuous improvement consultancy and training specialising in lean methods

T 07725 791159

E [natalia.downs@pbi-ltd.co.uk](mailto:natalia.downs@pbi-ltd.co.uk)

W [www.pbi-ltd.co.uk](http://www.pbi-ltd.co.uk)

C Natalia Downs, director

–

## Prospect 13

Virtual marketing support services

T 07712 226948

E [cerri@prospect13.co.uk](mailto:cerri@prospect13.co.uk)

W [www.prospect13.co.uk](http://www.prospect13.co.uk)

C Cerri McDonald, managing director

–

## Rubycom Limited

Providing corporate finance and part time finance director support to local businesses.

T 07794 229594

E [scott.davidson123@hotmail.com](mailto:scott.davidson123@hotmail.com)

W [www.rubycomlimited.com](http://www.rubycomlimited.com)

C Scott Davidson, director

–

## The Cubik (Glasgow) Ltd

Business and creative venue hire

T 0333 006 2509

E [info@thecubik.com](mailto:info@thecubik.com)

W [www.thecubik.com](http://www.thecubik.com)

C Rivana Mazerska / Donald Mclvor

To see the full member directory visit [www.agcc.co.uk/directory](http://www.agcc.co.uk/directory)



# Northern Star 2019 Business Awards

## Finalists announced for Northern Star Business Awards

THE finalists have been announced for the Northern Star Business Awards, the Chamber's annual accolades for successful businesses in the region.

The awards, held in association with the Press & Journal, recognise companies in the North-east for their exceptional accomplishments across a range of fields from internationalisation and innovation to people development, environmental action and customer service.

The winners will be announced at a glittering ceremony on Thursday, September 26 at P&J Live.

### The finalists in the categories are:

#### Business of the Year

- Aberdeen International Airport
- Aberdeen Performing Arts
- Cummings & Co Aberdeen Ltd
- Motive Offshore Group

#### Customer First

- Bon Accord Care
- Caber Coffee Limited
- Donald Russell Ltd

#### Eco Hero

- Aberdeen Performing Arts
- Mackie's of Scotland
- The OTL Group

#### Family Business

- Dalriada Luxury Lodges
- Greenwell Equipment
- KR Steel (more recently KR Group)

#### Going Global

- Add Energy
- Motive Offshore Group

#### Inspiration from Innovation

- ACE Winches
- Balmoral Offshore Engineering
- Stork

#### Inspiring Futures

- ARR Craib Transport Limited and Northfield Academy
- Mackie's of Scotland and Alford Academy
- Robertson and Inverurie Academy
- Score Group Plc and Mintlaw Academy

#### Making the Difference

- Aberdeen Sports Village
- Bon Accord
- Charlie House
- Community Food Initiatives North East

#### Marketing Magic

- ACE Winches
- Aberdeen International Airport
- Charlie House
- VisitAberdeenshire

#### Rising Star

- Lee Forsyth - Aberdeen Football Club
- Chloe Watt - Siberia Bar and Hotel
- Lyndsey Shepard - Trump International

#### Staff Matter

- Bon Accord Care
- Marathon International Oil (G.B.) Limited
- Sport Aberdeen

#### Student Placement

- BW Offshore
- NHS Grampian
- Shell UK Limited

Family Business sponsor



Making the Difference sponsor



Inspiring Futures sponsor



Student Placement sponsor



Rising Star sponsor



You never actually own  
a Patek Philippe.

You merely look after it for  
the next generation.



PATEK PHILIPPE  
GENEVE

Begin your own tradition.



*Jamieson & Carry*

142 Union Street, Aberdeen  
Tel: 01224 641219



Calatrava Ref. 6006G